
Community resources

includes a section on legal issues

A guide for you after spinal cord injury

Spinal Cord Injury Rehabilitation Program

July 2015

This booklet has been written by the health care providers who provide care to people who have a spinal cord injury or illness. At the time of this printing the information was accurate to the best of our knowledge. The information may change due to the rapid changes in health care. It is not intended to replace medical/health advice from your health care providers.

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We understand how stressful this time is for you and your family. We are here to help you, please talk with us about your concerns. This booklet is a guide to the community resources and legal services that can help you during this most difficult time.

This booklet is divided into 4 sections:

Section 1 – Common questions that are often asked by our patients and families about finances, motor vehicle accident benefits, equipment expenses, housing, home care, education and employment, and transportation

Section 2 – Legal services

Section 3 – Assisted Devices Program, ADP

Section 4 – Other resources

Publications

Recreation and exercise

Telephone and security systems

Accessible travel services

Support relief services

Most of the resources in this booklet are for the Hamilton area. If you need more information about these resources or need resources from other communities please ask your social worker, occupational therapist or Spinal Cord Injury Ontario representative.

The Rehabilitation Resource Centre has many resources available. It is located on the first floor of the Regional Rehabilitation Centre at the Hamilton General Hospital – 905-521-2100, ext. 40805.

Websites

Websites often change.

At the time of this printing, here are four websites which you may find helpful:

- <http://sci.rutgers.edu> (interactive message board which is updated by medical professionals with many years experience with persons with SCI)
- <http://scipilot.com> (a great resource for assistive technologies, developed by the Research Department at Lyndhurst)
- <http://cpaont.org> (CPA Nationals webpage)
- <http://sciontario.org> (advocacy, services and peer support)

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Section 1 – Common questions

Financial assistance benefits

We want to make sure that you are aware of all the financial assistance benefits to which you may be eligible. Please talk with your social worker about your financial concerns and benefits.

My family needs money to live on. How will we be able to pay our household bills?

Perhaps the most important concern you and your family face is your loss of income and how you are going to pay for the costs of care and the help you will need.

There are various sources of income support, compensation, financial help or benefits available to you. What you can apply for depends upon whether:

- you were employed before or at the time of your injury
 - your injury was caused at work
 - your injury was caused by a motor vehicle accident
 - your injury was caused or contributed to by the negligence or fault of another
 - your injury is the result of an illness or disease
-

If you were employed before your injury

If you were employed before your injury, then depending on your situation, you may be able to access these benefits:

Benefit	Requirement	More information
Canada Pension Plan Disability Benefits, CPP/Disability	<p>You must be between the ages of 18 and 65.</p> <p>Having been employed and contributing to CPP for a minimum number of years before your injury.</p>	<p>www.hrhc-drhc.gc.ca follow the website to CPP.</p> <p>1-800-277-9914</p>
Worker's Safety Insurance Board, WSIB	<p>To receive WSIB benefits your injury or illness has to be work related.</p>	<p>www.wsib.on.ca</p> <p>1-800-387-0750</p>
Employment Insurance, EI	<p>You must have contributed 600 insured hours to the EI plan in the last 52 weeks or since your last claim.</p> <p>Be over 18 years old.</p>	<p>www.hrhc-drhc.gc.ca/</p> <p>1-800-206-7218</p>

Benefit	Requirement	More information
<p>Private/ Insurance Plan</p> <ul style="list-style-type: none"> • Short-term disability benefits, STD • Long-term disability benefits, LTD 	<p>Varies depending on the specific insurance policy.</p> <p>As a general guideline only, usually to access STD, you must be unable to perform the essential tasks of your employment.</p> <p>To access LTD, usually you must be unable to engage in any employment for which you are reasonably suited by education, training or experience.</p>	<p>Contact your insurance company or refer to your insurance benefit handbook.</p>
<p>Employee Benefits or Insurance Plan</p> <ul style="list-style-type: none"> • Short-term disability benefits, STD • Long-term disability benefits, LTD 	<p>Varies depending on the specific insurance policy.</p> <p>As a general guideline only, usually to access STD, you must be unable to perform the essential tasks of your employment.</p> <p>To access LTD, usually you must be unable to engage in any employment for which you are reasonably suited by education, training or experience.</p>	<p>Contact your employer and check with your human resource department.</p> <p>Refer to your employee benefits handbook to determine your benefits.</p>

