
2025



AGING WELL

A Resource for Seniors
Navigating the Healthcare
System in Oxford County

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INTRODUCTION



The Oxford OHT is working together with over 25 partner organizations to build a stronger, healthier community for all. For more information, visit our website: www.oxfordoht.ca.



Our Community Council, made up of local Community Advisors, saw that people in Oxford could use more support as they age. To learn what would be most helpful, we asked the community through a survey. You told us that general aging resources and caregiver support are top needs - and this guide was created to help meet them.

What will you find in this document?

This guide will help people, and their caregivers, as they age in Oxford. It will provide clear information about local services and support. It aims to help people find what they need for health, housing, transportation, daily living and advanced care planning.

FIND THE RIGHT SERVICE



211

Connects you to social and non-emergency community services and government supports in many languages.



Call **211**



Visit 211ontario.ca

Health811

Connects you to a qualified health professional who can provide health advice and information.



Call **811**



Visit health811.ontario.ca

988 Suicide Crisis Helpline

A free space to talk, 24 hours a day, every day of the year.



Call **988**



Visit 988.ca

FIND THE RIGHT SERVICE



Connex Ontario

24/7 access to information for mental health and addictions services.



Call **1-866-531-2600**



Visit [connexontario.ca](https://www.connexontario.ca)

Ontario Seniors Website

Learn about programs and services for seniors, including tax credits, healthcare, caregiving, housing, transportation and more.



Visit www.ontario.ca/page/seniors

The Ontario Caregiver Organization (OCO)

If you're caring for someone and you need support, the OCO can help.



Call **1-833-416-2273**



Visit [ontariocaregiver.ca](https://www.ontariocaregiver.ca)

