

COVID-19

Durham Resources

**Please note that the attached documents are currently up to date, but that in all likelihood some of the information might become outdated in the coming weeks. As such, please treat this as a guide and please connect directly with the agencies and services listed via phone, email or by visiting their websites for the most up to date information.*

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COMMUNITY SERVICES AND OUTREACH

Child & Youth Supports

Central Intake:

Central Intake is the front door to services and supports for children and youth who need help with a mental health issue or who have a diagnosed autism spectrum disorder. Central Intake can answer your questions, guide you through the referral process or steer you to an agency or service in the community that can best meet your needs.

For service, please call Central Intake; 1-888-454-6275 or
<https://www.kinark.on.ca/contact-us/>

Frontenac Youth services: (Free)- Age 12+

Frontenac Youth Services is a non-profit organization that provides services and programming for youth in Durham Region who experience mental health concerns.

Covid-19 Update: Frontenac is temporarily suspending all in-person services until further notice. They continue to be available through telephone support for crisis services, walk-in sessions, and counselling services.

- If you have a case manager, please connect with them directly.
- If you do not remember the name of your case manager, please call our main number for support in connecting to them (905) 579-1551.
- If you are requiring more immediate support and not currently involved in services, call (905) 579-1551 ext 245, if you are calling Monday-Thursday 10-5:30pm, or Friday 9-4:30pm. If you require support outside of these hours, call the Durham Mental Health Crisis Line at (905) 666-0483 or 1 (800) 742-1890.
- If you are not currently in counselling services and have already contacted Central Intake (1-888-454-6275) please contact the Walk-In Telephone Support Number at (905) 579-1551 ext. 245.

<https://frontenacyouthservices.org/>

CHIMO Youth and Family Services

CHIMO strengthens the ability of children and youth to effectively deal with and/or resolve their mental health challenges, building resiliency for the future.

Covid 19 Update:

- The walk-in clinic will be cancelled until further notice. However, individuals can call and book a single session over the phone with worker.
- The crisis line will continue to be available and operate as per normal hours.
- Staff will NOT be assigned new clients off the current waitlist. However, those waiting for service will still be able to access the crisis line and/or call in and schedule single session phone support. This will be reviewed April 6th
- All current face to face meetings with clients that are deemed non-essential will be suspended and will be supported via telephone or video conferencing.
- Clients that are presenting with high-risk behaviours and when deemed essential will have face to face meetings; however, staff will be required to complete a COVID- 19 screening questionnaire over the phone prior to the appointment.
- All in-home meetings with families as well as group therapy sessions are currently suspended and will be reviewed April 6th
- Clients attending a Day Treatment program will continue to be supported by day treatment staff via telephone and video conferencing.
- Wintergreen respite program will suspend all visits at this time until April 14th
- Live-In Treatment programs remain open to current residents; however, they have been given the choice to remain home with families during this time or return to the program after the March break. For those who choose to return to the program, all home visits in the interim will be suspended until April 10th. Individual and family therapy sessions will continue to be supported through video conferencing and if deemed essential and high risk, face to face meetings will be arranged, however staff will be required to complete a COVID- 19 screening questionnaire prior to the appointment.

Should you have any questions regarding our service delivery changes, kindly contact our office and ask to speak to a member of the management team.

Phone: 1-877-661-2973 (toll free) 705-324-3300

<http://chimoyouth.ca/>

Kinark Child and Family Services: (Free)- Age 11 and under

Kinark provides clinical assessment and intervention to some of Ontario's most complex and high risk children and youth aged 11 and under.

COVID-19 Update: Kinark is regularly assessing clients' needs and adjusting their approach to service and support as needed. During the pandemic period Kinark has suspended all non-essential, non-critical services. If you are a Kinark client and need help urgently for a critical issue, telephone support and advice can be provided. Please call the Durham Region Kinark Office: 1-866-929-0061

<https://www.kinark.on.ca/programs-and-services/>

CAREmonger

A volunteer organization providing supports to get supplies to those in our communities who are quarantined or otherwise vulnerable, over 65 or immune compromised, in a safe and responsible way. Training and support will be provided.

