



COVID-19 Resources for Families

Please note that we will continue to monitor and update information as it becomes available.

COVID and Your Health	3
Province Expanding Telehealth Ontario Resources.....	3
How to protect yourself and your family	3
Self-assessment.....	3
COVID-19 Supporting Anxious Parents/Caregivers.....	3
Supporting Young Children (0-6) Isolated During COVID-19	5
Just for Kids	6
A Comic Exploring The New Coronavirus	6
Brains On! Podcast for Kids about COVID-19.....	7
Coronavirus Social Story.....	7
Education Resources for Kids.....	7
30 Day Lego Challenge.....	8
“My name is Corona Virus” Interactive Workbook.....	8
COVID-19 Supporting a Discussion With Children & Youth	9
“How to Talk To Your Kids About Corona Virus”	9
“How To Talk To Your Kids About Corona Virus”.....	9
https://childmind.org/article/talking-to-kids-about-the-coronavirus/	9
Mental Health and Coping During COVID-19.....	9
Kids Health Coronavirus: What Kids Can Do	9
At Home Learning for Kids.....	9
How to Talk to Your Anxious Child About COVID-19.....	10

Self Care	11
Self Care & Coping	11
Helping Children Cope During Stress.....	12
Informational Resources COVID-19 French	16
Unicef	16
Organisation mondiale de la santé	16
What Other Community Supports Are Available to Me?	17
Utilities Relief.....	17
Telecommunications Relief.....	17
Federal Programs.....	18
Social Networks.....	18
Food Delivery	18
All Regions in Halton.....	19
North Halton	21
Oakville	21
Burlington	22

COVID and Your Health

Province Expanding Telehealth Ontario Resources

https://news.ontario.ca/mohltc/en/2020/03/province-expanding-telehealth-ontario-resources.html?utm_source=ondemand&utm_medium=email&utm_campaign=p

Quick Facts

- Telehealth Ontario is a free, confidential, provincial service that provides 24/7 access to health advice and information from a Registered Nurse to all Ontarians in 300 languages.
- During this COVID-19 outbreak, Telehealth triages callers, provide information, assessment and depending on symptoms will inform patients on how to self-isolate.
- To date, there have been more than 8,000 COVID-19 related calls.

How to protect yourself and your family

There are everyday actions that can help prevent the spread of germs that cause respiratory illnesses. Take these everyday steps to reduce exposure to the virus and protect your health:

- Wash your hands often with soap and water or alcohol-based hand sanitizer
- Sneeze and cough into your sleeve
- Avoid touching your eyes, nose or mouth
- Avoid contact with people who are sick
- Stay home if you are sick

Self-assessment

<https://www.ontario.ca/page/2019-novel-coronavirus#section-3>

If you think you have 2019 novel coronavirus (COVID-19) symptoms or have been in close contact with someone who has it, use this self-assessment to help determine if you need to seek further care.

If you are having difficulty breathing or experiencing other severe symptoms, call 911 immediately. Advise them of your symptoms and travel history.

COVID-19 Supporting Anxious Parents/Caregivers

<https://www.heretohelp.bc.ca/infosheet/covid-19-and-anxiety>

Quick Facts

- **Take Action:** Look to trusted organizations and agencies like the BC Centre for Disease Control, Government of Canada, and World Health Organization for information about steps you can take to reduce your risk of getting sick or passing the illness on to others
- **Take Care of Yourself:** Eat as well as possible, exercise regularly, get enough sleep, and make time for hobbies.
- **Stay Connected with Family and Friends:** Isolating yourself from others, such as staying home from school or working from home for longer periods of time, can affect your mood

- **Help others if you can:** Helping others also includes being mindful of the supplies you keep at home. Excessive stockpiling means that your neighbours and other community members no longer have access to those supplies and it increases costs.
- **Cutback on the amount of time you spend on social media and the news**
- **Explore self-management strategies:** <https://www.anxietycanada.com/>
- **Seek help or support when you need it:** Some signs may be, you can't think of anything else other than COVID-19, your anxiety is interfering with your daily life, you feel hopeless, etc.

