



Musculoskeletal
**Central Intake &
Assessment Centre**

**Conservative Management Resources for Low Back Pain
Hamilton Niagara Haldimand Brant LHIN**

June 2019

For more information regarding this resource, or to provide updates please contact:

HNHB LHIN Musculoskeletal Central Intake and Assessment Centre

1-888-868-5568

hnhbmskciac@hhsc.ca

www.mskciac.ca

Disclaimer: While names of clinics and services are provided as resources, they were not assessed for their quality. The HNHb LHIN Musculoskeletal Central Intake and Assessment Centre does not endorse one clinic, or service over another.

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Overview

The Hamilton Niagara Haldimand Brant (HNHB) Local Health Integration Network (LHIN) **Musculoskeletal Central Intake and Assessment Centre (MSK CIAC)** is the one central point of contact for the receipt of referrals for low back pain assessment. Based on the provincial Interprofessional Spine Assessment and Education Clinics (ISAEC) model, patients are assessed within four weeks of referral by an Advanced Practice Provider (Chiropractor or Physiotherapist) with specialized training in low back pain. The goals of MSK CIAC are to improve access to specialty musculoskeletal care, reduce wait times and to improve patient experience.

ISAEC provincial pilot data demonstrated that 96% of patients assessed by an Advanced Practice Provider were determined to be non-surgical candidates at time of assessment. This document was developed as an information resource for HNHB LHIN patients and healthcare providers including primary care providers, advanced practice providers, and spine surgeons to help direct these patients to local resources to get the care they need to manage their low back pain.

This document outlines conservative management resources for low back pain available within HNHB LHIN (as of June 2019). Resources are categorized according to best practice treatment recommendations, including:

1. Physiotherapy and exercise,
2. Weight loss management,
3. Bracing and assistive devices,
4. Chronic pain management resources,
5. Additional therapy resources, and
6. Community programs and education resources.

Disclaimer: While names of clinics and services are provided as resources, they were not assessed for their quality. The HNHB LHIN Musculoskeletal Central Intake and Assessment Centre does not endorse one clinic, or service over another.

1. Physiotherapy and Exercise Resources

Publicly Funded Community Physiotherapy Clinics

Funding for clinic based physiotherapy in Ontario is based on an *Episode of Care* model. This means funding is provided to cover an entire course of treatment instead of individual visits.

An Episode of Care refers to all clinically-related health services used to treat one patient who has been diagnosed with distinct conditions arising from injury or health-related issues. An Episode of Care lasts from the physiotherapist's assessment and diagnosis of the symptoms, and the delivery of treatment until the patient has reached their goals as indicated by the treatment plan and is discharged.

Patients are not limited to a specific number of visits per Episode of Care under publicly funded clinic based physiotherapy. The number and frequency of visits provided will be determined by the treating physiotherapist in consultation with the patient. It will be based on the physiotherapist's professional skill and clinical judgment, and the patient's individual needs.

Eligibility

In order to qualify for the publicly funded Community Physiotherapy Clinic program patients must:

1. First be referred by a physician or nurse practitioner, based on the findings of an assessment which shows that they require physiotherapy services;
2. Be further assessed by a physiotherapist, where the assessment concludes that they require physiotherapy as a result of a recent illness, injury, surgery, or a flare up of a chronic condition that has become progressively worse, leading to a decrease in function or mobility.

In addition patients must also be insured under the Ontario Health Insurance Plan (OHIP) and be within one of the following categories:

- Aged 65 years and older;
- Aged 19 years and younger; or
- Recently discharged as an inpatient from a hospital after an overnight stay in the last twelve months, and require physiotherapy for the condition, illness or injury directly as a result of the reason for the hospitalization or
- Approved for funding under the Ontario Disability Support (ODSP) or Ontario Works (OW) programs.

Publicly Funded Community Physiotherapy Clinic Locations

A list of publicly funded Community Physiotherapy Clinic locations by HNHB LHIN sub-region is provided in Appendix A.

Publicly funded community physiotherapy clinics can also be searched using the following link:

<https://www.hnhbhealthline.ca/listServices.aspx?id=11019>

A list of publicly funded community physiotherapy locations in Ontario can be found at

Ontario.ca/physiotherapy

Publicly Funded vs Privately Funded Physiotherapy Services - Should a patient not meet the eligibility criteria or no longer need physiotherapy services under their Episode of Care, they may purchase services privately. Community Physiotherapy Clinics are allowed to offer privately funded services in addition to publicly funded services.

Community Health Centre Physiotherapy and Occupational Therapy Programs

Please see Appendix B for a listing of Community Health Centres that offer physiotherapy and/or occupational therapy programs, and their specific referral criteria.

Privately Funded Physiotherapy Clinics

Privately funded physiotherapy clinic listings are available through Canada 411 www.canada411.ca and via internet search.

Burlington Family Health Team

B-CARS: Living Better with Pain Burlington Community Access to Rehabilitative Services

Patients of Family Physicians in Burlington have access to community based pain management programming for chronic musculoskeletal issues through the Burlington Community Access to Rehabilitative Services (B-CARS).

Programs offered through B-CARS are delivered in group format by a team of health care providers including Physiotherapists, Kinesiologists, and Occupational Therapists.

