



RESOURCES FOR FAMILIES GUIDE





COVID-19 Resources for Families

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

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COVID and Your Health

How to Protect Yourself

Website for more Information: <https://www.halton.ca/For-Residents/Immunizations-Preventable-Disease/Diseases-Infections/New-Coronavirus>

Quick Facts

- Stay home as much as possible especially when ill
- Cover coughs and sneezes with a tissue or sleeve
- Wash hands frequently with soap and water or alcohol based hand rub
- Clean and disinfect frequently touched objects and surfaces
- Practice physical distancing (social distancing)
- Do your best to keep at least two metres away from others
- If you are able, avoid all non-essential activity recommended and declared by the province
- Avoid all non-essential travel until further notice
- If you have travelled, please stay at home and self-isolate for 14 days

Symptoms of COVID-19

<https://www.halton.ca/For-Residents/Immunizations-Preventable-Disease/Diseases-Infections/New-Coronavirus>

Quick Facts

- Fever or new cough or difficulty breathing
- Muscle aches, fatigue, headache, sore throat, runny nose or diarrhea
- Symptom in young children may be non-specific (e.g. lethargy, poor feeding)
- Severe Symptoms
- Shortness of breath when walking, exercising or at rest, which is unusual for the patient
- Chest pain, extreme fatigue, drowsiness, unstable vital signs

“Anyone who develops symptoms, whether they have travelled or not, should self-isolate for 14 days, or until they have been symptoms free for 24 hours, whichever is longer. Those with mild symptoms and no complications do not need to contact public health.

Anyone with severe symptoms should seek medical attention by calling 911. Please inform 911 of your symptoms and recent travel history to ensure the right infection prevention and control precautions are taken”

Testing for COVID-19

<https://www.halton.ca/For-Residents/Immunizations-Preventable-Disease/Diseases-Infections/New-Coronavirus>

Quick Facts

- Those aged 60 and over
- Those with pre-existing medical conditions
- Contacts of a confirmed case of COVID-19
- Occupation within at-risk settings (e.g. health care workers, long term care home staff)
- Long term care or retirement home resident
- First Nation Community member living on-reserve
- Anyone else as directed by Halton Region Public Health

“If you have symptoms AND meet one of the criteria above you may be tested for COVID-19. Residents must have an appointment to attend an Assessment Centre. Residents in Oakville, Milton or Halton Hills can book an appointment at a Halton Healthcare Assessment Centre by calling 905-203-7963. Residents of Burlington can call Halton Region Public Health at 311 for direction on assessment and testing”

Treatment

<https://www.halton.ca/For-Residents/Immunizations-Preventable-Disease/Diseases-Infections/New-Coronavirus>

Quick Facts

- At this time there is no specific treatment for COVID-19 and no vaccine. Most people will recover on their own by;
- Drinking plenty of fluids
- Getting rest and sleeping as much as possible
- Using a humidifier or a hot shower to help with a sore throat

Stop the Spread: Business Information Line

The province has launched a toll-free line 1-888-444-3659 to provide support to Ontario businesses who have questions about the provinces recent emergency order to close at-risk workplaces following recommendations by Ontario’s Chief Medical Officer of Health

https://news.ontario.ca/opo/en/2020/03/stop-the-spread-business-information-line-now-open-at-1-888-444-3659.html?utm_source=ondemand&utm_medium=email&utm_campaign=p

Easing Anxiety Around COVID-19

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.

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

YouTube Video “How to Talk to Your Kids About Coronavirus”

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

Website “How To Talk To Your Kids About Coronavirus”

<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

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

English: https://drive.google.com/file/d/1PYrKYfOBa4p-azI5z_46KJMb1FSmL_Y/view

Chinese: <https://www.npr.org/sections/goatsandsoda/2020/03/06/811752935/>

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.

Podcast Link

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

Coronavirus Social Story (Powerpoint Presentation)

<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

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

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/>

Audiobook

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

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

Just for Kids: 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?	

Free Printable!

