

## Resources Available during the COVID-19 Pandemic

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## General

### 1. Do you have questions about COVID-19?

For reliable, up-to-date information on COVID-19, we recommend that you use these websites:

[Toronto Public Health](#)

[Message from Ontario Family Doctors](#)

[Unity Health Toronto Coronavirus Information for Patients and Families](#)

## Financial

### 2.1 Do you have questions about applying for EI, the emergency response benefit or other forms of financial support?

You may be entitled to financial support from the government or other organizations. General information about the benefits can be found here:

[https://www.canada.ca/en/department-finance/economic-response-plan/covid19-individuals.html#new\\_canada\\_emergency\\_response\\_benefit](https://www.canada.ca/en/department-finance/economic-response-plan/covid19-individuals.html#new_canada_emergency_response_benefit)

You can also contact the government by phone with any questions about benefits or financial support:

**Government of Canada**

1-800-O-Canada (1-800-622-6232)

**Canada Revenue Agency:**

1-800-959-8281 help with MyAccount

1-800-387-1193 help with benefits

**Government of Ontario:**

1-888-789-4199

**Income Security Advocacy Centre** is a great provides information on income support programs that may be available to Ontario residents during the COVID-19 pandemic.

**Website:**

[http://incomesecurity.org/public-education/accessing-income-support-in-the-wake-of-covid-19-updated-march-26/#Ontario\\_Works\\_\(OW\)\\_and\\_Ontario\\_Disability\\_Support\\_Program\\_\(ODSP\)](http://incomesecurity.org/public-education/accessing-income-support-in-the-wake-of-covid-19-updated-march-26/#Ontario_Works_(OW)_and_Ontario_Disability_Support_Program_(ODSP))

### 2.2 Are you unable to work as a result of the COVID pandemic?

Federal

If you have stopped working because of COVID-19, the **Canada Emergency Response Benefit (CERB)** may provide you with temporary income support. The CERB provides \$500 a week for up to 16 weeks.

The benefit will be available to workers:

- Residing in Canada, who are at least 15 years old
- Who have stopped working because of COVID-19 and have not voluntarily quit their job or are eligible for EI regular or sickness benefits
- Who had income of at least \$5,000 in 2019 or in the 12 months prior to the date of their application
- Who are or expect to be without employment or self-employment income for at least 14 consecutive days in the initial four-week period. For subsequent benefit periods, they expect to have no employment or self-employment income.

**To apply visit:**

<https://www.canada.ca/en/services/benefits/ei/cerb-application.html>

**If you can't apply online, you can call 1-800-959-2019 or 1-800-959-2041.** Have your SIN and postal code ready.

If you have already applied for EI and have not already started to receive benefits, your application will be automatically assessed for the Canada **Emergency Response Benefit (CERB)**.

Provincial

If you are unable to work and require financial assistance, you can apply for the Emergency Assistance Program through Ontario Works. This is for those who do not have the financial resources to meet basic living expenses. You can apply at:

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

### 2.3 Are you still working but your employer is unable to pay you due to COVID-19?

Ask your employer if they have looked at the temporary federal [Canada Emergency Wage Subsidy](#). More information on applications is coming soon:

What we know now is:

- Employers will get a subsidy of up to 75% if they continue to pay their employees, including new employees.
- The subsidy for an employee can't be more than \$847 per week.
- The subsidy will cover up to 12 weeks between March 15 and June 6, 2020.
- Eligible employers are private corporations, non-profits and charities.
- Employers cannot get the Wage Subsidy for workers who are getting CERB.
- Eligible employers will be able to apply for the CEWS through the Canada Revenue Agency's *My Business Account* portal.

Alternatively, if you have stopped working because of COVID-19, the **Canada Emergency Response Benefit (CERB)** may provide you with temporary income support. The **CERB** provides \$500 a week for up to 16 weeks.