Referral Criteria

- Adults between the ages of 19-64
- All clients must be medically and functionally appropriate to exercise in a community setting, and cognitively appropriate for a group-based program
- Medical referral required

Exclusions

- Currently receiving Physiotherapy treatment through extended health benefits, Workplace Safety Insurance Board or motor vehicle accident claims
- Eligible for OHIP-funded Physiotherapy (e.g. ages < 19 years or > 65 years, Ontario Disability Support Program/Ontario Works recipients, recently discharged from hospital and now qualify for OHIP-funded physiotherapy).

Participant Fees

None.

HNHB LHIN Location and Contact Information

HNHB Sub-Region	Address	Phone	Fax
Burlington	1182 North Shore Boulevard East, Burlington	289-861-5611 extension 5508	1-855-764- 8360

Six Nations Health Services – Therapy Services

<http://www.snhs.ca/TherapyServices.htm>

Six Nations Health Services implements community health programs and support services under the authority of the Six Nations of the Grand River elected council.

Provides physiotherapy and occupational therapy services.

Referral Criteria

Physiotherapy services are provided for individuals who do not have any form of insurance coverage through:

- Worker's Safety and Insurance Board (WSIB)
- Personal insurance coverage
- Coverage under spouse/family member

HNHB LHIN Location and Contact Information

HNHB Sub-Region	Address	Phone	Fax
Brant	1745 Chiefswood Rd., Ohsweken	519-445-2418	519-445-0368

Mac HOPE Clinic

McMaster Helping Hamiltonians through Occupational Therapy and Physiotherapy Services

www.srs-mcmaster.ca/mac-h2ope-clinic/

Occupational therapy and physiotherapy services for adults who do not have access to OHIP-funded services or extended health insurance coverage. Services are provided by registered therapists and student therapists under their supervision.

Eligibility

Hamilton residents 19 years or older who are in financial need, are not receiving other community based occupational therapy or physiotherapy, and do not require rehabilitative services due to a work-related injury or motor vehicle collision.

Call or email for referral.

HNHB LHIN Location and Contact Information

HNHB Sub-Region	Address	Phone	Email
Hamilton	YMCA of Hamilton/Burlington/Brantford Hamilton Downtown Family YMCA 79 James St. South, Hamilton	905-529-7102 extension 5024	machopeclinic@mcmaster.ca

MacSeniors Exercise and Wellness Program

<https://pace.mcmaster.ca/programs/macseniors>

MacSeniors is an exercise and wellness program which provides supervised aerobic and resistance training for individuals 55 years of age and older. Personalized programs are designed using specialized exercise equipment based on the needs and fitness levels of each individual.

Membership Services

- Supervised exercise sessions
- Access to highly trained exercise specialists
- Physical Activity Centre of Excellence Faculty Lecture Series

Fee for Service Options

- Assessment and treatment with a Registered Physiotherapist
- Personal training sessions
- Computerized resistance exercise monitoring
- Balance assessment and training

Primary Care Provider referral required.

Participant Fees

- Initial physiotherapy assessment \$100
- Membership \$40/month (12 month commitment); \$45/month (6 month commitment)

HNHB LHIN Location and Contact Information

HNHB Sub-Region	Address	Phone
Hamilton	McMaster Physical Activity Centre of Excellence (PACE) Ivor Wynne Centre, A114 1280 Main St. West, Hamilton	905-525-9140 extension 27223

2. Weight Loss Management Resources

Wharton Medical Clinic

<https://whartonmedicalclinic.com/>

The Wharton Medical Clinic provides assessment and treatment for patients with obesity and diabetes. The clinic's goal is to improve health, by treating obesity and diabetes and decreasing cardiovascular risk factors, such as high blood pressure and high cholesterol. They have a multi-disciplinary team that uses methods that are proven through evidence based medicine and approved by the Canadian Practice Guidelines for Obesity, and the Canadian Diabetes Association Guidelines. OHIP covered. Primary Care Provider referral required.

HNHB LHIN Locations and Contact Information

Toll Free Central Booking Line: 1-833-962-5359

Toll Free Central Fax Line: 1-888-825-1505

HNHB Sub-Region	Address
Burlington	2951 Walkers Line, Main Floor, Burlington, Ontario, L7M 4Y1
Hamilton	414 Victoria Avenue, Suite #M14, Hamilton
Hamilton	35 Upper Centennial Parkway, Suite 2C - 2nd Floor, Stoney Creek
Niagara	180 Vine Street South, Suite 203 - 2nd Floor, St. Catharines

Ontario Bariatric Network

<http://www.ontariobariatricnetwork.ca/>

The Ontario Bariatric Network provides comprehensive medical and surgical bariatric services for persons suffering from obesity and obesity-related disease, and advance patient care in Ontario through education and research.

OHIP covered. Online Primary Care Provider referral portal.

HNHB LHIN Location and Contact Information

HNHB Sub-Region	Address	Phone
Hamilton	St. Joseph's Healthcare Hamilton West 5 th Campus Medical Outpatient Department, Level 0 Block C 100 West 5 th Street, Hamilton	905-522-1155 extension 33240 or toll free 1-800-810-0000

3. Bracing and Assistive Device Resources

Ontario Assistive Devices Program

<https://www.ontario.ca/page/assistive-devices-program>

The Ontario Assistive Devices Program (ADP) helps people with long-term physical disabilities pay for customized equipment. For eligible patients, 75% of the cost for equipment and supplies is covered. For these items, the Assistive Devices Program is billed directly by the supplier and patient pays 25%. If the client is receiving provincial social assistance (ODSP/ACSD, OW), the Assistive Devices program will fund 100% of the cost of an eligible device. Funded through The Ministry of Health and Long Term Care. Income is not considered when accessing ADP funding.