<https://www.freehomeschooldeals.com/free-printable-30-day-lego-challenge-instant-download/>

Understanding the Coronavirus Workbook

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

Kids Up Front Toronto Virtual Activities for Kids

- **Virtual Museum Tours:** https://www.travelandleisure.com/attractions/museums-galleries/museums-with-virtual-tours?utm_medium=social&utm_term=59F3F59E-653B-11EA-938E-3D9296E8478F&utm_source=facebook.com&utm_campaign=travelandleisure_travelandleisure&utm_content=link&fbclid=IwAR3CoLvFVIBGldsmloOfCOwxo0t0ccEENWu1gN_3_4JRc9vi6PkLMldF7_g
- **Dad Science Experiments:** https://twitter.com/thedadlab?ref_src=twsrc%5Egoogle%7Ctwcamp%5Eserp%7Ctwgr%5Eauthor
- **Scholastic Learn at Home:** <https://classroommagazines.scholastic.com/support/learnathome.html>
- **At Home Workouts:** <https://fast.wistia.net/embed/channel/5jehdru8mr>
- **Jellyfish Cam:** <https://www.georgiaaquarium.org/webcam/jelly-webcam/>
- **Panda Cam:** <https://www.calgaryzoo.com/visit/animals/giant-pandas>

Hogwarts Digital Escape Room

You can complete this escape room as a family or individual, you can compete against friends and try it multiple times. Just make sure you have fun!

Website

https://docs.google.com/forms/d/e/1FAIpQLSfilNxNM0jzbZJjUqOcXkwhGTfii4CM_CA3kCxImbY8c3AABEA/viewform?fbclid=IwAR10iBRN3qfwd779mRqPvQcq2eaJErTczzMxuICYRBI5zRlepN-Kj4UTAYk

Lesson Plans for Children, Parents and Educators

<https://ed.ted.com/>

COVID-19 for Children with Autism

How to Explain a Global Health Crisis to Children with Autism

<https://www.psychologytoday.com/ca/blog/neuroscience-in-translation/202003/how-explain-global-health-crisis-children-autism>

Everyone Gets Sick Sometimes: A Story

https://www.autismspeaks.org/sites/default/files/flu_teaching_story_final%20%281%29.pdf

Staying Home: Quick Guide to Staying Inside and Staying Safe

<https://www.kerrysplace.org/wp-content/uploads/2020/03/covid-19-staying-home-handout.pdf>

Supporting Individuals with Autism through Uncertain Times

<https://afirm.fpg.unc.edu/sites/afirm.fpg.unc.edu/files/covid-resources/Supporting%20Individuals%20with%20Autism%20through%20Uncertain%20Times%20Full%20Packet.pdf>

Quick Facts

- Support Understanding
- Offer opportunities for expression
- Prioritize coping and calming skills
- Maintain Routines
- Foster Connections (from a distance)
- Be aware of changing behaviours

Printable Spring Scavenger Hunt

<https://www.cbc.ca/parents/play/view/printable-spring-savenger-hunt>

Live Online Classes for Kids 3-18

<https://outschool.com/>

Self-Care and Coping

How to help your family cope

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

Helping children cope at each development stage

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

		<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Patience, tolerance, and reassurance • Encourage continuation of routines

	<ul style="list-style-type: none">• Ignoring health promotion behaviours• Isolating from peers and loved ones• Concerns about stigma and injustices	<ul style="list-style-type: none">• 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, including chores, supporting younger siblings, and planning strategies to enhance health promotion behaviours• 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 9am	Wake Up	Eat breakfast, make your bed, get dressed, put PJs in laundry
9:00-10:00am	Morning Walk	Family walk with dog Yoga if it's raining
10:00-11:00am	Academic Time	NO ELECTRONICS Sudoku books, flash cards, study guide, journal
11:00-12:00pm	Creative Time	Lego, magnatiles, drawing, crafting, playing music, cook or bake
12:00pm	Lunch	
12:30pm	Chore Time	Wipe all kitchen table and chairs Wipe all door handles, light switches and desktops Wipe both bathrooms sinks and toilets
1:00-2:30pm	Quiet Time	Reading, puzzle, nap
2:30-4:00pm	Academic Time	ELECTRONICS OK iPad games, Prodigy, Educational show
4:00-5:00pm	Afternoon Fresh Air	Bikes, walk the dog, play outside
5:00-6:00pm	Dinner	
6:00-8:00pm	Free TV Time	Kids showers/bath
8:00pm	Bedtime	All kids
9:00pm	Bedtime	All kids who follow the daily schedule and 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

