The Campfire Program Client Resource Directory

Deep River and area including Laurentian Hills and Head Clara and Maria

Use this directory to find health care, help at home, and caregiver support. You or your caregiver can call most services directly. Some assessments require a referral from your physician.

Health Care and Help at Home

Ontario Health atHome

Assessment for home and community care, including nursing, personal support and other eligible services. Also helps with long-term care placement.

Contact: 1-833-515-1234

How to access: Call directly. You, your caregiver, or a health care provider can request an assessment with your consent. A care coordinator determines eligibility and available support.

Information and referral: ontariohealthathome.ca/making-a-referral

Renfrew County Community Paramedicine

Home assessments and monitoring for eligible residents who need support managing health conditions and remaining at home.

Contact: 1-844-860-2778

How to access: Call to ask about self-referral and eligibility. Health care providers can use the Healthcare Provider Referral Form linked on the program website.

Information and referral: renfrewparamedics.ca Program and Referral Form

Renfrew County VTAC

Medical assessment when you do not have a family doctor or nurse practitioner, or cannot access your regular provider. Care may be virtual, in person or at home, based on need.

Contact: 1-844-727-6404 | Phone line answered 24 hours a day

How to access: Call directly. Have your health card and medication list ready. Staff will assess your needs and arrange the appropriate next step.

Information and referral: rcvtac.ca

Health Care Connect

Help finding a family doctor, nurse practitioner or primary care team accepting patients.

Contact: Call 811 and ask about Health Care Connect

How to access: Register yourself by phone or through the Ontario website. Have your Ontario health card ready. Registration does not guarantee an immediate match.

Information and referral: ontario.ca Find a Family Doctor or Nurse Practitioner

Geriatric Mental Health Outreach

Pembroke Regional Hospital provides psychiatric assessment and consultation for adults 65 and older with mood, personality, or behavioural changes.

Contact: 613-732-8770 ext. 6500 | 1-800-991-7711 ext. 6500
Referral fax: 613-735-4638

How to access: Ask your physician to submit the Specialized Geriatric Services referral form. Anyone can request help, but the referral must be submitted by a physician. If you have no physician, call the program or AccessMHA for guidance.

Information and referral: pembrokeregionalhospital.ca Geriatric Mental Health

Specialized Geriatric Medicine

Assessment for older adults with concerns such as falls, memory changes, reduced mobility, loss of independence, or complex medication needs.

Contact: Central Intake: 613-761-4145 | Referral fax: 613-761-5388

How to access: You, your caregiver, or a provider can refer with your consent by phone, online form, or fax. Usually for community-dwelling adults 65 and older with a valid Ontario health card. Intake directs the referral to the appropriate service.

Information and referral: rgpeo.com Public Referrals

The Dementia Society of Ottawa and Renfrew County

Dementia education, support, activities and help connecting people living with dementia and their caregivers to resources.

Contact: 613-523-4004 | 1-888-411-2067 | info@dsorc.org

How to access: Call directly for support or use the online referral form. Health care and community providers can also refer clients with consent.

Information and referral: dementiahelp.ca/make-a-referral

Alzheimer Society serving Ottawa and Renfrew County

First Link connects people living with dementia and their families to education, support and community services.

Contact: 343-630-1841 | info@ottawarenfrew.alzheimeront.org

How to access: Call for information and support. Ask your health care provider about a First Link referral or follow the local website instructions for completing and submitting the referral form.

Information and referral: alzheimer.ca/ottawa First Link

Geriatric medicine and geriatric mental health are separate services with different referral routes. Call the relevant team if you are unsure which assessment you need.

Meals Transportation and Caregiver Support

The following North Renfrew Long-Term Care services support people living in the community. You do not need to be a resident of the long-term care home to ask about these community programs.

North Renfrew Meals on Wheels

Meal delivery for older adults and adults with disabilities. Ask about special dietary needs and delivery to your address.

Contact: 613-584-1900 | nrltc@nrltc.ca

How to access: Call and ask to register for Meals on Wheels. Confirm current meal prices, delivery days and availability.

Information and referral: nrltc.ca/amenities

North Renfrew Volunteer Transportation

Non-emergency rides for medical appointments and some shopping or social outings. Some long-distance trips are available.

Contact: 613-584-1900 | nrltc@nrltc.ca

How to access: Call directly and book ahead. Confirm the cost, pickup arrangements, mobility assistance and whether the vehicle can accommodate your needs.

Information and referral: nrltc.ca Transportation Services

North Renfrew in Home Support

Support at home from personal support workers and housekeeping staff through the In-Home Support-Flex Program.

Contact: 613-584-1900 | 47 Ridge Road, Deep River

How to access: Call the centre to discuss your needs and ask about assessment, eligibility, service availability and any fees.

Information and referral: nrltc.ca in Home Support

Ontario Caregiver Organization

Information, education and support for family members and friends providing unpaid care.

Contact: Caregiver Helpline: 1-833-416-2273 | Available 24 hours a day

How to access: Caregivers can call directly. No physician referral is needed. The helpline helps you find caregiver resources and services in your area.

Information and referral: ontariocaregiver.ca/help/helpline

Finding Help and Urgent Contacts

211 Ontario

Help finding local food programs, housing support, financial assistance, transportation, community activities and other social services.

Contact: Call or text 211 | Telephone helpline available 24 hours a day

How to access: Contact 211 directly or search the website. Tell staff your community and what help you need. No referral is required.

Information and referral: 211ontario.ca

AccessMHA

Help finding mental health, substance use and addiction services for people 16 and older in the service area, including Renfrew County.

Contact: 1-833-527-8207 | inquiries@accessmha.ca

How to access: Book an appointment using the online request form. Call if you need help using the form. You can refer yourself; a provider referral is not required. This is a scheduled intake service.

Information and referral: accessmha.ca

Urgent help

When you need help	Who to contact
Medical emergency or immediate danger	Call 911
Mental health crisis support in Renfrew County	Call 1-866-996-0991 Available 24 hours a day
Suicide crisis support for yourself or someone else	Call or text 988 Available 24 hours a day