



ST. JOSEPH'S CARE GROUP

# Seniors Resource Guide



ST. JOSEPH'S FOUNDATION  
OF THUNDER BAY

The Seniors Resource Guide is proudly supported by St. Joseph's Foundation, whose generosity helps connect seniors to vital community resources.

This guide is designed to help older adults and their care partners navigate local programs, services, and supports available in the community.

## DOWNLOAD THE GUIDE

Scan the QR code or click the link to download the most up-to-date copy of this guide:

<https://sjcg.net/documents/clients-and-visitors/seniors-resource-guide.pdf>



## FEEDBACK

Help us keep this guide up-to-date. If you would like to make a suggestion or report a correction, please use this link or scan the QR code:

<https://redcap.link/seniorsguide>



# **Table of Contents**

Disclaimer.....	4
About St. Joseph’s Care Group .....	4
Important Numbers .....	5
Emergency Numbers.....	5
Ontario Health atHome.....	5
Health & Care Services.....	6
Home Care Services .....	6
Private Home Care Services .....	6
Physical Therapy.....	7
Foot Care Services.....	9
Lab Services .....	10
Respite Care .....	11
Personal Medical Alarms.....	11
Resources for Living with Memory Loss and Care Partner Supports .....	12
Recreation / Socialization / Physical Activity.....	15
Housing & Living Arrangements.....	17
Retirement Homes .....	17
Supportive Housing for Seniors .....	18
Long Term Care Homes .....	20
Other Housing Resources .....	21
Food & Nutrition.....	21

Grocery Delivery or Pickup.....	21
Prepared Meal Options .....	22
Food Banks & Grocery Assistance .....	25
Transportation & Mobility .....	25
Transportation .....	25
Equipment Purchase or Rental.....	27
Financial Assistance .....	28
Funding Available.....	28
Tax Credits.....	28
Home & Property Maintenance .....	30
Housekeeping and Laundry.....	30
Yard Maintenance & Snow Removal .....	31
Additional Resources .....	32
Other Services / Agencies .....	32

# Disclaimer

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The information, services, and resources included in this guide are intended for general informational purposes only. This is not a comprehensive or exhaustive listing, and inclusion does not imply endorsement or recommendation by St. Joseph's Care Group.

This guide is designed to help older adults and their care partners explore a range of available supports that may suit their unique needs. However, we strongly encourage individuals to conduct their own research, ask questions, and consult with relevant professionals or organizations before making decisions.

Please note that any costs or fees mentioned are approximate and subject to change. We recommend contacting each service provider directly to confirm current pricing, availability, and eligibility.

When hiring service providers—especially those who will be entering your home or accessing personal information—exercise caution. Consider requesting references, verifying credentials, and reviewing any applicable consumer protection policies.

Use this guide as a starting point to explore options that support safety, independence, and wellbeing.

## About St. Joseph's Care Group

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Established in 1884, St. Joseph's Care Group provides services in Mental Health & Addictions, Long-Term Care Services, and Rehabilitative Care Services.

We operate more than eight sites across the city of Thunder Bay including a rehabilitative care hospital, two long-term care homes, seniors' supportive living, mental health supportive housing, live-in and day treatment for addictions, withdrawal management, and virtual care.

With over 2,400 staff and growing, we pride ourselves on living our values of Care, Compassion & Commitment. We are recognized as a leader in delivering safe, high-quality people-centred health care and have been

Accredited with Exemplary Standing, the highest level awarded by Accreditation Canada.

Website: [sjcg.net](http://sjcg.net)

- Contact information: <https://sjcg.net/aboutus/contact.aspx>
- Programs & Services <https://sjcg.net/services/main.aspx>

## Important Numbers

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### EMERGENCY NUMBERS

- 911 Emergency – Police, Fire, Ambulance
- Canada Suicide Prevention Hotline, call or text 988 available 24 hours a day, every day of the year.
- Thunder Bay Crisis Response Services (emotional crisis/suicide) 807-346-8282 available 24 hours/day
- Crimes against Seniors Unit Thunder Bay Police Service: 807-684-1039
- Indian Residential School Survivors Crisis Line. 24-hour crisis line to offer support to former Residential School students and those affected. 1-866-925-4419 (toll-free)

### ONTARIO HEALTH ATHOME

Many services begin with contacting Ontario Health atHome. When you contact Ontario Health atHome, a care coordinator will walk you through eligibility and assessments. Call 807-345-7339 to reach our local Ontario Health atHome office.

# Health & Care Services

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## HOME CARE SERVICES

### Ontario Health atHome

Call Ontario Health atHome to be assessed for OHIP covered healthcare services at home, or if you are considering supported living programs or long-term care. While you are in-hospital, referrals may be completed for you, but you can also self-refer from home. Call 807-345-7339.

