



Programs and Services for Seniors

york.ca/Seniors


York Region



York Region offers a range of programs and services to help seniors stay healthy, safe and independent.



Paramedic Services

Paramedic Services: provides emergency and non-emergency medical response to patients. Community paramedicine programs support seniors to help them stay in their homes, avoid premature long-term care placement or a return to hospital. Community Paramedics help connect residents with the right health care provider and offer guidance on when to call 911.

Personal Medical Information Kits: best located on your refrigerator, the medical information kits help seniors organize important medical and personal information. The kit is designed to be visible and easily accessible by paramedics or other emergency services. Personal Medical Information Kits can be requested by calling 1-877-464-9675 or by emailing accessyork@york.ca



Seniors Services

Long-Term Care: York Region's two long-term care homes – Newmarket Health Centre and Maple Health Centre – provide nursing and personal care services for adults who are no longer able to live in their own homes. Visit <https://healthcareathome.ca/region/central/> to learn about eligibility, how to apply and costs. Telephone: **310-2222**

Adult Day Programs: provide meaningful and stimulating daily activities, exercises and food to meet social, physical, emotional, intellectual and spiritual needs of our clients in a secure environment. Visit <https://healthcareathome.ca/region/central/> to learn about eligibility, how to apply and costs. Telephone: **310-2222**



Public Health

Healthy Aging and Fall Prevention: provides consultations, workshops and displays on fall prevention and healthy aging targeting adults 55 years and older living in York Region

Seniors Dental Program: provides services across York Region for eligible Ontario residents as part of the Ontario Seniors Dental Care Program (OSDCP). Visit york.ca/SeniorsDental to learn more about services, eligibility and to enroll.

Food Safety for Older Adults: explains the importance of reducing the risk of food-borne illness

Extreme Heat and **Outdoor Air Quality**: provides notifications about extreme heat and poor air quality events. This includes education to prevent related health impacts as seniors are at increased risk.

Outbreak Management: prevents and decreases illness in long-term care facilities, retirement homes and other congregate care settings where seniors may live

Immunizations: provides immunization clinics to a variety of individuals and groups

Healthy Built Environment: provides support to planners, engineers and community organizations on ways community planning can support health, including development of Age-Friendly Communities

Housing Services

Community Housing: offers market rent and subsidized housing to residents in York Region through housing providers including Housing York Inc., non-profit and co-operative organizations

Subsidized Housing Wait List: York Region manages a centralized waiting list to allocate subsidized units in community housing, rent supplement units with private market landlords and portable housing benefits to help pay market rent

Client Intervention and Support Services (CISS): provides telephone or in-home assessments, short term case management, counselling, referrals, psychoeducation and help advocating for senior's needs



Supports for those Experiencing or at Risk of Homelessness

Housing with Supports Program: provides supervision with activities of daily living, including lodging, meals, etc., to low-income residents who have a mental health diagnosis or are elderly and frail and are unable to live independently

Homemaker Services: provides homemaking services and foot care to low-income residents so they can remain in their homes when they have a temporary or permanent illness or disability

Emergency and Transitional Housing: York Region provides oversight and operational funding for nine emergency and transitional housing facilities delivered by community agencies that offer temporary housing, drop-in/drop-by services, case management, life stabilization support and assistance to develop individual housing plans



York Regional Police

Senior Safety Officers: provide information on programs and services for seniors, deliver educational presentations and provide support to seniors in our community

Vulnerable Persons Registry: York Regional Police registry allows for an improved police response for those who may need emergency help due to their condition.

Project Lifesaver Program: combines radio technology with a coordinated police response to locate wandering people and/or disoriented persons due to Alzheimer's or other conditions or disorders

Public Works

Accessible Transit Services: York Region Transit (YRT) includes conventional, bus rapid transit and Mobility On-Request (Paratransit). YRT provides accessible transit services in accordance with the Integrated Accessibility Standards of the Accessibility for Ontarians with Disabilities Act. Some accessible features include kneeling buses with ramp or lift for easy boarding, slip resistant floors, automated next stops announcements and priority seating close to the operator.

Support Person Assistance Card: permits a support person to travel on YRT with the eligible customer (cardholder) at no additional cost

Discounted YRT Seniors Fare: Seniors aged 65+ are eligible for the senior fare when paying with PRESTO or YRT Pay/Transit App. As of January 1, 2024, senior travellers ride YRT for free after 28 trips in a calendar month, using PRESTO.

On-Request 65+: provides on-request transit service for seniors 65 years and older, within 5 km of their home. This service is offered throughout York Region for seniors who want to take public transit using a smaller vehicle that picks them up at home.

MyRide Travel Training: provides travel training for customers of all ages and abilities who need additional knowledge and skills to use YRT independently

Outdoor Education: programs designed to connect people with nature and inspire action

York Regional Forest Accessible Trails: four trails accessible to wheelchairs, strollers and other assistive devices that are wider, clear of large obstructions and graded for ease-of-movement



Tax Relief for Seniors and Persons with Disabilities

Low-income seniors aged 65 and older receiving the Guaranteed Income Supplement and low-income persons with disabilities who own a principal residence in York Region, may be eligible for an annual deferral of their property tax increases. To determine your eligibility to receive a property tax deferral, please contact the [Tax Office of your city or town](#).

Information about York Region's property tax policy and relief opportunities is available at www.york.ca/york-region/regional-property-taxes

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Paramedic Services



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Public Health



Housing Services



Social Services



York Regional Police



Public Works



Finance

To learn more about the 2024 to 2027 York Region Plan to Support Seniors, visit york.ca/PlanForSeniors

Contact Us

For more information about York Region programs and services, call 1-877-464-9675, TTY 711 (for deaf and hard of hearing) or email accessyork@york.ca