

## ONTARIO

### COVID Social Resource Connector

This listing of resources complements the "COVID-19 Social Care Guidance" (available at [upstreamlab.org/covid19](http://upstreamlab.org/covid19)) developed in partnership with the Centre for Effective Practice and the Department of Family and Community Medicine at the University of Toronto. These resources have been compiled and maintained by a team of volunteers and we are grateful for their time and effort. This list of resources is intended to support Canadians during the COVID-19 pandemic. Listing here does not mean the Upstream Lab, or other entities endorse the resources listed or their services. Use at your own risk. Please contact us immediately ([upstreamlab@smh.ca](mailto:upstreamlab@smh.ca)) if you are aware of new resources or have concerns about any specific resource.

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## **Provincial Resources (Ontario-Wide)**

### **Legal**

#### **Workers Action Centre**

Description: Hotline to answer your questions about safe work during COVID-19. Please call, leave a message and they will get back to you as soon as possible (Mon-Fri 12pm-5pm)

Contact: 416-531-0778

<https://workersactioncentre.org/>

#### **Steps to Justice – Legal Aid Ontario**

Description: Online resource to answer frequently asked questions about legal rights related to COVID-19

[www.stepstojustice.ca/covid-19](http://www.stepstojustice.ca/covid-19)

#### **Law Society of Ontario**

Description: new help line for people requiring urgent legal assistance

Contact: 1-800-268-7568 or 416-947-3310

#### **Legal Aid Ontario Client Service**

Description: As part of our response to the COVID-19 emergency, all of our office locations, including those in courthouses, are closed until further notice.

We continue to provide legal aid services via telephone only.

Contact: 1-800-668-8258

<https://www.legalaid.on.ca/covid-19-legal-aid-services/>

#### **Luke's Place**

Description: a Virtual Legal Clinic (VLC) to women using any VAW service in any part of Ontario in order to increase access to family law support for women fleeing abuse. The VLC connects a woman with a family law lawyer via a web-based video conferencing program, for a summary legal advice consultation.

Contact: 1.905.728.0978

<https://lukesplace.ca/for-women/lukes-place-virtual-legal-clinic/>

### **Social Isolation**

#### **Student Senior Isolation Prevention Partnership (SSIPP)**

Description: The program pairs medical students with those aged 65+ for check-ins via weekly phone calls to provide social connection and improve health literacy around COVID-19. The program is accepting referrals from Health Care Providers through the SSIPP Client Referral Form.

<https://forms.gle/CG1PPhJdtrUmAja39>

**Senior's Centre Without Walls (SCWW)**

Description: Free telephone group activities for seniors 55+, and adults 18+ with disabilities. Programs are multi-person phone conversations (or conference calls)

Contact: Dial 613-686-1547 OR 1-800-669-6180

2) Enter the 6-digit PASSCODE 8 3 4 6 3 4 then press #

3) Record your name or just stay on the line then press #

<https://thegoodcompanions.ca/wp-content/uploads/2020/04/SCWW-April-May-2020-Calendar.pdf>

**Seniors Support Program**

Description: A Friendly Telephone Visit (phone call) each week (available in several languages), An email message from ePals each week, Access to a social worker for information, referral or brief counseling upon request. Hours are Monday through Thursday from 9 a.m. to 4 p.m.

Contact: Baycrest Hospital - 416-785-2500 ext., 2223 or [dforseniors@baycrest.org](mailto:dforseniors@baycrest.org).

**A Friendly Voice – Rural Ottawa Support Services**

Description: A Friendly Voice volunteers are empathetic, supportive and available for callers. Through their conversations volunteers will encourage and support callers to engage with their community. If requested, volunteers can assist the senior by providing contact information for local services and programs. The phone line is open seven days a week, 8 a.m. to 12 a.m. Anyone in Ontario 55 and older can call.

Contact: 1-855-892-9992

<https://www.afriendlyvoice.ca/about>

**Telephone Reassurance Program**

Description: Individuals are matched with a volunteer and receive calls once or more a week for 10-30 minutes depending on the needs of the client and availability of the volunteer. The volunteer's role is to engage in friendly and casual conversation and/or provide security checks.

Contact: Please call our administrative office at 416-243-0127 ext. 503 for further information.