Supporting Young Children (0-6) Isolated During COVID-19

Supporting Young Children Isolated Due to CoronaVirus (Covid-19)



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The coronavirus (Covid-19) is a major epidemic. Luckily few young children have fallen ill. Most of the sick children have had mild cases. However, young children are highly affected by the quarantine and the anxiety of their parents and other adults. Adults may think that children will not notice all the changes and the stress, but they are very sensitive to what is going on. Here are some of the ways children react to the stress and some of the things you can do to help them.

Common Reactions in Children

Frequent crying; difficulty staying still; problems falling asleep and staying asleep; nightmares; clinging to their caregivers; fears of being alone; repetitive play (they may repeat over and over again what they have heard; they may try to take special care of their dolls or stuffed animals and hide or cover them). Some children may become very aggressive and angry. Others may withdraw from contact. Some may act like younger children, lose their toilet training, want a bottle rather than drinking from a glass, want to eat baby food or refuse to eat, talk like a much younger child.

Young children are very sensitive to the stress experienced by their caretakers. It affects their ability to act in their usual ways and affects their emotions. Most often, they cannot talk about their fears and distress. Caretakers can protect them from some of the stress the adults feel, but caretakers must be aware that the children are upset.

Things You Can Do to Help Your Children

1. Routines are very important for young children. Disasters, forced isolation, and other traumatic situations often break their usual routines. Creating new routines or re-establishing usual routines can help children feel safe. Keeping regular mealtimes and bedtimes, setting a daily time to play games together, read to them, or sing songs together all help.
2. Support from parents or caregivers is very important during periods of stress and during the time after the acute disaster is over. Parents may be physically present but not available emotionally because they are so stressed themselves. It is important to make time to reassure young children and spend time with them.
3. Explain why things are different. Young children may not understand why things have changed (like why they cannot go outside or play with other children) but talking with them will help them feel to feel supported by you. Help the children in a way that is appropriate for their age. Keep explanations simple.
4. Take care of yourself. This is very important. Even if young children are not directly exposed to the trauma, they can recognize stress and worry in older children and adults in the house.
5. If young children have been sent to stay with family members in another city talk to them using electronic means as often as possible during the day and at bedtime. If they are at home, try to arrange for them to see other children using a cell phone.

Just for Kids

A Comic Exploring The New Coronavirus

You may have heard the word "coronavirus" online or on TV. You probably have a lot of questions. Check out our comic to get some answers, and print out a zine version at home.

YouTube Video on How to make a book using 8x11 one sheet of paper for children

<https://www.youtube.com/watch?v=bHa6kR2SZok>



Children can print out this image and create a “zine” from the image, following the “How to Make a Book Video.” This resource is an informative keep busy task for our kiddos who may be feeling stressed or overwhelmed by being in self-quarantine

Brains On! Podcast for Kids about COVID-19

What exactly is it? How does it spread? Can I protect myself? In this episode, we'll break down what we know about this new virus and tell you how to stay safe. Plus, we'll listen to a podcast hosted by two chatty viruses to learn how these germs spread (and how our bodies fight back). We've also got a special message from some super tough hand washers. Plus, a Mystery Sound and a Moment of Um that looks at why shoelaces come untied.

https://www.brainson.org/shows/2020/03/10/understanding-coronavirus-and-how-germs-spread-for-kids?fbclid=IwAR21Y_n6fsy33QD2s07In2Q892xQoI5OEFMMZ5vcMyVoLdkH8tv4yZjaZsc

Coronavirus Social Story

<https://theautismeducator.ie/wp-content/uploads/2020/03/The-Corona-Virus-Free-Printable-Updated-2-The-Autism-Educator-1-1.pdf>

- An infographic developed by an autism educator to help alleviate fears and anxiety children may be experiencing at this time

Education Resources for Kids

Arts and Crafts

- Daily live art tutorials at 1:00pm ET on their Facebook page:
<https://www.mcharpermanor.com/blog>
- Lunch doodles with Mo Willems: <https://www.kennedy-center.org/education/mo-willems/>

