

SERVICES FOR ITALIAN SPEAKING SENIORS IN OTTAWA



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INFOline for Seniors

Free service provided by the Government of Ontario

Toll free number **1-888-910-1999**

Ask for service in Italian

A number of staff speak Italian

Seniors' INFOline provides information and referral services on the programs, services and activities of the Ministry of Health and Long Term Care, Social and Community Services, Services for Children and Youth and the Ontario Seniors' Secretariat.

Telehealth Ontario

Call for immediate assistance

Ask for service in Italian

| Name | Toll Free Telephone |
|--------------------|-----------------------|
| Telehealth Ontario | 1-866-797-0000 |

Telehealth Ontario is a free, confidential, telephone-based health service that provides health advice and information from a Registered Nurse.

Telehealth Ontario services are available 24 hours a day, seven days a week. The service can help callers decide whether to care for themselves, make an appointment with their doctor, go to a clinic, contact a community service or go to a hospital emergency department.

A call to Telehealth Ontario provides confidential advice about

any health-related concern such as symptoms that could require medical attention, illness or injury, chronic illnesses, nutrition and healthy lifestyles, teen health and lifestyle issues.

For a medical concern, callers will be asked to describe their symptoms and answer questions to best assess the seriousness of the problem.

Based on the assessment, the nurse will: advise self-care at home, recommend a visit to a physician for diagnosis and treatment, recommend immediate connection with a hospital emergency department.

Nurses can also:

- Provide information and phone numbers of local health and social services using the Community Resource Database.
- Connect callers with complex medication questions to a pharmacist through the Ontario Pharmacists' Association's (OPA) medication information line. The OPA provides medication information services to Telehealth Ontario from 7 a.m. to 11 p.m. daily.

How to Find a Doctor in Ontario

Ask for telephone interpretation services

Ask for service in Italian

| Name | Toll Free Telephone |
|--|-----------------------|
| Health Care Connect Ontario To find a doctor in Ontario | 1-800-445-1822 |

Health Care Connect helps Ontarians who are without a family health care provider (family doctor or nurse practitioner) to find one. People without a family health care provider are referred to a family doctor or a nurse practitioner who is accepting new patients in their community.

Community Care Access Centre (CCAC)

Telephone: **613-310-2222**

CCAC is the local organization established by the Ministry of Health and Long-Term Care to provide access to government-funded home and community services and long-term care homes.

CCAC works together, and with physicians, hospital teams and other health care providers to enhance access and co-ordination for people who need care in the community.

They help people to :

- live independently at home
- apply for admission to a long-term care home

CCAC also provides information about local community support service agencies and can link people to these agencies to arrange services.

Anyone can make a referral to a CCAC — an individual requiring service, a family member, caregiver, friend, physician or other health care professional.

A CCAC Case Manager (also referred to as a “Care Coordinator”) can help you with these options and assess your specific needs and provide more information.

Long Term Care Homes

| Name | Address | Telephone |
|---|--|--------------|
| Villa Marconi. Designated beds for Italians. | 1026 Baseline Rd. Ottawa, ON, K2C 0A6 | 613-727-6201 |

| | | |
|---|---|--------------|
| Community Care Access Centre. List of Nursing Homes. | 4200 LaBelle St. Ottawa, ON, K1J 7S9 | 613-310-2222 |
| Community Care Access Centre. List of Retirement Residences. | 4200 LaBelle St. Ottawa, ON, K1J 7S9 | 613-310-2222 |

Hospitals

Ask for services with an interpreter

Ask for service in Italian

| Name | Address | Telephone |
|---|---|--------------|
| Royal Ottawa Hospital. Have staff who speak Italian. | 1145 Carling Ave. Ottawa, ON, K1Z 7K4 | 613-722-6521 |
| Montfort Hospital. Will arrange to have an interpreter for appointments. | 713 Montreal Rd. Ottawa, ON, K1K 0T2 | 613-746-4621 |
| Ottawa Hospital. Can arrange for interpreter services. | Riverside Campus 1967 Riverside Dr. Ottawa, ON, K1H 7W9 | 613-722-7000 |

| Name | Address | Telephone |
|---|--|--------------|
| Queensway Carleton Hospital. Offer telephone interpretation services. | 3045 Baseline Rd. Ottawa, ON, K2H 8P4 | 613-721-2000 |
| Queensway Carleton Geriatric Day Hospital. Accept patients with referral. Have staff who speak Italian. | | |