If you were or were not employed before your injury

These benefits may be available to you whether you were employed or not:

Benefit	Requirement	More information
Criminal Injuries Compensation Board, CICB	To obtain CICB benefits your injury is a result of being a victim of crime, even if there has been no conviction.	www.attorneygeneral.jus.gov.on.ca 1-800-518-7901 or 1-800-372-7463
Ontario Disability Supports Program, ODSP	To receive ODSP benefits you must have a disability, be a legal resident of Ontario, and have a low income.	www.mcass.gov.on.ca 1-800-561-0369 905-521-7280
Ontario Works	There are times when clients who are applying for ODSP or CPP D are directed to contact OW if they are in immediate financial need (while they are pending a DAU decision or making application directly to ODSP or CPP D)	905-546-4800 (local Hamilton office) Please refer to the following website for your local office: www.mcass.gov.on.ca/en/mcass/programs/social/ow/contacts/ow_municipal/

Note: Many benefits have time limits within which you may apply. Be sure to apply for these benefits before your time limit runs out. You do not want to lose your benefits.

Your injury is a result of a motor vehicle accident

If you have been injured in a motor vehicle accident, you may be entitled to some or all the benefits listed on pages 4 to 6. Plus, you may be entitled to receive accident benefits from your automobile insurer regardless of who caused the accident.

Currently, at the time of writing this booklet, in order to protect your rights to accident benefits you must notify your insurance company within 7 days of the accident. In the event that 7 days has passed, you are still encouraged to give late notice.

The "no-fault" or accident benefits system in Ontario is complicated. The assistance of a qualified personal injury lawyer is necessary to adequately and effectively protect your rights to accident benefits. You are strongly advised to obtain a qualified personal injury lawyer who understands accident benefits, see section 2, page 26.

If the accident was caused by the negligence of someone else you may also be entitled to additional compensation from the other person's insurance company. That compensation is over and above your accident benefits. To be compensated for someone else's negligence you must generally start a lawsuit within two years of the accident.

Accident benefits

The accident benefits system has undergone major changes as of September 1, 2010 and more recently further proposed reductions were announced in the 2015 provincial budget which are to be effective September 1, 2015.

It is recommended that you consult with a certified personal injury lawyer and your health care team to determine eligibility for accident benefits. Some of the accident benefits you may be eligible for include: medical and rehabilitation, attendant care, caregiver benefits, income replacement, non-earner benefits and additional expenses such as housekeeping, home maintenance, travel and child care expenses.

Application form

In order to receive any of the above listed accident benefits (non-catastrophic or catastrophic), you must complete an application form titled OCF 3.

In the event that your accident meets the criteria for catastrophic eligibility determination, you must also have an OCF 19 completed. These forms are available through your insurance company or you may contact the hospital social worker.

If you do not have your own insurance and you are a passenger of a vehicle, then submit the application to the insurance company that insured the vehicle you were a passenger in.

If you were a pedestrian or a bicyclist, then submit the application to the insurance company that insured the vehicle involved in the accident.

If those vehicles do not have insurance then submit the application to the insurer of any vehicle involved in the accident.

Failing that, call the Motor Vehicle Accident Claims Fund at 1-800-268-7188.

How will I pay for all my equipment?

Please discuss your equipment needs with your occupational therapist. You may be eligible for assistance with costs of equipment and home modifications from these programs:

Employment benefits

These vary with each policy, it is important to check your benefits booklet from your employer's Human Resources Department.

Personal insurance policies

You may have insurance with a private insurance company such as Blue Cross, Green Shield or Empire Life. Benefits vary with each policy. Check your benefits booklet or pamphlet. This can be obtained from the insurance company.

Government programs

Workers' Safety and Insurance Board, WSIB

For work related injuries.

1-800-263-8488

Assistive Devices Program, ADP

The Ontario Ministry of Health and Long-Term Care runs the Assistive Devices Program (ADP) to help people who have long-term physical disabilities get needed equipment and supplies.

In most cases ADP pays 75% of an approved price.

For some kinds of supplies, such as ostomy and needles and syringes for insulin-dependent seniors, ADP pays an annual grant directly to the person.