## PRIVATE HOME CARE SERVICES

The following agencies are private and charge a fee for their services. The general cost for these services range from \$25.00 to \$30.00 per hour depending on the services required. Most homemaking services are provided by a Personal Support Worker (PSW).

Services offered by the following companies may include:

- Personal care
- Hygiene support
- Companionship/recreation
- Medication reminders
- Meal support
- Housekeeping/laundry
- Respite Care

**Bayshore Home Health: 807-345-5322**

**Best Care Canada Inc.: 807-622-2273**

**Evi's New Quality Home Care: 807-627-2258**

**Nurse Next Door: 807-346-0055**

**Paramed Thunder Bay: 807-346-0633**

**St. Elizabeth Health Care: 807-344-2002**

**Superior Elder Care: 807-473-1110**

**VON: 807-344-0012**

## **PHYSICAL THERAPY**

### **St. Joseph's Care Group**

#### **SOAR (Seniors Outpatient Assessment and Rehabilitation)**

SOAR program is designed to help older adults stay healthy, active, and independent. The program offers short-term rehabilitation and treatment for older adults living in the community, with a focus on improving physical function, mobility, confidence, and overall well-being.

SOAR is designed for seniors who may be:

- Experiencing falls or worried about falling
- Having trouble walking or with balance
- Feeling weaker or less active than before
- Facing safety concerns at home or in the community
- Noticing changes in memory, mood, or thinking that affect daily life
- Struggling with everyday activities or experiencing a general decline

Programs offered:

- Group therapy sessions led by a physiotherapist and occupational therapist, supported by trained rehabilitation assistants
- One-on-one therapy for those who need more personalized treatment and support
- Referrals to other professionals, such as a dietitian, social worker, or recreation therapist, when needed
- Physician or Nurse Practitioner referral required.
- For more information call: 807-346-2310

### **Keep Moving Programs (self-referral)**

- Keep Moving with Mixed Neurological Conditions (Canada Games Complex)
- Keep Moving with Stroke (Canada Games Complex)
- Keep Moving with Parkinson's Disease (55+ Centre)
  - 6 weeks (2 times/week) with fee
  - Must be able to provide own transportation
  - Must be independent with ambulation
- 807-346-2480

### **Pulmonary Rehabilitation Program**

Exercise and education for those with chronic lung conditions such as COPD.

- Physician/Nurse Practitioner referral required
- 807-343-2407
- Held at St. Joseph's Hospital
- 6 weeks, 3 times/week 1:00 – 3:00

### **Ontario Health atHome Physiotherapy**

- Self-referral through Ontario Health atHome call 807-345-7339 or referral can be completed from other healthcare providers
- In-home Physiotherapist
- Can complete physical assessment, to design an individualized exercise program

### **Outpatient Physiotherapy – OHIP covered**

- Free for seniors over 65 years, Physician referral required
- Fairway Physiotherapy, 620 Arthur Street West, 807-344-5242
- Nova Care 1600 Dease Street, 807-623-4720

## **TBRHSC – Cardiovascular Rehabilitation Program**

- This program is part of the larger Cardiovascular Sciences Program for people who have suffered a heart attack or similar heart event due to cardiovascular disease. Provides education, counselling, and guided exercise to help lead a healthy and independent lifestyle
- Referral is required from a specialist or your primary care provider (Physician or Nurse Practitioner)
- 807-684-6780
- Medical Services Centre, Suite 201, 1040 Oliver Road
- <https://tbrhsc.net/programs-services/cardiovascular-sciences-program/cardiovascular-rehabilitation-program/>

## **VON Exercise and Fall Prevention classes**

Help seniors living in the community stay healthy and active

- Free community drop-in exercise classes for 30 min.
- Various locations in the city
- 807-344-0012

## **FOOT CARE SERVICES**

### **Bayshore**

- In-home service
- 807-345-5322

### **Bayview Foot Clinic**

- 807-346-7620
- Referrals not required

### **Bill Savage - Mobile Foot Care Services**

- 807-356-6927
- [billssavage@hotmail.com](mailto:billssavage@hotmail.com)

### **Lucie's Mobile Foot Care**

- In-home service
- 807-622-8219

### **Oak Medical Arts**

- <https://www.oakmedicalarts.com/footcare>

### **Quadrotherapy & Foot Clinic**

- [https://quadrotherapyfootclinic.janeapp.com/#staff\\_member/1](https://quadrotherapyfootclinic.janeapp.com/#staff_member/1)

### **Steve's Foot Care**

- <https://www.stevesfootcare.com>

### **The Foot Care and Ear Flushing Centre**

- <https://footandearcare.com>

### **VON**

- In home and clinics (various locations across the city)
- 1-888-866-9871

## **LAB SERVICES**

### **LifeLabs**

Providing in-person and at home testing, please visit website for more details.

