



COVID-19 'You Are Not Alone'

HEALTH CONCERNS – CALL



TeleHealth and Local Public Health Units

Contact **Telehealth Ontario** at **1-866-797-0000**, your [local public health unit](#) or your primary care provider if you're experiencing symptoms of the 2019 novel coronavirus.

TORONTO – Public Health Hotline

Call if you have questions about COVID-19

8:30 a.m. – 8 p.m.

Telephone: 416-338-7600

TTY: 416-392-0658

Email: PublicHealth@toronto.ca

311 Toronto

Outside City limits: 416-392-2489

Call if you have questions about City services. **Telephone:** 311 **TTY:** 416-338-0889

Emergency Services

Telephone: 911 - Call if you're having difficulty breathing or experiencing other severe symptoms.

BRITISH COLUMBIA – HealthLink

If you have health concerns, call **HealthLink BC at 8-1-1**. For non-medical information about COVID-19 Call 1-888-COVID19 (1-888-268-4319) or text 604-630-0300 from 7:30 am to 8 pm.

ALBERTA – Health Link 811

Call [Health Link 811](#) for additional advice. If you are not seriously ill, do not go to a physician's office, a health care facility or a lab without consulting with Health Link 811 first. Call 911 if you are seriously ill and need immediate medical attention and inform them that you may have COVID-19

SASKATCHEWAN

If you have no symptoms or exposure concerns, but have questions about COVID-19, you can:

- Access the most up-to-date news and information on www.saskatchewan.ca/COVID19
- Email COVID19@health.gov.sk.ca

Launch Self-Assessment - <https://public.ehealthsask.ca/sites/COVID-19/>

QUEBEC

If you are worried about COVID 19 or display symptoms such as a cough or fever, you can call 418-644-4545 in the Québec City region, 514-644-4545 in the Montréal area, 450-644-4545 in the Montérégie region, 819-644-4545 in the Outaouais region and 1-877-644-4545 (toll free) elsewhere in Québec.

NEWFOUNDLAND & LABRADOR

If you start to have symptoms of COVID-19, please use the self-assessment tool on the **HealthLine 811** website to determine if you need to **call 811**. If you are not able to access the self-assessment tool, please call 811. For inquiries regarding the current COVID-19 pandemic, please email COVID19info@gov.nl.ca. Launch Self-Assessment - <https://www.811healthline.ca/covid-19-self-assessment/>

NORTHWEST TERRITORIES

For General Questions about COVID-19, contact covid@gov.nt.ca
For Questions on self-isolating contact protectnwt@govt.nt.ca or 1-833-378-829
For Further Information in the Northwest Territories [CLICK HERE](#)

NEW BRUNSWICK

Need Help – contact [Tele-Care 811](#) (If you require an in-person assessment, a referral will be provided to the Community Assessment Centre in their area. Note: those centres are not walk-in clinics.)

NOVA SCOTIA

Call 811 for assessment (Nova Scotia Health Authority has established [COVID-19 assessment centres](#). If you need in-person assessment, 811 will refer you to a centre. Don't go to a COVID-19 assessment centre unless 811 referred you)
COVID-19 Self-assessment tool for NS – [Click Here](#)
More info about COVID-19, [Click Here](#) for the official site for Nova Scotia area

PRINCE EDWARD ISLAND

Call 811. Islanders with questions about COVID-19 should call PEI's toll-free information line at 1-800-958-6400. The information line is taking messages 24 hours a day, 7 days a week and Islanders who leave messages will receive a call back from the Chief Public Health Office. PEI businesses with questions should call 1-866-222-1751.
More info about COVID-19, [Click Here](#) COVID-19 self-assessment tool for PEI – [Click Here](#)

YUKON

Phone 811 or your health provider
More info about COVID-19, [Click Here](#)
COVID-19 self-assessment tool for PEI – [Click Here](#)