The benefit will be available to workers:

- Residing in Canada, who are at least 15 years old

- Who have stopped working because of COVID-19 and have not voluntarily quit their job or are eligible for EI regular or sickness benefits
- Who had income of at least \$5,000 in 2019 or in the 12 months prior to the date of their application
- Who are or expect to be without employment or self-employment income for at least 14 consecutive days in the initial four-week period. For subsequent benefit periods, they expect to have no employment or self-employment income.

**To apply visit:**

<https://www.canada.ca/en/services/benefits/ei/cerb-application.html>

**If you can't apply online, you can call 1-800-959-2019 or 1-800-959-2041. Have your SIN and postal code ready.**

## 2.4 Are you unable to work because you are caring for someone who is critically ill?

You may be eligible for **EI Caregiver Benefits**.

- You can receive up to 55% of your pay (to a maximum of \$573 weekly), for 15 to 35 weeks
- You do not need a Record of Employment or sick note
- You do not need to wait for the 1-week wait period

For more information or to apply:

**Call:** 1-833-381-2725

**Website:** <https://www.canada.ca/en/services/benefits/ei/caregiving/apply.html>

If you are not eligible for EI, you can apply for **Canada Emergency Response Benefit (CERB)**

The **CERB** provides \$500 a week for up to 16 weeks.

The benefit will be available to workers:

- Residing in Canada, who are at least 15 years old
- Who have stopped working because of COVID-19 and have not voluntarily quit their job or are eligible for EI regular or sickness benefits
- Who had income of at least \$5,000 in 2019 or in the 12 months prior to the date of their application
- Who are or expect to be without employment or self-employment income for at least 14 consecutive days in the initial four-week period. For subsequent benefit periods, they expect to have no employment or self-employment income.

**To apply visit:**

<https://www.canada.ca/en/services/benefits/ei/cerb-application.html>

**If you can't apply online, you can call 1-800-959-2019 or 1-800-959-2041. Have your SIN and postal code ready.**

## 2.5 Do you care for any children under the age of 18?

### Federal

The **Canada child benefit (CCB)** is a tax-free federal benefit paid monthly to help with the cost of raising children under 18 years of age.

If you are already receiving the CCB the increase will come automatically.

If you are not receiving the CCB and would like to apply:

**Phone:** [1-877-627-6645](tel:1-877-627-6645) (Canada Revenue Agency)

**Website:** <https://www.canada.ca/en/revenue-agency/services/child-family-benefits/canada-child-benefit-overview/canada-child-benefit-apply.html>

### Provincial

The Ontario Government is providing a one-time supplement to help families with children age 0-12 (\$200) or 0-21 with special needs (\$250). If you have already successfully applied to the **Support for Parents** program (income supplement for strike days) and received payment through direct deposit, you are automatically eligible for the **Support for Families** program and do not need to apply.

More information and the online application can be found here:

[https://www.iaccess.gov.on.ca/FamilyAppWeb/public/index.xhtml?fbclid=IwAR3lgPMd5C6oD1KKNqjkTi1Zjefi1qKtSNxf4HerB-KCeDkn\\_W8LaP84jPM](https://www.iaccess.gov.on.ca/FamilyAppWeb/public/index.xhtml?fbclid=IwAR3lgPMd5C6oD1KKNqjkTi1Zjefi1qKtSNxf4HerB-KCeDkn_W8LaP84jPM)

## 2.6 Are you receiving benefits through Ontario Works (OW) or Ontario Disability Support Program (ODSP)?

The Ontario government has announced changes to the administration of social assistance in response to COVID-19.

- Payments to recipients will no longer be suspended because of a recipient's failure to report income.
- The Eligibility Verification Process reviews are also put on hold.

If you are on **OW** or **ODSP** you may be eligible for extra funding to pay for food, cleaning supplies, transportation, clothing etc during COVID-19. **Please connect with your caseworker to see if additional discretionary benefits are available.**

Any income received from sources other than employment is generally deducted dollar-for-dollar from OW and ODSP benefits. As of April 14, no announcement has been made about how CERB will impact OW/ODSP benefits. It is possible that OW/ODSP recipients who also receive CERB may end up with a balance owing.