Eligibility

- Ontario resident with a valid Ontario health card
- Have a long-term physical disability requiring the equipment or supplies for six months or longer

Exclusions

- Already qualify for or are receiving financial support for the same equipment or supplies from the Workplace Safety and Insurance Board
- Are a Group "A" veteran and already qualify for or are receiving financial support from Veterans Affairs Canada for the same equipment or supplies

Prosthetics and Orthotics Program

Prosthetics

<https://www.hamiltonhealthsciences.ca/areas-of-care/rehabilitation/outpatient/prosthetics/>

Orthotics

<https://www.hamiltonhealthsciences.ca/areas-of-care/rehabilitation/outpatient/orthotics/>

Provides outpatient prosthetic and orthotic services for all levels of orthotic treatment such as: Hand and Arm Orthosis, Foot, Ankle, Knee and Hip Orthosis, Custom Shoe Modifications, Cranial Orthosis, Cervical and Thoracic/Lumbar Bracing. The department offers services to pediatric and adult patients.

Referral Criteria

- Physician referral is required

HNHB LHIN Locations and Contact Information

HNHB Sub-Region	Address	Phone	Fax
Brant	Brantford General Hospital 200 Terrace Hill Street, D-Wing, Second Level, Brantford	905-751-5523	519-751-5859
Hamilton	Hamilton Health Sciences Ron Joyce Children’s Health Centre 325 Wellington Street North, Hamilton	905-521-2607	905-521-2355

Niagara Prosthetics & Orthotics / Niagara Wheelchairs & Seating

www.niagarapo.com

www.niagarawheelchairs.com

Niagara Prosthetics & Orthotics offers custom-designed and fabricated prosthetic, orthotic, bracing, and compression therapy devices. Its partner company, Niagara Wheelchairs & Seating provides guidance, products and service for mobility and at-home safety, including wheelchairs, scooters, lifts, and bedroom and bathroom support products, as well as in-home consultations and service.

Referral Criteria

Referrals from any allied healthcare practitioners are accepted.

HNHB LHIN Locations and Contact Information

HNHB Sub-Region	Address	Phone	Fax
Niagara	Niagara Prosthetics & Orthotics St. Catharines Hospital Site 1200 Fourth Avenue, St. Catharines	905-688-3288	905-346-2825
Niagara	Niagara Prosthetics & Orthotics – Hotel Dieu Shaver Rehabilitation Centre 547 Glenridge Avenue, St. Catharines	905-688-2553	905-688-3230
Niagara	Niagara Wheelchairs & Seating at Hotel Dieu Shaver Rehabilitation Centre 547 Glenridge Avenue, St. Catharines	289-786-0088	905-688-3230

The Non-Insured Health Benefits Program – First Nations and Inuit

<https://www.canada.ca/en/indigenous-services-canada/services/first-nations-inuit-health/non-insured-health-benefits/benefits-information/non-insured-health-benefits-nihb-program-general-information-questions-answers-first-nations-inuit-health-canada.html>

The Non-Insured Health Benefits Program is a national program that provides coverage to registered First Nations and Inuit people for a specified range of medically necessary items and services that are not covered by other plans and programs.

OTs2GO

<https://www.hamiltonhealthsciences.ca/wp-content/uploads/2019/03/brochure-3-panel-Feb-2018.pdf>

OTs2GO is a travelling seating and mobility service for seniors and adults who are experiencing age-related disorders. Service is provided by two full-time Occupational Therapists, both of whom are approved authorizers for the Assistive Devices Program of Ontario (ADP). A complete mobility assessment is conducted with follow-up.

Eligibility

- Aged 55 year(s) and up
- Older adults who are experiencing age-related disorders
- Self, caregiver, family, friend or health care provider can refer

Participant Fees

There is no cost to the client for the OTs2GO program however clients are responsible for any non-funded portion of equipment that is prescribed.

HNHB LHIN Location and Contact Information

HNHB Sub-Region	Address	Phone	Fax
Hamilton	Hamilton Health Sciences St. Peter's Hospital 88 Maplewood Ave., Hamilton	905-777-3837 extension 12424	905-549-5080

Service is provided across the HNHB LHIN. Call for information on dates, times and locations of this service in the local area.

Private Physiotherapy Clinics

Privately funded physiotherapy clinic listings are available through Canada 411 www.canada411.ca and via internet search.

4. Chronic Pain Management Resources

Haldimand War Memorial Hospital Chronic Pain Clinic

<https://www.hwmh.ca/programs-services/chronic-pain-clinic/>

Offers interventional therapy in the form of diagnostic and therapeutic nerve blocks, soft tissue and joint injections. Patients are seen on a referral basis, usually from the family doctors, and after initial consultation are offered therapy specific to their problem. The goal is to decrease pain, improve function, and thus the quality of life.

Referral from a health care provider is required.

OHIP covered.

HNHB LHIN Location and Contact Information

HNHB Sub-Region	Address	Phone	Fax
Haldimand Norfolk	Haldimand War Memorial Hospital 400 Broad St. West, Dunnville	905-774-7431 extension 1324	905-701-6363

Hamilton Health Sciences - Michael G. DeGroot Pain Clinic

www.hhsc.ca/pain

The Michael G. DeGroot Pain Management Clinic is an interdisciplinary program which offers a range of programs to manage and treat chronic pain.