[https://www.esssupportservices.ca/km\\_services/volunteer-visiting-telephone-reassurance/](https://www.esssupportservices.ca/km_services/volunteer-visiting-telephone-reassurance/)

**ConnexOntario**

Description: Can connect anyone experiencing a mental health or addictions challenge during these times to information about the available supports in your area.

Contact: 1-866-531-2600

<https://connexontario.ca/>

## **Interpersonal Violence**

### **Kids Help Phone**

Description: Offers professional counselling, information and referrals and volunteer-led support to young people in both English and French. Available by phone, text or live-chat.

Contact: 1-800-668 6868

<https://kidshelpphone.ca/>

### **ShelterSafe**

Description: Website that can help women and children fleeing violence find shelter in their area. Call a shelter for support, information, referrals or just to talk. Most shelters on this site have staff available 24 hours, 7 days per week to answer your call.

<https://www.sheltersafe.ca/>

### **First Nations and Inuit Hope for Wellness Help Line**

Description: Offers immediate, culturally competent telephone-based crisis intervention counselling and support for Indigenous people. Available 24/7 in English and French. Cree, Ojibway and Inuktitut may also be available. Call or online chat.

Contact: 1-855-242-3310

[hopeforwellness.ca](http://hopeforwellness.ca)

### **Talked4Healing**

Description: A culturally grounded, fully confidential helpline for Indigenous women available in 14 languages all across Ontario. Talk, Text and Chat - Available 24/7.

Contact: 1-855-554-HEAL

<https://www.talk4healing.com/>

### **Assaulted Women's Helpline**

Description: 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

Contact: Call: 416-863-0511 , Text: #SAFE (#7233)

### **1 in 6 Men's Helpline Chat**

Description: Online chat is available 24/7 for Men, Non-Binary, and Trans Folks experiencing sexual abuse or assault to access counselling, support, and other resources.

Contact: <https://1in6.org/helpline/>

### **Seniors Safety Line (SSL)**

Description: 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.

Contact: 1-866-299-1011

<http://www.eapon.ca/what-is-elder-abuse/help-for-seniors/>

**Anishnaabe Kwewag Gamig Northern Ontario First Nations Crisis Line**

Description: Service the Southeast Region of Ontario including 7 First Nations; Beausoleil, Georgina Island, Pikwakanagan, Rama, Alderville, Scugog and Moose Deer Point. The purpose of Anishnaabe Kwewag Gamig Inc. is to offer temporary emergency shelter for Indigenous and non-Indigenous women and their children (16 yrs. and under) who have experienced family violence. We offer services such as Advocacy, Referrals, Court Accompaniment, Confidential Crisis Intervention, transportation to professional appointments, Children's and Women's In-House programs. Counselling is done in a format consisting of both a blend of Aboriginal traditional healing techniques and conventional. Our clients are also assisted with accessing legal, financial, housing, and medical resources. Counsellors are available 24 hours a day, 7 days per week.

Contact: 1-800-388-5171 / 905-352-3708

<http://akgshelter.ca/>

**Ontario Coalition of Rape Crisis Centres**

Description: List of Sexual Assault Centres and crisis lines across Ontario

<https://sexualassaultsupport.ca/support/>

**Ontario Meals on Wheels**

Please see the link below to find a Meals on Wheels Service in your region:

<https://www.caredove.com/ocsa?searchurl=true&menutop=Meals%20on%20Wheels>

**Toronto Resources****Grocery and Delivery****Good Neighbour Project**

Description: Elderly, person with housebound disability or someone in self isolation that needs delivery assistance)

Contact: 647-873-2230

**Food Banks**

Please see the 211 link below to find a foodbank in your area:

<https://covid19.211central.ca/gta-food-banks/>

**Drop-Ins**

Please see the link below for a list of drop-ins still operating during COVID-19:

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

## **Emergency Shelters**

Please use the Central Intake Line at **416-338-4766, 1-877-338-3398** toll-free or 311 to be referred to available shelter and respites spaces.

Please see the link below for a 24-Hour respite site map:

<https://www.toronto.ca/community-people/housing-shelter/homeless-help/#respitesites>

## **Nisa Homes**

Description: Nisa Homes is the first group of transitional homes for Immigrant, Refugee and Muslim women who are homeless or at risk of becoming homeless. We are a safe haven for women experiencing domestic violence, poverty, homelessness or seeking asylum.