## 2.7 Are you making loan payments to OSAP (Ontario Student Assistance Program) or Canada Student Loans?

From March 30, 2020 to September 30, 2020, you will not be required to make any loan payments, and interest will not accrue on your student loans.

During this deferral:

- payments will not be withdrawn from your account if you are on pre-authorized debit
- if you make payments through online banking or cheque, you are not required to send in payments due during this period

You can still make one-time payments online if you want to repay your loan faster. Payments during this period will go entirely towards your loan principal.

For more information contact the National Student Loan Service Centre (NSLSC) or visit the [Canada student aid page](#).

Phone: 1-888-449-4478

Teletypewriter (TTY): 1-800-465-3958

## 2.8 Do you work in the sex industry?

**Maggie's Toronto and Butterfly: Asian/Migrant Sex Worker Support Network** have created an emergency fund for sex workers in crisis.

Applications are on hold as of Mar 31, but check back here to apply at a later date:

<https://www.maggiesto.org/covid19>

## 2.9 Do you need information on the GST credit?

The federal government will provide a one-time payment early April 2020, that will double the maximum annual GST credit payment amount.

- Average of \$400 for singles, and \$600 for couples
- Ensure you have filed 2018 taxes to receive this

More details can be found More details can be found at <https://www.canada.ca/en/revenue-agency/services/child-family-benefits/goods-services-tax-harmonized-sales-tax-gst-hst-credit.html>

## 2.10 Are you concerned about being able to pay your taxes?

Tax return filing is now due on June 1, 2020 and money owed is due August 31. However, if you receive an HST Rebate or Canada Child Benefit, you are encouraged to file soon.

More information can be found at <https://www.canada.ca/en/revenue-agency/campaigns/covid-19-update/covid-19-filing-payment-dates.html>

## Employment

### 3. Are you worried about being fired if you can't go into work?

The Provincial government has conducted an overview of the Employment Standards Amendment Act which provides job-protected leave to employees in isolation or quarantine due to COVID-19, or those who need to be away from work to care for children because of school or daycare closures or to care for other relatives.

For more information:

**Phone:** 1-800-531-5551

**Website:** <https://news.ontario.ca/opo/en/2020/03/employment-standards-amendment-act-infectious-disease-emergencies-2020.html>

## Housing

### 4. Do you have concerns you will be unable to pay rent or are you facing eviction?

There is a Moratorium on evictions in Ontario.

Tribunals Ontario Opens has communicated that “No new eviction orders will be issued until further notice” due to inability to enforce and hold hearings. Even if a landlord gives written notice, the tenant doesn't have to move out. The landlord must first get an order to end the tenancy from the Landlord and Tenant Board Opens – this usually includes a hearing where the tenant can present concerns.

### 5. Are you experiencing homelessness or seeking shelter?

Some shelters have closed (Out of the Cold sites) and new shelters have opened. Temporary shelter and respite sites may not have space to accommodate walk-in referrals. Calling Central Intake in advance is recommended to minimize unnecessary travel in keeping with physical distancing guidelines provided by Toronto Public Health.

Please call the Central Intake Line at 416-338-4766 or (877) 338-3398 to be referred to available shelter and respite spaces.

Red Cross is operating a site of 30 motel rooms for homeless people who have travelled outside of the country in last 14 days. There are isolation shelters available for people who have been tested for COVID-19 and are awaiting results.