Online Learning

<https://classroommagazines.scholastic.com/support/learnathome.html>

Reading - Download books through your local library website

<http://www.tumblebookslibrary.com/>

<https://reading.ecb.org/>

<https://www.starfall.com/h/>

<https://www.storylineonline.net/>

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

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

Audio Book

- Download through your local library or www.audible.ca

Science

<https://mysterydoug.com/>

<https://kids.nationalgeographic.com/>

Bill Nye on www.youtube.com

Social Studies

<https://www.historyforkids.net/>

Keeping Active

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

30 Day Lego Challenge

30 Day LEGO Challenge							
Follow the instructions for each day. The only rule is to have fun and use your imagination!				Day 1 You were hired by an amusement park to create a new roller coaster.	Day 2 NASA needs you to build a new rocket.	Day 3 Your parents want to build a new home and they want you to build it.	Day 4 Hollywood hires you to build a movie set for a new Star Wars movie.
Day 5 You enter a contest to build the world's tallest tower. Will you win?	Day 6 You are stuck on Mars and need to build a new ship to get home.	Day 7 Ford hires you to create the toughest pick up truck in the world.	Day 8 You and 4 friends are stranded on an island. Build a boat to find a way home.	Day 9 Captain Hook needs a new pirate ship and wants you to build it.	Day 10 You and your friends decide to build a tree house.	Day 11 Prince Charming hires you to build a castle for him & Cinderella.	
Day 12 Dr. Who hires you to build a new TARDIS.	Day 13 You are asked by the President to build a new monument to George Washington.	Day 14 Mr. Hilton hires you to build a new hotel.	Day 15 There is a circus in town. Build a place for the performance.	Day 16 Help your fellow pioneers build a wagon to make it across the country.	Day 17 Build the fastest car around and join the big car race.	Day 18 Do you wanna build a snowman? Get in the winter mood and build a snow scene.	
Day 19 The city wants you to build a bridge to connect one side of the town to the other.	Day 20 Pizza party! It is up to you to make a pizza for all the guests.	Day 21 You are hired to build a brand new hospital.	Day 22 The fence is broke and the dog keeps escaping. Build one he can't get out of.	Day 23 You are now in medieval times. You are commissioned to build a jousting arena.	Day 24 The local bank keeps getting robbed. Build a safe no one can crack.	Day 26 Design and build your dream bedroom.	
Day 26 You are elected ruler. Build a flag for your land.	Day 27 Aliens are invading and you need to build a war robot to defeat them.	Day 28 The aliens have taken over. They are impressed by your robot. They want you build one for them.	Day 29 You are hired to build a house entirely out of yellow Legos.	Day 30 There is blizzard. You will need to build a snowmobile		What was your favorite day?	

“My name is Corona Virus” Interactive Workbook

[https://660919d3-b85b-43c3-a3ad-](https://660919d3-b85b-43c3-a3ad-3de6a9d37099.filesusr.com/ugd/64c685_319c5acf38d34604b537ac9fae37fc80.pdf)

[3de6a9d37099.filesusr.com/ugd/64c685_319c5acf38d34604b537ac9fae37fc80.pdf](https://660919d3-b85b-43c3-a3ad-3de6a9d37099.filesusr.com/ugd/64c685_319c5acf38d34604b537ac9fae37fc80.pdf)

COVID-19 Supporting a Discussion With Children & Youth

“How to Talk To Your Kids About Corona Virus”

https://www.youtube.com/watch?time_continue=194&v=WhVad8ToCiU&feature=emb_title

“How To Talk To Your Kids About Corona Virus”

<https://childmind.org/article/talking-to-kids-about-the-coronavirus/>

Quick Facts

- Don't be afraid to discuss the coronavirus
- Be developmentally appropriate
- Take your cues from your child
- Deal with your own anxiety.
- Be reassuring
- Focus on what you're doing to stay safe
- Stick to routine
- Keep talking

Mental Health and Coping During COVID-19

Canadian Psychological Association: Mental health and coping during COVID-19

<https://cpa.ca/the-u-s-center-for-disease-control-cdc-news-release-mental-health-and-coping-during-COVID-19/>