8-Day Pain Program

OHIP funded group based program for people wishing to take control of managing their pain.

Intensive Pain Program

Fee for service program which uses cognitive-behavioural therapy to treat people with chronic pain.

Chronic Pain Self-Management Program

Chronic Pain Self-Management Workshops for Hamilton Niagara Haldimand Brant LHIN are available. The program is delivered for 2 hours/week over a 6 week period in a community setting. There is no cost to the participant and no referral required. Call to register or register online. Classes are filled on a first come basis to a maximum of 20 participants.

Interventional Services/Medical Management

Management for chronic non-malignant pain conditions. This includes:

- Epidural steroid injections (at three levels: cervical, thoracic and lumbar)
- Facet joint injections
- Radiofrequency lesioning
- Stellite ganglion and lumbar sympathetic blocks
- Acupuncture
- Paravertebral injections
- Minor nerve blocks

Referral Criteria

- Referral from a family doctor is required.
- Referral form and additional forms for completion are available at www.hhsc.ca/pain
- All referred patients must attend an assessment to determine their suitability for the program and care pathway.

Participant Fees

- Most services covered by OHIP, some are fee for service.

HNHB LHIN Location and Contact Information

HNHB Sub-Region	Address	Phone	Fax
Hamilton	Michael G. DeGroot Pain Clinic Hamilton Health Sciences McMaster University Medical Centre 4 th Floor, Yellow Section 1200 Main St. West, Hamilton	905-521-2100 extension 44621	905-577-8022

Hamilton Health Sciences

Take Control Take Charge: Living with Chronic Pain and Disease Self-Management Program

www.takecontroltakecharge.ca/

Offers two workshops that are aimed to help people live their lives to the fullest with their ongoing health conditions. Both workshops are free and run six (6) weeks.

HNHB LHIN Location and Contact Information

HNHB Sub-Region	Address	Phone
HNHB LHIN-wide resource	Self-Management Program Hamilton Health Sciences, Juravinski Hospital 711 Concession Street, Hamilton	1-855-333-2376

Joseph Brant Hospital - Pain Management Clinic

www.josephbranthospital.ca/en/programs-and-services/pain-management-clinic.asp

The Pain Management Clinic assesses and treats patients with chronic pain conditions. Clinics are held twice per month

Referral from a family doctor is required.

OHIP covered.

HNHB LHIN Location and Contact Information

HNHB Sub-Region	Address	Phone
Burlington	Joseph Brant Hospital Level 2, South Tower, 100 Wing 1245 Lakeshore Rd., Burlington	905-632-3737 extension 4881

St. Joseph's Healthcare Hamilton -Adult Chronic Pain Management Program

Hospital-based outpatient program for adults who have chronic pain. Services provided by pain physicians, psychologists, kinesiologists, and registered nurses. Treatment may include:

- Pain surgical procedures
- Epidural guided ultrasounds
- Radio frequency interventions
- Nerve block injections
- Group exercise and education
- Maintenance level of rehabilitative care for patients working to prevent functional decline/injury or maintain functional performance

Referral from a family doctor is required.

OHIP covered.

HNHB LHIN Location and Contact Information

HNHB Sub-Region	Address	Phone	Fax
Hamilton	St. Joseph's Health Care Hamilton King Campus 2757 King St East, Hamilton	905-522-1155 extension 38611	905-573-4832

Delhi Community Health Centre -Chronic Non-Cancer Pain Management Program

<https://dchc.ca/prediabetics-clinic/>

The Chronic Non-Cancer Pain Management Program focuses on providing multidisciplinary therapy to support patients and providers to improve decision making in chronic pain management through education, empowerment and access to alternative resources, with the goal of improving quality of life. Team-members work together to provide an intense rehabilitation approach that focuses on the “3 P” approach: pharmacological treatment, psychological/psychosocial treatment, physical treatment.

Referral from a health care provider is required.
OHIP covered.

HNHB LHIN Location and Contact Information

HNHB Sub-Region	Address	Phone/Fax/Email
Brant and Haldimand Norfolk	Delhi Community Health Centre 105 Main St., Delhi	Patient Inquiries Phone - 519-582-2323 extension 236 Primary Care Provider Inquiries Phone - 519-582-2323 extension 290 Fax - 519-582-3770 Email - info@dchc.ca

Compass Community Health Centre – Mind over Body Chronic Pain Toolkit

<http://www.nhchc.ca/pages/index/Mental%20Wellness>

12-week self-management program to help people take control over their chronic pain. Participants learn to better manage their daily activities and participate in daily life. Provides maintenance level of rehabilitative care for patients working to prevent functional decline/injury or maintain functional performance.

Referral from a health care provider is required.
OHIP covered.

HNHB LHIN Location and Contact Information

HNHB Sub-Region	Address	Phone
Hamilton	North Hamilton Community Health Centre 438 Hughson St North, Hamilton	905-523-1184

5. Additional Therapy Resources

Osteopathic treatment

Massage therapy

Acupuncture

Private clinic listings available through Canada 411 www.canada411.ca and via online search.