HEALTH CARE

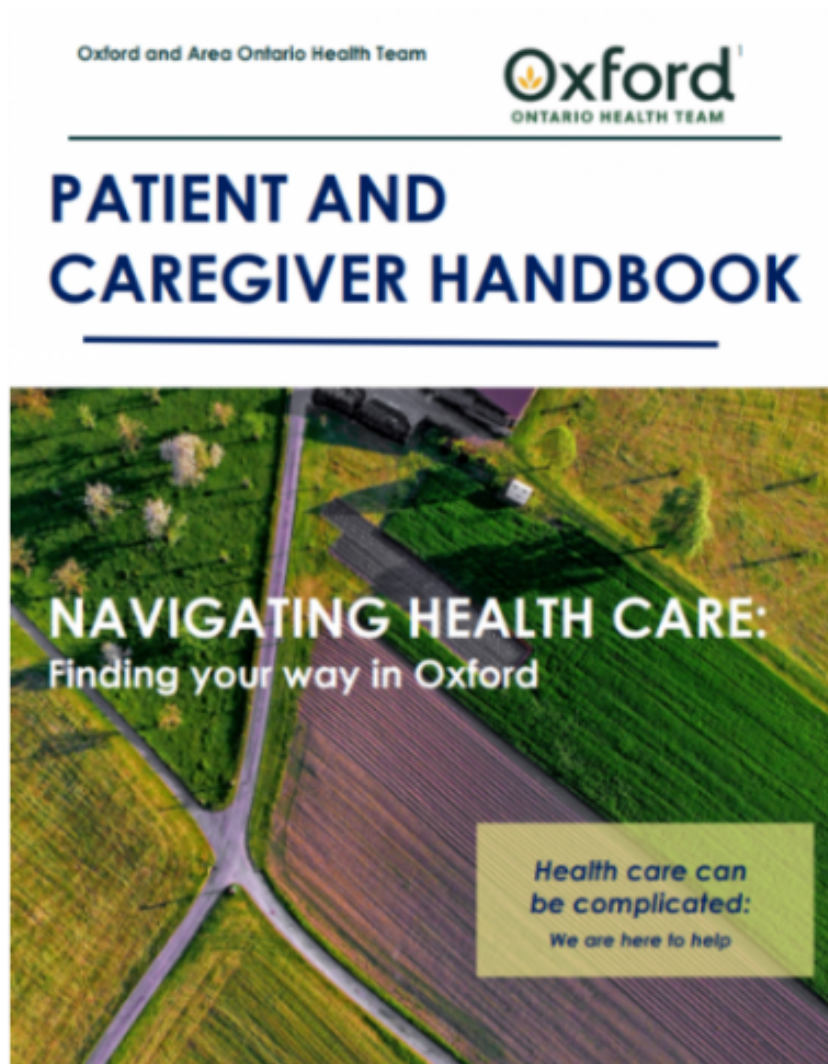


Preparing for a Health Appointment

The health system can be difficult to navigate. This short document provides helpful, practical suggestions to encourage people to actively participate in their care.



Visit: oxfordoht.ca/patient-caregiver-handbook/



Health Services for People Without a Family Doctor or Nurse Practitioner



The document shown on the following pages (pages 8 + 9) is a condensed version of our resource for people without a primary care provider in Oxford County.



To find the full document, visit:
oxfordoht.ca/primary-care-resources-without-a-family-doctor-or-nurse-practitioner/

Health Services for People Without a Family Doctor or Nurse Practitioner



911

Call for life or property threatening emergencies

211

Connects you to non-emergency community and social services and government support programs

811

Connects you to a health professional who can provide health advice and information

988

Suicide Crisis Helpline. Connects you to a crisis responder & a safe space to talk

Health Care Clinics

Tillsonburg Unattached Care Clinic

Eligibility: live in Tillsonburg or Oxford County & have no Family Doctor or Nurse Practitioner.
519-544-1185

Tillsonburg Medical Centre Urgent Care Clinic
200 Broadway St.
Walk-in appointments only
Sat 8:30 am – 12 pm

Truist Care Clinic
519-537-2992

Pharmacists: Your local pharmacist may be able to help with minor ailments

Northwood Medical Centre Walk-In
519-537-6147

Virtual Urgent Care Ontario
1-844-227-3844

Cancer Screening and Preventative Care

Mammogram

Tillsonburg Hospital: 519-842-6335
Woodstock Hospital: 519-539-7838

Cervical Screening, Sexual Health Clinics and Immunizations
1-800-922-0096

Colorectal Screening
Call 811

Chronic Disease Management

Diabetes Education:
Woodstock Hospital
519-421-4233 ext 2126

Diabetes Education:
Alexandra Hospital Ingersoll
(serves Tillsonburg too)
519-485-1700 ext 8455

Ingersoll Nurse Practitioner-Led Clinic Programs
519-926-6752

South West Self Management
1-855-463-5692

Home and Community Supports Services

Community Support Services: for people 55+ or 18+ with disabilities. 1-888-866-7518

Home Care and Long-Term Care: Ontario Health atHome
Call 310-2222 (no area code)

Mental Health and Addictions Crisis Supports

Rapid Access Addiction Medicine Clinic
519-539-1111

Ontario Structured Psychotherapy
1-833-944-9966

Reach Out 24/7
519-433-2023

Suicide Crisis Help Line
Call 988

Prenatal and Children's Health

First Five (For children 0-5 without Primary Care)
519-539-1111

Prenatal and Baby Education Support, Nurse-Family Partnership:
Southwestern Public Health.
1-800-922-0096

Thames Valley Midwives
519-433-5855

Additional Resources

Caregiver Support: Ontario Caregiver Organization.
1-833-416-2273

Hospital Health Records Access:
ConnectMyHealth
www.info.connectmyhealth.ca

Indigenous Resources: Southwestern Ontario Aboriginal Health Access Centre (SOAHAC). 1-877-289-0381

Health Services for People Without a Family Doctor or Nurse Practitioner



Register with Health Care Connect

Get on the waitlist. Register yourself and/or your whole family for Health Care Connect and a care connector will search for a doctor or nurse practitioner who is accepting new patients in your community.