1-800-268-6021

Types of Assistive Devices funded by the Ministry of Health and Long Term Care:

- Communication Devices
 - Diabetic Supplies
 - Enteral Feeding Equipment/Supplies
 - Hearing Devices
 - Orthotic Devices
 - Ostomy Supplies
 - Pressure Modification Devices
 - Prosthetic Devices
 - Respiratory Supplies/Equipment
 - Visual Aids
 - Wheelchairs, Positioning And Ambulation Aids
-

Special Financial Support Unit

This program provides assistance with a wide range of health related items to help support persons living independently in the community. Assistance is available to persons residing in the City of Hamilton who are receiving social assistance (Ontario works or Ontario Disability Support Program) or receiving a low income (e.g. seniors, low wage earners, CPP disability).

You can apply by asking your Case Manager to make a referral for you or you may call directly 905-546-2590.

Low income clients must complete a needs test to qualify for assistance. Income, assets, living expenses and family size are reviewed.

Mandatory Special Necessities Unit

If you are receiving Ontario Disability Support Program Income Support, you and your family may be able to get help with the cost of:

- Diabetic supplies, such as syringes, alcohol swabs and blood glucose monitors.
- Surgical supplies, surgical dressings and incontinence supplies.

Assistance with these costs is provided under the Ontario Disability Support Program's Mandatory Special Necessities benefit.

Contact your local Ontario Disability Support Program office and ask for a Mandatory Special Necessities benefit request form.

Take this form to your family doctor's or health care provider's office and ask to have it filled in.

Department of Veterans' Affairs, DVA

For veterans of military services. Depends on income or cause of disability.

1-866-522-2122

Non-Government organizations

Canadian Cancer Society

905-575-9220

Easter Seals Society

519-432-9669

For children up to 19 years of age. Will cost-share with other programs for wheelchairs and used equipment.

Multiple Sclerosis Society

905-527-7874

Ontario March of Dimes – Assistive Devices Program

Will cost share with other programs for wheelchairs and used equipment.

To obtain an application call 1-866-765-7237.

If already registered, call 905-528-9432, ext. 219.

Ontario March of Dimes - Home and Vehicle Modification - HVMP

1-877-369-4867

The Health Equipment Loan Program and Manual Wheelchair Recycling Program - Red Cross

905-522-8485

The Health Equipment Loan Program (HELP) offers affordable rentals of health equipment to individuals dealing with mobility issues, illness or injury. Equipment available includes mobility aids, walking aids, bathing aids, and electric hospital beds (monthly rental fees apply).

The Manual Wheelchair Recycling Program is a partnership between Ontario's Assistive Devices Program (ADP) and the Red Cross aiming at increasing the life-cycle of adult manual wheelchairs. The program enables people to return their ADP funded manual wheelchairs to any Red Cross branch in Ontario once they are no longer needed. Wheelchairs identified for re-use are fully cleaned, disinfected, and maintained so that they can effectively and safely be used again as part of our HELP inventory.

Renting equipment

905-523-8600

Community Care Access Centre (CCAC) may rent 1 or 2 pieces of equipment upon discharge, depending on safety or health issues. There is a time limit on how long you can rent equipment.

For a current list of suppliers that will rent equipment please check with your occupational therapist. Cost of renting equipment will vary.

Local service clubs such as Lions' Clubs, Kinsmen, Rotary or other local charitable organizations may provide some financial assistance. Please check your local phone book.

How can I afford to make my own home accessible?

Please discuss your home modifications needs with your occupational therapist. In addition to some of the sources mentioned above, there are some other services that may help with home renovation costs for those who qualify.

Department of Veterans' Affairs, DVA

1-866-522-2122

Easter Seals

For homes of disabled children under 19 years.

519-432-9669

Ontario March of Dimes, OMOD

1-877-369-4867

Workers' Safety and Insurance Board, WSIB

Serious Injury Program - 1-800-387-0750

Ministry of Municipal Affairs and Housing

Programs to Renovate and Repair Housing

1-800-668-2642 or 905-546-2424, ext. 2758

The following programs are included under the CMHC — Ontario Agreement for Investment in Affordable Housing. Please note that funding is administered through each municipality and there may be variations from region to region in eligibility.

- **Ontario Renovates**

Forgivable loans to homeowners and landlords for major repairs, to add habitable living space to remediate overcrowding, for accessibility modifications, to create secondary/garden suites or repair and rehabilitate shelter units that assist victims of family violence.

This program serves: **homeowners, renters, seniors; persons with disabilities, victims of family violence.**

- **Off-Reserve Aboriginal Housing — Homeowner Repair**

Forgivable loans for Aboriginal homeowners living off-reserve to undertake repairs and accessibility modifications. This program serves:

Aboriginal homeowners living off-reserve.

