



## **APPENDIX D HEALTH CARE, SOCIAL SERVICES & PROTECTIVE SERVICES**

### **ONTARIO MINISTRY OF HEALTH AND LONG-TERM CARE**

Service Ontario INFOLine  
 M-1B114, Macdonald Block  
 900 Bay Street  
 Toronto ON M7A 1N3  
 Toll free: 1-866-532-3161  
 T: 1-800-387-5559  
 F: (416) 314-8721

### **MEDICAL QUESTIONS**

To speak to a nurse about a medical or health-related issue, call Telehealth Ontario at 1-866-797-0000

### **AMBULANCE SERVICE (LAND)**

#### **EMS Headquarters**

25 Central Avenue West, Brockville, ON, K6V 4N6  
 T: (613) 342-3840 ext. 2437  
 F: (613) 341-8939  
[www.uclg.ca/en/services/emergency\\_services\\_landambulance.asp](http://www.uclg.ca/en/services/emergency_services_landambulance.asp)

The Emergency Medical Services (EMS) department is responsible for providing pre-hospital, emergency medical care to all the residents of the United Counties of Leeds & Grenville. Leeds Grenville Emergency Medical Services has seven permanent stations located throughout Leeds & Grenville, five of which are staffed 24 hours a day, providing effective emergency coverage and equal access to an ambulance for the entire county. The stations are located in Brockville (2 stations), Prescott, Spencerville, Kemptville, Elgin, Gananoque. (Taken from the website of The United counties of Leeds and Grenville)

Registered homeopaths: [www.csoh.ca/Directory\\_Ontario.htm](http://www.csoh.ca/Directory_Ontario.htm)

#### **Brockville**

Complete list of Brockville physicians and surgeons: [www.directory.brockvilledirect.info/Health\\_Body/Doctors\\_Medical\\_Specialists/Physicians/](http://www.directory.brockvilledirect.info/Health_Body/Doctors_Medical_Specialists/Physicians/)

Audiologists, Naturopathic, Optometrists, Psychologist, Psychotherapists, Sports medicine  
[www.brockville-on.cofars.ca/doctors/](http://www.brockville-on.cofars.ca/doctors/)

Physiotherapists are available by: Google, physiotherapy Brockville Ontario  
Chiropractors and Massage therapists are available by: Google, massage Brockville Ontario

## **FAMILY HEALTH TEAMS**

[www.health.gov.on.ca/transformation/fht/fht\\_progress.html](http://www.health.gov.on.ca/transformation/fht/fht_progress.html)

The Government of Ontario is in the process of transforming its health care system. A key priority of their agenda is to deliver the very best access to primary care through the establishment of Family Health Teams.

### **Athens and District Family Health Team**

9 Wellington Street, Athens On, K0E 1B0

FAMILY PHYSICIANS

Dr Ben Stobo

Dr Elaine Riddick

[www.mydoctor.ca/adfht](http://www.mydoctor.ca/adfht)

### **Brockville Family Health Team**

5 Home Street, Brockville On, K6V 4Z1

T: (613) 423-3333

[www.brockvilledoctors.ca](http://www.brockvilledoctors.ca)

Patient Information Brochure is available on the website and downloadable in English and French.

Dr. Ambrose Au, Dr. Bill Audet, Dr. David Beattie, Dr. Christa Brambilla, Dr. Andrew Everett, Dr. Nicholas Holmes, Dr. Anne Jaworski, Dr. George Kolbe, Dr. Lydia Lo, Dr. Colman Mansworth, Dr. Steve McMurray, Dr. Denise Pajot, Dr. Adam Steacie, Dr. Mariette Steyn, Dr. Barry Van Jaarsveld

After hours, Family Health Network members should call the TeleT Health Advisory Service at 1-866-553-7205

### **The CPHC Brockville Community Family Health Team**

There are three sites in Brockville:

333 California Avenue, Unit #11

T: (613) 345-5077

555 California Avenue, Unit #6

T: (613) 342-4076

204-309 Park Street

T: (613) 498-2761

E: [info@cphcare.ca](mailto:info@cphcare.ca)

