

# COVID-19 Community Updates

For updates and general information regarding COVID-19, you can visit:

- KFL&A Public Health <https://www.kflaphi.ca/>
- City Of Kingston <https://www.cityofkingston.ca/resident/covid-19>
- World Health Organization (WHO) <https://www.who.int/>
- WHO “Advise for the Public”  
<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public> (Check out materials available for download).
- Government of Canada <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/awareness-resources.html>
- Public Health Ontario <https://www.publichealthontario.ca/en/diseases-and-conditions/infectious-diseases/respiratory-diseases/novel-coronavirus/public-resources>
  - [www.virusfacts.ca](http://www.virusfacts.ca)
  - <https://www.youtube.com/watch?v=Q0Ev7cXBtjA&feature=youtu.be>
  - <https://www.publichealthontario.ca/en/diseases-and-conditions/infectious-diseases/respiratory-diseases/novel-coronavirus>
  - <https://www.ontario.ca/page/2019-novel->

## QUICK LINKS:

[HEALTH CARE SERVICES](#)

[MENTAL HEALTH & ADDICTION SERVICES](#)

[FOOD SERVICES](#)

[DELIVERY & PICK-UP SERVICES](#)

[EMERGENCY PROGRAMS, SHELTERS & HOUSING](#)

[FINANCIAL SERVICES](#)

[LEGAL SERVICES](#)

[EDUCATIONAL SERVICES](#)

[NORTHERN SERVICES](#)

[ADDITIONAL SERVICES](#)

- Utilities, Hydro & Gas
- Phone, Television & Internet Service Providers
- Links for Renters & Landlords

## HEALTH CARE SERVICES

***Telehealth 1-866-797-0000***

***COVID-19 Assessment Centre – Kingston Memorial Centre (303 York St.)***

### **Public Health Ontario:**

**Self-Assessment Tool:** <https://covid-19.ontario.ca/self-assessment/#q0>

- Public Health Ontario recommends that all persons with **mild-moderate** viral symptoms should isolate themselves at home until their symptoms have completely resolved for at least 24 hours.
- If you are experiencing mild-moderate symptoms you can contact your health care provider for advice regarding next steps. Stay hydrated and take over the counter medication as needed for cough suppression, pain and fever.
- If you develop more **severe symptoms** such as shortness of breath, dehydration or other severe symptoms seek medical help & choose the appropriate option...
  - **CALL Telehealth at 1-866-797-0000**
  - **PRESENT to the COVID-19 assessment center** at Kingston Memorial Centre (303 York St.) between 10:00am to 8:00pm, 7 days a week
  - **CALL 911** and let the dispatcher know you have potential symptoms of COVID-19

### **Kingston Family Health Team:**

- To protect the health of the community, the Kingston Family Health Team has suspended all programs effective immediately until further notice.
- Non-urgent appointments will be cancelled or re-scheduled as we continue to monitor the evolving situation <https://www.kfhn.ca/>

### **CDK Family Walk-in Clinics:**

- CDK is open during regular hours for phone appointments.
- Downtown Hours (175 Princess St.) & Sutherland Hours (105 Sutherland) Mon.– Fri. 9am-5pm; Sat. & Sun. 10am-2pm
- **Tel: 613.766.0318 \*Phone lines open from 9am-12pm and 1pm-4pm Monday-Friday.**
- Walk in patients: please call and a health care provider will assist you.
- Conducting phone/telemedicine appointments & will limit non-essential in-person encounters.
- Please call to book a phone appointment. <https://www.cdkmd.com/coronavirus-update>

[Back to Top](#)

## **KFL&A Public Health:**

<https://www.kflaph.ca/en/about-us/program-and-service-interruptions.aspx>

### **Programs and services still operating at KFL&A Public Health:**

#### *Child and Babytalk*

- A registered nurse answers your questions about pregnancy, childcare, breastfeeding, child development, parenting, safety, and nutrition.
- Visit our [Child and Babytalk in KFL&A Facebook Page](#) or contact Child and Babytalk at 613-549-1154; toll free 1-800-267-7875, ext. 1555.

#### *Breastfeeding Clinics*

- Available Monday to Friday at 221 Portsmouth Ave. Kingston.
- Unfortunately, we are unable to provide service in Napanee due to limited staff.
- To make breastfeeding clinic appointment please contact Child and Babytalk at 613-549-1154; toll free 1-800-267-7875, ext. 1555.