NUNAVUT

Need help, call your local health centre
Get more info about COVID-19 in your area – [Click Here](#)

CORONAVIRUS HOTLINE 1-833-784-4397

COVID-19 SELF-ASSESSMENT

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

<https://covid-19.ontario.ca/self-assessment/#q1>

TORONTO ASSESSMENT CENTRES – [CLICK LINK HERE](#)

(toronto.ca/covid19)

Unsure

People who are unsure if they should visit an assessment centre should:

- call Telehealth Ontario at 1-866-797-0000 and speak with a registered nurse who will guide whether you will require further care or potential testing in person, or
- call their primary care provider

OHIP coverage is not required to be seen at a COVID-19 Assessment Centre. The assessment is provided at no cost to the individual.



Canada's COVID-19 Economic Response Plan to Support Canadians

[CLICK HERE](#)

The government's plans to help Canadians through this time.



Local Churches And Places Of Worship In Your Neighbourhood – Lending A Helping Hand

THERE ARE MANY CHURCHES IN LOCAL COMMUNITIES who may lend you a helping hand with things like, food delivery, errands, and/or prescription delivery. Find a church, anywhere in Canada, and REACH OUT FOR HELP.

CLICK THIS LINK TO FIND A CHURCH NEAR YOU - <https://churchdirectory.ca/>

SALVATION ARMY

Salvation Army is mobilizing to help in communities across Canada. To find a Food Bank or Emergency Shelter and Housing Support near you (233 locations across Canada) – **CLICK HERE** – For those who can, you can help by donating or lending a help where needed [Donate here](#)

UNITED WAY WORLDWIDE

United Way International, is supporting communities in the wake of the virus by supporting local United Ways and the 211 network, a free emergency support service helping people in crisis. You can donate [here](#)

SIKH COMMUNITY

Mississauga/Malton

Seva Food Bank

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





FOOD BANKS

Find a Food Bank in Canada

If your city is not listed below, visit Food Banks Canada -
<https://www.foodbanksCanada.ca/>

ST JOHN'S, NEWFOUNDLAND

Salvation Army Food Banks across Canada – [Find your location here](#)

SAINT JOHN. NB

Saint John Community Food Basket

<https://www.saintjohnfoodbasket.org/>

HALIFAX. NS

Feed Nova Scotia

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

CHARLOTTETOWN. PEI

The Upper Room Hospitality Ministry (Food Bank, Soup Kitchen)

<https://www.urhm.org/>

QUEBEC CITY

Moisson Quebec Inc

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

MONTREAL, QUEBEC

L'œuvre des Samaritains (The Samaritains Work)

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

TORONTO, ONTARIO

Scott Mission - <https://www.scottmission.com/>

Providing pre-cooked, pre-packaged meals and much more – [Click Here](#)

For those living in Toronto that would like to book an appointment for a donation pick-up, please call 416-923-8872.

Daily Bread Food Bank Support during COVID 19 – [Details Here](#)

SIKH FOOD BANK – MISSISSAUGA, ONTARIO

Seva Food Bank

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

WINDSOR, ONTARIO

The Downtown Mission of Windsor

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





FOOD BANKS, cont'd...

Find a Food Bank in Canada

If your city is not listed below, visit Food Banks Canada -
<https://www.foodbankscanada.ca/>

KINGSTON, ONTARIO

Partners in Mission Foodbank

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

OTTAWA, ONTARIO

Ottawa Food Bank

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

THUNDER BAY, ONTARIO

Food Bank Northwest – [List of places to get food](#)

Where to get food in Thunder Bay – [List of Food programs and services](#)