How to Register:

Option 1: Register by Phone

- Call: 1-800-445-1822 (available Monday to Friday, 9 a.m. – 5 p.m.)
- A representative will help you complete the registration over the phone

Option 2: Register Online

Visit: www.ontario.ca/page/find-family-doctor-or-nurse-practitioner

- Click "Register with Health Care Connect"
- Follow the instructions to complete the online registration form
- Submit your application

What You'll Need to Register:

- Your Ontario Health Card
- Your contact information (phone number, address, email)
- Information about your current health needs or preferences

Once you're registered, Health Care Connect will keep you on the waitlist and contact you when a match becomes available in your area.

STAY CONNECTED

- @OxfordOntarioHealthTeam
- @oxford_oht
- [linkedin.com/company/oxford-oht](https://www.linkedin.com/company/oxford-oht)
- www.oxfordoht.ca
- info@oxfordoht.ca



For the full resource visit
www.bit.ly/oxfordoht



The Oxford OHT is funded by the Government of Ontario.

Last updated: August, 2025



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Connects you to a health professional who can provide health advice and information

Suicide Crisis Helpline. Connects you to a crisis responder & a safe space to talk

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Once you’re registered, Health Care Connect will keep you on the waitlist and contact you when a match becomes available in your area.

COMMUNITY SUPPORT SERVICES



Are you or someone you know looking for community health services?

For those 55+ or 18+ with disabilities, we can connect you to services such as:

- Dementia and Brain Injury Support
- Exercise Programs
- Foot Care
- Homemaking Supports
- Meals on Wheels
- Transportation



Call **1-888-866-7518** to talk to a central intake coordinator. They will help you get connected to supports in the area.

No referral is needed. Fees for some services may apply. Speak with your coordinator if you have concerns.

Fall Prevention

As we age the risk of falling increases. Falls are the leading cause of injury among older Canadians. It is important to understand what causes falls. It can include, but is not limited to, poor balance, decreased muscle tone and bone strength, reduced vision or hearing and unsafe living conditions in and around the home.

Falls can be prevented by adjusting in-home dangers:

- Remove clutter, scatter rugs, and loose wires; try cordless phones
- Use good lighting and install nightlights
- Keep walkways clear and free of obstacles
- Stand up slowly to prevent dizziness



Many falls happen in the shower due to slippery surfaces. How to Prevent Falls in the Bathroom:

- Use non-slip mats in the tub and shower
- Install sturdy grab bars near the toilet and bath
- Use a raised toilet seat
- Use a bath seat if needed
- Clean up water or spills right away



Stairs can become more difficult to use over time, it is important to make sure:

- Stairs have good lighting
- Handrails are on both sides of stairs
- You take off reading glasses on the stairs
- You do not rush. Go slowly.



Fall Prevention

Eat Healthy Meals

- Eat healthy meals with lots of fruits and veggies
- Don't skip meals to avoid weakness and dizziness



Keep Fit

- Be active every day to prevent falls
- Walk or try Tai Chi to stay balanced
- Do exercises to build muscles and bones



If You Do Fall

- Try to land on your buttocks to prevent more serious injuries
- Don't rush to get up. Make sure you are not injured before trying to get up or let others help you get up
- Don't let the fear of falling again prevent you from being active. Inactivity creates an even greater risk of falling



Adapted from: <https://www.canada.ca/en/public-health/services/publications/healthy-living/you-prevent-falls.html>

HOME CARE



Ontario Health atHome coordinates in-home and community-based care.

Ontario Health atHome helps patients, their families and caregivers when they need services, support and guidance to:

- Remain safely at home with the support of health and other care professionals
- Return home from hospital and recover at home
- Find a Family Doctor or Nurse Practitioner
- Find community services that support healthy, independent living
- Transition to long-term care or supportive housing
- Die with dignity in the setting of their choice

For information and referrals related to home and community care or long-term care home placement, please call:



310-2222 for service in English (no area code)
310-2272 for service in French (no area code)
1-800-811-5146 for toll-free



Visit ontariohealthathome.ca/region/south-west/ for more information.

Types of Living Facilities



Retirement Homes

People in retirement homes are usually more independent and need less medical care than residents in long-term care. Retirement homes usually include support services and personal care for people who need some help with daily tasks.

Retirement homes are typically privately owned and not funded by the government, so residents pay for the services they use. Contact the retirement home directly for more information.