Ontario Association of Osteopathic Manual Practitioners

Find a Practitioner

www.membership.osteopathyontario.org/fap/map.cfm

Registered Massage Therapists' Association of Ontario

Find a Registered Massage Therapist

www.rmtfind.com/

College of Traditional Chinese Medicine and Acupuncturists of Ontario

Find a Practitioner

www.ctcmpao.on.ca/publicregistersrc/

6. Community Programs and Education Resources

HNHB LHIN-Wide Resources

HNHB LHIN Musculoskeletal Central Intake and Assessment Centre

www.mskciac.ca Phone - 1-888-868-5568

HNHB Healthline – Health Services

<http://www.hnhbhealthline.ca/>

HNHB LHIN Physiotherapy, Exercise and Falls Prevention Programs

<http://www.hnhblhin.on.ca/goalsandachievements/integrationpopulationbased/olderadultstheirfamiliesandcaregivers/supportingseniorshhealthandwellness/ExerciseFallsPrevention.aspx>

Arthritis Society

<http://www.arthritis.ca/> Phone - 1-800-321-1433

Arthritis Society – Support and Education

<https://arthritis.ca/support-education>

Canadian Orthopaedic Foundation

<https://whenithurtstomove.org/> Phone - 1-800-461-3639 extension 221

Canadian Orthopaedic Foundation - Quit Smoking before Surgery

<http://whenithurtstomove.org/my-surgery/tips-for-preparing-for-surgery/quit-smoking/>

Phone - 1-800-461-3639 extension 221

Canada's Food Guide

<https://food-guide.canada.ca/en/>

Canadian Physical Activity Guidelines

<http://csepguidelines.ca/>

Canadian Physical Activity Guidelines for Physical Activity throughout Pregnancy

<https://csepguidelines.ca/guidelines-for-pregnancy/>

Canadian Spine Society - Back Care Canada

<http://backcarecanada.ca/>

Chronic Pain Association of Canada

www.chronicpaincanada.com/

Health Care Connect

<https://hcc3.hcc.moh.gov.on.ca/HCCWeb/faces/layoutHCCSplash.jsp>

- For patients who do not have a family physician, Health Care Connect refers Ontarians to a family health care provider who may be accepting new patients
- Visit online link to register, or call 1-800-445-1822 from Monday to Friday, 9am to 5pm

Interprofessional Spine Assessment and Education Clinics (ISAEC) – Exercises for Low Back Pain

<http://www.isaec.org/isaec-exercise-videos.html>

Interprofessional Spine Assessment and Education Clinics (ISAEC) – Education and Tips for Your Low Back Pain

<http://www.isaec.org/tips-for-your-low-back.html>

McMaster Optimal Aging Portal

<https://www.mcmasteroptimalaging.org/>

Ontario Pain Foundation

<http://ontariopainfoundation.ca/>

ParticipACTION

<https://www.participaction.com/en-ca>

Rehabilitative Care Alliance – Rehabilitative Care in Ontario

www.rehabcareontario.ca

Toward Optimized Practice – Low Back Pain Clinical Practice Guidelines and Patient Information

<http://www.topalbertadoctors.org/cpgs/885801>

Wait Times for Surgeries and Procedures – Health Quality Ontario

www.hqontario.ca/System-Performance/Wait-Times-for-Surgeries-and-Procedures

- Surgical wait times by hospital, city or postal code are publicly reported on the Health Quality Ontario website

YMCA Balance+ Falls Prevention Program

<https://www.ymcahbb.ca/Programs/LiveWell/Balance-LiveWell>

- Balance+ is a free program for both members and non-members of the YMCA.
- The 12-week community exercise program consists of two group exercise sessions each week to help build strength, balance, flexibility and endurance and reduce the risk of falls.
- The YMCA has partnered with the HNHBLHIN to provide this program at the five YMCA locations in Hamilton, Burlington, Flamborough and Brantford.

HNHB LHIN Home and Community Care

<http://healthcareathome.ca/hnhb/en/Getting-Care/getting-started>

Access to health care support at home or in the community. Care Coordinators work with people in the community or leaving hospital to determine what help is needed and arrange for care. Care is provided in community setting such as the home, residential facility or HNHB LHIN community clinic. Referral to other community services when appropriate is provided.

Services available to eligible patients may include:

- Nursing
- Nurse practitioner
- Personal support
- Physiotherapy and occupational therapy
- Social work
- Nutrition and food counseling (dietitians)
- Medical supplies and equipment (patient-specific supplies for HNHB LHIN care such as catheters, ostomy bags, or wound care supplies)
- Access to long-term care homes
- Access to supported living (adult day programs, supportive housing, retirement homes, and assisted living)
- Specialized services for people living with specific health conditions
- Referral to other community supports

Information and Referral

HNHB LHIN offers information and services through My Health GPS. The public can access My Health GPS any day from 8:30am-8:30pm for system navigation, access to community resources, and assistance with referrals. <https://www.hnhbhealthline.ca/myhealthgps/login.aspx>

Participant Fees

Covered by OHIP

HNHB LHIN Locations and Contact Information

Regional Phone Line: 1-800-810-0000

HNHB LHIN Locations and Contact Information

HNHB Sub-Region	Address	Phone	Fax
Brant	Home and Community Care - Brant Branch 195 Henry St., Unit 4, Building 4, Brantford	519-759-7752	519-759-7130
Burlington	Home and Community Care – Burlington Branch 440 Elizabeth St., 4 th Floor, Burlington	905-639-5228	905-639-8704
Haldimand-Norfolk	Home and Community Care - Haldimand-Norfolk Branch 76 Victoria St., Simcoe	519-426-7400	519-426-4384
Hamilton	Home and Community Care – Hamilton Branch 211 Pritchard Rd., Unit 1, Hamilton	905-523-8600	905-528-1883
Niagara and Niagara North West	Home and Community Care – Niagara Branch 149 Hartzel Rd., St. Catharines	905-684-9441	905-684-8463

VON Canada

www.von.ca

VON provides supports for older adults, and adults with disabilities to help people remain independent in their own homes for as long as possible. VON also facilitates referral to other community services.