WINNIPEG, MANITOBA

Winnipeg Harvest

<https://winnipegharvest.org/>

CALGARY, ALBERTA

Calgary Food Bank Depot

<https://www.calgaryfoodbank.com/needfood/>

EDMONTON, ALBERTA

Edmonton's Food Bank

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

REGINA, SASKATCHEWAN

Food Banks Of Saskatchewan

<https://skfoodbanks.ca/find-a-food-bank/>

VANCOUVER, BC

Greater Food Bank Vancouver

<https://foodbank.bc.ca/>

VICTORIA, BC

Mustard Seed Street Church

<http://mustardseed.ca/>





If You Are In NEED OF GROCERIES and Want to Have Them Delivered, Here Are Some Options across Canada

List from Globalnews.ca

Instacart

[Instacart](#) delivers groceries from local stores in [cities across the country](#) in provinces including Nova Scotia, Newfoundland and Labrador, New Brunswick, Saskatchewan and B.C. Stores available through Instacart include Real Canadian Superstore, Shoppers Drug Mart, Walmart and Valu-Mart.

PC Express

[PC Express](#) offers same-day home delivery and pickup options at grocery [stores across Canada](#), including Loblaws, Real Canadian Superstore, No Frills, Fortinos, Independent, Zehrs, Valu-Mart and Citymarket.

Inabuggy

[Inabuggy](#) operates in Toronto, Ottawa, Vancouver, Calgary, Edmonton and Montreal. Depending on your location, Inabuggy offers one-hour delivery from retailers including Organic Garage, Safeway, Rowe Farms, Healthy Planet and IGA.

Walmart

Toronto, Ottawa, Edmonton, Calgary and Montreal [Walmart locations](#) offer grocery delivery and pickup services.

Costco

National chain [Costco](#) offers delivery in [cities across Canada](#) and some regions qualify for two-day turnaround. Costco services provinces including Nova Scotia, P.E.I., Manitoba, Saskatchewan, Alberta, B.C., Ontario, New Brunswick and Quebec.

Ontario

[Longo's](#) allows shoppers in the Greater Toronto Area (GTA) to order groceries online through [Grocery Gateway](#), which also delivers to areas including Oshawa, Stouffville, Milton, Cambridge, Waterloo, Guelph and Hamilton.

GTA-based [Pusateri's](#) offers delivery to homes within close proximity to their stores [through Instacart](#). Toronto's independent [Summerhill Market](#) is also now offering delivery.

[Sobeys](#) offers delivery in Toronto and Ottawa, [according to its website](#), and [Metro](#) offers pickup or delivery in [regions across Ontario](#).





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Cont'd...

Alberta

[Save-On-Foods](#) has pickup options and delivers to shoppers in different parts of Alberta, including Edmonton, Airdrie West and Red Deer.

[SPUD.ca](#) delivers local and organic groceries in Edmonton and Calgary.

In Calgary, [Cultivatr](#) delivers farm-fresh groceries from local producers, including meat, dairy and produce. Orders placed online come a few days later.

[The Organic Box](#) works in a similar way, and ships locally produced products to customers in the greater Edmonton area, Calgary, Bow Valley and [other cities across Alberta](#).

Family-owned [The Grocery Link](#) delivers groceries from stores including Real Canadian Superstore, Walmart, Wholesale Club, Loblaws City Market and Save on Foods to residents in the Calgary area.

British Columbia

[Save-On-Foods](#) offers delivery and pickup options in B.C. cities including Coquitlam, Abbotsford, Nanaimo, Surrey and Vancouver.

[SPUD.ca](#) delivers local and organic groceries to shoppers in Vancouver and Victoria. [Kiki's Delivery](#) also ships produce, bakery items and other groceries to [areas in Vancouver and Burnaby](#).

[Stong's Market](#) offers daily grocery delivery to Vancouver and North Vancouver and weekly delivery to Bowen Island. The store notes, however, that it is experiencing higher-than-usual demand, meaning delivery times may vary.

[Thrifty Foods](#) offers in-store shopping deliveries in select locations, as well as [online shopping](#) store pickups. Online shopping delivery is available in some areas, but check online or call for availability.

Quebec

[Provigo](#) allows customers to shop online at home and pick up their orders at a nearby store, or schedule [delivery through Instacart](#).