## **Additional Services of CPHC Brockville Community Family Health Team**

Adult Day Service  
42 Garden Street, 4th Floor  
Brockville, ON K6V 2C3  
T: (613) 498-1446  
F: (613) 342-0906

Diabetes Education  
42 Garden Street, 4th Floor  
Brockville, ON K6V 2C3  
T: (613) 498-9902

Lifeline  
42 Garden Street, 4th Floor  
Brockville, ON K6V 2C3  
T: (613) 342-9991  
F: (613) 342-6788

### **Brockville Family Medical Center**

309 Park Street, Suite 203, Brockville, ON K6V 6E5  
T: (613) 345-0918

### **Chelsea Court Health Centre**

779 Chelsea Street, Brockville, ON  
T: (613) 342-1199

### **Brockville (Main Office)**

458 Laurier Blvd, Brockville, Ontario K6V 7A3  
T: (613) 345-5685

## **HOSPITALS**

Brockville General Hospital  
75 Charles Street  
Brockville, ON, K6V1S8  
T: (613) 345-5649  
[www.bgh-on.ca](http://www.bgh-on.ca)

Specialty services: Various Ambulatory Clinics, Emergency Department, Laboratory, Operating Rooms, ECG, Stress Testing, Echo Cardiogram, Holter Monitoring, Respiratory Therapy, Day Surgery, Ontario Breast Screening Clinic, Radiology and Ultrasound. (Taken from the website)

### **Providence Continuing Care Centre - St. Vincent De Paul Hospital Site**

42 Garden St, Brockville ON, K6V 2C3  
T: (613) 342-4461  
[www.pccchealth.org](http://www.pccchealth.org)

**Palliative Care Facilities**

Perth and Smiths Falls District Hospital  
 60 Cornelia Street West, Smiths Falls ON, K7A 2H9  
 T: (613) 283-2330  
[www.psfhdh.on.ca/](http://www.psfhdh.on.ca/)

Perth Site, (Great War Memorial Site)  
 33 Drummond Street West, Perth, ON, K7H 2K1  
 T: (613) 267-1500 Ext. 1130  
 E: [webinquiry@psfdh.on.ca](mailto:webinquiry@psfdh.on.ca)

Services: Cardiopulmonary Services ,Complex Continuing Care, Clinical Laboratory Services, Emergency Care Services, Infection Prevention & Control Service, Patient & Visitor Information, Maternity Care, Gynecology Referrals & Obstetrical Referrals, Radiology Services, Ultrasound, Rehabilitation Services,

Specialty Services: Children's Mental Health, Dermatology, Diabetes Counselling, Dietetics, Geriatric Assessment , Internal Medicine, Neurology, Oncology/Palliative Care, Ophthalmology Service (Cataract Surgery) , Otolaryngology, Pediatrics , Psychiatry, Sexual Assault & Domestic Violence Program, Vascular Protection Clinic (Taken from the website)

**Children's Hospital of Eastern Ontario (CHEO)**

401 Smyth Road, Ottawa, ON, K1H 8L1  
 T: (613) 737-7600  
[www.cheo.on.ca](http://www.cheo.on.ca)

CHEO has established itself as a world-class academic health sciences centre providing leading-edge treatment, diagnostic and laboratory services for children and youth aged 0 to 18 years. CHEO houses the Provincial Centre of Excellence for Child and Youth Mental Health and the

**Ontario Newborn Screening Program**

As a teaching hospital, CHEO is affiliated with the Faculty of Medicine at the University of Ottawa. CHEO is also partnered with 17 other hospitals in Eastern Ontario, to provide specialized services, exchange knowledge and share expertise. (Taken from [OttawaHealth.com](http://OttawaHealth.com))

**Long Term Care**

There are 14 long term care homes serving Leeds and Grenville.

All long term care application for Leeds, Lanark and Grenville are coordinated by the local Community Care Access Centre (CCAC).