Services and Programs

- Adult Day Programs
- Caregiver Support and Education
- Caregiver Support Group
- Congregate Dining
- Falls Prevention and Exercise Programs
- In-Home Adult Respite
- Meals on Wheels
- Overnight Respite Services
- Tele-Touch - Safety Reassurance
- Visiting Nursing
- Volunteer Transportation

Referral

Call, no referral required.

Participant Fees

Varies per program.

HNHB LHIN Locations and Contact Information

HNHB Sub-Region	Address	Phone
Brant and Haldimand Norfolk	VON Brantford Haldimand 446 Grey St, Suite 204, Brantford	519-759-7750 or toll free 1-888-866-9861
Hamilton	VON Hamilton 414 Victoria Ave N, Suite M2, Hamilton	905-529-0700 or toll free 1-888-866-8515
Niagara	VON Niagara 7 Neilson Ave. Unit A, St. Catharines	905-641-0630 or toll free 1-800-263-7202

YMCA

YMCA members have access to programs at the branch where membership has been obtained, and guest privileges at all Canadian YMCAs.

Adult Membership Includes:

- Three complimentary YMCA Fitness Coaching sessions to help meet health and fitness goals
- Unlimited drop-in adult fitness and aquatics classes
- Member discount on certification programs
- Complimentary exercise program reviews
- Open gym time and recreational sports
- Open and lane swims
- Sauna, whirlpool and steam room (varies by location)
- Use of day lockers and General Change Rooms
- Unlimited guest passes (2 visits per guest per calendar year)
- Three free YMCA coaching sessions

Participant Fees

Monthly membership fees apply. For those unable to afford full membership fees, assistance may be available. Family memberships are available. No contract required.

HNHB LHIN Locations and Contact Information

Sub-Region	YMCA Location	Address/Phone	Website
Brantford	Laurier Brantford YMCA	100 Water Street, Brantford	https://www.ymcahbb.ca/Home

Sub-Region	YMCA Location	Address/Phone	Website
		Phone 519-512-4891	
Burlington	Ron Edwards Family YMCA	500 Drury Lane, Burlington Phone 905-632-5000	https://www.ymcahbb.ca/Home
Hamilton	Flamborough Family YMCA	207 Parkside Drive, Waterdown Phone 905-690-3555	https://www.ymcahbb.ca/Home
Hamilton	Les Chater Family YMCA	356 Rymal Road East, Hamilton Phone 905-667-1515	https://www.ymcahbb.ca/Home
Hamilton	Hamilton Downtown Family YMCA	79 James Street South, Hamilton Phone 905-529-7102	https://www.ymcahbb.ca/Home
Niagara	Fort Erie EJ Freeland Community YMCA	1555 Garrison Road, Fort Erie Phone 905-871-9622	http://www.ymcaofniagara.org/
Niagara	Niagara Centre YMCA Welland	310 Woodlawn Road, Welland Phone 905-735-9622	http://www.ymcaofniagara.org/
Niagara	Niagara Falls YMCA	7150 Montrose Road, Niagara Falls Phone 905-358-9622	http://www.ymcaofniagara.org/
Niagara	Port Colborne YMCA	550 Elizabeth Street, Port Colborne Phone 905-835-9622	http://www.ymcaofniagara.org/
Niagara	Walker Family YMCA St. Catharines	25 YMCA Drive, St. Catharines Phone 905-934-9622	http://www.ymcaofniagara.org/
Niagara North West	Niagara West YMCA Grimsby	325 Main Street East, Grimsby Phone 905-309-9622	http://www.ymcaofniagara.org/

Brant Sub-Region

City of Brantford- Recreation

<https://www.brantford.ca/en/things-to-do/recreational-programs.aspx>

Beckett Adult Leisure Centre-Brantford

<https://www.brantford.ca/en/things-to-do/beckett-adult-leisure-centre.aspx>

Six Nations Health Services

<http://www.snhs.ca/> Phone - 519-445-2418

Wayne Gretzky Sports Centre

<http://waynegretzkysportscentre.ca/> Phone - 519-756-9900

Burlington Sub-Region

Adults 55+ Community

<https://www.burlington.ca/en/live-and-play/Adult-55.asp> Phone - 905-335-7888

Live Play Burlington

<https://www.burlington.ca/en/live-and-play/live-and-play.asp> Phone - 905-335-7888

Haldimand-Norfolk Sub-Region

Health Unit Haldimand-Norfolk

<https://hnhu.org/>

Leisure Activity Guide – Haldimand County

<https://ca.apm.activecommunities.com/haldimand/home>

Senior Support Services

<http://www.seniorsupport.ca/>

- Haldimand 1-800-265-2818
- Norfolk 1-866-929-0849

Hamilton Sub-Region

Hamilton Resources for Seniors and Older Adults

<https://www.hamilton.ca/city-initiatives/strategies-actions/resources-seniors-and-older-adults>