#### *Infant Hearing Screening Clinics:*

- Screening clinics are closed in Brockville, Smiths Falls, and Belleville.
- The Kingston clinic at KFL&A Public Health location (221 Portsmouth Ave) remains open.
- Families will be contacted for their appointments as soon as possible. The wait time for this clinic is expected to increase.

#### *Healthy Babies, Healthy Children:*

- We will continue to provide home visits when feasible. If a nurse or family home visitor is not able to visit, they will connect with families directly, such as by phone.
- Families can call the Healthy Babies Healthy Children intake line for information at 613-549-1232, ext. 1524

#### *Immunization Clinics:*

- Open for routine immunizations for children with no primary care provider or OHIP, and for adults who require a primary immunization series and do not have access to primary care or OHIP.

#### *Prenatal Online Education:*

- The Welcome to Parenting online prenatal education program is available. If you have not received a link to this program and would like to, please [register now](#).

### **Programs and services temporarily cancelled:**

- The Sexual Health Walk In Clinics
- The Early Expressions Preschool Speech and Language program
- Child & Babytalk drop-in clinics
- Community dental hygiene clinics (for urgent concerns, call 613-549-1232, ext. 1218)
- Food for You, Food for Two
- Introducing Solid Foods to Your Baby
- In-person prenatal education classes
- In-person prenatal breastfeeding classes

[Back to Top](#)

- Safe Food Handler training seminars - If you are interested in receiving your training certification, please refer to the online training.
- The Walk On program - The Walk On program is cancelled for the rest of the season.
- The Good Food Box program

# MENTAL HEALTH & ADDICTION SERVICES

## Updates on Services

### Resolve Counselling Services

- 9am to 5pm phone counselling for youth, adults, families, individuals
- Call: 613-549-7850 or email: [intake@resolvecounselling.org](mailto:intake@resolvecounselling.org)

### Youth Diversion

- Counselling for youth impacted by substance use
- Counsellors continue to connect with clients through various forms of social media. Limited face to face contact will be considered.
- Call: 613 548 4535 or email [info@youthdiversion.org](mailto:info@youthdiversion.org)

### The Maltby Centre

- Mental health services for children and youth
- Phone and video counselling; no face-to-face services
- Call 613-546-8535 or 1-844-855-8340 or [inquiry@maltbycentre.ca](mailto:inquiry@maltbycentre.ca)
  - Crisis after-hours line: 613-544-4229



### Addictions and Mental Health Services

- Phone counselling; all groups are on hold; current clients can access their workers by phone
- Call 613-544-1356 or email [info@amhs-kfla.ca](mailto:info@amhs-kfla.ca)

### 24/7 Crisis Phone Lines:

- Kingston & Frontenac:** 613-544-4229;  
Toll Free: 1-866-616-6005
- Lennox & Addington:** 613-354-7388;  
Toll Free: 1-800-267-7877



### Family & Children Services KFL&A

- Open And Reachable By Phone 24/7
- Call: (613) 545-3227 or toll-free (855) 445-3227

## Maltby Centre

- No face-face contact. Providing service during this time via telephone or video link.
- Clients should expect to hear directly from their contact at Maltby Centre to work with them around an appropriate plan for service.
- The crisis line (613-544-4229) remains available and walk-in services are accessible via phone and/or video between 8:30 AM to 4:30 PM.
- Offering free mental health access by phone to anyone up to age 25, Mon-Fri 8:30am-4:30pm. Submit a request on their website or call 1-844-855-8340 and they will reply within 24 hours. <https://maltbycentre.ca/contact-us/>
- Access to Quick Response (via the Mental Health Lead) and Quick Access (self-referral) is still available and services will be provided via telephone.
- For immediate questions, call during business hours at 613-546-8535 or email at [inquiry@maltbycentre.ca](mailto:inquiry@maltbycentre.ca).

## Resolve Counselling

- All clinics and groups are postponed until further notice.
- Phone counselling is being offered to all existing clients until April 6<sup>th</sup>, at which time they will re-assess.

**Kathy Thompson (Women's Counsellor):**

- Continuing to reserve time on Thursdays for FACSFLA clients & referrals.
- Will be holding counseling sessions by phone or e-therapy platform.
- Kathy will reach out to clients who have scheduled appointments to inform them of changes.
- Contact Kathy at 613-549-7850 ext. 3262 – messages are checked frequently.
- Accepting referrals by email or phone. Please include contact name, number and if its safe to call and leave a message.