Call 1-888-573-0982 if you can help

Resources for Exceptional Children and Youth Durham (RFECY):

Resources for Exceptional Children and Youth – Durham Region assists families to enhance their children's participation in the community, and support families to advocate for services that they require.

Covid-19 Update: RFECY staff are still checking voicemail and email regularly. Staff are also initiating contact with families, and the Access Line (905.427.8862 x504) remains active and calls are being responded to by the Access Coordinator.

<https://www.rfecydurham.com/>

Durham Children's Aid Society:

Due to the Covid-19 pandemic, CAS is making some temporary changes to services. We are following best practices for social distancing due to the COVID-19 pandemic. We are currently operating with reduced staff; most working remotely for urgent protection matters.

UPDATED April 16 2020



Phone: (905)-433-1551

<https://durhamcas.ca/covid-19-family-visits/>

Welcome Centre Durham

Clients and service users are assisted with gathering information and resources and are supported in a welcoming, culturally-sensitive way.

Services at the Welcome Centre include: settlement and integration services, English language training, accreditation and qualifications information, employment supports and other services based on community needs (such as legal services, mental health services, culturally-appropriate family counselling, etc)

Covid-19 Update

The Centres are temporarily closed, however, staff are still available to support you by providing the following services by phone, email or video (where available):

- Settlement Services
- Employment Supports
- Accreditation Qualification and Information Services (AQIS)
- Language Interpretation Supports

Call 1-877-761-1155 or email info@welcomecentre.ca for more information

Website: <http://www.welcomecentre.ca/>

Dnaagdawenmag Binnoojiiyag Child & Family Services:

The Agency is open and reachable by phone 24/7 toll free 1-844-523-2237. call for non-urgent matters and for urgent after hours please contact your local mainstream children's aid society.

Phone: 1-844-523-2237

<https://www.binnoojiiyag.ca/news-events/coronavirus-information/>

Enahtig Healing Lodge and Learning Centre- Main

The Enahtig Healing Lodge and Learning Centre is established to provide opportunities for holistic healing and learning based on the principals of Aboriginal culture, to individuals and families in a safe environment in order to foster healthy, balanced communities and nations

Phone: 705 532-3724 local- 905 723 0036 ext 1240

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

Autism Supports

Kerry's Place:

Kerry's Place is Canada's largest service provider to families with children, adolescents, and adults, with Autism Spectrum Disorder.

Covid-19 Update: While offices remain closed to the public, individualized support by telephone and email will be available, and select services via web-conferencing platforms. Email OAP.Intake@kerrysplace.org, or connect with a familiar service professional at Kerry's Place Autism Services.

Phone: Toll Free: 1-888-292-5512 or 905-579-2720

<https://www.kerrysplace.org/about-us/>

Counselling Supports

Addiction, Mental Health, and Problem Gambling Services(ConnexOntario)

Ph: 1-866-531-2600

Catholic Family Services (Fee For Service):

Catholic Family Services offers individual, family, couple and child/youth counselling to residents of the Durham Region

Covid-19 Update: The walk-in intake will be closed until Thursday April 9, 2020 for precautionary reasons. As able, phone sessions will be offered instead. Please call reception for more information at 905-725-3513 or Toll Free: 1-877-282-8932.

http://www.cfsdurham.com/english/Index_1.html

Integrate Health Services (Fee For Service):

Integrate Health Services supports children, youth and adolescents who may have social, emotional or behavioural difficulties.

Covid-19 Update: Virtual Care has been introduced during this time. New clients of all ages are being accepted via virtual care! Call 905-683-7228 or email support@integrate-health.ca for more information

<http://www.integrate-health.ca/counselling-services>

Silver Cloud Virtual Stress Management

Shoppers Drug Mart has teamed up with Silver Cloud Health to provide a FREE online program designed to offer an online stress management program through their digital mental health platform. This in addition to their telemedical partnership with MAPLE.

