



TRANSPORTATION

The transportation service provides trips for social purposes and non-emergency medical appointments. Trips may include a ride to or from the hospital (local and long-distance), doctor/dentist/optometrist appointments, lab work, x-rays, shopping, banking, hair appointments, social visits, etc. Transportation is provided by trained volunteers using their personal vehicles and paid drivers utilizing wheelchair-accessible vans.

Eligibility: This service is currently available to residents of Grey and Bruce counties who have difficulty accessing existing transportation and are 18 years of age or older.

Hours: Monday to Saturday from 7:00 am to 7:00 pm

*Special accommodations can be made for medical or dialysis appointments that can only be accommodated on Sundays or after 7:00 pm if the resources are available.

Booking: A minimum of two business days notice is required to book a trip. All rides must be arranged through the scheduling office so pick-up and drop-off times, as well as the client fee, can be established and communicated.



OVERNIGHT RESPITE

This service offers caregivers a scheduled break, leaving the care of their loved one in the capable hands of qualified and caring staff. This program alternates between our Hanover and Owen Sound sites and can accommodate up to four clients. Clients may also attend the Day Away program during the day. Nutritious meals and snacks, and a variety of planned activities are an important part of this program.

Eligibility: Every client is unique. Please contact our offices to discuss eligibility.



HOUSEKEEPING

This service delivers support to individuals who live in their own homes and need assistance with household chores and/or nutrition and meal preparation. Services include routine cleaning, laundry, meal planning and preparation, basic pet care, errands, and grocery shopping.

Eligibility: Clients for the Housekeeping Program include adults who are unable to complete routine household tasks. This may be due to cognitive impairment, physical disability, frailty, or an acute or chronic illness. The frequency and scope of the service will be based on a comprehensive individual assessment.

Hours: This service is available Monday - Friday from 8:30 am - 4:30 pm



HOT & FROZEN MEALS ON WHEELS

The hot and frozen meals on wheels program provide meals for individuals in Grey or Bruce counties who struggle to obtain and prepare nutritious meals for themselves. We offer worry-free meals prepared by local meal providers. Availability and frequency for hot meal delivery vary by community. The frozen meal menu, order forms, and delivery schedule are available on our website.

Special diets are accommodated whenever possible for both hot and frozen meals.

Eligibility: There are no eligibility requirements for this program.



FRIENDLY VISITING

This program matches volunteers to an isolated senior or adult living with a disability on a regular basis. The visits will generally be in the client's home but the volunteer can also schedule social phone calls. The purpose of this program is to provide socialization and opportunities to interact with others. Clients and volunteers of the friendly visiting program provide information about their interests and background in order to match interests for a successful visiting relationship.

Eligibility: Every client is unique. Please contact our offices to discuss eligibility.



DAY AWAY

The Day Away program provides socialization, recreation, caregiver relief, and medical monitoring. This service may be appropriate for people with cognitive impairment, who are socially isolated, require caregiver relief, or whose physical care requirements cannot be met at home. A meal with friends, a game of cards, music, exercise, crafts, and friendly chats are common activities. Nutritious snacks and a hot lunch are included. Transportation to and from the program can also be arranged.

This program operates at 6 locations across Grey & Bruce in Hanover, Markdale, Meaford, Owen Sound, Port Elgin & Wiarton. A Community Stroke Rehabilitation Day program is also available at our Hanover location.

Eligibility: Every client is unique. Please contact our offices to discuss eligibility.

Hours: The program operates 4-5 days/week depending on location. Monday - Friday from 9:30 am - 3:30pm.



@HCSSGREYBRUCE

HCSS Grey-Bruce Main Office

1350 16th Street East
Unit G-12
Owen Sound, Ontario
N4K 6N7

Main Office Hours

Monday - Friday
8:30 AM - 4:30 PM

Need Assistance? Please call:

519-372-2091 or 1-800-267-3798

- Press 1 for Intake
- Press 2 for Day Away & Overnight Respite
- Press 3 for Meals on Wheels
- Press 4 for Housekeeping
- Press 5 for Transportation
- Press 6 for Volunteer Opportunities
- Press 8 for Friendly Visiting
- Press 9 for Donations & Fundraising

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