- <https://www.lifelabs.com/>
- 1-877-849-3637

## RESPITE CARE

When care partners need a break or will be out of town, you can look for support:

### **Ontario Health atHome**

Talk to your case manager or call 807-345-7339 to reach our local Ontario Health atHome office.

- At home
- Adult day program
- Overnight short-stay
- Retirement homes - Some homes have respite suites to rent for short term. Provide a safe environment, fully furnished room with all meals supplied.

### **Wesway – Respite Support**

Support, assistance and companionship is provided to individuals living with a chronic condition or disability in order to give a care partner respite and time off to renew their energy

- Overnight care and in-home respite. There is a waitlist for this service (1 year or longer)
- Family Directed Respite Funding is available to eligible family caregivers
- Family caregivers decide how they would like to receive their respite and Wesway pays for the approved costs. Families are able to use the funding in a variety of ways.
- 807-623-2353 or email [intake@wesway.com](mailto:intake@wesway.com)

Homecare agencies also offer private pay respite e.g. Paramed, Nurse Next Door, Bayshore.

## PERSONAL MEDICAL ALARMS

Personal medical alarms allow individuals to quickly contact emergency services with a simple button press, ensuring prompt response during falls, medical emergencies, or other urgent situations.

Features of personal medical alarms can vary depending on the provider, but common options include 24/7 personal health monitoring, mobile coverage for protection on the go, and automatic fall detection that uses sensors that recognize body movement to tell when a fall may have happened. If a fall is detected, the device automatically calls for help.

Please be aware that many providers have cancellation policies that may include fees, penalties or long-term commitments. Taking time to review these policies before signing up can help you avoid unexpected costs later on.

### **Apex**

- 807-344-8491
- <https://www.apex-tb.com/alarm/medical-alarms>

### **Bedford Medical Alert**

- 1-888-755-3055
- <https://bedfordmedicalalert.ca>

### **Lifeline**

- 1-866-958-5903
- <https://www.lifeline.ca/en/>

### **Tbaytel**

- 807-623-4400
- <https://www.tbaytel.net/Shop/Security/Plans/Personal-Medical-Alarm>

### **Telus**

- 1-888-505-8008
- <https://www.telus.com/en/personal-health/medical-alert-systems/products>

### **Life Assure Medical Alert Canada**

- 1-800-354-5706
- <https://www.lifeassure.com/>

## **RESOURCES FOR LIVING WITH MEMORY LOSS AND CARE PARTNER SUPPORTS**

### **Alzheimer Society of Thunder Bay**

- Support, education, information and counseling for individuals and care partners who are impacted by Alzheimer's and other dementias
- 807-345-9556

### **Dementia Café**

- A welcoming environment for people living with dementia. Enjoy music, games, snacks and time with family/friends.
- Held 3 Sundays a month from 2:00 – 4:00pm at Urban Abbey

### **Rural Dementia Café**

No registration, fee or eligibility criteria. Welcoming environment with music, snacks and games! In partnership with NorWestCHC - Kakabeka site, Thunder Bay Alzheimer's Society, CERAH & Rural 60 Plus.

- Fourth Friday of each month - 1:00-3:00 pm
- Rural 60 Plus, 5 Pineview Road
- 807-473-5528

### **MedicAlert Safe and Found Program**

- A medical ID bracelet for individuals with Dementia to wear in the event they become disoriented or lost
- First responders can quickly get personal information and notify family members/caregivers and return the individual safely home
- 1-877-217-7449
- <http://www.medicalert.ca/safe-and-found>

### **St. Joseph's Care Group**

#### **Community Psychogeriatric Resource Consultant Program**

Psychogeriatric Resource Consultants (PRCs) are healthcare professionals who help older adults with challenging behaviours related

to physical, mental, or memory health changes. They work in homes, retirement residences, and supportive housing. Call 807-346-5218 for more information.

- Provides expert advice and support to families and care teams
- Assess situations to find the best care strategies
- Help create and put care plans into action
- Empower families and care partners to solve problems and find solutions

### **Enhancing Care Program**

Support for care partners, anyone caring for the person living with dementia. The program helps care partners strengthen their caregiving knowledge and skills to:

- Manage the day-to-day of caring for a person living with dementia
- Reduce emotional stress, burden and isolation
- Improve ability to cope with the demands of caregiving
- Create and explore supports for the CARER
- The program offers one on one counselling and group programs.
- Call 807-768-4435 to self-refer or for more information
- <https://sjcg.net/services/complex-physical-rehab/outpatient/enhancing-care.aspx>

### **Manor House Adult Day Program**

A supportive and enriching social and recreational day program for individuals living with dementia. Call 807-768-4415 for more information.