<https://www.nisahomes.com/apply>

## **Ottawa Resources**

### **Grocery and Delivery**

Please see the links below for deliveries for isolated people and seniors:

[https://documents.ottawa.ca/sites/documents/files/covid\\_foodresour\\_en.pdf](https://documents.ottawa.ca/sites/documents/files/covid_foodresour_en.pdf)

<https://communitysupport.covidresponse.ca/>

### **Food Banks**

Please see the 211 link below to find a foodbank in your area:

<https://www.ottawafoodbank.ca/get-help/>

### **Drop-Ins**

#### **Centre 507**

Description: Centre 507 provides nutritious meals 6 days per week and access to community resources including resume help, tax and legal assistance, help with housing and other needs-based services.

Hours: Pre-made hot food to go from noon-1pm Mon-Fri; Staff available for crisis between 9 am- 10 am Mon-Fri

Location: Centretown United Church 507 Bank St Ottawa, ON

Contact: [drop-in@centre507.org](mailto:drop-in@centre507.org) 613-233-5626 ext 221

<https://www.centre507.org>

## **Emergency Shelters**

To find available shelters in your area, please call the city at **613-560-6000** during business hours Mon-Fri. After hours, **call 3-1-1**.

## **London/Windsor Resources**

Please see this condensed list of supports for all basic needs:

<http://www.london.ca/newsroom/Documents/Supports%20for%20Basic%20Needs.pdf>

## **Kingston Resources**

### **Grocery Delivery and Food Banks**

Please see these links for Kingston food resources. Click the “Emergency Food/Meal Program” Tab for more specific information:

<https://seniorskingston.ca/get-help/resources/>

<https://www.cityofkingston.ca/resident/covid-19>

## **Emergency Shelters**

Home Base Housing's Street Outreach Team regularly checks on known individuals experiencing homelessness. If you are experiencing homelessness, or are concerned about a person in need of help please call **613-561-5839** and the **Street Outreach Team** will be alerted.

### **Home Base Housing**

Description: Offering 24-hour shelter and drop-in centre for men and women 25+ experiencing homelessness. Location is suitable for social distancing 24/7.

Location: 670 Maclean Court, Kingston, ON

Contact: 613-777-1318 or 613-561-5839

<http://kingstonhomebase.ca/>

### **Kingston Youth Shelter**

Description: Emergency shelter offering 15 beds for youth ages 16-25 in a housing crisis. Provides access to nutritious meals, basic needs, community resource and referrals, telephone and internet, employment and education support and life skills training.

Location: 113 Lower Union Street

Contact: 613-549-4236

Email: [transition@kingstonyouthshelter.com](mailto:transition@kingstonyouthshelter.com)

**In From the Cold Emergency Shelter**

Description: Emergency shelter with a capacity of 35 individuals, ages 25 years and older. Also operates as a drop-in centre from 6:15am to 7pm for individuals who are homeless. Breakfast and evening meal provided.

Location: 540 Montreal Street

Phone: 613-531-3779 ext 121

Email: Amanda Brierley (Supervisor); [abrierly@kingstonhomebase.ca](mailto:abrierly@kingstonhomebase.ca)

**Lily's Place**

Description: Emergency shelter with 19 beds specifically for families.

Location: 333 Kingscourt Avenue

Phone: 613-767-6180

Email: Angela Watson: [awatson@kingstonhomebase.ca](mailto:awatson@kingstonhomebase.ca)

**Dawn's House**

Description: Permanent and affordable supportive housing for women, transitional housing for women, basic necessities, programming, system navigation and community mapping

Location: 965 Milford Drive

Phone: 613-545-1379

Apply for housing: [dawnhouse.ca](http://dawnhouse.ca)

**Hamilton Resources****General Guide to Community Resources****Red Book**

Description: Red Book by Hamilton Public Library (HPL) provides access and support for programs, organizations and services in the community to help connect people to the resources they need.

<https://redbook.hpl.ca/redbook>

**Food Banks and Free Meals****The food access guide**

Description: comprehensive resource for food programs in the city.