<https://shoppers.silvercloudhealth.com/onboard/shoppers/stress/>

Women's Multicultural Resource and Counselling Centre

Provides one to one trauma based counseling for youth 12-25 who identify as Black. Please contact Angelique Benois at 647-523-5376 or Angelique.Benois@wmrccdurham.org.

<https://wmrcc.org/>

CRISIS RESPONSE

Kids Help Phone (Free):

Kids Help Phone is Canada's only 24/7, national support service offering professional counselling, and volunteer-led, text-based support to young people in both English and French.

Call 1-800-668-6868 or text "CONNECT" to 686868

<https://kidshelpphone.ca/>

Durham Mental Health Services- Crisis Response (Free)

Durham Mental Health Services offers a range of crisis supports to assist individuals who are experiencing a personal or situational crisis.

For Crisis Services call:

905-666-0483 Local or 1-800-742-1890 Toll Free

<https://dmhs.ca/cause/crisis-response/>

Distress Centre of Durham (Free)

Distress Centre of Durham helps people in distress to cope, by providing emotional support, crisis/suicide management and community education.

24 Hour Helpline: 905-430-2522

<https://distresscentredurham.com/gethelp/24hourhelpline/>

EMERGENCY CHILDCARE

Emergency Child Care Centres for Essential Workers

Following the directive of the Government of Ontario, The Regional Municipality of Durham is offering emergency child care to eligible workers, at no cost. Emergency child care services are reserved exclusively for children of eligible workers who have no other alternatives. The safest option for your family is to have children remain at home if possible.

Determining Priority Access:

Due to limited spaces, The Regional Municipality of Durham will commit to child care spaces for eligible families on a first come, first serve basis. If the level of demand exceeds the Region's ability to provide care, the Region will prioritize child care space for frontline health care workers and first responders.

What you need to apply:

To complete this online application, you will need to provide:

- Proof of employment as an essential worker.
- A copy of your child(ren)'s immunization records.
- Details of your employment schedule until April 25, 2020.
- Custody documentation, if applicable.

If you require assistance completing this form, please contact 905-668-7711 extension 2786.

<https://forms.durham.ca/Emergency-Child-Care-Eligibility-and-Application>

FOODBANKS

**Please note you do not need to identify or be a member of the church's faith group to access the food bank.*

AJAX

The Salvation Army Hope Church and Community Services

122 Hunt St, Ajax, Ph: 905-427-7123

Food Assistance: Monday – Thursday 10:00 am – 3:00 pm by Appointment Only – Please Call: 905-427-7123

Tuesdays & Thursdays 12:00 pm – 1:00 pm – Bagged lunches are replacing our regular meal program

Southside Worship Centre

55 Emperor Street, Ajax, Ph: 905-428-1985

Food Assistance: Thursday 6:30 pm – 8:30 pm – Please call or email 905-428-1985 or lbogner@southsidewc.com

**Please Note: When people call ahead we will try to get some food to them.*

BOWMANVILLE

St. Joseph's St. Vincent de Paul Bowmanville

127 Liberty Street South, Bowmanville, Ph: 905-623-6371 – **Please call & leave a detailed message and a number for call back.**

Food Bank Hours: Wednesdays 10 a.m. – 12 p.m.; Thursdays 4:30 p.m. – 6:30 p.m.

Dry & Canned Goods, Toiletry Items and Fresh & Frozen Items, when available.

UPDATED April 16 2020



The Salvation Army (Bowmanville) Food Bank

75 Liberty Street South, Bowmanville, Ph: 905-623-2185

Our current hours are:

Tuesday, Wednesday & Thursday by appointment. Please Call 995-623-2185.

Seventh Day Adventist, Bowmanville

2850 Highway #2 East, Bowmanville, Ph: 905-623-6031

Offering delivery service on the last Thursday of every month. Call to arrange.

NORTH DURHAM

Brock Community Food Bank

Food bank for individuals and families struggling to make ends meet and need food assistance.