- <https://sjcg.net/services/long-term-care/support-programs/adult-day.aspx>

What the program offers:

- Social, recreational, and cognitive activities to keep participants active and engaged
- Personal care and medication support as needed
- Nutritious meals and snacks daily
- Optional safe transportation to and from home (extra fee)

Benefits for participants:

- Helps maintain physical and mental abilities
- Provides social connection and a sense of community

Benefits for care partners:

- Provides respite to rest and take care of personal needs
- Offers education, support groups, and resources through a Social Worker

Fees:

- Daily fee plus additional charge for transportation if needed

## RECREATION / SOCIALIZATION / PHYSICAL ACTIVITY

### **Alzheimer Society - Minds in Motion®**

- For clients living with Dementia and accompanied with care partner
- Two-hour program (physical exercise, and mental stimulation activities)
- Located at Oliver Road Community Centre
- Cost \$50 for 8 week program
- 807-345-9556
- <https://alzheimer.ca/thunderbay/en/help-support/programs-services/minds-motionr>

### **Thunder Bay 55 plus Centre (700 River Street)**

- Provide quality education, recreation and social opportunities
- Programs include: fitness programs, art groups/classes, walking groups
- There is a cost for some activities
- 807-684-3066
- Programs also run at West Arthur Community Centre (1914 Arthur Street West 577-6661)

### **City of Thunder Bay – Support Services**

- Programs include: Friendly visiting, telephone Assurance, Walk a Bit
- Services are free, but there may be a waitlist
- 807-684-3471

## **Freedom Recreation**

- In-home service for seniors that provides quality recreation and leisure programs to suit your needs
- \$28.25/ 45 min session
- 807-708-6853
- <http://www.freedomrecreation.com>

## **Indoor Walking Options:**

- Intercity Shopping Centre – Mall Walk Program - free
- Canada Games Complex – 807-684-3311
- Confederation College Fitness Centre – 807-475-6398
- Lakehead University - Hangar Walks – 807-684-3066
- Walk a Bit Program - free (walking buddies come to your home) 807-683-3471

## **Manor House Adult Day Program**

- [See “Resources for Living With Memory Loss”](#)

## **VON Day Program**

VON Day Programs is designed for seniors (65+) who may be isolated and would benefit from socialization and recreation, are frail experiencing cognitive decline, and/or for those with a mild dementia

- 321 Hilldale Road (at Hilldale Church)
- There is a daily fee
- Call 807-343-9591 for more information
- Call 807-345-7339 to reach our local Ontario Health atHome office to be assessed for eligibility for this program

# Housing & Living Arrangements

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## RETIREMENT HOMES

### What Is A Retirement Home?

Retirement homes are a private, pay-per-service living option for seniors who are independent or need minimal support with daily activities like meals, housekeeping, or medication reminders.

- A staff member is available 24 hours/day for emergencies
- Ontario Health atHome services can be arranged to provide additional supports if required. Call 807-345-7339 to reach our local Ontario Health atHome office.
- Recreational and daily activities are included
- Respite and short stay options are available at some of the homes
- Small Pets are often allowed

### Chartwell Retirement Residences

- <https://chartwell.com/>

#### Chartwell Thunder Bay

- 770 Arundel Street, 807-343-0373

#### Chartwell Glacier Ridge

- 1261 Jasper Drive, 807-343-0242

#### Chartwell Hilldale

- 309 Hilldale Road, 807-684-9878

#### Chartwell Isabella

- 1350 Isabella Street East, 807-285-4797

### Vickers Manor Senior Residence (formally McKellar Place)

- 325 Archibald Street South, 807-285-4848
- <http://vickersmanor.ca/>

## **Walford Thunder Bay**

- 20 Pine Street, 807-345-2511
- <https://oxfordthunderbay.com/>

## **SUPPORTIVE HOUSING FOR SENIORS**

### **What Is Supportive Housing?**

Supportive Housing apartments are designed for seniors aged 65+ who require some level of support but are able to live independently in their own apartment. A staff member is available 24 hours/day for emergencies. Wait times can be two years or more depending on the location and apartment type.

Support packages are tailored to your needs and can be increased or decreased as necessary. Assistance can include support with:

- Personal care
- Bathing
- Housekeeping and Laundry
- Medication reminders
- Meals
- Social activities and outings
  
- Supportive housing offers both market rent and rent-geared-to-income (RGI) options. In order to be eligible for RGI, you must have a household income of less than \$38,500 for a Bachelor, \$50,500 for 1 bedroom and \$61,000 for 2 bedrooms. Additionally, household assets must be under \$150,000 to be determined for RGI Housing.
- If the total household income exceeds the income limit, the applicant would have to complete a market rent application. Contact location directly for market rent pricing.