<http://foodaccessguide.ca/>



Please see this COVID-19-specific list of food supports:

<b>Food Banks</b>	<b>Free Meals</b>
Good Shepherd Venture Centre Monday to Friday 8:30am to 3:00pm, 155 Cannon St E. 905-972-9485	Living Rock Ministries 13-25 years old 30 Wilson St Mon-Fri 9:30am-4:30pm 905-528-7625
Salvation Army 150 King St W. Dundas 905-627-0572 (by appointment only)	Hamilton Urban Core Community Health Centre open to all, 71 Rebecca St 905-522-3233
Salvation Army 80 Bay St N. Hamilton 905-540-1888 (by appointment only)	Neighbor to Neighbor open to all, free take out meal each Thursday 5:30pm-6:30pm 310 Limeridge Rd W
Living Rock Ministries 30 Wilson St 905-528-7625 x259. Mon-Fri 9-10am (breakfast), Tuesday, Wednesday, Thursday 4-5pm (dinner), Tuesday, Wednesday, Thursday 1-4pm (Food hampers), Saturday 1-4pm (Meals and food hampers)	Good Shepherd Mary's Bagged meals 135 Mary Street 905-528-9109, 7 days from 4:15pm-4:30pm.
Good Shepherd Family Services, 155 Cannon St E, 905-972-9485 (by appointment only)	Helping Hands Street Mission Open to all, Free lunch on Sundays 349 Barton St E, one Sunday of the month, 1pm-2:30pm
Welcome Inn Community Centre 40 Wood St E 905-525-5824, Mon, Wed, Thurs, Friday 10:30-2pm	Kings Way Outreach Center 649 King St E Breakfast: Mon-Thu 11-12:30 and lunch 1:30pm-3pm. 905-296-9473
Wesley Urban Ministries 52 Catharine St N. 905-528-5629 (Please call)	Notre Dame House youth 16-21 years of age, 14 Cannon St W, 24 hours.
Mission Services of Hamilton 196 Wentworth St N 905-528-4212 Monday, Wednesday and Friday 9-12pm & 1-3pm, Tuesday and Thursday 9-12pm.	Salvation Army, open to all men, breakfast 7am, lunch 11:45am, and dinner 5pm. 94 York Blvd. 905-527-1444
Stoney Creek Food Bank 605 Highway #8 905-643-2090 only serves Stoney Creek residents Mon-Thur 9:30-1pm	541 Eatery and Exchange, open to all, free bagged lunches Mon-Sat 11am-12pm. 541 Barton St E. 289-389-0541
Neighbor to Neighbor Center 28 Athens St, 905-574-1334 Mon-Wed 9:30-3:15pm Thursday 12:30-7:15pm	Helping Hands Street Mission, open to all, free lunch. 349 Barton St E 905-522-4263
Niwasa Kendaaswin Teg 785 Britannia Ave, 905-549-4884 x416 (please call) Mon-Thur 9-4	Kings Way Outreach Centre, open to all Breakfast Mon-Thu 11-12:30pm, Lunch Mon-Thu 1:30pm-3pm. 649 King St E 905-296-9473
The Giving Cupboard 92 Ottawa St N Wed 12-2pm 905-545-2002	Notre Dame House youth 16-21 14 Cannon St W 905-308-8090
Dream Centre 905-527-8605 Phone to arrange pick up a 10 item food bag 627 Main St E.	Salvation Army, open to all men, breakfast 7am, lunch 11:45am, dinner 5pm. 94 York Blvd. 905-527-1444

	Hamilton Community Food Centre, drop in take-out meals Wednesday breakfast 8:00-9:15am, Thursdays dinner 5:30-6:30pm, Fridays lunch 12:30-1:30pm. 10-310 Limeridge Rd W. 905-574-1334 x303
	De Mazenod Door Outreach St. Patricks Church. 440 King St E 905-522-9828, 7 days 1-5pm- respite, snacks, washroom, warm place.

### Emergency Shelters and Drop-Ins

Please view the Hamilton Niagara Haldimand Brant health line webpage for more information about shelters in the area.

<https://www.hnhbhealthline.ca/listServices.aspx?id=10721>

#### First Ontario Men’s Shelter

Description: Men’s shelter with meals – accommodates 50-75 people; walk-in 24/7

Location: 101 York Blvd, Hamilton, ON

Contact: 905-546-3100

#### St. Patrick’s Catholic Church

Description: For drop-in meals and rest.

