



Community Support Services

Our Community Support Services are available to adults over the age of 60 and adults younger than 60 living with a physical disability who live in the South-East Ottawa Community Health Centre catchment area. Practical, in-home supports are provided by centre staff, volunteers and independent contractors who have been screened (including a police record check for the vulnerable sector). As a not-for profit committed to health equity, we aim to connect clients to high quality services that are offered at low-cost or no-cost.



Services Available (Updated 2022)

- CAREGIVER SUPPORTS
- FRIENDLY VISITING
- GROCERY SUPPORTS
- HANDY HELPERS
- HOME HELP DIRECTORY
- LUNCHABILITY
- NURSING FOOT CARE CLINICS
- SNOW GO ASSIST
- TELEPHONE ASSURANCE
- TRANSPORTATION TO MEDICAL APPOINTMENTS

Contact Us



613-737-5115 ext. 2430



[www.caredove.com/
champlaincss](http://www.caredove.com/champlaincss)



South-East Ottawa
Community Health
Centre



@seochc



www.seochc.on.ca



MAIN SITE
1355 Bank St., Suite 600
Ottawa, ON
K1H 8K7

COMMUNITY SUPPORT SERVICES

Please be advised that due to the Covid19 Pandemic our hours of operation, programs and services are subject to change.

The majority of our Services will remain virtual until further notice.

CAREGIVER SUPPORT

Caregiver support is available for those providing support to seniors or vulnerable adults. Caregiver supports can take many forms from emotional support, information and referrals to service coordination and education. Contact us for the following:

- Assistance with service coordination and system navigation
- Information and referrals
- Virtual caregiver workshops

FRIENDLY VISITING

The Friendly Visiting program matches volunteers who live in the community with clients who are interested in a regular social visit.

- Telephone visits or in-person visits
- Help people to feel more connected to their community, reduce isolation and foster relationships between individuals
- No cost.

GROCERY SUPPORTS

CSS grocery supports are designed to link clients with food resources. Our Service Coordinators support clients to access grocery delivery and premade meal options.

HANDY HELPERS

The Handy Helper program matches volunteers with clients who are in need of assistance with small, one time odd jobs and household tasks. Currently, we have Handy Helpers available to provide virtual technology support.

HOME HELP DIRECTORY

The Home Help Directory is a referral program designed to link clients seeking help at home with screened independent service providers.

- Referrals available for: light and heavy Housekeeping, Home Maintenance and Respite Care
- Service request can be for ongoing service or one-time

LUNCHABILITY

The LunchAbility program is a monthly virtual recreational group for adults 18-59 living with physical disabilities. With an aim of trying new things, LunchAbility is a group where connections and friendships are formed. This program can be accessed through zoom or the telephone.

NURSING FOOT CARE CLINICS

The clinic provides assessment and treatment of various foot problems, routine care, prevention, teaching and diabetic care.

- By appointment only
- \$20.00 per visit
- Available at the Main Site - 1355 Bank St. call 613-737-4809
Or
- Available at Hunt Club Riverside Site - 3320 Paul Anka Dr. call 613-247-1600
- Call for more information on how to be added to our waitlist.

SNOW GO ASSIST

Snow-Go Assist (SGA) is a City of Ottawa program, which provides eligible seniors and persons with disabilities with financial assistance to hire a contractor of his/her choosing to clear snow from private driveways and walkways.

- Application available beginning of October
- Reimbursement up to 50% of the cost of snow removal services up to a seasonal maximum

THE GROCERY BUS (currently on hold)

- This program provides staffed transportation to and from a local grocery store (yellow school bus)
- Volunteers provide shopping support
- Bi-weekly service, \$5 fee, free grocery delivery

TRANSPORTATION TO NON-URGENT

MEDICAL APPOINTMENTS

Transportation program provides rides to and from medical appointments within Ottawa. Our Transportation program is available to seniors and adults living with a physical disability who can transfer safely and independently into a vehicle.

- Fees are based on round-trip kilometers (from client's home):
 - 1 to 10.99 kms = \$12
 - 11 to 20.99 kms = \$14
 - 21 to 49.99 kms = \$19
 - 50 kms and over = \$27
- Clients are able to bring a companion for the ride at no additional cost
- Rides are scheduled in advance and must be booked with at least 10 days notice
- Parking fees are the responsibility of client at time of parking. Free Parking at local hospitals

TELEPHONE ASSURANCE PROGRAM

The Telephone Assurance Program (TAP) provides staff/volunteers who regularly, on week days, phone to check on a client's well-being and provide a predetermined response if the call is not answered. Clients work with the Service Coordinator to decide on a response plan that best meets their needs. Sometimes a friendly call can be a great way to start the day!

OTHER SERVICES AVAILABLE AT SEOCHC

SEOCHC INTAKE & COUNSELLING SERVICES

- Counselling Services
- Practical support programs and completing applications
- Advocacy, information and referral
- **Contact our intake team at 613-737-5115 ext. 2386**

PRIMARY CARE OUTREACH TO SENIORS

This program is targeted for seniors (aged 65 and above) living at home who would benefit from assistance in health care management and access to community services. For more information contact **PCO Central Intake at 1-844-726-5115**

REGIONAL INTERGRATED CARE

Help with coordinating services and supports for persons living with 4+ chronic health conditions. **For more information contact 613-737-5115 ext.2559**

SENIORS HEALTH PROMOTION :

Our Seniors Health Promotion programs focus on senior's health and wellbeing and emphasis ageing well. Programs focus on keeping you active and connected to your community. For more information **contact 613-737-5115 ext.2375**

OTHER RESOURCES AVAILABLE IN OTTAWA

A FRIENDLY VOICE: A telephone line specifically designed for seniors. Friendly Voice is a great option for seniors who may be feeling lonely or isolated and need a friendly voice to talk to.

Contact 613-692-9992 or 1-855-892-9992 for more information

THE DISTRESS LINE: Call 24/7 for emotional support and encouragement, crisis management and intervention, suicide risk assessment and prevention and community resource / referral information.

Contact 613-238-3311

211: A helpline and online database of Ontario's community and social services. **Dial 211** to be connected trained specialists that can answer questions on information and services

LHIN HOME & COMMUNITY CARE: Health care services at home , including bathing/ dressing, nursing visits and occupational therapist assessments for equipment.

Contact : 1- 800-538-0520

THE CAREGIVER INFORMATION LINE: If you're caring for someone and you need **support** or have care questions, **call the 24/7 Ontario Care-giver Helpline: 1-833-416-2273**