### **City of Thunder Bay - Jasper Place (1200 Jasper Dr.)**

- 100 non-smoking units.
- Apartments are Rent Geared to Income (RGI) and is based on 30% of your gross monthly income. In order to be eligible for RGI, you must

have a household income of less than \$38,500 for a Bachelor, \$50,500 for 1 bedroom and \$61,000 for 2 bedrooms.

- In addition to rent, you must purchase a support package. This support package entitles you to 15 lunch meals per month and support services that are tailored to meet your needs. You can also pay for additional meals

## **St. Joseph's Care Group**

### **PR Cook Apartments (St. Joseph's Heritage - 63 Carrie Street)**

- To apply for PR Cook, market applications can be picked up at the Front Desk at St. Joseph's Heritage. To apply for a rent-geared-to income subsidy, please following the application process on The District of Thunder Bay Social Services Administration Board (TBDSSAB) website.
- Apartment types include: 15 Bedsits, 30 Bachelor, 112 one-bedroom and, 8 two-bedroom.
- In addition to rent, you must purchase a support package. This package includes a daily meal and support services that are tailored to meet your needs.
- <https://sjcg.net/services/long-term-care/housing/prcook.aspx>

### **Sister Leila Greco Apartments (330 Lillie Street North)**

- Supportive housing eligibility is determined by the Ontario Health at Home. Call 807-345-7339 to reach our local Ontario Health atHome office. A care coordinator will walk you through eligibility, assessments.
- 132 one-bedroom apartments.
- In addition to rent, you must purchase a support package. This package includes a daily meal and support services that are tailored to meet your needs.
- All units are non-smoking, pets allowed in certain situations.
- <https://sjcg.net/services/long-term-care/housing/slga.aspx>

## **LONG TERM CARE HOMES**

### **What Is A Long-Term Care Home?**

In Ontario, long-term care homes are licensed and regulated facilities that provide 24-hour nursing care and supervision for individuals with significant health conditions, disabilities, or cognitive impairments such as dementia. These homes support people who can no longer live independently or be safely cared for at home, even with support. For additional information visit: <https://ontariohealthathome.ca/region/north-west>

### **Step 1: Contact Ontario Health atHome**

Call 807-345-7339 to reach our local Ontario Health atHome office. A care coordinator will walk you through eligibility requirements and the assessment process.

You may qualify for financial assistance to help offset these fees. Discuss this with your care coordinator for more information.

### **Long-Term Care Homes in Thunder Bay:**

#### **City of Thunder Bay - Pioneer Ridge**

- 750 Tungsten Street, 807-684-3085
- <https://www.thunderbay.ca/en/city-services/pioneer-ridge.aspx>

#### **St. Joseph's Care Group**

##### **Bethammi Nursing Home**

- 36 Carrie Street, 807-768-4430 ext. 4427
- <https://sjcg.net/services/long-term-care/homes/bethammi.aspx>

##### **Hogarth Riverview Manor**

- 300 Lillie Street North, 807-625-1110 ext. 4423
- <https://sjcg.net/services/long-term-care/homes/hrm.aspx>

#### **Southbridge Care Home**

##### **Southbridge Lakehead**

- 135 Vickers Street South, 807-623-9511 ext. 122

- <https://southbridgelakehead.ca/>

### **Southbridge Pinewood**

- 2625 Walsh Street East, 807-577-1127 ext. 225
- <https://southbridgepinewood.ca/>

### **Southbridge Roseview**

- 99 Shuniah Street, 807-344-6929 ext. 230
- <https://southbridgeroseview.ca/>

## **OTHER HOUSING RESOURCES**

### **Thunder Bay District Social Services Administration Board (DSSAB)**

- Rent Geared to Income (RGI) Housing and accessible Senior apartments
- Applications are available online, at DSSAB, or you to have them mailed to you.
- Wait times can be two years or more depending on the location and apartment type.
- 231 May St South, call 807-766-2111
- <https://www.tbdssab.ca/housing-homelessness>

## **Food & Nutrition**

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### **GROCERY DELIVERY OR PICKUP**

#### **George's Market**

- Groceries & meals, delivery available 7 days/week
- \$6.50 delivery charge for up to 7 bags, \$0.50 per each additional bag
- 807-345-7021
- <https://shop.georgesmarket.ca>

#### **Mrs. Grocery**

- \$10 charge + 10% of your grocery bill

- Will shop at any store you choose
- Pay by cash/credit/debit at the door
- 807-333-0131 or online
- <https://thunderbay.mrsgrocery.com>