- **Residential Rehabilitation Assistance Program (RRAP)**

- **On-Reserve**

RRAP On-Reserve offers financial assistance to First Nations and First Nation members to assist with repairs to substandard housing, accessibility modifications and adaptations for persons with disabilities and seniors.

Six Nations Housing Authority – 1-519-445-2235

You will need to contact your municipality to determine building codes.

Please speak with your occupational therapist for further recommendations and a current list of resources for home modifications.

Is there any other financial help for persons with disabilities?

There are other financial aids available. Please discuss your needs with your social worker or occupational therapists.

Canada Revenue Agency – Medical and Disability Related information and Guide (Rc4064 E)

1-800-959-2221

This guide is for persons with medical expenses or impairments in physical or mental functions and supporting family members. It gives information on eligible medical expenses, services we provide for persons with impairments in physical or mental functions, and other related information on income tax, excise tax, customs, and the goods and services tax/harmonized sales tax (GST/HST).

Some programs offered include:

- **Federal Excise Gasoline Tax Refund**
Rebate of tax paid on gasoline for those with mobility impairments.
1-877-432-5472
 - **Disability Tax Credit**
For individuals with a severe and prolonged impairment in physical or mental functions.
 - **Canada Disability Savings Grant**
Government benefit to low income individuals.
 - **Registered Disability Savings Plan (RDSP)**
Must have long term disability, be under age 60, Canadian resident with social insurance number and eligible for Federal Disability Tax Credit.
-

- **Specially equipped motor vehicles**

If you buy from a dealer a new or used qualifying motor vehicle that is already equipped with either auxiliary driving controls to enable a person with a disability to operate the vehicle, or with a device designed to allow a wheelchair to be placed in the vehicle without having to collapse the wheelchair, GST/HST applies to the purchase price of the vehicle. Generally, you can get a rebate for the GST/HST paid on the part of the purchase price that relates to modifying the qualifying vehicle and installing these devices, either from the supplier or by sending us a completed [Form GST518, GST/HST Specially Equipped Motor Vehicle Rebate Application](#)

Housing

The occupational therapist who looked at my home says I might not be able to return there. Where will I live?

Please discuss your housing and care options with your social worker and/or your occupational therapist. They can provide you with information and help you with your applications.

Accessible Housing

City Housing Hamilton – 905-523-8496

If you cannot return home, there are apartment buildings or one-floor homes that are partly accessible. The agencies listed below can help with this search. There are a limited number of accessible, subsidized apartment and townhouses available in this region. Your housing needs will be assessed and you will be placed on a “wait list”.

Access to Housing – 905-524-2228

Fax: 905-524-1199

- Lists non-profit and subsidized units.

Hamilton Housing Help Centre – 905-526-8100

- For housing providers not listed with Access to Housing (including market-rent).

Urban Native Homes Inc. – 905-548-6974

- Must have native status.

Temporary housing options

If you are waiting for the completion of home renovations you may qualify for the **Transitional Bed Program**. Your social worker may also discuss other options such as staying with family or going to a retirement home.

Tetra Society of North America - 1-877-688-8762

This group provides individually adapted devices only – no housing.

Spinal Cord Injury, Ontario - 905-383-0216 – information only

Supportive Housing

Each community also has subsidized housing **with** attendant care services. This is called **Supportive Housing**, and is provided by several non-profit agencies to help pay for the costs.

Supportive housing projects may include:

- 24 hour attendant services – attendants are available within a 24 hour time period, but not with you for 24 hours
- life skills support
- self-contained apartments – most are wheelchair accessible
- housekeeping
- self-directed attendant services

Congregate living may include:

- residents live independently in a shared setting
- with their own bedroom (may share bathroom)
- share a common area such as a living room, dining room, kitchen and recreation area
- 24 hour attendant services
- housekeeping
- life skills

Programs which offer attendant care outreach, supportive housing with attendant care and congregate living include:

Self-Managed Attendant Services in Ontario – Direct Funding

Direct Funding is an innovative program enabling adults with physical disabilities to become employers of their own attendants. Attendants assist with routine activities of living, such as dressing, grooming and bathing. As employers, participants are fully responsible for managing their own employees within a budget that is developed on an individual basis.