**Addiction and Mental Health Services (AMHS)**

- No walk-in services are being provided at this time.
- Groups continue to be put on hold.
- All Clients continue to have access to staff/their workers by phone. Clients will be called by staff to look at changing any in-person meetings to phone calls.
- Our Napanee and Kingston offices will be closed to the public aside from booked appointments deemed to support providing essential services. Clients arriving for these scheduled appointments will be screened.
- For questions about an upcoming appointment or services, please contact your assigned worker, or contact us at 613-544-1356 or by email at [info@amhs-kfla.ca](mailto:info@amhs-kfla.ca) for assistance.
- If you are in Crisis, please contact our 24/7 Crisis Lines for support.

*The following services are provided off-site:*

- Client referrals continue to be accepted and are conducted over the phone. Partners are invited to use our online professional referral form, as well as usual channels, to submit a referral.
- The main office reception lines remain open and functional during usual business hours.
- Crisis Services continue (mobile services, 24/7 Crisis Line, etc.), with the exception of walk-in crisis services.
- Assertive Community Treatment Teams (ACTT) continue.
- All clients maintain access to staff. Care appointments for the following services are provided remotely (e.g., by phone, OTN, etc.) to support social distancing:
  - Addictions
  - Counselling and Treatment
  - Case Management
  - Justice Services

*Staff continue to provide on-site care for the:*

- Regional Safe Bed Program (operating 24/7 as normal), and
- Residential Housing Programs.

### **Mental Health & Addiction Nurses:**

- The MHAN program is still accepting new referrals (via the Mental Health Lead).
- Rob Oatway has been temporarily redeployed to Telehealth - Roxanne Knapp is covering his caseload and has capacity to take new referrals.
- The majority of their work is being completed over the telephone.
- Please note that a number of physicians have been pulled to do other things, and therefore OTN mental health assessments are not realistic at this time.

### **Kairos/Youth Diversion:**

- Continued support via platforms of social media including texting, Facebook, Skype/Zoom, email and phone.
- Face-to-face contact will be offered in cases of crisis/emergency, but social distancing practices will be in place.
- They continue to accept new referrals to all programs and services via [www.youthdiversion.org](http://www.youthdiversion.org).
- The following is a list of services unavailable due to COVID-19:
  - SNAP classroom closed to students.
  - All in school Rebound Programs are cancelled.
  - All activities with Volunteers have been cancelled.
  - The Mentoring Program will continue to run but Mentoring Volunteers will practice the same social distancing methods and primarily use social media platforms for contact.
  - The Robert Meek Youth Centre is currently closed. No meetings can be scheduled in office until further notice.

### **Kingston Health Sciences Centre:**

- Program cancellations (until further notice):
  - All KCHC groups, workshops and programming are postponed.
  - Pathways to Education and ISKA are closed and staff will be providing support to clients remotely.
  - EarlyON, Dental Clinics, Napanee Youth Hub and the Deseronto site are closed.
  - Evening clinics are closed at Weller and NACHC.
- Appointments
  - The majority of appointments will be rescheduled or conducted via phone, with the exception of urgent, essential appointments (as determined by our providers).
  - If you are unsure about whether your appointment is going ahead as planned, please call your provider's office to confirm.
- KGH Site – No changes to mental health supports.
- Hotel Dieu – No non-essential face to face contact, but support is still being provided via phone/ OTN as available



### **Sexual Assault Centre Kingston (SACK):**

- The Centre is not open to visitors. If you are in an emergency, please contact the appropriate emergency services.
- Counselling services remain available to clients exclusively through distance counselling (video and telephone).
- We will continue to accept intakes and referrals through distance counselling.
- Our coordinators are available by phone - 613.545.0762 - however at this time we will not be conducting face-to-face meetings.
- If you are seeking crisis resources, please reach out to our crisis and support line at 1.877.544.6424.
- For more information, please contact Brea Hutchinson, Executive Director, at [director@sackkingston.com](mailto:director@sackkingston.com) or by phone at 613.545.0762x3101.

### **Urgent Consult Clinic:**

- The clinic is still accepting referrals (via the Mental Health Lead) and appointments are being conducted using OTN as much as possible.
- They are exploring alternate platforms to try and free up the OTN system.
- We have secured a contact at Hotel Dieu if “semi-urgent” concerns arise about a current HDH patient. This contact can be accessed via the Mental Health Lead.