Quick Facts

- Provides general information about how people might cope with COVID-19
- Includes suggestions on how to support those who have pre-existing mental health conditions
- Provides advice for parents/caregivers to identify and support children who are stressed by COVID-19

Kids Health Coronavirus: What Kids Can Do

<https://kidshealth.org/en/kids/coronavirus-kids.html?ref=search>

Quick Facts

- Information and tips on how to respond to the virus, written for a young audience
- Provides information on how to prevent contracting or passing on germs to protect oneself and their family

At Home Learning for Kids

- How to follow a recipe
- How to write a resume
- How to read (ask them questions about what they're reading, read together, make predictions, discuss why characters behave the way they do)

- How to write (keep a journal, keep a gratitude list, write instructions for something, write an alternate ending to favourite story or movie, write a story, keep a book of facts)
- Build physical literacy (do yoga, play catch, play frisbee, kick a soccer ball, shoot hoops)
- Build Fine motor skills (draw, colour, knit, crochet, cross- stitch, sew, weave)
- Spend time with your kids! Talk to them - ask them about their hopes & dreams & fears.
- Have them research things they're interested in (a place they'd like to visit, a career they might like, a hobby they'd like to learn)
- Have them do a STEM challenge (build a tower, boat, bridge) out of random materials around the house
- In this trying time for families, to build some positivity. Begin a gratitude jar with your family. At the end of each day have each member of the family record their favourite memory of the day. Then when all this craziness is over, turn it into a scrapbook with the photos. Then when they get older you can look back on this piece of history through a happy lens, remembering all the wonderful moments rather than the way the history books will portray it

How to Talk to Your Anxious Child About COVID-19

<https://www.cmho.org/blog/blog-news/6519918-talking-to-your-anxious-child-about-covid-19>

Quick Facts

- **Begin with informing yourself.** You can find up to date information about the symptoms, prevalence and current recommendations from your local public health unit or the Ontario Public Health (<https://www.publichealthontario.ca/>).
- **Focus on the details that are most relevant** and/or things that you and your child can control. Limit conversations with/around them about things they cannot control or help with (i.e.- lost wages for parents, a family friend who has travelled, a classmate that may have been exposed, etc.).
- **Limit routine changes where possible** Routine allows for predictability, which can be supportive of those with anxiety disorders.
- **Share information in as concrete a way as possible:** Speak to them about the ways you and the other adults around them are helping to keep them safe!
- **Correct misinformation** Help your child/teen to have the facts to work with.
- **For those children/teens who do well with visuals, help them to create a reminder for themselves of what they can control** - they can wash their hands regularly, practice social distancing and limit touching their faces.
- **Strategic News Exposure Last**, but in no way least, limit exposure to unnecessary anxiety-provoking information/activities

Self-Care

Self-Care & Coping

- Modify your daily activities to meet the current reality of the situation and focus on what you can accomplish.
- Shift expectations and priorities to focus more on what gives you meaning, purpose, or fulfillment.
- Give yourself small breaks from the stress of the situation.
- Attempt to control self-defeating statements and replace them with more helpful thoughts. Here's a helpful checklist for identifying unhealthy thoughts and coping with them <https://arfamiliesfirst.com/wp-content/uploads/2013/05/Cognitive-Distortions.pdf>.
- Remember, you are a role model for your children. How you handle this stressful situation can affect how your children manage their worries.
- If your family has experienced a serious illness or the death of a loved one, find ways to support each other, including:
 - Reach out to your friends and family, talking to them about the death of your loved one. Use the telephone, email, or social media to communicate if necessary
 - Find ways to honour the death of your loved one. Some activities may be done as a family, while additional activities may be done individually.

For a comprehensive list follow the link here

https://www.nctsn.org/sites/default/files/resources/fact-sheet/outbreak_factsheet_1.pdf

Helping Children Cope During Stress

Your children may respond differently to a pandemic depending on their age. Below are some reactions according to age group and the best ways you can respond.