This interactive map has information on food banks, showers, wifi, public washrooms (and more) that are still open. <https://www.google.com/maps/d/viewer?mid=1N73rdqx3XMaN-aA6E7CrMv4TuAPSSxE6&ll=43.64456314511816%2C-79.4208361192608&z=10>

See this link for a list of drop-ins for a list of Drop-In Spaces/Takeaway Meals Still Operating



[https://docs.google.com/spreadsheets/d/15rKZjf5AEHNk69297LFI\\_7ZMp9lyzzOyFKfvVdez\\_Yw/edit#gid=0](https://docs.google.com/spreadsheets/d/15rKZjf5AEHNk69297LFI_7ZMp9lyzzOyFKfvVdez_Yw/edit#gid=0)

## 6. Are you a Toronto Community Housing (TCHC) tenant whose income has been impacted by COVID-19?

[Toronto Community Housing](#) will be flexible and work with market rent and rent-geared-to-income tenants. CHC will recalculate rent for rent-geared-to-income tenants based on employment income changes due to COVID-19 and will work with market rent tenants on rent deferment plans on a case-specific basis. To request a rent adjustment (RGI) or a deferral (market), tenants need to fill out a form (attached) and return it to TCHC. Tenants can obtain the form by:

- Calling the 24-hour Client Care Centre at 416-981-5500
- Sending an email to [help@torontohousing.ca](mailto:help@torontohousing.ca)
- Downloading the forms at [torontohousing.ca/covid-19](https://torontohousing.ca/covid-19)

## 7. Do you need help paying your electricity, hydro or natural gas bill?

Customers behind on electricity or natural gas bill and face having service disconnected may qualify for emergency financial help through the Low Energy Assistance Program (LEAP). Find more information about LEAP at <https://www.oeb.ca/rates-and-your-bill/help-low-income-consumers/low-income-energy-assistance-program>

There are also special customer service rules available for low-income households. Customers need to meet certain criteria to qualify for these programs. **Ontario Electricity Support Program (OESP)** Customers of an electricity utility and in a lower-income home may qualify for a reduction on your electricity bill. To apply visit: <https://ontarioelectricitysupport.ca/>

The City of Toronto is offering a **60-day grace period for property tax payments and utility payments**. More information can be found at <https://www.toronto.ca/home/covid-19/economic-support-recovery/economic-support-recovery-for-individuals-families/>

## Legal

## 8. Do you have questions about housing rights, employment and workplace law, family law, immigration and refugee processes or legal court processes during COVID-19?

**Legal Aid Ontario's Steps to Justice** has developed a resource to answer frequently asked questions about legal rights related to COVID-19: [www.stepstojustice.ca/covid-19](http://www.stepstojustice.ca/covid-19)

For Legal Aid, contact the **Legal Aid Ontario Client Service**  
**Call:** 1-800-668-8258  
**Website:** <https://www.legalaid.on.ca/legal-clinics/>

**Pro Bono Ontario Hotline** provides for free advice in certain areas.

**Website:** <https://www.probonoontario.org/hotline/>  
**Call:** 1-855-255-7256.

**Lawyer Referral Service – Law Society of Ontario** can connect people looking for legal assistance with a lawyer or paralegal.

**Website:** <https://lso.ca/public-resources/finding-a-lawyer-or-paralegal/law-society-referral-service>

## Food

### 9. Are you worried about being able to pay for groceries?

Information on Food Banks is available at [211](#).

Food Banks that are still open during the crisis:

#### **Daily Bread Food Bank**

191 New Toronto Street | <https://www.dailybread.ca/> | 416-203-0050 | info@dailybread.ca  
Check the website or phone for updates regarding the changing situation

#### **The Stop Food Bank**

1884 Davenport Road | <https://www.thestop.org/contact-us/> | 416-652-2294  
For those in the catchment area: Mondays, Thursdays, and Fridays from 12-3pm; call to confirm

#### **North York Harvest Food Bank**

Multiple Locations | <https://northyorkharvest.com/find-a-food-bank/> | 416-635-7771 ext. 0 | info@northyorkharvest.com  
Phone the referral line or email them to determine what food banks are still open and how to gain access