Independent Living Centres:

Niagara Region	905-684-7111
Toronto 1-800-354-9950	
Waterloo Region	519-571-6788
Ontario March of Dimes – Hamilton	905-528-9432
AbleLiving – Binbrook, Stoney Creek	905-527-7949
	905-573-9626
Gwen Lee Supportive Housing	905-540-8932
Capability Support Services	
– Burlington and Dunnville	905-634-6677
Group Home Settings – Congregate Living	
Carey House, Burlington	905-681-2682
Conway Opportunity House	905-525-2133
Helen Zurbrigg Non-Profit Homes Inc.	905-385-4949

Home Care Services – personal care and professional services

My family wants to help me, but cannot provide all of my care.

Who else can help us?

The Community Care Access Centre, or CCAC has a contact person called a Care Co-ordinator in the hospital. This Care Co-ordinator will work with your rehabilitation team to decide how much care you will need when you leave the hospital. Your care needs will be reassessed by CCAC when you are discharged. Area CCAC's are connected through the local health Integration Network, or LHIN. Our local network services Haldimand, Norfolk, Niagara, Hamilton and Burlington. The LHIN sets policies for the whole region of South Central Ontario.

CCAC's surrounding Hamilton:

Hamilton-Niagara-Halton-Brant CCAC:

Toll Free.....	1-800-810-0000
Hamilton.....	905-523-8600
Burlington.....	905-639-5228
Niagara	905-684-9441
Haldimand-Norfolk	1-519-426-7400
Brant	1-519-759-7752

Waterloo Wellington CCAC (serves Waterloo region, Guelph and Wellington County and Southgate Township):

Information and Referral (no area code required).....	310-CCAC (2222)
Head Office	1-519-748-2222
Cambridge	1-519-748-2222
Guelph CCAC	1-519-823-2550

Community Care Access Centre, CCAC

To be eligible for CCAC home care services, you must:

- Have a valid Ontario Health Card;
 - Have needs that cannot be met on an outpatient basis;
 - Be treated in your own home. The home should be safe for both you and the home care worker. There should be family or friends willing and able to help, if needed, with the treatment program.
 - Need at least one of these services:
 - nursing
 - occupational therapy
 - physiotherapy
-

- speech language pathology
- social work
- nutrition
- personal support such as help with bathing, dressing, feeding and toileting
- Reasonable expectation to progress toward identified goals;
- Have the support of a doctor as needed.

In addition to CCAC: You can apply for **Outreach Attendant Care** from other agencies. Outreach Attendant Care provides trained workers to come to your home to help with daily activities. In Hamilton, this service is supplied by the Ontario March of Dimes and AbleLiving (formerly Participation House) or the Direct Funding program which helps pay for the costs.

Outreach Attendant Services may include:

- attendant services 6:00 am to 12:00 midnight, 7 days a week
- maximum 3 hours a day
- self-directed support services

Long-term care and complex continuing care facilities

If your needs cannot be met in an independent setting, long-term care facilities can provide the services needed.

The CCAC will help you to apply for residence in a long-term care facility either from your own home with enhanced services or from a Transitional Bed Program in the community. Your social worker can provide you with more information about your options.

If you have very complex needs, care can be provided for you in a Medically Complex Program. Contact your social worker for more information.

Fee for service

Nursing/Attendant Care

Bayshore	905-521-8411
Comcare	905-525-4354
Care Plus.....	905-560-6318
Excel Care	905-574-6933
Niagara Caregivers and Personnel Ltd	905-523-4241
• live-in and live-out nanny service available	
Paramed Home Health Care	905-318-8522
Saint Elizabeth Nursing Community Health Care.....	905-972-0800
Victorian Order of Nurses, VON	905-529-0700
We Care Home Health Services	1-866-729-3227
**Ontario March of Dimes.....	905-528-9432
**AbleLiving	905-527-7949

** provides fee for service, plus subsidized service

Education and employment

Where can I find out about going back to work or to school?

Please discuss your needs with your social worker or occupational therapist.

There are many resources to help you get back to work and school.

Canada Pension Plan- Disability Vocational Rehabilitation Program

For those receiving Canada Pension Disability Benefit. Provides assistance identifying skills, upgrading or taking courses with help from a private sector vocational rehabilitation specialist – 1-800-277-9914

Spinal Cord Injury Ontario

Provides information and counselling in all aspects of community re-integration, including education and vocation – 905-383-0216 or 1-877-262-3366

Human Resources Development Canada Programs, HRDC

- Will help people with disabilities prepare for, obtain and maintain employment, a partnership between the federal and provincial governments.
- Opportunities Fund For Persons With Disabilities
– 1-800-622-6232

Ontario Disability Support Program, ODSP

For those receiving Ontario Disability Support Payments.