Parks and Recreation Hamilton

<https://www.hamilton.ca/parks-recreation>

Sackville Hill Seniors Centre

<https://www.hamilton.ca/parks-recreation/recreation/sackville-hill-seniors-recreation-centre>

Phone - 905-546-2541

Niagara Sub-Region

Community Programs for Seniors

<https://www.niagararegion.ca/living/seniors/programs/>

Leisure Activity Guide – St. Catharines

<https://www.stcatharines.ca/en/playin/LeisureGuide.asp>

Welland Community Wellness Complex

<https://www.welland.ca/RecCulture/WCWC.asp> Phone - 905-735-1700

Niagara North-West Sub-Region

Town of Grimsby Recreation and Leisure

<https://www.grimsby.ca/Recreation-and-Leisure/Main/>

Town of Lincoln Recreation

<https://lincoln.ca/recreation>

Ontario Health Care Professional Associations – Find A Practitioner

College of Physicians and Surgeons of Ontario

Doctor Search

<https://doctors.cpsso.on.ca/?doctors>

Ontario Chiropractic Association of Ontario

Chiropractor Locator

<https://www.chiropractic.on.ca/chiropractorlocator/>

Nurse Practitioners' Association of Ontario

Find a Nurse Practitioner

<https://npao.org/resources/find-a-nurse-practitioner/>

Ontario Physiotherapist Association

Find a Physiotherapist

<https://opa.on.ca/physiotherapists/>

College of Occupational Therapists of Ontario

How to Find an Occupational Therapist

<https://www.coto.org/you-and-your-ot/how-to-find-an-ot>

Health Care Connect

<https://hcc3.hcc.moh.gov.on.ca/HCCWeb/faces/layoutHCCSplash.jsp>

For patients who do not have a family physician, Health Care Connect refers Ontarians to a family health care provider who may be accepting new patients

Visit online link to register, or call 1-800-445-1822 from Monday to Friday, 9am to 5pm

Appendix A

HNHB LHIN Community Physiotherapy Clinics

Sub-Region	Clinic Name	Address	City	Phone	Fax	Email/Website
Brant	CBI Health Centre Brantford West	325 West Street, Building A, Suite 300	Brantford	519-756-5450	519-756-1444	Email- brantford@cbi.ca Web- www.cbi.ca/web/physiotherapy-brantford-west
Brant	Kneaded Care	174 Stanley Street, Units 101 and 102	Brantford	519-757-1869	519-757-1018	Email- heal@kneadedcare.com Web- www.kneadedcare.com/
Brant	Scott Physiotherapy Clinic	35 Morrell Street	Brantford	519-759-2155	519-759-5646	Email- scottphysioclinic@gmail.com
Burlington	PT Health - Brant 730 Physiotherapy	2015 Mount Forest Drive	Burlington	905-632-1734 289-812-4926	905-632-1735	Email- Brant730physio@pthealth.ca Web- www.pthealth.ca/clinic/brant-730-physiotherapy-pt-health/
Burlington	PT Health - Drury Lane Physiotherapy	2250 Fairview Street, Basement	Burlington	905-631-7779 Toll free 1-866- 749-7461	905-631-2336 Toll free 1- 866-442-4737	Email- drurylanephysio@pthealth.ca Web- www.pthealth.ca/clinic/drury-lane-physiotherapy-and-rehabilitation-pt-health/
Haldimand- Norfolk	Haldimand Physiotherapy Centre	41 Caithness Street West	Caledonia	905-765-5449	905-765-5448	Email- ifeelgood@haldimandphysio.ca Web- http://haldimandphysio.ca/
Haldimand- Norfolk	PT Health - Dunnville Physiotherapy	420 Lock St. West	Dunnville	905-701-7939 Toll free 1-866-749- 7461	905-701-7938	Email- dunnvillephysio@pthealth.ca Web- www.pthealth.ca/clinic/dunnville-physiotherapy-and-rehabilitation-pt-health/

HNHB LHIN Community Physiotherapy Clinics continued

Sub-Region	Clinic Name	Address	City	Phone	Fax	Email/Website
Haldimand-Norfolk	South Coast Physiotherapy	216 West Street, Unit 305	Simcoe	519-428-1234 519-428-1166	519-428-5678	Email- info@southcoastphysiotherapy.ca Web- https://southcoastphysiotherapy.ca/
Hamilton	Charlton Physiotherapy	230 James Street South, 3rd Floor	Hamilton	905-528-5271		Email- charlton@lifeclinics.ca Web- www.hamiltonphysiotherapist.ca/
Hamilton	Hamilton Physio and Rehab	200 James Street South, Suite 207	Hamilton	905-529-0521	905-529-7946	Email- hamiltonphysiorehab@gmail.com Web- www.hamiltonphysiorehab.ca
Hamilton	Innova Health Clinic	883 Upper Wentworth, Suite 303	Hamilton	905-389-8772	905-389-8790	Email- info@innovahc.ca Web- www.innovahc.ca/
Hamilton	LifeMark Physiotherapy - Hamilton Main East	1440 Main St. East, Unit 5	Hamilton	905-544-0053	905-594-3897	Email- hamilton-maine@lifemark.ca Web- www.lifemark.ca/Main-East-and-Kenilworth
Hamilton	LifeMark Physiotherapy - Hamilton Mohawk	210 Mohawk Road East, Unit 3	Hamilton	905-388-3902	905-388-3680	Email- mohawk@lifemark.ca Web- www.lifemark.ca/Mohawk-And-Upper-Wellington