Age Group	Reactions	How to Help
Preschool	<ul style="list-style-type: none"> ● Fear of being alone, bad dreams ● Speech difficulties ● Loss of bladder/bowel control, constipation, bed-wetting ● Change in appetite ● Increased temper tantrums, whining, or clinging behaviours ● Irritability, whining, aggressive behaviour ● Clinging, nightmares ● Sleep/appetite disturbance ● Physical symptoms (headaches, stomachaches) ● Withdrawal from peers, loss of interest ● Competition for parents' attention ● Forgetfulness about chores and new information learned at school 	<ul style="list-style-type: none"> ● Patience and tolerance ● Provide reassurance (verbal and physical) ● Encourage expression through play, reenactment, story-telling ● Allow short-term changes in sleep arrangements ● Plan calming, comforting activities before bedtime ● Maintain regular family routines ● Avoid media exposure ● Patience, tolerance, and reassurance ● Play sessions and staying in touch with friends through telephone and Internet ● Regular exercise and stretching ● Engage in educational activities (workbooks, educational games) ● Participate in structured household chores ● Set gentle but firm limits ● Discuss the current pandemic and encourage questions. Include what is being done in the family and community ● Encourage expression through play and conversation ● Help family create ideas for enhancing health promotion behaviours and maintaining family routines ● Limit media exposure, talking about what they have seen/heard including at school ● Address any stigma or discrimination occurring and

		clarify misinformation
SCHOOL-AGE (ages 6-12)	<ul style="list-style-type: none"> ● Irritability, whining, aggressive behaviour ● Clinging, nightmares ● Sleep/appetite disturbance ● Physical symptoms (headaches, stomachaches) ● Withdrawal from peers, loss of interest ● Competition for parents' attention ● Forgetfulness about chores and new information learned at school 	<ul style="list-style-type: none"> ● Patience, tolerance, and reassurance ● Play sessions and staying in touch with friends through telephone and Internet ● Regular exercise and stretching ● Engage in educational activities (workbooks, educational games) ● Participate in structured household chores ● Set gentle but firm limits ● Discuss the current outbreak and encourage questions. Include what is being done in the family and community ● Encourage expression through play and conversation ● Help family create ideas for enhancing health promotion behaviours and maintaining family routines ● Limit media exposure, talking about what they have seen/heard including at school ● Address any stigma or discrimination occurring and clarify misinformation
ADOLESCENT (ages 13-18)	<ul style="list-style-type: none"> ● Physical symptoms (headaches, rashes, etc.) ● Sleep/appetite disturbance ● Agitation or decrease in energy, apathy ● Ignoring health promotion behaviours ● Isolating from peers and loved ones ● Concerns about stigma and injustices 	<ul style="list-style-type: none"> ● Patience, tolerance, and reassurance ● Encourage continuation of routines ● Encourage discussion of outbreak experience with peers, family (but do not force) ● Stay in touch with friends through telephone, Internet, video games ● Participate in family routines,

		<p>including chores, supporting younger siblings, and planning strategies to enhance health promotion behaviours</p> <ul style="list-style-type: none">● Limit media exposure, talking about what they have seen/heard including at school● Discuss and address stigma, prejudice and potential injustices occurring during a pandemic
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COVID-19 DAILY SCHEDULE

Before 9:00am	Wake up	Eat breakfast, make your bed, get dressed, put PJ's in laundry
9:00-10:00	Morning walk	Family walk with the dog Yoga if it's raining
10:00-11:00	Academic time	NO ELECTRONICS Sudoku books, flash cards, study guide, Journal
11:00-12:00	Creative time	Legos, magnetiles, drawing, crafting, play music, cook or bake, etc
12:00	Lunch	
12:30PM	Chore time	A - wipe all kitchen table and chairs. B - wipe all door handles, light switches, and desk tops. C - Wipe both bathrooms - sinks and toilets
1:00-2:30	Quiet time	Reading, puzzles, nap
2:30-4:00	Academic time	ELECTRONICS OK Ipad games, Prodigy, Educational show
4:00-5:00	Afternoon fresh air	Bikes, Walk the dog, play outside
5:00-6:00	Dinner	
6:00-8:00	Free TV time	Kid showers x3
8:00	Bedtime	All kids
9:00PM	Bedtime	All kids who follow the daily schedule & don't fight

**Please note that a schedule can look different for every family and that creating one that will work for your family could be helpful to maintain a routine and sense of normalcy for your little ones.