[Metro](#) has pickup and delivery options in [regions across Quebec](#). Grocery store [IGA](#) also delivers groceries across Quebec, including in Montreal and Quebec City.





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Cont'd...

Nova Scotia

[Couryah](#) is a grocery and restaurant delivery service that drops off items in Halifax, Herring Cove, Bedford, Lower Sackville and Timberlea.

[Cape Breton Delivery Services](#) brings [food items](#), including groceries and takeout meals, to customers in Sydney and its nearby areas.

Manitoba

Grocery chain [Save-On-Foods](#) has locations in Winnipeg that offer pickup and delivery.

In Winnipeg, [Dakota Family Foods](#) offers grocery delivery and if you order before 12 p.m., you may qualify for same-day service.

[Cantor's Meats](#) delivers meats as well as fresh groceries in Winnipeg.

Instacart offers delivery [services in Winnipeg and Brandon](#) from stores including Walmart and Real Canadian Superstore.

P.E.I.

Local company [Charlottetown Express Delivery](#) offers grocery services as well as takeout food delivery.

Instacart operates in P.E.I. as well and offers groceries from M&M Food Market, Walmart and Atlantic Superstore.

New Brunswick

Instacart [operates in Moncton](#), Fredericton and Saint John.

Your Independent Grocery uses [PC Express](#) for store pickup in Sackville.





If You Are In NEED OF GROCERIES and Want to Have Them Delivered, Here Are Some Options across Canada

List from *Globalnews.ca*

Saskatchewan

Instacart is [available in Saskatoon](#) and [Regina](#), and shops at stores such as Walmart, Wholesale Club and Real Canadian Superstore.

Newfoundland and Labrador

Independently owned [Belbin's Grocery](#) offers [delivery and store pickup](#) in St. John's.

[Colemans](#) offers [online shopping](#) in Deer Lake, St. John's, Stephenville, Mount Pearl and Corner Brook. Delivery times may vary due to increased demand. Instacart also [operates in St. John's](#).

Yukon

In Whitehorse, shoppers can order groceries for pickup from [Save-On-Foods](#). Independent and family-owned [Riverside Grocery](#) in Whitehorse is [offering delivery](#).

Northwest Territories

Your Independent Grocer [locations in Yellowknife](#) offer grocery pickup and delivery through Instacart.

Instacart also offers delivery [in Yellowknife](#) from Shoppers Drug Mart and M&M Food Market.

Nunavut

[The Northern Shopper](#) ships produce, meats, bakery items and household items to customers in the Baffin region.





Help for SENIORS, Here Are Some Options

as mentioned on CTVNews

FRIENDLY NEIGHBOURHOOD HOTLINE FOR SENIORS IN LOW-INCOME HOUSING.

Seniors can call to connect with volunteers throughout the city who can help with picking up essentials. The hotline, which has over 300 volunteers, will be open between 9 a.m. and 5 p.m.

<http://uhnopenlab.ca/project/hotline/>

The Al Hikmah Academy is providing [free grocery delivery](#) to all seniors between March 16 and 22 daily from 2 p.m. to 6 p.m. Contact 647-868-2540 for more info.

The Toronto Hifz Academy is offering [free grocery and prescription delivery](#) service for the Thorncliffe Park and Flemingdon Park Community between March 17 and April 5. Call or text 647-505-8622 for more info. The service is available for anyone who is elderly, or immunocompromised.

The SPRINT Senior Care's **Meals on Wheels** program offers [year-round meal deliveries](#) for seniors. For more info call 416-481-6411.