- Employment Services, provides support to prepare, obtain and maintain employment.
- Includes planning, training, technical aids and other services
– 905-521-7280

Ontario March of Dimes – Employment Services

Provides job training and assistance with finding– 905-528-9432

Placing Assessed Trained Handicapped, PATH Employment Services

Provides assistance with job application, interviewing skills, resume development for job ready applicants (existing skill, education) – 905-528-6611

Workers' Safety and Insurance Board, WSIB

- Assesses injured workers for return-to-work or assists with job readiness for alternative position – 1-800-387-0750
-

WORKink – Virtual Employment and Resource Centre

- Sponsored by the Canadian Council on Rehabilitation and Work
- Mission is to provide resources and information to enhance the employment of people with disabilities
- Funded by HRDC and Province of Ontario
- www.workink.com

Educational Institutions – Secondary, College, University

- Contact the specific institution for information.

Transportation

When can I get back to driving my car?

The Ministry of Transportation and Communications should always be notified of any change in your physical condition. Your doctor is legally obliged to inform the Ministry of changes in your health that may affect your driving. The Ministry may require you to undergo a driving assessment before renewing your license.

Special parking permits are available from the Ministry or application from your occupational therapist.

Where can I go to get my driving assessed?

Brantford:

CBI Brantford Physiotherapy & Sports Medicine Centre 519-756-5450

Burlington:

Advance Driver Rehabilitation Services 905-632-2410

CBI Physiotherapy and Rehabilitation Centre 905-631-7059

Cambridge:

CBI Physiotherapy & Rehabilitation Centre 519-622-9093

Driving Assessment Program 519-767-3414

Hamilton:

CBI Physiotherapy and Rehabilitation Centre 905-318-7044
 DriveLab Inc. 647-499-4620

Kitchener:

CBI Physiotherapy and Rehabilitation Centre..... 519-570-3400
 CBI Health Centre 519-571-8200
 DMA Reability 519-542-0046, ext. 226
 Drive Able in Kitchener 519-749-6787

Niagara Falls:

CBI Physiotherapy & Rehabilitation Centre 905-374-1133

St. Catharines:

Advance Driver Rehabilitation Services..... 905-685-5591
 Saint Elizabeth Health Care 416-398-1035

Waterloo:

DriveLab Inc. 647-749-6787

What if I need different controls on my car?

Talk with your occupational therapist about locations where your car or van can be adapted. There may be financial assistance for changes to your vehicle.

Northend Mobility 905-735-5552
 103 Aqueduct Drive, Welland, Ontario

Creative Carriage..... 519-740-4801
 6 Ridgeview Street, St. George, Ontario

Courtland Mobility Services Inc..... 1-800-354-8138
 1355 Artisans Court, Burlington, Ontario

Kino Mobility Services 416-635-5873
 1140 Sheppard Ave. W. Unit #3, Toronto Ontario

Shoppers' HHC – SparrowHawk 519-884-4295
 675A Davenport Road, Waterloo, Ontario

Section 2 – Legal services

Legal services and a personal injury lawyer

You may feel overwhelmed by what has happened to you. You and your family may face financial challenges such as:

- loss of income and capacity to earn a living;
- covering the cost of doing things you did yourself before, like some maintenance or auto maintenance that can no longer be done by you;
- costs of things you will need like wheelchairs, modified vehicles and accessible homes; and
- costs of therapy, and any ongoing help you will need.

A person with a serious injury, such as a traumatic spinal cord injury, cannot be expected to be able to protect their legal rights on their own. Your health care team is devoted to help you to heal and adapt to your new situation.

But, when it comes to securing your rights and financial well-being, you will need to contact a personal injury lawyer.

Personal injury law is very complicated. Your situation and the facts of how you were injured will affect your legal rights. If your injury is the fault of another, you may be able to obtain compensation for negligence.

When dealing with legal matters you have your rights but you also have obligations. One of these obligations is that you must meet the important time limits that affect your rights or you could lose them.