#### **The Scott Mission**

Various Locations | <https://www.scottmission.com/covid-19/>  
502 Spadina Avenue: Prepackaged groceries will be provided at front doors located at the northern end; prepackaged take away meals will be available at the south end of the building  
1550 O'Connor Drive: Prepackaged groceries will be available every Tuesday from the front doors

#### Drop-In/Take-Away Meal Programs

Please see the following link for an updated list of Drop-In and Take Away Meal Programs that are still available:

[https://docs.google.com/spreadsheets/d/15rKZjf5AEHNk69297LFI\\_7ZMp9lyzzOyFKfvVdez\\_Yw/edit#gid=394214806](https://docs.google.com/spreadsheets/d/15rKZjf5AEHNk69297LFI_7ZMp9lyzzOyFKfvVdez_Yw/edit#gid=394214806)

### 10. Do you need support with delivery or groceries or other essential items?

Call your pharmacy to inquire about medication deliveries.

Information on Food Delivery services is available at [211](#).

**The Friendly Neighbour Hotline** offers help with delivery of grocery and household items for Toronto Seniors who live in Low-Income Housing. Support is available in 180 languages, Monday-Friday 9-5

**Contact:** 1-855-581-9580 **Website:** <http://uhnopenlab.ca/project/hotline/>

**The Good Neighbour Project GTA** is a Facebook Group offering delivery of supplies and groceries for elderly people, people with disabilities, people on self-isolation and single parents.

**Phone:** 647-873-2230 **Website:** <facebook.com/groups/GoodNeighbourProject/>

**Al-Hikmah Academy** is a Muslim Faith-based organization offering free grocery delivery to Toronto seniors (and possibly others). **Contact:** Mawlana Imran Patel **Phone:** 647 – 868 – 2540

**Toronto International Celebration Church** is a Christian faith-based organization offering shopping assistance during COVID-19.

**Phone:** 416-497-2508 **Website:** <https://www.ticc.ca/shopping-angel>

## Safety, Mental Health and Substance Use

### 10. Are you experiencing or witnessing abuse?

**If you are in immediate danger call 9-1-1 or go to your nearest emergency room.**

**Assaulted Women’s Helpline** is available 24/7 for Women, Non-Binary, and Trans folks for access to Violence Against Women (VAW) shelters, counselling, support, and other resources

**Call:** 416-863-0511 , **Text:** #SAFE (#7233) on your cell phone

**1 in 6 Men’s Helpline Chat** is available 24/7 for Men, Non-Binary, and Trans Folks experiencing sexual abuse or assault. Available at <https://1in6.org/helpline/>

Use the online chat to access counselling, support, and other resources

The **Barbra Schlifer Commemorative Clinic** is a specialized clinic for women experiencing violence, that offers legal help, counselling and information. They offer multilanguage interpretation and video remote interpreting through a Deaf interpreter.

For more information, visit their **website:** <https://schliferclinic.com/>

If you require service, please call us at 416-323-9149 x 234, or fill out the intake form online at <http://schliferclinic.com/intake/>

**Seniors Safety Line (SSL)** is a group of trained counsellors who provide safety planning and supportive counseling for older adults who are being abused or at-risk of abuse. Family members and service providers can also call for information about community services

**Call:** 1-866-299-1011, **Website:** <http://www.eapon.ca/what-is-elder-abuse/help-for-seniors/>

### 11. Do you have concerns about your mental health?

We encourage you to discuss your concerns with a healthcare provider.

**If you are experiencing a mental health crisis or are in immediate danger of seriously harming yourself or being harmed by someone else, we recommend calling 911 or going to the nearest hospital emergency room.**

Crisis lines available 24/7 for phone support:

**Gerstein Crisis Centre (24/7):** 416-929-5200

**Toronto Distress Centre (24/7):** 416-408-4357 or text 741741 (2am-2pm daily for text)

For people under 20 years old: **Kids Help Phone (24/7):** 1-800-668-6868

If you are feeling lonely, isolated, anxious, depressed and in need of a friendly ear, you can call the **Progress Place Warm Line** for peer support:

Between 12 – 8: (416) 323 – 3721

Between 8 – midnight: (416) 960 - 9276

**ConnexOntario** provides contact information for mental health and addictions treatment services or supports that meet the caller's specific needs. They can listen, offer support and provide strategies to help people meet their goals.