Ph: 705-426-1771

brockcommunityfoodbank1@gmail.com

Beaverton Site - in a portable behind St. Andrew's United Church - 523 Simcoe St., Beaverton, ON

Sunderland Site - behind the United Church - 10 Church St., Sunderland, ON

Currently open Fridays 10 a.m. – 1 p.m, and are taking measures to keep all clients safe and healthy. Due to the need for social distancing, we are limiting the number of clients allowed in the food bank at one time.

Nourish Community Hub

16 York St., Cannington, ON L0E 1E0

705-432-2444 | 1-855-445-8633

info@tndf.ca

UPDATED April 16 2020



The food pantry is currently operating Monday through Friday. Please book an appointment in advance between 10 a.m. and 4 p.m. so they can ensure only one person is entering the building at a time.

Operation Scugog

Victory Christian Centre

593 Alma St., Port Perry, ON
905-985-3087

Currently Open Wednesdays 12 noon - 4 p.m. They are serving people outside. People can call the food bank at 905 985-3087 with any questions or concerns.

Uxbridge Loaves and Fishes Food Bank

St. Andrew's-Chalmers Presbyterian Church

40B Toronto St. S., Uxbridge, ON L9P 1G9
905-852-6262
uxbridgeloavesandfishes@hotmail.com

Remains open on Wednesdays from 1 p.m. to 4 p.m. They are pre-packing food for clients so choice is more limited, but they continue to operate.

OSHAWA

Simcoe Hall Settlement House

387 Simcoe Street South, Oshawa, Ph: 905-728-7525

Food Bank Hours: Tuesday: 9:00 am – 11:30 am & 1 pm – 3pm

Thursday: 9:00 am – 11:30 am & 1 pm – 3 pm; Friday: 9:00 am – 11:30 am & 1 pm– 3 pm

UPDATED April 16 2020



St. Gertrude's Catholic Church

690 King Street East, Oshawa, Ph: 905-431-1796

Clients Please Call: 905-431-1796 and leave a message. Food and a voucher will be DELIVERED.

Please do not come to the church – no one will be there. Thank you.

Dry & Canned Goods available as well as Fruit & Vegetables and Refrigerated Items.

Gate 3:16

64 Albany Street, Oshawa, Ph: 905-432-5316

Hours of Operation: Monday – Wednesday for Breakfast – 8:00 am – 10:00 am

Monday – Wednesday for Lunch – 11:30 am – 12:30 pm

****Please Note: Groups of no more than 30 at a time. Clients are asked to eat & leave to provide for rotation of groups.***

Hours are split as premises will be sterilized from 10:00 am – 11:15 am.

The Salvation Army Oshawa – Community & Family Services

45 King Street East, Oshawa, Ph: 905-723-7422

Open: Monday – Friday – 9:30 am – 12:00 pm

***Every Tuesday Evening – 6:00 pm – 7:00 pm – Serving a Hot Meal at Memorial Park, Oshawa**

The Back Door Mission

66 Simcoe Street South, Oshawa, Ph: 905-728-4664

Open: Thursday & Friday – 10:00 am – 1:00 pm (20 minute sittings).

UPDATED April 16 2020



The Refuge

200 Court Street, Oshawa

905-404-2420

Food being provided for take-out only. Maximum of 5 guests in the building at any one time.

****Please Note: Washroom & Shower will be made available to guests – only one Shower Stall available.***

Monday	Breakfast & Lunch – 9 am – 2 pm	Shower – 9 am – 2 pm	Washroom 9 am – 3:30 pm
Tuesday	Breakfast & Lunch – 9 am – 2 pm	Shower – 9 am – 2 pm	Washroom 9 am – 3:30 pm
Wednesday	Breakfast & Lunch – 9 am – 2 pm	Shower – 9 am – 2 pm	Washroom 9 am – 3:30 pm
Thursday	Breakfast & Lunch – 9 am – 2 pm	Shower – 9 am – 2 pm	Washroom 9 am – 3:30 pm
Friday	Breakfast & Lunch – 9 am – 2 pm	Shower – 9 am – 2 pm	Washroom 9 am – 3:30 pm
Saturday	Lunch 12 pm – 2 pm (Open for coffee between lunch & dinner)	Dinner – 4 pm – 6 pm	Shower & Washroom – 12 pm – 6 pm
Sunday	Lunch 12 pm – 2 pm (Open for coffee between lunch & dinner)	Dinner – 4 pm – 6 pm	Shower & Washroom – 12 pm – 6 pm

Cornerstone Community Association of Durham

133 Simcoe Street South, Oshawa, Ph: 905-433-0254

Remains Open for Clients.