Doctors Who Speak Italian

| Name | Address | Telephone |
|---|---|--------------|
| Dr. Walter Delpero Specializes in cataracts. Accepts patients with referral. | Suite 302 1081 Carling Ave. Ottawa, ON, K1Y 4G2 | 613-728-0247 |
| Dr. Tania Di Renna The Ottawa Hospital. Anaesthesiologist and chronic pain treatment and management. Accepts patients with referral. | 501 Smyth Rd. Ottawa, ON, K1H 8L6 | 613-737-8899 |

| | | |
|--|--|--------------------------|
| Dr. Linda Anne Marie Lacroix Hematologist. Accepts patients with referral. | Suite 308 770 Broadview Ave. Ottawa, ON, K2A 3Z3 | 613-725-9374 |
| Dr. Lucille Jacinte Poisson Family medicine. Accepts patients with referral. | University of Ottawa Health Services. Suite 300 100 Marie Curie Ottawa, ON, K1N 6N5 | 613- 564-3950 |
| Dr. Robert Tambay Gastroenterologist. Accepts patients with referral. | Suite 207 1081 Carling Ave. Ottawa, ON, K1Y 4G2 | 613-729-3179 |
| Dr. Jean-Philippe Vaccani Paediatric specialist in ear, nose and throat. Will occasionally see other patients. | Department of Otolaryngology, Children's Hospital of Eastern Ontario 401 Smyth Road Ottawa, ON, K1H 8L1 | 613-737-7600 ext 2706 |
| Dr. Dante Umberto Pascali Gynecologist. Accepts patients with referral. | Suite 106 152 Cleopatra Dr. Ottawa, ON, K2G 5X2 | 613-761-9292 |

Doctors Who Speak Italian

| Name | Address | Telephone |
|---|---|--------------|
| Dr. Marino Labinaz Cardiologist. Accepts patients with referral. | University of Ottawa Heart Institute 40 Ruskin St. Ottawa, ON, K1Y 4W7 | 613-761-5427 |

Dentists Who Speak Italian

| Name | Address | Telephone |
|--|--|--------------|
| Dr. Roberto Catana Fee for service. | Barrhaven Crossing Dental Center, unit 9 3500 Fallowfield Rd. Ottawa, ON, K2J 4A7 | 613-823-6261 |

Denturists Who Speak Italian

| Name | Address | Telephone |
|---------------------------------------|---|--------------|
| Dr. Sam Lima Fee for service. | 261 Marier Ave. Ottawa, ON, K1A 0A1 | 613-749-5397 |
| Dr. Giuseppe Lima Fee for service. | 797 Richmond Rd. Ottawa, ON, K2A 0G7 | 613-728-5532 |

Drug Stores Where Italian is Spoken

| Name | Address | Telephone |
|---|--|--------------|
| Ottawa Medical Pharmacy. Have staff who speak Italian. | 797 Somerset St. West Ottawa, ON, K1R 6R3 | 613-236-2307 |
| New Edinburgh Pharmacy. Frank Tonon Pharmacist. Speaks Italian. | 5 Beechwood Ave. Ottawa, ON, K1M 1M2 | 613-749-4444 |
| Parkway Pharmacy. Provide service in Italian on request. | 311 McArthur Ave. Vanier, ON, K1L 6P1 | 613-749-2324 |

Counselling Services Where Italian is Spoken

| Name | Address | Telephone |
|---|--|--------------|
| Clara Panarella Couple and family therapy. Fee for service | 211-150 Montreal Road Ottawa, Ontario K1L 8H2 | 614-614-7737 |

Dieticians Who Speak Italian

| Name | Telephone |
|---|--------------|
| Eat Right Ontario Ask for a staff person who speaks Italian. No charge for service. | 877-510-5102 |

Hair Care in the Home

| Service | Telephone |
|---|--------------|
| Rocca Design Hairdressing manicure and pedicure, by appointment in the home. Fee for Service. | 613-738-0445 |

Recreation Programs with Italian Seniors

| Program | Address | Contact |
|--|--|--------------|
| Queensway Carleton Geriatric Day Hospital. Doctor referral needed | Bell Mews Plaza 39 Robertson Rd., Suite 100 Ottawa, ON, K2H 5Y8 | 613-721-3808 |

| | | |
|---|---|--------------|
| St. Patrick's Nursing Home. Day Program for Frail Seniors. Referral needed from the Community Care Access Centre. Fee for service. | 2865 Riverside Dr. Ottawa, ON, K1V 8N5 | 613-731-4660 |
| Villa Marconi. Monthly seniors lunch last Wednesday of the month. \$13 for members, \$16 for non members. Golden Age Club, Exercise Program, Card and Bocce Playing, Bingo. Call for times and fees. | 1026 Baseline Rd. Ottawa, ON, K2C 0A6 | 613-727-6201 |
| Somerset West Community Health Centre. Senior swim with Italian speaking participants. | 55 Eccles St. Ottawa, ON, K1R 6S3 | 613-238-8210 |
| Italian Canadian Senior Citizens Group. Monthly dinner, Thursday afternoon bingo. | 10 Balsam St. Ottawa, ON, K1R 6W7 | 613-233-9298 |

Assistance with Italian / European Pensions

The Patronato Ital-Uil provides assistance to individuals on Italian / European Pensions. This is a free service to those who qualify for pensions.

| Service | Address | Telephone |
|--------------------|---------------------------------------|--------------|
| Patronato Ital-Uil | 6 Corvus Court Ottawa, ON, K2E 7Z4 | 613-521-1814 |

Legal Services

Legal services for domestic violence, criminal, family law, housing, immigration and refugee, civil law and Government Assistance are available for low income individuals through Legal Aid Ontario. Fees are based on income.