Caessant Care - Woodstock
Retirement Home
81 Fyfe Ave, Woodstock,
ON N4S 8Y2. 519-539-6461

Chartwell - Oxford Gardens
423 Devonshire Ave, Woodstock,
ON N4S 0B2
519-537-7733

Dayspring Residence
332787 Plank Line, Tillsonburg,
ON N4G 4H1
519-842-7805

Harvest Crossing
15 Harvest Ave, Tillsonburg,
ON N4G 0E2
519-688-0448

Langdon Retirement Villa
196 Ferguson Dr, Woodstock, ON N4V 1A6
519-537-6446

Maples Home for Seniors Retirement Home
94 William St S, Tavistock, ON N0B 2R0
519-655-2344

Oxford Manor Retirement Residence
276 Oxford St, Ingersoll, ON N5C 2W1
519-485-0350

Park Place Retirement Residence
126 Graham St, Woodstock, ON N4S 6J9
519-539-0219

Tillsonburg Retirement Residence
183 Rolph St, Tillsonburg, ON N4G 3Y9
519-688-0347

Types of Living Facilities



Assisted Living

Individuals with a valid Ontario health card who have complex needs that require personal support may be eligible for assisted living services. Those eligible for assisted living services include high-risk seniors and adults with an acquired brain injury or physical disability. Services vary according to need and can include personal care, essential homemaking and an emergency response system.

For more information visit: ontariohealthathome.ca/supportive-living/assisted-living/ or call **310-2222** (no area code required).

Long-Term Care

Long-term care homes are residential homes that provide ongoing care to patients whose care needs cannot be met in the community. People may require this level of support due to advancing age, disability or declining health.



For more information visit:
ontariohealthathome.ca/long-term-care/



To request information for long-term care placement complete the following form:
app.ontariohealthathome.ca/RFILTCH/en/Home/Form



or call **310-2222** (no area code required)

ADVANCED CARE PLANNING (ACP)



Advance care planning is the process of thinking about what matters most to you in your life and what that means for your health and personal care. ACP helps you share your wishes and preferences with the people who are important to you so they can help make sure you get the care you want.

ACP includes identifying who your substitute decision maker (SDM) is. An SDM is entitled by law to make healthcare decisions on behalf of a person when that person lacks the capacity to make decisions for themselves.



To learn more and explore additional resources visit:
<https://www.advancecareplanning.ca/>

Power of Attorney

A power of attorney is a legal document that gives someone you trust the right to make financial or health care decisions for you. The power of attorney for personal care document identifies your SDM. This trusted person does not have to be a lawyer to be your attorney.



To learn more about Power of Attorney visit:
[www.ontario.ca/page/make-power-attorney.](http://www.ontario.ca/page/make-power-attorney)



A free resource to draft a Power of Attorney is available through the Ministry of the Attorney General:
www.publications.gov.on.ca/300975

Wills

It's important to have a will that states your wishes after you die. You can work with a lawyer to prepare your will.

By making a will, you can:

- Decide who gets your assets and property (home and money, for example) after you die
- Decide who should manage your estate
- Lower the potential for family disputes
- Save time, money and stress for your loved ones; a will can streamline the probate court process and allow you to plan tax savings

A lawyer can help ensure that your will is prepared properly and found to be valid if it is challenged in court. Common reasons for challenging a will include:

- You did not sign your will properly
- Someone has pressured you to make or change your will
- Someone believes that you are unable to make your own decisions due to an illness, disability or mental health problem
- There are vague or contradictory terms, or the will was improperly witnessed



Wills

You may prepare a will using a will kit or an online service, such as CLEO's Guided Pathway, which was developed by legal organizations.

Find it here: www.cleo.on.ca/en/whats-new/cleos-guidedpathway-help-you-prepare-simple-will



Here are some things to consider:

- Some kits and services may not comply with Ontario law and should not replace legal advice. Always read the information beforehand to ensure your will is legally valid. Some online services may need you to open an account.
- If you're unsure about the validity of your will, it's best to consult a lawyer.