### **Limestone District School Board:**

- Social Workers will provide support to students of highest risk and concern during this time period.
- Social workers will be collaborating with secondary administrators to prioritize those students who are currently on their caseload to determine who is most at-risk and requiring a well-being check. At this time, all contact with students will occur via telephone or LDSB email;
- Once contact with prioritized students has been made, social workers will continue to check in with all other students on their current case load;
- At this time, social workers will not be engaged in formal counselling; the purpose of the well-being check will be to:
  - Maintain connection
  - Inform About Service Disruption
  - Assesses Immediate Needs and Set a Plan
- In the upcoming days, we will also be sharing direction from School Mental Health Ontario (SMHO) around the mobilization of Adolescent Care Workers, Attendance Counsellors and Student Support Counsellors, as their roles in remotely supporting student well-being become more clearly defined.

**Helplines:**

Kids Help Phone: 1-800-668-6868 or text CONNECT to 686868

Good2Talk: 1-866-925-5454

LGBT Youthline: 1-800-268-9688 or text 647-694-4275

Connex Ontario: 1-866-531-2600

ReachOut 24/7: 1-866-531-2600

Assaulted Women's Helpline, free at 1-866-863-0511 or TTY 1-866-863-7868 #SAFE (#7233)

First Nations, Metis and Inuit Hope for Wellness Help Line 1-855-242-3310

Trans Lifeline Hotline - 1-877-330-6366

Interval House 416-924-1491 or 1-888-293-5516

Legal Aid 1-800-668-8258 Two hours of free legal advice If you need legal advice right now about immigration or refugee matter or a family issue

## EMERGENCY FOOD SERVICES



<b>Partners in Mission Food Bank:</b> 140 Hickson Av. Please call 613-384-4534 for appointment. <i>No walk-in service</i>	<b>Monday - Friday,</b> 8:30 a.m. - 12 p.m. and 1 - 4 p.m.
<b>Martha's Table:</b> 629 Princess Street. Providing take-away hot meals.	<b>Monday - Friday,</b> 11 a.m. - 1 p.m.
<b>Lionhearts Skeleton Park:</b> 30 Alma Street. Take-home meals.	<b>Monday - Sunday,</b> 6 - 7 p.m.
<b>Lunch by George:</b> 129 Wellington St. Providing bag lunches	<b>Monday - Friday,</b> 11 - 11:30 a.m.
<b>Salvation Army:</b> 342 Patrick St. Take-away prepared food baskets.	<b>Monday - Friday,</b> 11 a.m. - 4 p.m.
<b>St Vincent de Paul:</b> 85 Stephen St. Providing bag lunches. <i>Food Pantry available by appointment</i>	<b>Monday - Friday,</b> 10:30 a.m. - 12 p.m. 

### Partners in Mission Food Bank:

- Clients will not enter the building for any reason; therefore our washroom is not available. Please dress for the elements!
- At this time, for our afternoon grocery hamper pickup we will ask to see identification only. No signature required.
- Clients will be met by staff at the front and directed to our grocery hamper pickup area one person at a time. Staff will then assist with groceries outside of the building.
- Thank you for accommodating our new protocols, should you have questions or concerns please call (613) 544-4534.

### Martha's Table:

- Take-out meals will be offered starting Tuesday March 17th, for two weeks, at the front door from 11:00 am to 1:00 pm, come get your meal.
- Hopefully we will return to regular services April 1st.
- Volunteers please stay at home for two weeks; we want you safe and healthy!

### Salvation Army:

- Currently providing food baskets/pre-bagged groceries.
- Monday-Friday from 11am-4pm for pick-up of pre-bagged groceries only.
- Allowing one person in the building at a time to pick up bags.
- No appointment necessary at this time.

## DELIVERY & PICK-UP SERVICES:

### Mutual Aid Katarokwi:

- A network that is coordinating Grocery, Food Bank and Prescription Pick ups and Deliveries for those who are self-isolating due to COVID-19.
- If you are someone you know would like to request this kind of support, call 613-665-2959 and leave a voicemail, or go to the following link and complete the form:  
[https://docs.google.com/forms/d/e/1FAIpQLSdl-YQr8Hof-REUVqQHFokk-DAEJWBsuzprTZ\\_BfJ4uZWNJ0A/viewform](https://docs.google.com/forms/d/e/1FAIpQLSdl-YQr8Hof-REUVqQHFokk-DAEJWBsuzprTZ_BfJ4uZWNJ0A/viewform)

### Instacart:

- Instacart lets you shop from local grocery stores online, then sends a “personal shopper” to fulfill and deliver your order to you.
- Delivery fees associated with order.
- Payment method is credit card.
- <https://www.instacart.ca/>

### Walmart:

- Place your order online.
- Pick up order - park in designated parking spot – call number provided.
- Staff will bring your order to your vehicle.