**Call:** 1-866-531-2600, **Website:** <https://www.connexontario.ca>

A list of resources for mental health during COVID-19 (including GTA based services and free/low-cost counselling options) can be found at [bit.ly/covid19-mentalhealth](http://bit.ly/covid19-mentalhealth).

**The Centre for Addiction and Mental Health (CAMH)** COVID-19 Resources can be found here: <https://www.camh.ca/en/health-info/mental-health-and-covid-19>

**Canadian Mental Health Association (CMHA)** COVID-19 resources can be found here: <https://cmha.ca/news/covid-19-and-mental-health>

A list of online resources for mental health and addiction support can be found here:

<https://documentcloud.adobe.com/link/track?uri=urn%3Aaaid%3Aasc%3AUS%3A0b3768aa-2f8e-47ae-95d7-1fa3a0e544be>

## **11. Do you have concerns about substance use and/or harm reduction?**

We encourage you to discuss your concerns with a healthcare provider.

**ConnexOntario** provides contact information for mental health and addictions treatment services or supports that meet the caller's specific needs. They can listen, offer support and provide strategies to help people meet their goals.

**Call:** 1-866-531-2600, **Website:** <https://www.connexontario.ca>

A list of online resources addiction support (including recovery groups) can be found here:

<https://documentcloud.adobe.com/link/track?uri=urn%3Aaaid%3Aasc%3AUS%3A0b3768aa-2f8e-47ae-95d7-1fa3a0e544be>

St. Michaels Hospital **Rapid Access Addiction Service (RAC)** is still available and they are offering virtual visits. Please call 416 864-3082 for more information.

Most **Harm Reduction, Overdose Prevention Sites** and **Supervised Injection/Consumption Services** remain open, but many have reduced their hours. See this link for more details:

<https://documentcloud.adobe.com/link/track?uri=urn%3Aaaid%3Ascds%3AUS%3A4c5a3bb3-3510-4181-b91d-a1d445a26896>

See this link for information about alcohol use and COVID-19:

<https://documentcloud.adobe.com/link/track?uri=urn%3Aaaid%3Ascds%3AUS%3A03b249ea-331b-45d8-82fc-9fb92ebfedc1>

For information on responding to an overdose during the COVID-19 pandemic see this handout:

<https://documentcloud.adobe.com/link/track?uri=urn%3Aaaid%3Ascds%3AUS%3A2c00bd94-bad8-41e5-b177-4128034296ec>

This website has some great tips about COVID-19 for people who use drugs:

<https://www.drugpolicy.ca/covid-19-advice-for-people-who-use-drugs/>

## Other

### 12. Are you seeking Indigenous specific supports?

**Check with the leaders of your community to see if specific benefits & services are available.**

**Toronto Aboriginal Support Services Council (TASSC)** is continuing to coordinate and offer the following community services (*with minimal to no contact in line with Public Health recommendations and directives*):

- Daily meals for community members
- Meal delivery for Elders/seniors
- Shelter and housing support
- Daily shelter within hotels
- Food hampers, food banks, food cards
- Children's activities and supplies
- Online engagement/programming
- Supplies for babies
- Traditional Medicines and teas
- Hygiene supplies and sleeping bags
- Gloves, masks and sanitizer

For more information or to access supports: <https://www.tassc.ca/supports.html>

Call/text number 647-957-8372 or email [support@tassc.ca](mailto:support@tassc.ca)

The **Métis Nation of Ontario** has started a COVID-19 support line: 1-800-263-4889 or you can email [covidhelp@metisnation.org](mailto:covidhelp@metisnation.org)

The MNO is now offers a number of COVID - 19 Supports and financial benefits for MNO citizens. For more details and to apply visit: <https://covid.metisnation.org/>

### 12. Do you NOT have health insurance under OHIP or other health insurance plan?

On March 20, 2020, the Ontario Ministry of Health directed all hospitals to: “provide all medically necessary services to all persons who present at hospital, regardless of whether the person presents a valid OHIP card, or does not have health insurance under OHIP or another provincial health insurance plan.”