You are encouraged to speak with a personal injury lawyer as soon as possible after your injury. **Your lawyer can advise you and your family about your legal rights and take steps to fully protect them.**

Obtaining a personal injury lawyer

To obtain a personal injury lawyer you can consult the yellow pages or the internet on a computer under “Lawyers”. There is also a Legal Resource Room located at the main entrance of the hospital from Barton Street. This room provides information on display from various law firms for people in need of legal representation.

Lastly, you can contact the following organizations which can help you to find a lawyer who practices personal injury law in your area:

Organization	Website	Phone
Law Society of Upper Canada - Lawyer Referral Service and Lawyer and Paralegal Directory	www.lsuc.on.ca/	1-800-268-8326
Hamilton Law Association	www.hamiltonlaw.on.ca/	905-522-1563
Ontario Trial Lawyers Association	www.otla.com/	1-800-567-3047

Personal injury law is very complicated. A lawyer who deals just with personal injury law has a solid understanding of your rights and the law. When you are deciding which lawyer you would like to represent you, consider asking:

- Are you just a personal Injury lawyer?
- What is your background in personal injury law?
- What is your experience in working with clients with a medical injury?

Section 3 – Other resources

Community information services

Spinal Cord Injury Ontario, SCIOntario	905-383-0216
Disability Information Service Program, DISP	905-546-3200, ext. 3205
Information Hamilton	905-528-8127 or 211
Rehabilitation Resource Centre, Regional Rehabilitation Building, Hamilton General Hospital	905-521-2100, ext. 40805
Victim Service Branch – Helping Victims of Crime and Trauma	905-546-4904

Community, Social, Recreational, Resource and Counselling services

Alcoholics Anonymous	905-522-8392
Alcohol, Drug and Gambling Services	905-546-3606
Alzheimer's Society	905-529-7030
Bereavement Network of Hamilton/Burlington	905-574-5070
Catholic Family Services (not restricted to Catholics)	905-527-3823
COAST – Crisis Outreach and Support	905-972-8338
Health Care Connect – help to find a new doctor	1-800-445-1822
Interval House	905-387-9959
Jewish Social Services – Seniors' Club	905-627-9922

Mac Wheelers	905-525-9140, ext. 22576
Sackville Hill Seniors Recreation Centre	905-540-2541
Settlement Services in Hamilton	905-529-5209
Sexual Assault Centre (SACHA)	905-525-4162
Women's Centre	905-522-0127

Other services are available through Spinal Cord Injury Ontario, Rehabilitation Resource Centre, your family doctor or check the telephone yellow pages.

Hospitals

Hamilton Health Sciences Hamilton General Hospital Juravinski Hospital McMaster Children's Hospital St. Peter's Hospital West Lincoln Memorial Hospital	905-521-2100
Joseph Brant Hospital	905-632-3730
St. Joseph's Healthcare, Hamilton	905-522-4941

Help around the house

Grocer Ease	905-545-1175
Helping Hands	905-546-3057
Meals on Wheels	905-522-1022

Peer support

Spinal Cord Injury Ontario	905-383-0216
Canadian Spinal Cord Research	1-800-361-4004

Help with pets

Hamilton PAWS – People and Animal Welfare Solution	905-526-8100 ext. 210
Hamilton Burlington SPCA	905-574-7722

Public transportation

The Hamilton Street Railway or HSR, provides bus services to Hamilton and area. Some of these buses are wheelchair accessible, called “kneeling” buses.

Accessible transportation services

Disabled and Aged Regional Transit System, DARTS

- available for pre-booked rides 365 days per year
- books of tickets can be bought from driver
- ask your social worker or therapeutic recreationist for application

DARTS hours of operation:

- 365 days per year
- Monday to Friday: 7:00 a.m. to 11:00 p.m.
- Saturday, Sunday: 8:00 a.m. to 11:00 p.m.
- Stat Holidays: 9:30 a.m. to 11:00 p.m.

DARTS – 905-529-1717

- Registration - 905-528-4200
 - Reservations/Cancellations - 905-529-1212
-

Taxis

- Blue Line – 905-525-2583 (525 - BLUE)
- Hamilton Cab – 905-777-7777
- Taxi Scrip Program (discounted taxi vouchers)
– 905-529-1212

*Blue Line and Hamilton Cab offer wheelchair taxi service.