Toll free: 1-800-267-6041  
[www.llg.ccac-ont.ca](http://www.llg.ccac-ont.ca)

More information regarding long term care is available at the Ontario Ministry of Health and Long Term Care website: [www.health.gov.on.ca/english/public/program/ltc/ltc\\_mn.html](http://www.health.gov.on.ca/english/public/program/ltc/ltc_mn.html)  
 (Taken from [sagelink website www.sagelink.ca/uploads/content/web\\_page\\_linked/public/pdf/public/health\\_care\\_services/residential\\_LTC/LTC\\_homes/LTCHomes-LLG.pdf](http://sagelink.ca/uploads/content/web_page_linked/public/pdf/public/health_care_services/residential_LTC/LTC_homes/LTCHomes-LLG.pdf))

## **SOCIAL SERVICES**

The United Counties of Leeds and Grenville act in partnership with its municipalities and townships to deliver services beyond healthcare including socially related services.

The Finance and Special Services Department is responsible for all financial operations within the United Counties of Leeds and Grenville Community and Social Services Division. Payments and benefits for Children's Services, Community Housing, Ontario Works, and related programs are processed by the Finance and Special Services Department.

Website: <http://www.uclg.ca/en/services/index.asp> for details on-line or contact the United Counties of Leeds & Grenville:

Director of Human Services  
25 Central Avenue West, Suite 200, Brockville, ON K6V 4N6  
T: (613) 342-3840 ext. 2293  
Toll free: 1-800-770-2170

Children's Services  
25 Central Avenue West, Unit 200, Brockville, ON K6V 4N6  
Toll free: 1-800-267-8146  
T: (613) 342-3840  
F: (613) 341-3849  
Toll free: 1-800-770-2170  
Website via United Counties: <http://www.uclg.ca/en/services/childrensservices.asp>

### **Community Housing**

The United Counties of Leeds & Grenville, as Service Manager, assumed ownership of the public housing on January 1, 2001. The United Counties of Leeds & Grenville is the sole shareholder Service Manager.

The United Counties of Leeds & Grenville owns 667 rent-geared-to-income social housing units in 194 buildings consisting of 179 single-family units and 488 units in 15 multi-residential buildings located throughout the United Counties of Leeds & Grenville.

[www.uclg.ca/en/services/communityhousing.asp](http://www.uclg.ca/en/services/communityhousing.asp)  
For additional information go to the above website or contact the United Counties  
25 Central Avenue West, Suite 200, Brockville, ON K6V 4N6  
T: (613) 342-3840 ext. 2293  
Toll free: 1-800-770-2170

### **Ontario Works**

Ontario Works delivers financial and employment assistance to people in our community who are in need. The goal is simple: getting people back on the road to financial independence as quickly as possible.

People applying for and those currently receiving Ontario Works, and who are employable are required to participate in the program. Voluntary participation by the disabled people and single parents with young children is encouraged.

The program is comprised of three components and the participants' path through these is tailored to their skills and capabilities.

- Employment Supports - Equip participants with basic education, specific job skills, and experience to become "job ready".
- Community Placement - Provides an opportunity for participants to update their skills, gain experience, and develop a network to get a job.
- Employment Placement - Matches job-ready participants to paid employment opportunities.

The Learning, Earning, and Parenting (LEAP) Program is an employment support program to assist and support young/teen parents (or parents-to-be) to complete high school, develop and enhance parenting skills, and achieve economic dependence. (Taken from the website: [www.uclg.ca/en/services/ontarioworks.asp](http://www.uclg.ca/en/services/ontarioworks.asp). For more information contact the United Counties.

### **Long Term Care**

The United Counties of Leeds & Grenville in partnership with its Municipalities & Townships own and operate Mapleview Lodge a Long Term Care facility that houses 60 residents in Athens. The county also provides funding to St. Lawrence Lodge facility in Brockville which currently accommodates 240 residents.

Contact the United Counties for additional information.

## **PROTECTIVE SERVICES**

### **Provincial Offences Administration**

On November 6, 2000, the administration of the Provincial Offences Act (POA) was transferred to the United Counties of Leeds and Grenville, and the Counties became responsible for the collection of POA fine revenue.