HNHB LHIN Community Physiotherapy Clinics Continued

Sub-Region	Clinic Name	Address	City	Phone	Fax	Email/Website
Hamilton	PT Health - Flamborough Physiotherapy	80 Hamilton Street North, Unit 5	Waterdown	905-690-1033 289-812-4929	905-690-1034	Email- flamboroughphysio@pthealth.ca Web- www.pthealth.ca/clinic/flamborough-physiotherapy-and-rehabilitation-pt-health/
Hamilton	PT Health - Mountain Physiotherapy	520 Upper Sherman Avenue	Hamilton	905-389-0143	905-389-6647	Email- mountainrehab@pthealth.ca Web- www.pthealth.ca/clinic/mountain-physiotherapy-and-rehabilitation-pt-health/
Hamilton	PT Health - Queenston Physiotherapy	15 Mountain Avenue South, Unit 105	Stoney Creek	905-662-2011	605-662-0954	Email- queenstonphysio@pthealth.ca Web- www.pthealth.ca/clinic/queenston-physiotherapy-and-rehabilitation-pt-health/
Hamilton	PT Health - Victoria Physiotherapy	414 Victoria Avenue North, L2	Hamilton	905-525-5572	905-525-2515	Email- victoriaphysio@pthealth.ca Web- www.pthealth.ca/clinic/victoria-community-physical-rehab-and-physiotherapy-pt-health/

HNHB LHIN Community Physiotherapy Clinics Continued

Sub-Region	Clinic Name	Address	City	Phone	Fax	Email/Website
Niagara	LifeMark Physiotherapy - Fonthill	209 Highway 20 East, Unit 6	Fonthill	905-892-4431	905-892-4891	Email- fonthill@lifemark.ca Web- www.lifemark.ca/Fonthill
Niagara	Niagara Health System, Douglas Memorial Hospital Site	Douglas Memorial Site, 230 Bertie Street	Fort Erie	905-378-4647 extension 50269	905-991-0623	Web- www.niagarahealth.on.ca/site/fort-erie-location
Niagara	Niagara Physiotherapy and Sport Clinic	1517 Niagara Stone Road, Hwy 55	Virgil	905-468-7979	905-468-3649	Email- niagaraphysiotherapy@gmail.com Web- www.niagaraphysiotherapyandsportsclinic.ca/
Niagara	Physiotherapy Rehabilitation Centre	17 Vaughan Road	Welland	905-788-1985	905-788-3668	Email- info@wellandphysio.com Web- www.wellandphysio.com/
Niagara	St. Catharines Physiotherapy Centre	145 Carlton Street, Unit 4A	St. Catharines	905-685-4733	905-685-1114	Email- scpt@lifemark.ca Web- www.stcatharinesphysio.on.ca/
Niagara	T. Mannella Physiotherapy Professional Corp.	4725 Dorchester Road, Unit B1	Niagara Falls	905-354-0267	905-354-4957	Email- info@winhealth.ca
Niagara	The Clinic on Elm	380 Elm Street	Port Colborne	905-834-5551	905-834-8086	Web- https://www.thecliniconelm.ca/
Niagara	Thorold Medical Facilities Ltd.	60 Albert Street West	Thorold	905-227-5255	905-227-2070	Email- tmcphysio@outlook.com

Appendix B

HNHB LHIN Community Health Centre Physiotherapy and Occupational Therapy Programs

Sub-Region	Community Health Centre Program	Address	City	Contact	Eligibility Criteria
Hamilton	Centre De Santé Communautaire Hamilton Occupational Therapy Services	1320 Barton Street East	Hamilton	Phone: 905-528-0163 extension 3236 Fax: 905-528-9196	<ul style="list-style-type: none"> Accept all francophone Occupational Therapy referrals that can be addressed in clinic or at a client's residence Referral by phone or fax to Occupational Therapy directly. www.cschn.ca/english/
Hamilton	North Hamilton Community Health Centre Physiotherapy Program, and Occupational Therapy Program	438 Hughson Street North	Hamilton	Phone: 905-523-1184	<ul style="list-style-type: none"> Physician or self-referral from current primary care client of North Hamilton Referred by North Hamilton staff Community referral :New immigrant/refugee claimant, Women living in women's shelter, people belonging to 2SLGBTQ+ community who face barriers
Niagara	Bridges Community Health Centre Physiotherapy Program	1485 Garrison Road 380 Elm Street, Rear	Fort Erie Port Colborne	Phone: 905-871-7621 extension 2260 Phone-289-479-5017 extension 2425	<ul style="list-style-type: none"> Healthcare professional or self-referral for individuals who do not have health insurance coverage or have exhausted insurance coverage
Niagara	Centre De Santé Communautaire Niagara Occupational Therapy Services	810 Main Street East	Welland	Phone: 905-734-1141 extension 2227 Fax: 905-734-1017	<ul style="list-style-type: none"> Accept all francophone Occupational Therapy referrals that can be addressed in clinic or at a client's residence Referral by phone or fax to Occupational Therapy directly www.cschn.ca