Greyhound Bus and Go Transit have some accessible spaces

Go Transit – 1-888-438-6646

Hamilton Street Railway, HSR – 905-527-4441

(Accessible Transit)

Burlington Handi-Van – 905-639-5158

Note: Information on travel agencies specializing in services for disabled travelers can be found in the Rehabilitation Resource Centre in the Regional Rehabilitation Centre – 905-521-2100, ext. 40805.

Publications

There is a wealth of information published for disabled persons.

The Rehabilitation Resource Centre in the Regional Rehabilitation Centre and the Hamilton Public Library (Centre Branch) have copies.

Journals available at the Rehabilitation Resource Centre:

Journal	What it is about
Abilities	<p>A Canadian Lifestyle magazine for people with disabilities.</p> <p>To subscribe to go:</p> <p>http://www.beanstreamcarts.com/stores/abilities/group.asp?groupid=5862&c=0&ust=NgjDeEF5R6ECnyp5FkRFrpDYCO%2DHOaaY1x4I2ICuBqzX5EMZVLwpvDsGY3boOvcja8KyUA</p> <p>One Year subscription \$16.00 Two Year Subscription \$29.00</p>
Advocate	<p>Ontario March of Dimes tells you about new legislation, current events and sports.</p> <p>Free Online publication</p> <p>Please go to :</p> <p>http://www.marchofdimes.ca/EN/advocacy/Documents/Advocate_Issue2.pdf</p>

Journal	What it is about
Rehab & Community Care Magazine	<p>This is a magazine publication published 4 times per year. It covers everyday topics (community care, homecare, health, wheelchair seating etc.) which concern those living with disabilities.</p> <p>Paid subscription: \$29.00 for 4 issues</p> <p>To subscribe please go to: http://www.rehabmagazine.ca/subscribe/</p>
Outspoken!	<p>This is a quarterly provincial magazine. It is published by Spinal Cord Injury Ontario. It is information about activities and programs in Ontario for people with disabilities.</p> <p>Subscription to Outspoken! Is a benefit of an SCI membership.</p> <p>To join please call membership services: 1-877-422-1122, ext. 211 or email membershipservices@SCIOntario.org.</p>
Paraplegia News	<p>This publication was once known as Paraplegia News. The name has since been changed to PN. This is an online U.S. publication by Paralyzed Veterans of America. It presents news for paraplegia about wheelchair living.</p> <p>Paid subscription: Non USA addresses: (Surface Delivery) \$26 for 6 issues \$38 for 12 issues (1 year) or \$69 for 24 issues</p> <p>To subscribe please go to: http://pvamag.com/pn/store/subscribe/ or call: 602-224-0500, ext. 109 for air mail rates.</p>

Journal	What it is about
Sports And Spokes	<p>This magazine reports on wheelchair sports and recreation in North America and publishes articles on sports equipment and on recent developments in the field of sports physiology.</p> <p>Paid subscription:</p> <p>Non USA addresses: (Surface Delivery) \$27 for 6 issues (1 year) \$50 for 12 issues (2 years)</p> <p>To subscribe online: http://pvamag.com/sns/store/subscribe/</p> <p>Call 602-224-0500, ext. 109 for air mail rates.</p>
Total Access Magazine	<p>This is a quarterly national magazine. It is published by the Canadian Paraplegic Association and contains articles on the latest research, health news and much more.</p> <p>Subscription Criteria:</p> <p>Free subscription to Summit magazine is available in Canada for qualified individuals only.</p> <p>To qualify, you must answer all questions.</p> <p>http://www.summitconnects.com/Summit_Magazine/Subscriptions/public_form.php</p>
OBIA	<p>The OBIA Review is OBIA's high quality newsletter filled with the thoughts and opinions of Ontario's leading health managers, academics and clinicians. The OBIA Review has four issues per year and caters to an extensive health care readership – including our own membership network as well as private and non-profit health services, consumers and vendors in all parts of the province.</p> <p>This publication can be viewed online for free.</p> <p>To subscribe for printed copies please call: 1-855- 642-8877</p>

Recreation and exercise in the community

To see what else is available in your community, ask your therapeutic recreationist.

Telephone and security systems

Phillips Lifeline..... 1-800-488-9034
First Call Response Systems 1-800-361-5550
ADT Protectron..... 1-800-387-2966

Accessible travel service

www.access-able.com/

www.accesstotravel.gc.ca/

www.accesstotravel.gc.ca/main-e.asp

www.gov.on.ca/citizenship/accessibility/english/programsservices.htm

Notes:
