

## **Food Supplies:**

**Heron Emergency Food Centre:** 613-737-9090

Hours of operation: Tuesday and Thursday 1:30 p.m. to 3:30 p.m., Wednesday 6:00 p.m. to 8:00 p.m. and Friday 9:30 a.m. to 11:30 a.m.

Note: Please bring ID and proof of address

1480 Heron Rd., Ottawa, ON

**Salvation Army Ottawa Booth Centre:** Call 613-241-1573 extension 268 or 221

Note: Open by appointment only. Need a valid piece of identification, proof of address, and proof of income.

171 George Street, Ottawa, Ontario, K1N 5W5

**Sadaqa Food Bank- HALAL Specific:** 613-225-0909 or Mumtaz Akhtar: 613-600-9206

Hours of Operation: 9am - 12 pm on Saturday and Sunday

174 Colonnade Road Unit 34, Ottawa, ON, K2E 7J5

Note: Bring the following:

- Photo Identification for the person picking up food and Proof of Identity for each member of your household (driver's license, health card, bus pass, birth certificate, passport or permanent resident's card).
- Proof of Address such as recent mail with your name, address and date (government letters, hydro or phone bill, drug card).
- Any documents that display whether you are receiving income (pay stub or HST/Child benefit).
- Solid, reusable grocery bags or backpack to carry your groceries.

### **\* Is Food Delivery the issue?**

- **Call the Food Bank: 613-745-7001** and wait to speak with someone directly. They will assess the situation and problem solve with the family, and if there are no other options, look to arrange for delivery
- <https://ottawasupport.ca/>- Multiple resources on this website, including facebook community volunteer groups. Excellent resource

## **Crisis Lines/Mental Health Support/Safety:**

**Assaulted Women's Helpline:** 1-866-863-0511

**Talk4Healing:** 1-855-554 HEAL (toll-free) (Indigenous specific)

**Ottawa Victim Services:** info@ovs-svo.com or 613-238-2762

**Immigrant Women Services Ottawa:** 613-729-1393

**Trans LifeLine 24 Hr Crisis Line:** 1-877-330-6366 (toll-free) (LGBTQ2T Specific)

**Naseeha Youth Helpline (Muslim-g geared):** 1-866-NASEEHA (627-3342)

**Parents Lifeline of Eastern Ontario** (9am-7pm) 613-321-3211 parent groups are online

**Distress Centre 24 Hr Crisis Line:** 613-238-3311.

**City of Ottawa Violence Against Women Shelter:** 3-1-1

For FREE, CONFIDENTIAL help to find services and resources, 24 hours a day, 7 days a week, dial **211** from any phone, or visit [www.211ontario.ca](http://www.211ontario.ca)

### **Youth Services Bureau of Ottawa**

Mental Health Walk-In Physically Closed, but services are still open: We are offering our mental health services remotely, including: virtual mental health walk-in clinic, youth & family counseling, 24/7 crisis line & crisis chat. You can contact our intake counsellors at 613-562-3004, from 8:30 to 4:30 pm on weekdays. We are adapting, we are here.

24 hours a day/7 days a week Crisis Line Phone: 613-260-2360 or 1-877-377-7775 (toll free for Eastern Ontario). Mobile interventions: 7 days a week, 2:00 p.m. to 10 p.m.

**South East Ottawa Community Health Center:** 613-737-5115

**Walk in Counselling Clinic** (delivering sessions by phone)

<https://walkincounselling.com/>

### **Wabano Centre for Aboriginal Health**

We are open and continue to provide medical/mental wellness and outreach services. The clinic is open 9 am to 5:30 pm, Monday to Friday. Please call ahead before coming to our walk-in clinic: 613-758-5999.

## **Medical Care**

OHIP Covered Virtual Care:

**Tia Health** <https://tiahealth.com/rexall.html>

**Maple Health** <https://www.getmaple.ca/>

**Appletree Health:** <https://appletreemedicalgroup.com/medical-services/virtual-care/>

**OTN** <https://otn.ca/patients/>

**Dial-A-Doc:** <https://dialadoc.ca/>

\*\*If your Doctor's office is closed, or if you don't have a Family Doctor, these services may help.\*\*

## **Income Supports:**

**Overview:** <https://www.canada.ca/en/department-finance/economic-response-plan.html>

### **Support For Families (Provincial):**

While schools and child care centres are closed, parents can apply for direct funding to offset the cost of buying materials to support their children's learning, while they practice self-isolation and physical distancing. Eligible parents will receive a one-time per child payment of:

- \$200 for children aged 0 to 12
- \$250 for children or youth aged 0 to 21 with special needs

This funding can help parents with the costs of work books, educational apps, educational subscription services, movies and other tools to support learning at home.

<https://www.ontario.ca/page/get-support-families>

Unlike the Canada Child Benefit (Federal), family **MUST** apply for the Support for Families in order to receive.

### **Canada Emergency Response Benefit**

To qualify for the CERB, a worker must be at least 15 years old, and have earned \$5,000 or more in the last 12 months. In addition, the worker must cease working for reasons related to COVID-19 for at least 14 consecutive days to qualify for CERB. During the 14 consecutive days, the worker must have no employment income, nor income from EI or a similar source.

<https://www.canada.ca/en/revenue-agency/services/benefits/apply-for-cerb-with-cra.html>

### **Emergency Assistance**

Low-income families and individuals who are not already receiving OW or ODSP may qualify for Emergency Assistance if they face an emergency situation where they cannot meet basic needs of shelter expenses. The amount of assistance is up to the discretion of an administrator, and it may include an amount for basic needs, shelter, and benefits. In response to COVID19 assistance windows have expanded from 16 days at a time to 48 days and criteria has expanded to include more families.

Apply through 3-1-1

Call: 3-1-1, press 1, hold, press 4 for social services, press 3 for Essential Health and Social Supports.

Any ongoing OW or ODSP, can request help through your worker for funds for cleaning supplies and more food. At this time it is only for the month of April.

**Employment Insurance Sickness Benefits**

Workers who are sick or quarantined due to COVID-19 can apply for Employment Insurance sickness benefits. In order to qualify, the worker must have worked 600 hours within the 52 weeks before they apply. A special hotline is available for applicants for EI sickness benefits related to COVID-19.

**Employment Insurance Regular Benefits**

Workers who have lost their job or been temporarily laid off as a result of COVID-19 can apply for Employment Insurance Regular Benefits. In order to qualify, the worker must have worked a specific number of hours within the 52 weeks before they apply. The number of hours required will depend on where the worker lives and is usually between 420 to 700 hours. Telephone: 1-833-381-2725 (toll-free).