Carea Community Health

115 Grassmere Avenue, Oshawa, Ph: 905-723-0036

Please call ahead to schedule pick up – 905-723-0036. No drop-ins at this time.

Monday – 10:00 am – 2:00 pm; Tuesday – 1:00 pm – 4:00 pm;

Wednesday – 3:00 pm – 7:00 pm; Thursday – 1:00 pm – 4:00 pm

Friday – 10:00 am – 2:00 pm

Knox Presbyterian Church Food Cupboard

147 Simcoe Street North, Oshawa, Ph: 905-728-8673

Open: 2nd and 4th Thursdays from 9:00 am – 11:00 am

Distribution will be modified and restricted to Fresh Produce and Canned Goods.

****Please Note: Clients will be served outside near the back door. A poster on the tower door will describe the procedure. For everyone's health and safety, strict attention will be paid to Social Distancing of 2 meters.***

Seventh Day Adventist Community Services Centre

1170 King Street East, Oshawa, Ph: 905-433-8800

***Providing limited service to our clients who are in immediate & desperate need.**

Open: Wednesday – 12:30 pm – 3:00 pm & Thursday – 9:00 am – 3:00 pm

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St. Peter's Anglican Church – St. Peter's Food Bank

175 Cedar Street, Oshawa, Ph: 905-728-8080

Open: The first four Tuesday's of every month – 6:30 pm – 7:30 pm

Services South Oshawa Community Only – Must Live South of Bloor Street.

**Please Note: We will be Closed April 14th*

PICKERING

St. Paul's Community Food Bank

1537 Pickering Parkway, Pickering, Ph: 905-839-9537

Open: Tuesday & Friday – 10:00 am – 12:00 pm

WHITBY

Kendalwood Seventh Day Adventist

300 Kendalwood Road, Whitby, Ph: 905-434-8300

By Appointment Only. Please call 905-434-8300 to arrange pick-up Wednesday's 3:00 pm – 5:00 pm.

St. Andrew's Presbyterian Church

209 Cochrane Street, Whitby, Ph: 905-668-4022

Drop-in By Appointment Only. Please call 905-668-4022.

Friday, April 3rd – 9:00 am – 3:00 pm;

Friday, April 10th – 9:00 am – 3:00 pm; YES, we are open Good Friday

Friday, April 17th – 9:00 am – 3:00 pm; Friday, April 24th – 9:00 am – 3:00 pm

UPDATED April 16 2020

We expect to be able to offer the following for at least the next 4 weeks:

Diapers, baby food & formula to families with infants; halal food packages; diabetic food packages; gluten Free Food packages

****Offering packages for people who are homeless. Please contact us if you need items @***

905-668-4022.

Grocery Delivery Services:

Community Food Box:

\$30: “Community to Table” Food Box provided by Community Care Durham. In response to the public health crisis, Community Care Durham is partnering with local businesses to offer a weekly food box containing kitchen essentials, much which are locally made or grown.

- The Community Food Box will contain the following: Milk, Danone Yogurt, Eggs (12), Fresh Vegetables, Apples, Apple Juice, Bread, Tomato Sauce, Pasta, Fresh Baked Good, Toilet Paper (1) and Facial Tissue (1).
- Local business partners will vary weekly and we will continue to partner with local businesses to bring you a truly “community” experience.
- Order on Monday with free delivery to your door on Friday. (Credit card or pre-authorized payments only.)
- To order call 1-888-255-6680.