Telephone number **1-800-668-8258**

Service in Italian provided through the CanTalk telephone interpretation service by qualified legal interpreters.

Lawyers

Listed with their permission

| Name | Address | Telephone |
|-------------------------------------|---|--------------------------|
| Franco Falsetto Fee for service. | 150 Metcalfe St. 11th Floor Ottawa, ON, K2P 1P1 | 613-238-8400 ext. 238 |

| Name | Address | Telephone |
|--------------------------------------|---|--------------------------|
| Pat Santini Fee for service. | 160 Elgin St. Suite 2401 Ottawa, ON, K2P 2P7 | 613-238-6321 |
| Luigi Savone Fee for service. | 30 Concourse Gate Suite 103 Ottawa, ON, K2E 7V7 | 613-224-1108 |
| Rosario Talarico Fee for service. | 406 Queen St. Ottawa, ON, K1R 5A7 | 613-236-8000 ext. 222 |

Churches

| Place of Worship | Address | Telephone |
|--|---|--------------|
| St. Anthony's Church Services in the Italian Language. | 427 Booth St. Ottawa, ON, K1R 7K8 | 613-236-2304 |
| Madonna della Risurrezione. Services in the Italian Language. | 1621 Fisher Ave. Ottawa, ON, K2C 1X8 | 613-723-4657 |
| Chiesa Cristiana Evangelica Services in the Italian Language. | 380 Centrepointe Dr. Ottawa, ON, K2G 6A1 | 613-829-8783 |

Language Interpretation Services

| Service | Address | Telephone |
|---|---|----------------------------|
| Language Line Individual can set up an account for telephone interpretation. Fee for Service. | 1 Lower Ragsdale Dr. Bldg. 2 Monterey, CA 93940 | 1-800-752-6096 option 4 |
| Cultural Interpretation Service for Our Community. Fee for Service. | 44 Eccles St. Suite 100 Ottawa, ON, K1R 6S4 | 613-237-0502 |
| Languages of Life Fee for Service. | 99 Fifth Ave. Suite 14 Ottawa, ON, K1S 5K4 | 613-232-9770 |

Italian Telephone Directory

| Service | Address | Telephone |
|---|---|--------------|
| Italian Telephone Directory. Directory of Italian individuals, businesses and associations. Free of charge. | 30-A Ashburn Dr. Ottawa, ON, K2E 6N3 | 613-738-0003 |

Italian Media

| Service | Address | Telephone |
|--|---|--------------|
| Tele-30 One hour show airs several times a week, on cable television channel 22. Program in Italian. | | 613-737-0431 |
| CHIN Radio 97.9 FM | 30 Murray St. Suite 100 Ottawa, ON, K1N 5M4 | 613-244-0979 |
| L'Ora di Ottawa Weekly publication in Italian. | 203 Louisa St. Ottawa, ON, K1R 6Y9 | 613-232-5689 |
| Il Postino Monthly publication in Italian and English. | 865 Gladstone Ave. Suite 101 Ottawa, ON, K1R 7T4 | 613-567-4532 |
| Il Cittadino Canadese Montreal weekly paper with section for Ottawa news. | 5690, rue. Jean-Talon E., Suite 209, Montreal, QC, H1S 1M2 | 514-253-2332 |

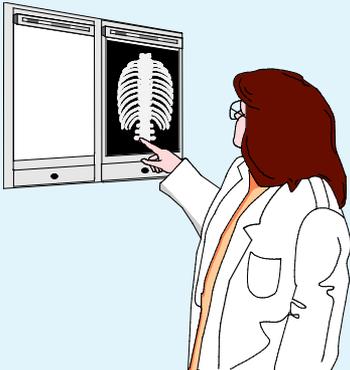
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Canada 



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6 Corvus Court, Ottawa, ON, K2E 7Z4

**Electronic copies of this booklet can be downloaded at:
www.uim.it and www.ital-uil.it**



Services for Italian Speaking Seniors in Ottawa provides general
information and is not intended as a substitute for professional advice.
If you require medical advice, please contact your health professional.

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