### **Real Canadian Superstore**

- PC Express lets you order your groceries online and choose to pick-up or have it delivered. See their website for details or to place an order
- 971 Carrick Street
- <https://www.realcanadiansuperstore.ca>

### **Walmart**

- Delivery and Pick-up options available
- Create an account online and select items
- \$35 minimum order, additional fees may apply
- <https://www.walmart.ca/en>

### **Westfort Foods**

- Delivery available on Monday, Wednesday & Friday - South side
- Delivery available on Tuesday & Thursday - North side
- Call before 12:00 pm to get delivery later that day
- Delivery is \$10 and is only available on orders over \$30.00
- 807-623-4220, press #2 for delivery
- <https://www.westfortfoods.com/delivery>

## **PREPARED MEAL OPTIONS**

### **Meals on Wheels**

Meals on Wheels in Thunder Bay is a city-run program that delivers hot, nutritious meals to individuals who are unable to prepare food themselves due to age, illness, or disability.

Each weekday meal includes soup, a hot entrée with meat, starch, and vegetables, and a cold dessert, all delivered by friendly volunteers who also provide a daily wellness check.

On weekends, clients can opt to receive a cold, ready-to-eat weekend meal delivered on Friday alongside their regular hot meal.

- 807-625-3667
- Minimal charge for meals, \$8.00 for weekdays and \$5.85 for weekends.
- No vegetarian or gluten-free meals

### **Factor Meals**

Factor is a Canadian weekly meal delivery service. Skip the prep and cooking with dietitian-approved meals made by our chefs, delivered right to your door. Pause or cancel anytime. Ready to heat and enjoy in just 2-3 minutes.

- <https://www.factormeals.ca/>

### **Halal Meals**

Halal Meals is prepared weekly meal delivery service. Our goal is to provide great tasting Halal food crafted with quality ingredients at an affordable price. You'll get a Halal home-style meal prepared by our chefs. Our rotating menu will have flavorful preparations that are delicious and appetizing. We will invite guest-chefs and celebrity chefs to prepare their signature dishes.

- <https://www.halalmeals.ca>

### **Heart to Home Meals**

Heart to Home Meals is a Canadian meal delivery service specializing in over 200 chef-prepared frozen meals tailored to seniors' nutritional needs, including options for special diets like diabetes-friendly, low sodium, and vegetarian. With no contracts or minimum orders, the service offers convenient online or phone ordering.

- 1-888-777-2219
- <https://www.hearttohomemeals.ca/meals>

## **Marvellous Makings**

Located in Thunder Bay, Marvellous Makings is a quaint, family-run catering service that offers a delightful array of ready-to-pick, home-cooked meals.

- 807-252 4052
- <https://marvellousmakings.ca>

## **Roots Community Food Centre**

Home cooked meals are available twice a week for seniors and Elders. Vegetarian options always available. Wednesdays, 5-6:30 pm and Fridays, 11 am – 12:30 pm. 450 Fort William Road, Thunder Bay, ON

- 807-285-0189
- <https://www.rootscfc.org/food-access.html>

## **Red Seal Meals**

Located in Thunder Bay. Red Seal Meals offers a variety of frozen dinners and soups for purchase. Minimum \$100 order and they deliver. Meals \$12.50 and soup is \$7.50. Special diets can be accommodated but a minimum of 20 meals for this.

- 807-625-6512

## **Truly Superior Eats & Treats**

Located in Thunder Bay. Truly Superior Eats & Treats is a take-out, home-based business offering homemade frozen comfort food and treats.

- Frozen meals for pick-up
- 807-346-5778
- <https://www.trulysuperioreats.com>

## **Wild Thyme**

Located in Thunder Bay, Wild Thyme offers delectable, home-cooked meals tailored to the preferences of our senior clientele. Each recipe is crafted with care, utilizing locally sourced ingredients and made from scratch to guarantee the finest quality.

- 807-285-5095
- <https://wildthymetbay.ca/home>

## FOOD BANKS & GROCERY ASSISTANCE

### Good Food Box Program

A non-profit initiative offering monthly boxes of fresh fruits and vegetables at a lower cost than retail. Boxes are ordered by the first Thursday of each month and distributed on the second-last Thursday.

- 807-345-7819
- <https://www.goodfoodboxtb.org>

### Thunder Bay Food Bank

Provides temporary food relief to individuals and families in need. Open Tuesdays and Fridays from 9:00 to 11:00 a.m. (except the first week of each month). Limited to once a month; must bring ID and proof of address.