***Walmart, Metro, Grocery Gateway and Loblaws offer online ordering and delivery.**

Free Food For Seniors and Families:

Flavours Grill and Bar Restaurant

Phone: 905- 686-6982

HOUSING SECURITY

Hydro and Water disconnects. Hydro and water disconnects are suspended until further notice. For further information please go to:

<https://gapcommittee.ca/2020/03/19/housing-security/>

Housing Stability Program – The Housing Stability Program (HSP) application has been updated to be fillable online. This will allow applications to be submitted electronically to promote social distancing. Find Application

<https://gapcommittee.ca/2020/03/19/housing-security/>

Overnight Warming Locations: Available in Ajax and

Oshawa: <https://gapcommittee.ca/2020/03/20/overnight-warming-locations/>

Union/Enbridge Gas Eligible customers having trouble paying their bill may qualify for EMERGENCY RELIEF to avoid having their service disconnected. Emergency financial assistance is available year-round as funding allows. Call 1-888-774-3111

<https://www.uniongas.com/about-us/community/energy-assistance-program>

Ontario Energy Board If you're behind on your electricity or natural gas bill and face having your service disconnected, you may qualify for emergency financial help through the Low-income Energy Assistance Program

By phone

1-877-632-2727

(toll-free within Ontario)

By TTY

1-844-621-9977

(toll-free within Ontario)

(LEAP) <https://www.oeb.ca/rates-and-your-bill/help-low-income-consumers/low-income-energy-assistance-program>

Hydro One: Offering financial assistance as well as increased payment flexibility to customers experiencing hardship:

Customer Service

1-888-664-9376

Monday to Friday: 7:30am - 8:00pm

Saturdays: 9:00am - 3:00pm

https://www.hydroone.com/savingmoneyandenergy_/financialassistanceforresidents_/Pages/Relief-Fund.aspx

UPDATED April 16 2020

Mortgage Relief

MORTGAGE
PAYMENT RELIEF

Scotia Bank 1-800-472-6842	MCAP 1-800-265-2624
TD Bank 1-866-222-3456	RMG 1-866-809-5800
Bank of Montreal 1-877-895-3278	Equitable Bank 1-888-334-3313
CIBC 1-800-465-2422	CMLS 1-888-995-2657
Royal Bank 1-800-769-2511	B2B 1-800-263-8349
First National 1-888-488-0794	Home Trust 1-855-270-3630
Manulife 1-877-765-2265	Street Capital (RFA) 1-866-683-8090

UPDATED April 16 2020

INCOME SECURITY

Personal income tax deadline has been extended to **June 1**. Community tax clinics are postponed at this time, but information will be posted at **Durham.ca** as it becomes available. If you owe any money to the Canada Revenue Agency, you now can delay the payment until Aug. 31 without incurring any interest or penalties.

Emergency Care Benefit would provide those who qualify \$900 bi-weekly for up to 15 weeks. It's designed to help workers who are quarantined or sick, including those who are self employed and don't qualify for EI.

https://www.canada.ca/en/departement-finance/news/2020/03/canadas-covid-19-economic-reponse-plan-support-for-canadians-and-businesses.html#Income_Support_for

Emergency Assistance via Ontario Works:Emergency Assistance may be available via Ontario Works. Call the application centre 1 877 678 6333

Service Canada now has a dedicated number for Employment Insurance claims exclusively related to COVID-19. The number is: 1-833-381-2725

The Canada Child Benefit (CBB) Boost of \$300 per child for the 2019-2020 year

Canadian Student Loans Government of Canada has announced its plan to pause the repayment of Canada Student Loans and Canada Apprentice Loans until September 30, 2020:<https://www.canada.ca/en/employment-social-development/corporate/notices/coronavirus.html>

Employment Insurance Employment Insurance (EI) sickness benefits provide up to 15 weeks of income replacement and is available to eligible claimants who are unable to work because of illness, injury or quarantine, to allow them time to restore their health and return to work. Canadians quarantined can apply for Employment Insurance (EI) sickness benefits. Apply

Here:<https://www.canada.ca/en/services/benefits/ei/ei-sickness/apply.html>

SUPPORT FOR FAMILIES

While schools and child care centres are closed, parents can apply for direct funding to offset the cost of buying materials to support their children's learning, while they practice self-isolation and physical distancing.

Eligible parents will receive a one-time per child payment of:

- \$200 for children aged 0 to 12
- \$250 for children or youth aged 0 to 21 with special needs

This funding can help parents with the costs of work books, educational apps, educational subscription services, movies and other tools to support learning at home.

Parents refers to parents, guardians, and caregivers.

Eligibility

There is no income cap on this program. All parents are eligible if you have a child who is:

- aged 0 to 12
- aged 0 to 21 with special needs

If you have more than one child, you must submit one application per child.

Before you apply, please note:

- only one parent can apply for each child
- the parent who applies should have custody of the child

You are still eligible if you are a health care or front-line worker who is using [emergency, 24-hour child care centres](#).

<https://www.ontario.ca/page/get-support-families>

Call us at:

Toll-free: [1-888-444-3770](tel:1-888-444-3770)

Toll-free TTY: [1-800-268-7095](tel:1-800-268-7095)

Email us at supportforfamilies@ontario.ca

NATIVE RESOURCES

Metis Nation of Ontario- List of community resources and support.

<http://www.metisnation.org/news-media/news/covid-19-updates/>

MEDICAL

Cover Health - Virtual Walk-in Clinic <https://cover.health/>

Durham Doctor - House Call Service 905-619-6641

OHIP coverage/uninsured:

“To ensure that anyone in need of care can receive it, Ontario is waiving the three-month waiting period for Ontario Health Insurance Plan (OHIP) coverage. Additionally, the province will cover the cost of COVID-19 services for uninsured people who do not meet the criteria for OHIP coverage.”

Shoppers Drug Mart (Ontario):

Offering free home delivery of medications. Call your local Shoppers Drug Mart to speak with the pharmacy team to arrange. Seniors 20% discount is available to seniors every day in the first opening hour, in addition to regular Seniors Day each Thursday (hours vary by store).

<https://mypharmacy.shoppersdrugmart.ca/en/>

Shoppers Drug Mart Virtual Clinic (Partnership with Maple):

Safely access doctors online, 7 am - 7pm, covered by Shoppers Drug Mart, March 16 - April 3.

<https://www.getmaple.ca/shopperscanada-fghaeignifaoeif/?prov=on>

OHIP Covered Online Covid 19 Screening: Connect with an Ontario-doctor through your phone, tablet, or computer from the safety of home to talk about possible COVID-19 infection and your next steps. Available 8am to 8pm ET, seven days a week.

<https://www.getmaple.ca/covid-19-screening/>

MCI-The Doctors Office

MCI- The Doctor's Office is a large medical office spanning 20 clinics in the GTA, and provides virtual service with over 200 doctors available. MCI can offer medical assistance where patients can connect with physicians from the comfort of their homes through telephone consults and/or virtual care, as well as traditional walk in services in many of our clinics. This is free of charge with a valid OHIP card, and no administration fee.

Contact Info: Please search the website to find the local clinic closest to you to call.

<https://www.mcithedoctorsoffice.ca>

SUPPORTS FOR VICTIMS OF VIOLENCE

A full list of violence against women resources available during the COVID-19 crisis is available at [Violence Prevention Coordinating Council of Durham](#).

Bethesda House

Bethesda House remains open for existing clients, but is at capacity and will not be offering space to new clients until further notice.

- 24-hour support line remains open, with counsellors available to provide support, information and safety planning as needed. Call 1-800-338-3397.
- Community Outreach Counsellor will continue to provide support to existing and new community clients via telephone sessions.
- Administration line remains open during business hours. Call 905-623-6045.

Herizon House

Herizon House remains open for existing clients but is at capacity and won't be offering space to new clients until further notice. Outreach workers are providing counselling by phone.

- Please call 905-426-1064 or 1-866-437-4066.

RESOURCES FOR INDEPENDENT YOUTH

Ontario Works

Ontario Works helps people who are in financial need. It offers Financial assistance, and Employment assistance.

Process for applying for ages 16 & 17:

1) Call 905-428-8982 and speak to an intake clerk who will gather basic information

2) Trustee Youth Caseworker will reach out to the individual to arrange a time to complete the Ontario Works application by phone.

*Please have the following information readily available (if possible): birth certificate, OHIP health card, SIN card, banking information for open accounts, and verification of current address/whereabouts.

Process for applying for ages 18+::

1) Call 905-428-8982 and speak to an intake clerk, or initiate their application online at https://www.mcass.gov.on.ca/en/mcass/programs/social/apply_online.aspx.

2) Application will be completed by an Ontario Worker Case Worker over the phone..

<https://www.mcass.gov.on.ca/en/mcass/programs/social/ow/>

Youth Outreach Worker

Carea Community Health Centre- youth outreach workers servicing Youth 12-21 (with potential up to 24 years) in the Ajax or Pickering area.

Sharon YOW Carea: 905-903-3512/Sajee YOW Carea: 905-903-3612

Boys and Girls Club- youth outreach workers

Whitby- Natalie 289-404-3034

Oshawa- Le-Roy 905-442-7722/Julie 905-435-3100

Women's Multicultural Resource and Counselling Centre of Durham

Enhanced Youth outreach worker- services black youth ages 12-25 to address address mental health, addictions, trauma, unhealthy relationships, family violence and/ or human and sex trafficking. Youth can self-refer.

Tel: Cornelius YOW WMRCC: 647-523-6138/Amy YOW WMRCC: 647-523-5847

YOUTH SHELTER

Durham Youth Services - Joanne's House

Currently the shelter is at capacity, but youth are encouraged to contact the shelter for other options and support if they are struggling. Please reach out and call 905-239-9477.

Cell Phone Charging Locations

Cell phones can be charged at these locations depending on availability. Please let staff know that you would like to charge before plugging in.

- First Light Foundation of Hope - 253 Simcoe Street South, Oshawa.
- The Refuge - 300 Court Street, Oshawa.
- Gate 3:16 - 64 Albany Street, Oshawa (please speak to manager first)

TRANSIT

Durham Region Transit- 1.866.247.0055

Durham Region Transit (DRT) is offering free rides effective immediately. All able-bodied passengers will enter through the rear door. Customers with mobility aides or otherwise requiring the ramp will continue to use the front doors.

*The number of passengers on a bus will be limited to support social distancing

<https://www.durhamregiontransit.com/en/news-and-updates/covid-19.aspx>

Go Transit/Metrolinx- (416) 874-5900

Covid-19 Update: Go Transit no longer accepts cash on buses and at ticket counters. Go Transit is asking that you buy your fare or load your PRESTO card using self-serve options:

- Load your PRESTO card instantly with the [PRESTO App](#) directly from your phone. More than 90 per cent of GO customers already use PRESTO.
- Use cash at [ticket vending machines](#) at stations to buy tickets, load your PRESTO card and, at some locations, buy a new PRESTO card. We're taking extra care to regularly clean all of our PRESTO self-service machines.
- Ticket vending machines at Long Branch, West Harbour, Oshawa Bus Terminal, Mimico, and one machine at Bloor, do not accept cash.
- Sign up for a [My PRESTO](#) Account and use the Auto Load feature which instantly and automatically adds funds to your card when the balance gets below a set amount.
- [Buy an e-ticket](#) <https://www.gotransit.com/en/>

UPDATED April 16 2020



TTC: TTC FAQ -COVID Updates

http://www.ttc.ca/News/2020/March/23_03_20NR_TTC_changes.jsp

Wheel Trans: Wheel-Trans to provide solo taxi rides for customers during COVID-19 outbreak

<https://mywheel-trans.ttc.ca/SelfBooking2018/Login?ReturnUrl=%2fSelfBooking2018>

<https://gapcommittee.ca/2020/03/19/transit-updates-2/>