### No Frills:

- Place your order online.
- Pick up order in store (check-out area).

### Laframboise Construction:

<https://www.youtube.com/watch?v=vbOid9epq6U&feature=youtu.be>

- Offering delivery service for those who are quarantined.
- You order and pre-pay for groceries (from store – Loblaws, no frills, Walmart etc.)
- They will pick up order and deliver to doorstep – send email/text/phone call to let you know your items have been delivered.
- Accepting donations – All donations given to Partners In Mission Food Bank
- (613) 876-8764 OR [info@laframboiseconstruction.ca](mailto:info@laframboiseconstruction.ca)

## EMERGENCY PROGRAMS, SHELTERS & HOUSING

### Addiction and Mental Health Services (AMHS-KFLA):

- Opening a Self-Isolation Centre to support individuals experiencing homelessness.
- Will take referrals beginning with the Public Health Unit's COVID-19 Assessment Centre.
- Will provide safe and appropriate supports for individuals that would not otherwise have access to a space to self-isolate or be quarantined.
- Not a shelter and is not open to the public.
- <https://www.cityofkingston.ca/-/a-kingston-self-isolation-centre-readies-to-receive-referrals-from-the-covid-19-assessment-centre>

### In From The Cold:

- Accepting new clients provided they do not have symptoms of COVID-19 and are not on a service restriction.
- If they have symptoms or are at risk staff will direct them to COVID-19 assessment centre.
- Shelter will be moving locations soon to accommodate the need to maintain physical distancing.
- Supervisor IFTC – Amanda Brierley - 613-531-3779.

### One Roof:

- We are still providing our regular services to all youth with exception of Drop In.
- We are working out of 540 Montreal St.
- We are doing meetings by phone when possible, but staff are able to meet with clients as long as they are not exhibiting any cold symptoms.
- **Prevention Diversion Worker** – Housing assistance or help navigating community supports. Call 613-776-9996 and ask to speak with Megan or Cory.

### Kingston Youth Shelter:

- Relocated to 113 Lower Union Street so that social distancing can be practiced.
- Now accepting new intakes – Contact is Denise Lamb [denise@kingstonyouthshelter.com](mailto:denise@kingstonyouthshelter.com)
- Counsellors can be reached via email at [transitions@kingstonyouthshelter.com](mailto:transitions@kingstonyouthshelter.com).
- The Family Mediation Worker and Prevention Diversion Worker continue to provide support to families and youth via phone, text and email.
- They are unable to meet with clients face-to-face until further notice.
- If youth are experiencing homelessness, they can contact the Family Mediation Worker, Vivienne.
- Supervisor Kingston Youth Shelter - Denise Lamb 613-766-3200

*If youth are seeking housing assistance, facing eviction, or need help navigating mental health/addictions support, they should contact the Prevention Diversion Worker, Mitchell via telephone or text at 613-572-6018 or email at mitchell@kingstonyouthshelter.com.*

### **Kingston Warming & Counselling Centre**

- Currently closed.

### **Lily's Place:**

- Individuals experiencing homelessness are welcome to call 613-767-6180.
- Accepting new clients provided they have space and that the clients do not have symptoms of COVID-19 or a service restriction.
- Staff are willing to help in other ways such as problem-solving and referring to community resources.
- Supervisor Lily's Place – Angela Watson.

### **Street Health:**

- Screening people who come into the building - only those feeling well are able to enter.
- We are limiting our services that have face to face encounters with our primary care staff and changing a lot of appointments to phone calls and only seeing urgent cases and people needing procedures done in person (staff donning PPE in this case).
- RAAM clinic (Addiction medicine/Methadone/Suboxone) is still running, some of these appointments are being changed to phone calls.
- Outreach team is still going out to deliver/pick up safe use supplies. Safe use supplies are left at the door at street health from our needle exchange.
- CTS (consumption site) is still running as normal - one person at a time to use. The times of operation for this site may end up shifting. As of right now the timing for this is 4pm-10pm which is subject to change.
- Pharmacy has moved off site for the time being. People who were picking up here have been switched to other pharmacies (most go to B&B pharmacy on Montreal st).