Information above is adapted from <https://www.ontario.ca/files/2024-11/msaa-guide-to-programs-services-for-seniors-fall-en-2024-11-27.pdf>

PALLIATIVE CARE



Palliative Care focuses on comfort, symptom management and improving quality of life for those living with a serious or life limiting illness. Palliative care supports families and caregivers, addressing emotional, social, and spiritual needs.

Palliative care is most effective when considered early in the course of the illness. Early palliative care not only improves quality of life for patients but also reduces unnecessary hospitalizations.



Palliative Care Outreach Team

The Palliative Care Outreach Team (PCOT) is a collaborative team that works together across health and community systems to determine the most appropriate, personalized approach for each person. The team's goal is to provide coordinated, compassionate care for individuals living with serious illness - wherever they call home. Connect with us to learn more:



Call 1-226-228-1708

Hospice

VON Sakura House

VON Sakura House is a residential hospice in Oxford County offering palliative care at no cost.

Address: 715180 Oxford Road 4,
Woodstock On, N4S 7V9

Call: 1-519-537-8515



Canadian Virtual Hospice

The Canadian Virtual Hospice provides support and personalized information about advanced illness, palliative care, loss and grief to:

- People living with illness
- Family members
- People working in healthcare
- Educators
- Researchers

Visit www.virtualhospice.ca



CAREGIVER SUPPORT



Do you provide emotional and/or physical support to a family member, partner, friend, or neighbour? If so, you are a caregiver. Caregivers rarely think about their own needs, but it's important to find support to make your caregiving responsibilities more manageable, and to help avoid burnout and health issues of your own.



Explore the Ontario Caregiver Organization for supports, resources and tools; www.ontariocaregiver.ca

Signs of caregiver burnout can include:

- Pulling away from family, friends, and others
- Losing interest in hobbies or things you used to enjoy
- Feeling sad, hopeless, or easily annoyed
- Eating or weight changes
- Trouble sleeping
- Getting sick more often
- Thoughts of harming yourself or the person you're caring for
- Feeling completely worn out
- Being quick to get irritated



The Ontario Caregiver Helpline

The Caregiver Helpline is answered by Community Resource Specialists who have been trained by caregivers on the unique needs of caregivers. Whether you are looking for respite care in your community, a support group or financial information, the helpline is here to connect you to services. The service is available in English and French with interpretation services available in 150 languages upon request.



Call **1-833-416-2273**

Respite

Ontario Health atHome can connect you and your family to respite services. These services aim to give caregivers a break or rest. Your family may receive respite services through:

- An adult day program
- A personal support worker visit at home
- A short stay in a long-term care home



310-2222 (no area code required)

Grief & Bereavement Support

VON Bereavement services, facilitated by specially trained volunteers, offer a compassionate and understanding environment for individuals navigating the complexities of grief.

For more information:



Visit www.vonsakurahouse.com/bereavement-support



Call **519-539-1231 x 6299**



Email oxford.griefsupport@von.ca



ELDER ABUSE

Elder abuse is not just physical abuse. Other forms of abuse include psychological, financial, sexual and neglect. Approximately 8% – 10% of seniors experience some form of elder abuse each year in Canada.



Learn more at: eapon.ca

Senior Safety Line

The SSL is a 24-hour crisis and support line for seniors in Ontario who have experienced any type of abuse or neglect. Callers can receive emotional support, safety planning, information and referrals in over 200 languages.

The SSL is a “senior-friendly” service with a live counsellor available to help navigate often difficult systems, 7 days a week, 365 days a year.



Call 1-866-299-1011



Online Counseling is also offered Monday-Friday from 11 AM-8 PM: www.awhl.org/online-chat





Help us make this resource even better!

Share your feedback by emailing us at
info@oxfordoht.ca

STAY CONNECTED



[@OxfordOntarioHealthTeam](https://www.facebook.com/OxfordOntarioHealthTeam)



[@oxford_oht](https://twitter.com/oxford_oht)



[linkedin.com/company/oxford-oht](https://www.linkedin.com/company/oxford-oht)



www.oxfordoht.ca



info@oxfordoht.ca

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