This includes all medically necessary hospital services, not just COVID-19 related care.

This means that patients without OHIP should not be asked for payment upfront or receive any bills for hospital care.

There are several walk-in clinics in Toronto that will see people who are uninsured. A list of walk-in clinics is available at [www.wellesleyinstitute.com/uninsured](http://www.wellesleyinstitute.com/uninsured)

All COVID-19 assessment centres should be accessible without OHIP. This includes both assessment and tests for those who meet the testing criteria. For more information about Toronto locations and when you should and should not visit:

<https://www.toronto.ca/home/covid-19/covid-19-health-advice/covid-19-assessment-centres/>

Telehealth Ontario is open to everyone, and accessible without OHIP. People can call to discuss health concerns at 1-866-797-0000. (In an emergency people should always call 911.)

Toronto Public Health provides services to everyone. The TPH hotline is 416-338-7600.

### **13. Are you a newcomer to Canada?**

#### Important Immigrant and Refugee Board Measures related to COVID-19

Postponements of in-person hearings:

- Effective March 17th, hearings are postponed until Sunday April 5th.
- Postponed hearings will be rescheduled as soon as possible when the IRB is back up and running

Increased Flexibility at the Refugee Protection Division and Refugee Appeal Division

- If you need to submit your BOC to apply for refugee status, the IRB is granting an extension on the 14-day requirement
- If you need to submit your appeal request, the IRB is granting an extension on the 14-day requirement
- Exact extension time has not been determined, as the IRB is monitoring COVID-19 and making decisions as time goes on

For updates on the IRB, please visit the following website:

<https://irb-cisr.gc.ca/en/news/2020/Pages/covid-19-march-15.aspx>

Below is a link to settlement services that are being offered during the COVID-19 Emergency:

[https://drive.google.com/drive/folders/1E5Uz1J2dc8ZRmGdRNxi\\_cWRLTA2JTaB5](https://drive.google.com/drive/folders/1E5Uz1J2dc8ZRmGdRNxi_cWRLTA2JTaB5)

### **14. Are you a socially isolated senior seeking phone support?**

The Student-Senior Isolation Prevention Partnership are working to connect older adults with health profession students to provide social connection and education about COVID-19. Volunteers are fluent in many languages.

If you are interested in being connected with a volunteer call us at **416-864-3004** for a referral.

### 15. Are you facing challenges related to childcare during the COVID-19 Emergency?

**Childcare Canada** provides updated status of Child Care and COVID-19 in Canada across province. This can be found here:

<https://www.childcarecanada.org/resources/issue-files/child-care-and-covid-19-canada>

#### **COVID-19: Child Care for Essential Workers**

The City of Toronto is authorized by the Province of Ontario to provide emergency child care for children of essential and critical service workers.

The service is provided at no costs to families, funded by the Province of Ontario, for children from birth to age 12. Services will operate 24 hours a day, seven days a week. Centres are located across Toronto in existing City-run licensed childcare facilities and staffed by City of Toronto child care workers.

For more information on eligibility and how to apply:

<https://www.toronto.ca/home/covid-19/covid-19-social-support/covid-19-child-care-for-essential-workers/>

**Network Child Care Services** has created a page to bring together a number of key resources to help support you and your children in this difficult time.

<https://networkchildcare.com/covid-19-resource-guide/covid-19-resource-guide-families/>