Parenting in the Time of COVID-19

Website: <https://preventionconversation.org/2020/03/30/parenting-in-the-time-of-covid-19/>

What's Included:

- One-on-One time
- Keeping it positive
- Structure Up
- Bad Behaviour
- Keep Calm and Manage Stress
- Talking about COVID-19

COVID-19 Resources Different Languages

French

Unicef (Available for Download)

- 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>

Arabic

Cover your cough and sneeze poster

<https://www.dhhs.vic.gov.au/sites/default/files/documents/202003/Cover%20your%20cough%20and%20sneeze%20poster%20-%20Arabic.pdf>

Wash your hands regularly poster

<https://www.dhhs.vic.gov.au/sites/default/files/documents/202003/Wash%20your%20hands%20regularly%20poster%20-%20Arabic.pdf>

COVID-19 Public Service Announcement Soundbite

<https://soundcloud.com/betterhealthcast/arabic-covid-19-public-service-announcement>

Coronavirus Fact Sheet

https://www.kingcounty.gov/depts/health/communicable-diseases/disease-control/novel-coronavirus/protection/~/_media/depts/health/communicable-diseases/documents/covid-19-recommendations-AR.ashx

Amharic

Coronavirus Fact Sheet

<https://www.kingcounty.gov/depts/health/communicable-diseases/disease-control/novel-coronavirus/protection/-/media/depts/health/communicable-diseases/documents/covid-19-recommendations-AM.ashx>

Chinese

Coronavirus Fact Sheet

<https://www.kingcounty.gov/depts/health/communicable-diseases/disease-control/novel-coronavirus/protection/-/media/depts/health/communicable-diseases/documents/covid-19-recommendations-CH-Simplified.ashx>

Hindi

Coronavirus Fact Sheet

<https://www.kingcounty.gov/depts/health/communicable-diseases/disease-control/novel-coronavirus/protection/-/media/depts/health/communicable-diseases/documents/covid-19-recommendations-HI.ashx>

Japanese

Coronavirus Fact Sheet

<https://www.kingcounty.gov/depts/health/communicable-diseases/disease-control/novel-coronavirus/protection/-/media/depts/health/communicable-diseases/documents/covid-19-recommendations-JP.ashx>

Korean

Coronavirus Fact Sheet

<https://www.kingcounty.gov/depts/health/communicable-diseases/disease-control/novel-coronavirus/protection/-/media/depts/health/communicable-diseases/documents/covid-19-recommendations-KO.ashx>

What Other Community Supports Are Available to Me?

Utilities Relief

Hydro One

- 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

Oakville Ready

- Created to support the community in times of weather challenges, however with COVID-19 there has been a new call to action
- Working with partners to create a virtual community
- Visit www.oakvilleready.ca contact info@haltonenvironment.ca follow [@oakvillereaday](https://twitter.com/oakvillereaday) on Twitter or check the Halton Environmental Network facebook page for upcoming support

Food Delivery

- Fresh City Farms: <https://www.freshcityfarms.com/>
- 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

Community Supports 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
- All ADAPT programs are open for Tele-counselling, remote virtual individual counselling and remote virtual groups
- 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: 1-855-211-0898
- ADAPT will post a new group calendar every Monday on their website at www.haltonadapt.org clients and colleagues are also encouraged to phone the number above for group information or referrals to new group services

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 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

Canadian Muslim Response Network

- www.covid19relief.ca
- Campaign to support those who are affected by the COVID-19 Crisis
- Designed to especially help those who may be more vulnerable to the virus and the effects of self-isolation
- Delivering various kits containing essential groceries as well as hygiene and sanitation products, to seniors and families in dire needs in the coming weeks

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 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
- Milton Bible Church Neighbourhood Food Program on Thursdays from 12:30-1pm, 121 Chisholm Drive, 905-876-3586

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

St Alban's Anglican Church

- Food for Life prepackaged grocery bags
- 19 St Alban's Dr. (Main and Mill)
- 519-853-3583
- Thurs, 11:30am