Hours: 1-5pm, 7 days a week

Location: King Street East and Victoria Avenue North Intersection

#### Native Women’s Centre

Description: emergency shelter for all women

Location: 1900 King St E, Hamilton, ON

Contact: 905-664-1114

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

#### Hamilton Interval House

Description: Emergency shelter: available 24/7 that includes all meals, emergency clothing and personal needs all at no cost to the client | Emergency transportation is available to help get women access to the shelter (no fee for our services)

Location: 630 Sanatorium Rd, Hamilton, ON

Contact: 24/7 Crisis Line: 905.387.8881; Business Line: (905) 387-9959

<https://intervalhousehamilton.org/>

## **Northern Ontario Resources**

### **Food Banks and Free Meals**

#### **Flour Mill – Salvation Army Family Services**

Description: Drop-in food bank for all individuals, no appointment needed

Hours: MTWF, 9am-2pm, R 10am-6pm, Sat/Sun/Holidays closed until COVID-19 ends

Contact: 634 Notre Dame Avenue, 705-673-5893 x204,

<https://www.sudburyfoodbank.ca/find-a-food-bank/flour-mill-salvation-army-family-services/>

#### **Inner City Home of Sudbury**

Description: Drop-in food bank for all individuals

Hours: Monday to Friday, 1:00pm – 4:00pm

Contact: 251 Elm Street, 705-675-7550,

<http://innercityhome.com/>

#### **Thunder Bay's COVID-19 Safe Food Bank**

Description: Food hampers for 5-7 days; open to everyone; call 211 to register first

Hours: Opens April 17, every second Friday from 10am to 1pm

Location: Pick up at Canadian Lakehead Exhibition grounds, near the Coliseum building (9QW4+WJ Thunder Bay, Ontario)

Contact: (807) 622-7440

<http://www.foodbanksnorthwest.ca/covid-19-pandemic-response-where-to-get-food/>

#### **St. Andrew's Dew Drop Inn Thunder Bay – Take Me Home Lunches**

Description: Take home meals handed out daily from the garage

Hours: 1pm-3:30pm daily

Location: Dew Drop Inn 292 Red River Road (CQPG+QP Thunder Bay, Ontario)

Contact: (807) 345-0481

<https://dewdropinnthunderbay.ca/>

<https://www.facebook.com/dewdropinnthunderbay/>

#### **Shelter House Thunder Bay**

Description: Take home meals

Hours: Lunch –1:30PM-2:30PM, Dinner –7:00PM-8:00PM daily

Location: 420 George Street (9QM4+68 Thunder Bay, Ontario)

Contact: 807-623-8182

<https://www.shelterhouse.on.ca/>

## Emergency Shelters and Drop-Ins

### **Cedar Place, Salvation Army**

Description: 24h emergency shelter for women and families with children

Location: 261 Cedar Street

Contact: 705-586-3293, [cedarplace@eastlink.ca](mailto:cedarplace@eastlink.ca)

### **Shelter House Thunder Bay**

Description: Short-term relief to those in need of shelter, and access to resources to support their transition toward successful independent living.

Hours: Mon-Sun 24 hours

Location: 420 George Street (9QM4+68 Thunder Bay, Ontario)

Contact: 807-623-8182 [shelter@tbaytel.net](mailto:shelter@tbaytel.net)

<https://www.shelterhouse.on.ca/>

### **Salvation Army Thunder Bay Emergency Shelter**

Description: Provides emergency shelter and support to men who find themselves with nowhere else to go. With case management support, work to help these men find safe, stable housing.

Location: 545 Cumberland St N (FR24+7F Thunder Bay, Ontario)

Contact: 807-345-7319

<https://www.satbcars.com/residential-services>

### **Faye Peterson Transition House Women's Shelter**

Description: The Faye Peterson House provides a safe and supportive temporary shelter environment, crisis services, counselling, outreach, transitional support, advocacy, early childhood education, and support groups to women, youth and their children. During this COVID 19 pandemic, Faye continues to offer support to women needing our services.

Contact: 807-345-0450 or 1 800 465 6971

[www.fayepeterson.org](http://www.fayepeterson.org)