### **Kingston Interval Housing (Kingston & Napanee):**

- Currently accepting women at the shelter for Domestic Violence cases only.
- Homeless intakes are suspended at this time due to COVID.
- For homeless women in this municipality, OW will provide a stay at motel. If needing a homeless stay for a woman.
  - please contact OW during business hours.
  - after hours LAIH is the contact agency, as we are open.
  - If contacting after hours, a referral is needed (such as our agency staff, AMHS, other professional agency staff, Police or church minister).

[Back to Top](#)

## FINANCIAL SERVICES

<https://www.financialhelp.site/2020/03/30/university-prof-creates-plain-language-guide-for-getting-government-covid-19-financial-aid/>

### Ontario Works:

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

Significant changes:

- Clients in receipt of Social assistance both OW and ODSP are having all suspensions lifted.
- For people not working - laid off or terminated ...
  - OW is the first contact for Emergency Assistance (EA). Intent is for EA to bridge until EI begins.
  - Apply on-line - if this is not possible, they can call the Kingston OW office and if they do not have a phone can come to the FACS-FLA office 8:30-4:30 to use a phone.
  - After the application has been completed a cheque should be issued within 4 days.
- EA has a one-month break required before applying again.
  - Can apply for EA again after one-month break if there are complications/ delays with EI.
  - This would all be discussed with the case manager.
  - If the person does not have hours to qualify for EI at application process case worker will speak about applying for ongoing assistance application to be completed.
- OW office is open however they are limiting traffic coming through the building. Staff are working from home as well as the office on a rotating basis.
- Changes to Discretionary Funds. For existing OW clients all case managers are being told that no reasonable request shall be denied. Clients should contact their case manager to discuss.
- ODSP Discretionary Funds are applied for through ODSP case manager.

### Canada's COVID-19 Emergency Response Plan:

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

### Canada Emergency Response Benefit (CERB):

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

We will provide a taxable benefit of \$2,000 a month for up to 4 months to:

- workers who must stop working due to COVID19 and do not have access to paid leave or other income support.
- workers who are sick, quarantined, or taking care of someone who is sick with COVID-19.
- working parents who must stay home without pay to care for children that are sick or need additional care because of school and daycare closures.
- workers who still have their employment but are not being paid because there is currently not sufficient work and their employer has asked them not to come to work.

[Back to Top](#)

- wage earners and self-employed individuals, including contract workers, who would not otherwise be eligible for Employment Insurance.

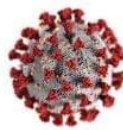
The Canada Emergency Response Benefit will be accessible through a secure web portal starting in early April. Applicants will also be able to apply via an automated telephone line or via a toll-free number.

**EI Sickness Benefit:**

<https://www.canada.ca/en/services/benefits/ei/ei-sickness/apply.html>

**The Metis Nation Of Ontario:**

- COVID-19 support program to provide emergency financial supports to help MNO Citizens who have lost income because of COVID-19 while they transition to CERB



INTERIM  
**COVID-19  
SUPPORT  
PROGRAMS**

The Métis Nation of Ontario has put in place COVID-19 Support Programs to provide emergency financial supports to help MNO Citizens who have lost income because of COVID-19 while they transition to Canada Emergency Response Benefit (CERB).

**INCOME RELIEF BENEFIT**

1 time \$750 per household

**RENTAL RELIEF BENEFIT**

1 time up to \$1,000 per household

**FOOD SECURITY PROGRAM  
for Children 0-6 years**

\$200/month per household for 3 months  
(\$600 max)

**EMERGENCY FAMILY FUND  
for Children 0-12 years**

1 time \$500 per child  
(\$2,000 max)

**CHILDREN'S TECHNOLOGY  
FUND (0-6 YEARS)**

1 time \$500 per household

**MNO COMMUNITY COUNCIL  
SUPPORT PROGRAM**

\$5000 for local citizen needs  
(administered by Community Councils)

APPLY ONLINE:

<https://covid.metisnation.org>

toll free:

1-800-263-4889

email:

[covidhelp@metisnation.org](mailto:covidhelp@metisnation.org)

Métis Nation  
of Ontario 

[Back to Top](#)





## LEGAL SERVICES

### The Law Society of Ontario:

- Offering an emergency family law referral telephone line that provides assistance to people who are self-represented and who are trying to determine whether or not their family court matter meets the criteria to be heard by the Court on an 'urgent' basis, and if so how to move forward in making their request to the Court.
- The contact number at the Law Society is 1-800-268-7568.
- Local Supervisory Duty Counsel number for Family Court (613-531-7888) where they can leave a message, and someone will return their call and Legal Aid Ontario number (1800-668-8258).