GROCERY HOURS FOR SENIORS

- # All [Longo's locations](#) will offer a "community wellbeing hour" from 8 a.m. to 9 a.m. every morning for seniors and other at-risk members of the community.
- # The [NoFrills location](#) on 6085 Creditview Road in Mississauga will have senior hour between 7 a.m. and 8 a.m. Tuesdays and Fridays.
- # [Beach Valu-Mart](#) on 2266 Queen Street East will also have seniors only shopping time from 7 a.m. to 8 a.m. starting Wednesday.
- # [Eataly](#) will be closing its restaurant starting March 17, but its grocery store will remain open. From 8 a.m. to 9 a.m. the store will be open for senior and vulnerable populations only.
- # [Shoppers Drug Mart](#) and [Loblaws](#) are also offering the first hour of opening to seniors and people with disabilities.
- # Several [Sobeys locations](#) will be also devoting their first hour to those at most risk.





Help for SENIORS, Here Are Some Options

as mentioned on CTVNews

FEELING LONELY OR BORED?

- The Arkells band is [providing music lessons](#) daily at 1 p.m. on their Instagram live account.
- The Berlin Philharmonic has made its [Digital Concert Hall](#) free online for everyone until at least April 19.
- A number of museum around the world are offering virtual tours, including the London's [British Museum](#), New York's [Guggenheim Museum](#) and the [Van Gogh Museum](#) in Amsterdam.
- Circle of Care Sinai Health has a phone pals program for people who are 55 and older and live alone in their homes. Call 416-635-2860 for more information.
- The National Initiative for the Care of the Elderly [compiled a list](#) on social media of different activities for seniors in self-isolation. Some ideas on the list include virtual tea or dining with family members or friends, holding a virtual book club, designing a photo board or filling out a crossword puzzle.

OTHER SUPPORT

- # For people in self-isolation who living with dementia or caring for someone who is, they can contact the [Alzheimer Society Toronto](#) for support at 416-322-6560.
- # For all health inquires seniors can contact [Telehealth Ontario](#) at +1 866-797-0000.
- # The City of Toronto's seniors helpline at 416-217-2077 provides informational about home care, community care and crisis services in Toronto.

SOME EMOTIONAL SUPPORT LINES

- [Distress Centre of Greater Toronto](#)

Call 416-408-4357, 24 hours a day, 7 days a week

Text 45645 between 4 p.m. and midnight

Translation is available in many languages for crisis calls only

- [Kids Help Phone](#)

Call 1-800-668-6868 or text CONNECT to 686868, 24 hours a day, 7 days a week

Service is available in English and French

- [Gerstein Crisis Centre](#)

416- 929-5200, 24 hours a day, 7 days a week

Translation is available in many languages





HELP OTHERS – LEND A HELPING HAND

During this pandemic, there are so many non-profit organizations, foodbanks, and vulnerable people that could use your time and money – many FOOD BANKS have setup ways for you to **DONATE FUNDS** so they can go buy what is needed for those in need.

Blood shortage HEALTHY INDIVIDUALS are needed to donate to maintain a sufficient supply – Call your local blood donation site first.

1. **HELP YOUR NEIGHBOUR** – Put up a sign in your building letting seniors know that you are available to pick up groceries for them if you are already going out to the grocery store.
2. **Check in on elderly neighbors. Give them a phone call, send an email**
3. **Reach out to those in self-isolation** – call, facetime, send an email, send funny pictures, and offer to pick up treats, or go shopping for them.
4. **Volunteer** your time
5. **Share positive news**
6. **Show kindness**
7. Who are you working tirelessly to feed in your city right now? **Donate to non-profits, churches, your favorite causes, they need our help in a big way right now.**
8. **Send positive messages via Instagram, Facebook, to those on the frontline, like our nurses, doctors, police officers, and first responders.**
9. **Don't forget the children, the teenagers, they too are scared, reach out to them, just listen to them – they just need to know that they matter too.**
10. **Buy gift cards from your favorite restaurants and gift to those who really need a break. It will also help those restaurants hardest hit by this pandemic.**
11. **Educate yourself** – read, rest, re-energize.
12. **Talk to others, take time to listen** – show solidarity and care for others