- 129 Miles Street East, 807-626-9231
- <https://www.thunderbayfoodbank.com>

**More information about community food programs can be found on [211north.ca](http://211north.ca) and Northwest Health Line, [Basic Needs and Social Supports - North West](#)**

## Transportation & Mobility

### TRANSPORTATION

#### Red Cross

- Provides transportation for seniors to medical appointments for those unable to take public transit. You must call to be added to waitlist for this service.
- Wheelchair accessible vehicles are available.
- 807-623-3073

- <https://www.caredove.com/crctbay/service/detail/sid/1917>

### **Lift+ Specialized Transit**

- Lift+ is Thunder Bay's door-to-door paratransit service, which may be for residents and visitors who, due to a disability, are not able to use Thunder Bay Transit for all or part of their trips.
- You must complete an application to be registered with Lift+ before being able to utilize the vans or taxi scripts. Call or download application from website.
- Vans are wheelchair accessible
- 807-345-0777
- <https://www.thunderbay.ca/en/city-services/lift-specialized-transit.aspx>

### **The Landmark Hotel (Hotel Shuttle)**

- Available for clients staying at the Landmark seeking non-emergency transportation for medical services e.g. appointments
- 807-767-1681
- <http://www.landmarkinn.ca>

### **Diamond-Lacey's Taxi**

- Wheelchair accessible taxi available
- 807-622-6001
- [www.diamonntaxithunderbay.ca](http://www.diamonntaxithunderbay.ca)

### **Roach's Yellow Taxi**

- Wheelchair accessible tax available
- 807-344-8481
- <https://roachstaxi.com>

### **Driving Miss Daisy**

- Personalized driving service for seniors to assist to appointments, shopping, social functions etc. by appointment
- Vehicles are walker and wheelchair friendly
- 807-630-0890

- <https://drivingmissdaisy.ca>

### **Driverseat**

- Rideshare service
- 1-855-912-3008

### **Uride**

- Rideshare service
- Must have Smartphone to use, download Uride application from the App Store or Google Play Store to start. <https://apps.apple.com/ca/app/uride-passenger/id1248144806>

### **Wequedong Lodge**

- Transportation for their clients upon arrival to Thunder and departure, medical appointments and prescription pick-up
- 807-622-2222
- <https://weqlodge.org/hospitality/#transportation>

## **EQUIPMENT PURCHASE OR RENTAL**

### **Medigas – Home Oxygen**

- 820 Red River Road, 807-345-8288

### **Motion Thunder Bay**

- 1154 Roland Street, 807-622-1877
- <https://motioncares.ca/location/thunder-bay>

### **Superior Home Health Care**

- 977 Alloy Drive, 807-623-9110
- <https://superiorhomehealthcare.ca/>

### **Wellwise by Shoppers Drug Mart**

- 285 Memorial Avenue, 807-345-6564

- <https://shop.wellwise.ca/>

## Financial Assistance

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### FUNDING AVAILABLE

#### March of Dimes

- Home and Vehicle Modification Program (HVMP) – Funding Available
- 807-345-6595
- <https://www.marchofdimes.ca/en-ca>

#### Non-Insured Health Benefits (NIHB)

- Federal health benefit program for eligible First Nations and Inuit people.
- Helps cover medically necessary health goods and services that are not paid by provincial health plans or private insurance (i.e. prescription drugs, dental care, mobility aids, hearing aids etc.)
  - <https://www.sac-isc.gc.ca/eng/1572537161086/1572537234517>

### TAX CREDITS

#### Ontario Tax Credits

\*Visit <http://www.ontario.ca> for additional information or to view additional tax credits.

#### Ontario Seniors' Public Transit Tax Credit

- If you're 65 years or older, you could get a tax credit to help with public transit costs.
- <https://www.ontario.ca/page/ontario-seniors-public-transit-tax-credit>

#### Reduced Co-payment for Lower Income Seniors

- Depending on your annual income, you may be able to have the Ontario Drug Benefit \$100 annual deductible waived and have your co-payment reduced to \$2 per prescription.

#### Ontario Senior Homeowners' Property Tax Grant

- If you are 64+ years old and own a home, you could get up to \$500 to help with the cost of Property taxes
- <https://www.canada.ca/en/revenue-agency/services/child-family-benefits/provincial-territorial-programs/ontario-senior-homeowners-property-tax-grant-oshtptg-questions-answers.html>

## Canada Tax Credits

\*Contact the Canada Revenue Agency at 1-800-959-8281 or visit <http://www.canada.ca>

### Disability Tax Credit

- If you, your spouse or common-law partner have a severe and prolonged impairment in physical or mental functions, you might be eligible for the disability tax credit.
- <https://www.canada.ca/en/revenue-agency/services/tax/individuals/segments/tax-credits-deductions-persons-disabilities/disability-tax-credit.html>

### Canada Caregiver Credit

- This credit replaces the family caregiver credit and the caregiver credit. If you have a spouse or common-law partner with an impairment in physical or mental functions, you might be eligible to claim this non-refundable credit.
- <https://www.canada.ca/en/revenue-agency/services/tax/individuals/topics/about-your-tax-return/tax-return/completing-a-tax-return/deductions-credits-expenses/canada-caregiver-amount.html>

### Seniors' Home Safety Tax Credit

You may be eligible for a tax credit to help you make your home safer and more accessible.