Scheduled Sourced from @jessicamchaleaphotographer on Instagram

Informational Resources COVID-19 French

Unicef

- Comment parler à votre enfant de la maladie à coronavirus 2019 (COVID-19): <https://www.unicef.org/fr/coronavirus/comment-parler-a-votre-enfant-de-la-maladie-a-coronavirus-covid-19>
- Maladie à coronavirus (COVID-19) : Ce que les parents doivent savoir: <https://www.unicef.org/fr/coronavirus/coronavirus-ce-que-les-parents-doivent-savoir>
- Comment les enseignants peuvent parler aux enfants de la maladie à coronavirus (COVID-19): <https://www.unicef.org/fr/coronavirus/comment-les-enseignants-peuvent-parler-aux-enfants-de-la-maladie-a-coronavirus-covid-19>
- Messages clés et actions pour la prévention et le contrôle de la COVID-19 dans les écoles: <https://www.unicef.org/fr/rapports/messages-cles-et-actions-pour-la-prevention-et-le-controle-de-la-covid-19-dans-les-ecoles>

Organisation mondiale de la santé

- Questionnaire d'admissibilité pour dépistage du COVID-19: <https://www.chusj.org/fr/soins-services/C/COVID-19/Clinique-COVID-19?prov=BDCORPO>

What Other Community Supports Are Available to Me?

Utilities Relief

Hydro

- Will offer financial assistance as well as increased payment flexibility to customers experiencing hardship:
https://www.hydroone.com/savingmoneyandenergy_/financialassistanceforresidents_/Pages/Relief-Fund.aspx
- Union/Enbridge Gas: Energy Assistance Program: <https://www.uniongas.com/about-us/community/energy-assistance-program>
- Ontario Energy Board : <https://www.oeb.ca/rates-and-your-bill/help-low-income-consumers/low-income-energy-assistance-program>

Telecommunications Relief

Bell

- To assist Canadians working from home because of COVID-19. Bell will be waiving extra usage fees for all residential internet customers until April 30th (this will be applied automatically, no action is required by customers)

Telus

- Until the end of April, the following changes will apply
 - Waiving home internet overages for customers who are not on unlimited data plans
 - Waiving all Easy Roam and pay-per-use roaming charges for postpaid Mobility customers that are stranded outside of North America and are unable to return to Canada (Note: North American includes all Caribbean and Central American countries)
 - Support customers facing financial challenges by providing flexible payment options

Rogers

- Waving long distance charges for wireless, home phone consumers and small businesses for calls to anywhere in Canada until April 30th
- Waving Roam Like Home and all pay-per-use roaming fees in all countries where Rogers offers roaming for all postpaid consumers and small business travelling outside of Canada between March 16th-April 30 2020
- Will also be ensuring that services will not be suspended for any customers experiencing financial difficulties during this period

Fido

- Waving long distance; roaming fees; data overages; flexible options

Federal Programs

Employment Insurance

- Service Canada is ready to support Canadians affected by COVID-19 and placed in quarantine, with the following support actions
 - The one-week waiting period for EI sickness benefits will be waived for new claimants who are quarantined so they can be paid for the first week of their claim
 - Establishing a new dedicated toll-free phone number to support inquiries related to waiving the EI sickness benefits waiting period
 - Priority EI application processing for EI sickness claims for clients under quarantine
 - If you are eligible, visit the EI sickness benefits page to apply:
<https://www.canada.ca/en/services/benefits/ei/ei-sickness.html>
 - Contact the new dedicated toll-free phone number if you are in quarantine and seeking to waive the one-week EI sickness benefits waiting period so you can be paid for the first week of your claim: Toll Free 1-833-381-2725; TTY 1-800-529-3742