## EDUCATIONAL SERVICES:

### Limestone District School Board:

- Online Resources for Families  
[https://limestone.on.ca/news/what\\_s\\_new/online\\_learning\\_resources\\_now\\_available](https://limestone.on.ca/news/what_s_new/online_learning_resources_now_available)
- As school closures continue, Limestone District School Board is working to further extend our pathways to support student well-being.
- I want to share with you our plans related to the service delivery of our Student Support Counsellors (SSCs), Adolescent Care Workers (ACWs), and School Attendance Counsellors (SACs). This plan revolves around best practice recommendations from School Mental Health Ontario (SMHO).
- **As of Monday, April 6:**
  - SSCs, ACWs, and SACs will begin to complete a 'check and connect' with students on their current caseload. All contact will occur via telephone or LDSB email;
  - Once contact with prioritized students has been made, SSCs/ACWs/SACs will continue to check in with all other students on their current caseload;
  - Please note that SSCs/ACWs/SACS do not provide formal counselling; the purpose of the 'check and connect' will be to:
    - **Maintain relationships with families and students who are currently on their caseload**
    - **Ensure family and student awareness of resources**
  - We have also developed a revised crisis response plan that SSCs, ACWs, SACs and Social Workers will follow beginning today. This will ensure a timely response to identified student need, as well as consultation with the Mental Health Lead concerning every crisis response.
  - I appreciate your understanding as we maneuver through these trying and unusual times. We are working diligently to make changes to our service delivery model as the situation related to COVID-19 evolves.

- **Future Considerations:**

- We continue to await direction of SMHO and the Ministry of Education regarding a secure platform that meets the needs of all regulated professionals across the province. SMHO has indicated that there will be professional development offered shortly to school-based social workers to prepare for a shift in service delivery to tele-counselling. We anticipate more information to come this week.
- Over the course of this week, we will begin planning for how we will support emerging student needs and how we will best be able to provide support for those students/families who were not connected to SSC/ACW/SW services prior to the school closures.

### **Ministry of Education:**

<https://news.ontario.ca/opo/en/2020/03/ontario-extends-school-and-child-care-closures-to-fight-spread-of-covid-19.html>

- The Ministry of Education is planning details of the second phase of *Learn at Home* and increased supports for both students and teachers were shared at the same time as the extended school closure announcement.
- In this phase of *Learn at Home*, students will be reconnected with teachers and other school staff, including mental health workers. The Ontario government indicated that final report cards will be issued to students, who are expected to follow teacher-led learning programs based on their grade level as outlined below:
- For additional information see the Ministry website.
- **Learn at Home** <https://www.ontario.ca/page/learn-at-home>

### **Kingston Frontenac Public Library:**

- All Kingston Frontenac Public Library Branches are temporarily closed until April 14<sup>th</sup>, 2020.
- Due dates have been extended until May 1<sup>st</sup>, 2020
- **FAQ's:** <https://www.kfpl.ca/news-and-reviews/library-services/2020/03/24/fast-facts-some-frequently-asked-questions>

## **NORTHERN SERVICES:**

### **Land O Lakes (Northbrook):**

- Officially closed our doors to the public on March 23, 2020.
- All staff are contacting clients by telephone.
- We have a process in place if a client requires groceries or medication pick up.
- Use of Ontario Works drop box for volunteers or clients to drop off time sheets or bill payments.
- More info check our web site at lolcs.com

### **Rural Frontenac Community Services:**

- Our Elizabeth Street building will remain open with limited access.
- Reception will be staffed 8:30 to 4:00 Monday to Friday.
- We are providing hot meals on wheels on Mondays, Tuesdays and Thursdays. If you are interested in receiving meals, please call. You can choose how many days you want a meal delivered.
- Frozen meals are available and can be delivered.
- Branden our family counsellor will provide counselling over the phone.
- Sarah (youth worker) is available to support youth who need to talk.
- We are calling seniors daily to check in and to see how we might support them.
- Staff will deliver food and prescriptions to individuals who need assistance.
- We are providing essential transportation with our volunteer drivers.
- Our seniors in home respite and home help services as staffing allows.