### Ontario Seniors Care at Home Tax Credit:

A refundable credit to help low- to moderate-income seniors with eligible medical expenses, including those that support aging at home.

# Home & Property Maintenance

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## HOUSEKEEPING AND LAUNDRY

### **Best Care Canada Homecare Services**

- Snow removal, lawn care, property clean-up, interior cleaning
- <https://bestcarecanada.com/our-services/cleaning-services>

### **Decluttered by Kelly (Professional Organizer)**

- Decluttering and organization services specializing in elder transitions
- 807-628-3957
- [decluttered.kelly@gmail.com](mailto:decluttered.kelly@gmail.com)

### **Lavender & Luxe Cleaning Service**

- Residential cleaning, move-in move-out cleaning, carpet & upholstery cleaning
- <https://www.lavenderandluxe.com>

### **Maid for You Cleaning**

- 807-683-5700

### **Molly Maid**

- 807-623-9399
- <https://mollymaid.ca/locations/on/thunder-bay/>

### **Quality Cleaners**

- 807-626-9065

### **Sleeping Giant Cleaning Services**

- 807-356-1800

## **VON Seniors Housekeeping Program**

- Seniors rate – low cost
- 807-344-0012 ext 251

**See Private Home Care Services for additional cleaning resources.**

## **YARD MAINTENANCE & SNOW REMOVAL**

### **Thunder Bay 55 Plus Centre - Snow Angels**

- For low income seniors
- Call Thunder Bay 55 Plus Centre Support Services 807-684-3276

### **InsideOut Services**

- <https://insideoutservices.ca>

### **VON Home Maintenance**

- Snow removal and lawn mowing
- 807-344-0012 ext. 251
- Discounted price for seniors
- Price varies depending on amount of work required
- Call to be added to waitlist for these services

### **Yardwerks TBay**

- Yard Maintenance and Snow removal
- Seniors Discount
- 807-627-8195
- <https://yardwerkstbay.ca>

# Additional Resources

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## OTHER SERVICES / AGENCIES

### 211 Ontario North

- 211 is a multi-channel information and referral system. 211 is accessible to Ontarians 24/7 – 365
- Telephone 2-1-1
- Email questions@211north.ca or gethelp@211ontario.ca
- Online Chat - [211ontario.ca](http://211ontario.ca)
- Online database of Human Services

### Age Friendly Thunder Bay

- Age Friendly Thunder Bay supports older adults to live actively, socially engaged, independent lives, and to feel included and valued in our community.
- To volunteer or get involved contact seniors@agefriendlythunderbay.ca or 807-633-7723
- <https://www.agefriendlythunderbay.ca>

### Arthritis Society

- Variety of programs, education sessions, therapists
- 895 Tungsten Street Suite 5
- 807-345-9535

### Canadian Hearing Society

- Counseling, interpreting and education. They also sell some devices to increase safety or function at home e.g. phones, pocket talker, etc.
- 717B Hewitson Street, 1-866-518-0000

### Canadian National Institute for the Blind (CNIB)

- Support to see beyond vision loss. Access to materials e.g. talking books.

- 229 Camelot Street, 807-345-3341
- <https://www.cnib.ca>

### **North West Health Line**

- Provides listing of health services in the northwest
- <https://www.northwesthealthline.ca>

### **Senior Dental Care**

Thunder Bay District Health Unit, Oral Health program for:

- Ontario residents aged 65 and over
- Net income of \$19,300 or less for a single person, or combined net income of \$32,300 or less for a couple
- Have no other dental benefits
- You can apply to the program online or by mail. You can also request to have an application printed and sent to your home. Call 807-625-5900
- <https://www.tbdhu.com/seniorsdental>

### **Thunder Bay Indigenous Friendship Centre**

- Lifelong Care Program
- 401 Cumberland Street, North, 807-345-5840
- <https://tbifc.ca/program/life-long-care-program>

### **Thunder Bay Regional Health Sciences Centre (Acute Care Hospital)**

- 807-684-6000
- <https://tbrhsc.net/>

### **Veterans Affairs Canada**

- Wide variety of services for veterans and their families; programs and services to help individuals and family throughout their life
- 1-866-522-2122
- <https://www.veterans.gc.ca/en>