The authority to collect this revenue is under the Provincial Offences Act, a procedural law for administering and prosecuting provincial offences. It encompasses approximately 120 different Acts with the most common violations falling under the Highway Traffic Act, the Liquor License Act, and the Compulsory Auto Insurance Act. The Act also includes offences enforced by various Ministries such as the Ministry of Transportation, Ministry of the Environment and the Department of Natural Resources and includes municipal by-laws. Criminal, family, and small claims court matters are administered by the Ministry of the Attorney General. The POA governs all aspects of the legal process from serving notice of an offence to a defendant, to conducting trials, including sentencing and appeals. Provincial Offences and contraventions continue to be enforced by police officers and enforcement officers employed by provincial ministries such as the Ministry of the Environment. Municipal by-law enforcement officers are also empowered under the act to commence charges and issue process for by-law offences.

Provincial Offences Court is normally held every Wednesday and the first Tuesday of the month at the court room located at 41 Court House Square, Brockville and on the third Thursday of every month at the court room located at 15 Water Street, Kemptville. The Counties is responsible for providing interpreters on an as need basis. The government has also kept its commitment and insured that French language services are protected and maintained. French language court is scheduled once every three to four months in Brockville, and includes all requests for French trials regardless of where the offence occurred in our court service area. On occasion, there are special court sittings and trials that may last for several weeks

(environmental offences) for which court room space and services must be provided for. (Taken from the United Counties website: [www.uclg.ca/en/services/provincialoffences.asp](http://www.uclg.ca/en/services/provincialoffences.asp))

The Leeds & Grenville Provincial Offences Administration Office  
 32A Wall Street  
 Brockville, Ontario  
 K6V 4R9  
 Office Hours are Monday to Friday from 8:00 a.m. to 4:00 p.m.  
 T: (613) 342-2357  
 Collections: (613) 342-3968  
 F: (613) 342-8891

Ontario Provincial Police - Brockville  
 4109 County Road 29, Brockville, ON  
 T: (613) 345-1790

### **Fire Department**

Elizabethtown-Kitley Fire Department  
 44 Main Street East, Lyn (Station #1).  
 T: (613) 498-2460  
 F: (613) 342-2358  
 E: [etfd@elizabethtown-kitley.on.ca](mailto:etfd@elizabethtown-kitley.on.ca)

Fire Chief  
 T: (613) 498-2460

### **The Fire Stations**

The Township of Elizabethtown-Kitley has three fire stations located in different parts of the Township.

Station 1 – Lyn  
 Fire department administration is located here.  
 44 Main Street East, Lyn On  
 Fire Administration can be reached by calling 613-498-2460

The Lyn Fire Hall houses Rescue Vehicle 1 which is equipped with Medical Responders Bag, Oxygen & Defib along with extrication equipment. The Fire Hall also houses one pumper and two tankers to complete the fleet.

The Fire Hall in Lyn has served as the Township's location for Household Hazardous Waste Day drop-off, which is organized by the Fire Department in conjunction with the Environmental and Conservation Advisory Committee.

Station 2 - New Dublin  
 Location: 7519 New Dublin Road, New Dublin  
 Many training courses take place here. The fire hall has two large bays for trucks. The station houses Truck 2, which comes equipped with Medical Responders Bag, Oxygen & Defib. Truck 1 which can be seen at Station 2 or traveling the Township is equipped with a minimum medical bag and also carries oxygen.

### Station 3 - Frankville

Located 270 County Road 29, Frankville.

This station houses Rescue Vehicle 3, which is equipped with Medical Responders Bag, Oxygen and Defib, as well as 1 Pumper, 1 Tanker , 1 Parade Pumper and a Personnel Transportation Vehicle (Truck #3). The Station contains a training room for meetings and training sessions, and a kitchenette facility, as well as a radio room and two offices.

### **Volunteering**

Services provided by Volunteer Firefighters include:

- Fire Suppression
- Extrication
- Ice Water Rescue Level One
- Fire Prevention
- Public Education
- Medical Assists

The Fire Chief may recommend to council the appointment of any qualified person to become a probationary member of the department Criteria is available at the Township of Elizabethtown-Kitley website: [www.elizabethtown-kitley.on.ca/siteengine/activepage.asp?PageID=52](http://www.elizabethtown-kitley.on.ca/siteengine/activepage.asp?PageID=52)

Completed and signed application forms must be returned to Fire Station #1, 44 Main Street.

The Fire department offers a variety of programs including Fire Safety programs, Fire safety for Adults and children and it welcomes requests for tours.