\*The Daycare, EarlyON, the Youth Hub, Youth programs, Diners and Footcare are closed until further notice. The child centre building is closed to the public. Many of the affiliates are working off site until further notice.

**For more information about any of these services, please call 613-279-3151**

## ADDITIONAL SERVICES:

### Utilities Kingston:

<https://utilitieskingston.com/Corporate/COVID19>

- Temporarily suspending disconnecting customers for non-payment
- Offering flexible payment terms
- Customers will pay the “off-peak” price throughout the day until further notice.

### Hydro One:

[https://www.hydroone.com/savingmoneyandenergy\\_/financialassistanceforresidents\\_/Pages/Relief-Fund.aspx](https://www.hydroone.com/savingmoneyandenergy_/financialassistanceforresidents_/Pages/Relief-Fund.aspx)

- Pandemic Relief Fund
- Late fee suspension
- Winter relief – no customer will have their power disconnected during this time.

### Union Gas/Enbridge:

<https://www.uniongas.com/newsroom/covid-19>

- We have postponed non-priority work and are using screening questions where needed to ensure everyone is safe when we need to enter homes.
- Will not be disconnecting services for non-payment until August 1<sup>st</sup>, 2020.
- Offer payment plans and flexibility.
- Low-income customers having trouble paying their bill may qualify for emergency relief through “Low-Income Energy Assistance Program”

## Your cell phone and COVID-19

### What will happen with my cell phone?

In case you were wondering about your cell phone bill, People First of Canada has put together this information to help you. This information is current as of April 3, 2020.

Please keep in mind that cell companies may change their policies. Check your cell phone service provider with any questions you may have.



<b>Bell</b>	<ul style="list-style-type: none"> <li>• Bell will do service, repairs and installations from outside a customer's home.</li> <li>• Customers with Turbo Hubs, turbo sticks, and Mi-Fi will get an extra 10 GB of data.</li> <li>• Bell will not charge extra usage fees for home internet until April 30.</li> <li>• There will be no roaming fees for customers in countries outside of Canada.</li> </ul>
<b>Rogers</b>	<ul style="list-style-type: none"> <li>• Rogers will not charge long distance for most customers up until April 30.</li> <li>• Cell phone accounts will not be suspended or disconnected, until June 14.</li> <li>• Rogers will support customers with options on paying their bill.</li> <li>• There will be no roaming fees for customers in countries outside of Canada.</li> </ul>
<b>Shaw</b>	<ul style="list-style-type: none"> <li>• Shaw has made their Go WiFi hotspots available to everyone. You don't need to be a customer. Just connect to the Shaw Go WiFi network on your device.</li> <li>• Shaw will work with customers who have concerns about paying their bills.</li> </ul>
<b>Telus</b>	<ul style="list-style-type: none"> <li>• Telus will work with customers who are having a hard time paying their bill.</li> <li>• Telus will do service, repairs and installations from outside a customer's home.</li> <li>• There will be no roaming fees for some customers until April 30.</li> </ul>
<b>Koodo Mobile</b>	<ul style="list-style-type: none"> <li>• Koodo Mobile will work with customers who are having a hard time paying their bill.</li> <li>• There will be no disconnections until further notice.</li> <li>• There will be no roaming fees for some customers until April 30.</li> </ul>
<b>Fido</b>	<ul style="list-style-type: none"> <li>• There will be no long distance charges in Canada from March 16 to April 30.</li> <li>• Accounts will not be suspended or disconnected. Fido will work with customers on options to pay.</li> <li>• There will be no roaming fees between March 16 and April 30.</li> </ul>
<b>Virgin</b>	<ul style="list-style-type: none"> <li>• Virgin will help customers to install and repair devices through a program.</li> <li>• There will be no home internet extra usage fees until April 30.</li> <li>• There will be no roaming fees for between March 18 and April 30.</li> </ul>
<b>Lucky Mobile</b>	<ul style="list-style-type: none"> <li>• The call centre is closed.</li> <li>• There are some self-serve tools that customers can use. They have to access these tools online.</li> </ul>

## Links for Renters & Landlords:

- Info on tenants rights: <https://stepstojustice.ca/covid-19-housing-law>
- Support for those in Kingston experiencing threats of eviction or refused repairs: <https://mutualaidkatarokwi.wordpress.com/take-action-on-housing/>
- The Katarokwi-Kingston Union of Tenants: <http://www.tenantsunite.ca/>