Social Networks

Nextdoor App

- A social networking platform for local communities and neighborhoods
- Users can interact with their neighbors, discuss community news, and recommend local services and businesses that they like

Community Facebook Groups

- Join these public groups (must have a Facebook account) to offer or request assistance
<https://www.facebook.com/groups/1607779956038669/> - Milton
<https://www.facebook.com/groups/626456487912852/> - Halton Hills Acton and Georgetown
<https://www.facebook.com/groups/660691818029469/> - Oakville
<https://www.facebook.com/groups/BurlingtonCovidResponse/> - Burlington

Big White Wall

- Mental health and wellbeing chat service, safe and anonymous, includes online peer community support
- A place for creative and artistic expression of emotions, guided support courses and tools to help with self-management

Food Delivery

Fresh City Farms

- A food delivery service will be waiving all delivery fees for the next 8-weeks for clients in the GTA and will begin instituting a no-contact delivery system - leaving deliveries on doorsteps or with the concierge

Instacart

- Order fresh groceries online from the Real Canadian Superstore, delivery is scheduled and delivered to your doorstep

Grocery Gateway

- Deliver all your groceries from Longo's, including beer and wine, directly to your home or office for one, flat fee

All Regions in Halton

HMC Connections

- HMC is offering services virtually online, by phone and by email
- Office hours are Monday-Friday 9am-4:30pm with extended hours on Wednesday and Thursday until 8pm
- Email: Margarita Cardona Coordinator Community Settlement mcardona@hmcconnections.com or Tatjana Spajic, Coordinator Youth Settlement tspajic@hmcconnections.com
- Phone: Call 905-842-2486 and press 0 to set a phone or email appt. They will get back to you ASAP (one-business day)
- Chat: There will be basic chat and referral available on HMC's website at: <http://hmcconnections.com/>
- Interpretation or Translation - Email: hmcit@hmcconnections.com or call to leave a message at 905-842-2486 ext. 256

Halton Community Legal Services (HLCS)

- Limiting in-person contact and ask that people not attend their office at this time
- Will remain available to help both clients and service providers during this time
- Can be reached by phone at 905-875-2069 or by email at haltonconsult@lao.on.ca

Coast

- Providing telephone support and mobile intervention to persons who are in crisis and have a mental health concern
- Crisis line 1-877-825-9011 information and referrals 905-315-8664. Until further notice CMHA will be providing free walk-in counselling by phone so that they can continue to support the community. Call 289-291-5396 and callers will be contacted by a counsellor within 24 business hours

ADAPT

- Will continue to commitments to providing accessible clinical services and supports to all clients through remote and/or virtual counselling platforms
- Tele-counselling or virtual counselling supports for all active clients
- Tele-meeting or OTN meeting options for all team, community and partnership meetings

- Telephone intake services for new referrals and community communications (Monday-Friday, 8:30-4:30), with tele counselling or remote/virtual support options applied to new clients/referrals
- Intake desk: 905-639-6537 ex 0

SUMMIT Housing

- Residences will remain staffed but are closed to visitors
- Social and recreational groups and large agency events are on pause, but alternate supports will be offered to individuals through remote means
- Assertive Community Treatment Team, Case Management, Justice, Housing First and Intake Programs will provide clients support mainly remotely
- Food hubs are closed to the public
- Offices are closed to the public
- These changes will be in effect till at least March 31 2020

Islamic Centre of North America Relief Canada

- Has offered to provide volunteers who can deliver medications and groceries to families who are affected by the novel coronavirus and are in self-isolation
- Those in need can contact the group through the helpline: 905-997-8777 or visit www.isnacanada.com

Canadian Mental Health Association Halton Region Branch

- Providing case management and peer support by phone
- 24-7 COAST Crisis line available at 1-877-825-9011, Information and Referral 905-315-8664
- Until further notice, CMHA will not be providing free walk-in counselling by phone so that they can continue to support our community in a manner that is safe considering the present health climate, call 289-291-5396 and you will be contacted by a counsellor within 24 business hours

