When: Monday to Friday 8 a.m. - 4:30 p.m.
Why: To find out if you qualify for home support for personal care, home care nursing or rehab, palliative care, day programs for adults or respite services for caregivers.
What: Trained phone staff will identify your needs and refer you to appropriate services. Some services may be free based on income.

When: Monday to Friday 8 a.m. - 4:30 p.m.
Why: If you have concerns for yourself or others about mental illness and dementia, behaviour issues, physical or functional decline or substance use and unsure about what to do.
What: Mental Health clinicians will identify your needs, address your concerns and refer you to the appropriate service. A GP referral is required.

When: Monday to Friday 9 a.m. - 4:30 p.m.
Why: If you need information and access to a wide range of North Shore non-profit, public and private resources for seniors.
What: Confidential consultations with seniors and those who support them, including professionals, in person, in our office, over the phone or via email.

When: Monday to Friday 9 a.m. - 4:30 p.m.
Why: If you need a service and aren’t sure what it’s called or where to find it, connect to an Information and Referral Specialist with detailed knowledge of community, social and government services.

When: Monday to Friday 8 a.m. - 4:30 p.m.
Why: If you’re feeling unwell or have a minor injury and are unsure about what to do. Or if you just have a health question or need advice about a health issue.
What: Health advice from a nurse; nutrition information from a dietitian; advice about drugs and pills from a pharmacist; where to find health services in your community.

When: 7 days/week, 24 hours/day
Why: Any serious emergency. Ambulance attendants will arrive to assess if you need to be transported to the local emergency department.