Oakville

Kerr Street Mission

- Still offering food bank
- Shifted to a "prepackaged" model for both non-perishables and Choose Fresh
- Food Distribution will take place in the KSM gym to allow for 'social distancing' and to minimize risks to all
- The prepared bags of food will be ready to go for all clients as they arrive
- Prepared bags of food will be ready to go for all clients as they arrive
- Prepared meals will be distributed to individuals that are homeless, that are lacking cook facilities or that are considered in need

- Food Distribution Schedule
- Mon, 6pm-8pm
- Tues, 10am-12pm
- Wed, 10am-12pm
- Thurs, 10am-12pm, 6pm-8pm
- Fri, 10am-12pm
- Sat, 9am-11am
- Sun, CLOSED
- Please Note: The Neighbour Network Service is available for those that in crisis/distress
- Clients who are experiencing symptoms or are at risk should contact Kerr Street Mission at 905-845-7485 and they will try their best to get food to you

Safetynet is open as 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 6.

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 in Oakville

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

Film.Ca Cinemas

- Take what you need; leave what you can
- Honour-system food bank, on porch of Film.ca Cinemas
- 171 Speers Road, Unit 25, Oakville

- If you are donating - free drop off at any point
- Low on non-perishable/sealed food

Clearview Christian Reformed Church

- Food for Life prepackaged grocery bags
- 2300 Sheridan Garden Drive
- 905-829-2242
- Wed, 12:30pm

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

Open Doors

- Food Bank open Tues 3pm-6pm, only offering food hampers
- Parish Centre is closed and all other regular programming will be placed on pause until further notice

St. Christopher’s Church

- 662 Guelph Line, Burlington, 905-634-1809

Wellington Square United Church

- Friday Night Community Dinner is not running, but take home meal bags can be picked up Monday, Wed and Friday 12noon-4pm or can be delivered depending on the individual's situation
- 2121 Caroline St Burlington

Compass Point Bible Church

- Food bank is operating with its regular hours
- Food is pre-bagged
- Moving to delivery service after March 28 until further notice
- Contact 905-336-0500

St Luke's Anglican

- Food for life prepackaged grocery bags Tues 11:30am
- Pre-packaged Community Lunch meals available at 12 noon on the first, third and fifth Wednesday of each month
- 1382 Ontario St.
- 905-634-1826

Faith Christian Reformed Church

- Food for Life prepackaged grocery bags
- 2265 Mountainside Dr.
- 905-336-5353
- Tues 7pm

Brant Hills Presbyterian

- Food for Life prepackaged grocery bags
- 2138 Brant St.
- 905-335-2640

Tansley United Church

- Food for Life prepackaged grocery bags
- 2111 Walkers Line (Walkers & Upper Middle)
- 905-335-0090
- Fri, 9:30am

Woodview

- Woodview staff are available and working from home providing counselling and coaching support with clients by phone.
- Please contact your worker directly; if you do not know who your worker is please reach out to your Program Manager. All general office voicemails are being checked regularly and responded to within 24 hours.

- Some video capacity and are working to increase it; we will let you know as soon as this platform is available.
- Residential services continue to operate at The Manor and Supported Independent Living program

COVID-19 Information for People with Disabilities

Plain Language Guide on Coronavirus for people with Disabilities

<https://selfadvocacyinfo.org/wp-content/uploads/2020/03/Plain-Language-Information-on-Coronavirus.pdf>

COVID-19 First Nation, Metis and Inuit Resources

Resources for Indigenous Peoples

This page will also be updated with resources as they come out

<https://www.indigenousclimateaction.com/post/covid19-resources-for-indigenous-peoples>

What's Included:

- Climate Action and Idle No More Webinars
- Health Protocols
- Social Distancing Overview
- Mental Health Support
- Traditional Medicines and Holistic Practices
- Making a Clean Space
- Community Care
- Entertainment for Children
- Learning
- Maintaining Community Connections
- Community Organizing and Activism
- Emergency Funds

First Nation Child and Family Caring Centre - Spirit Bear's Covid-19 Resources

<https://fncaringsociety.com/spirit-bears-covid-19-resources>

What's Included

- Resources for professionals
- Resources for families and educators
- Resources for children and youth
- Resources for Indigenous Communities