Hope Place Centre

- Provide treatment and promote recovery for individuals and families experiencing alcohol or drug addiction
- Operating all programs and services
- Admissions, continuing care, baby's best beginning and family program are only offering virtual sessions
- Live-in programs are still accepting referrals and proceeding with admissions
- Mon-Friday 9am-5pm, by appointment only
- 905-465-3324

North Halton

Georgetown Food Bank

- Open and offering a hamper style service
- Clients are to check in
- State their order i.e. milk
- State how many are in their family
- Stay in their car
- Volunteers deliver the hamper to them

Georgetown Bread Basket

- Have prepared boxes and bags of both perishable and non-perishable foods for clients to pick up
- Request that all clients please come to the front door of the building and our volunteers will be on hand to assist you with the new process
- Families of 3 or more will now be allowed to visit weekly to ensure that they have enough food
- Tues 5pm-7pm, Wed and Sat 8:30am-12 noon
- 49B Mountainview RD N, Georgetown, 905-873-3368

Milton Community Resource Connection

- Infant Food Bank by appointment only Mon-Fri, 9am-5pm
- Please email or call Ashley McTavish at amctavish@mcrc.on.ca or 905-876-1244 ex 155
- Ashley will work with the family to set up a time to visit MCRC
- Once you have an appointment, go to 410 Bronte St. South park by the front entrance of the building and stay in your car, staff will bring your supplies to you

Acton Foodshare

- Only one client will be allowed into the food bank at any one time
- Call the food bank at 519-853-0457 to make arrangements for food pick up
- Open on Tues 8:30-11:45am and 12:30pm-2:30pm
- 325 Queen St. Unit 6 Acton

Oakville

Kerr Street Mission

- Will remain open to those in the community that are in need of food and assistance during this time
- They are still running their food market however food is now pre-packaged and is distributed out of our gym
- **Market times are as follows:** Monday 6-8pm, Tuesday 10am-12pm, Wednesday 10am-12pm, Thursday 10am-12pm and 6pm-8pm, Friday 10am-12pm, Saturday 9am-11pm

- Community meals will still be made available during regular hours. The difference is that these meals are now pre-packaged for take-away in their gym

Safetynet

- Open per usual
- Provides clothing, diapers and feminine hygiene products

Oak Park

- Closed for March Break but helping people by email
- People who require support with income tax can contact them and can support virtually. Also supporting payments virtually but next week (March 23-27) there will be staff available for anyone who needs to drop off utility info to pay their bills
- Offering food on their porch available for pick up and drop off. Their fresh food bank will continue to run as per usual next Wednesday (March 25) at noon - food will be pre-bagged for each person

LightHouse

- Continues to be available for telephone and email support to grieving families, service professional and general community
- They have suspended grief support groups and in-person intakes/consultations with hopes of resuming April 6th.

Salvation Army Oakville Community & Family Services

- Oakville 1125 Rebecca St
 - Available for food assistance on Monday, Wednesday, and Friday mornings.
 - ***Extremely short staffed***

Fare Share Food Bank

- Open to clients Mon 10-am-2pm and Thurs 3pm-6:45
- 1240 Speers RD Oakville

Burlington

Salvation Army Food Bank

- Will remain open for usual food bank hours 9am-11:30am each weekday morning
- Waived the 21 day return policy, so clients can visit as often as is necessary
- Pre-packed grocery bags
- Health screening questions will be asked
- 5040 Mainway, Unit 9 Burlington, 905-637-3893

Burlington Food Bank

- Food bank will shift to a “hamper model” (prepackaged)
- Only 3 clients will be allowed in the Food Bank at any one time

- Health screening questions
- 1254 Plains RD E, Unit 1A Burlington
- Call 905-637-2273 or email info@burlingtonfoodbank.ca

Compassion Society

- Hours Monday and Wed 12 noon-2pm
- Food support available only (non-perishable food grab bags)
- Only food donations being accepted
- Clothing and household donations not accepted for the next 3 weeks
- 484 Plains Rd, E. Burlington
- 905-592-3722