

# COVID -19: Community Resources for Seniors

## *List of health, social & Community Supports/ Resources*

---



### **Where to Get Help**

At any time, you can call 211 (you'll find response in 150+ languages) or visit <https://211ontario.ca/> to check following support services for seniors:

- Personal care support
- Mental health support
- Meals on Wheels
- Delivery of food and essentials (e.g., prescriptions)
- Transportation to medical appointments
- Social phone calls
- Other support services for seniors

### **Applying for Support Services**

- **Government-funded health, personal support services and long-term care homes:** Call 310-2222 (no area code) for your Local Health Integration Network (LHIN) <http://www.lhins.on.ca/>
- **Elder abuse, isolation, anxiety or depression:** Call 1-866-299-1011 for Seniors Safety Line
- **Potential scams and fraud:** Call 211 for a referral to a legitimate food service. It is important to be aware of, for example people offering to buy groceries and asking



for your credit card details. Report fraud to police online  
([http://torontopolice.on.ca/core/fraud\\_under.php](http://torontopolice.on.ca/core/fraud_under.php))/call 416-808-2222

- **Visit of Seniors to Public Places:** Toronto Public Health recommends that people over 70 years of age, limit trips to public places as they have weak immune system or medical condition. Families/ friends can stay in touch by making calls, email/letter, videoconference, or send e-card at following link:  
<https://www.toronto.ca/community-people/children-parenting/seniors-services/seniors-health-services/>

### **Food & Groceries**

- **Grocery delivery service:** have a neighbour or family member shop for you. If that is not possible, know that some stores have special hours to help seniors buy groceries. You can also this link to learn about terms and conditions of practicing Physical Distancing at link: <https://www.toronto.ca/home/covid-19/covid-19-protect-yourself-others/covid-19-reduce-virus-spread/?accordion=physical-distancing>
- **For low-income seniors:** You can call 211, there are organizations and volunteer groups that will deliver groceries to seniors at home with no delivery fee.
- **Order Meals on Wheels:** You can call 211 and order for food by applying for clicking on <http://www.mealsonwheels.ca/> (regular home delivery of prepared fresh or frozen meals) or visiting Ontario Community Support.ca or <https://www.ontariocommunitysupport.ca/>
- **Seniors in self-isolation:** For seniors who do not have alternative access to food and are not currently receiving assistance from another food program, can call 1-833-204-9952 for registration information about Red Cross food hamper delivery program.

### **Mental Health & Staying Active**

- **Mental Health Support:** Call 211, if you need this support. These mental health support services are free and include culturally responsive supports and are available 24/7 in many languages.
- **Volunteer Mental Health Support:** There are many volunteer phone lines who offer phone-call check-ins and friendly conversation with seniors who are feeling lonely and need someone to talk to. For referrals, please call 211 for Seniors Helpline in Peel and Toronto area



- **Mental Support for Stress Management:** Get tips for coping with stress and find other resources. For mor information, click on this link:  
<https://www.toronto.ca/home/covid-19/covid-19-protect-yourself-others/covid-19-mental-health-resources/>
- **Free Virtual phone call activities:** It is good for mental health - to keep active and learn new things. Learn about it at: <https://www.toronto.ca/home/covid-19/covid-19-protect-yourself-others/covid-19-reduce-virus-spread/covid-19-stay-play-learn-at-home/> including activities for seniors
- **Free Volunteer opportunities:** Free activities designed specifically for seniors, as well as volunteer opportunities for seniors. Click on:  
<https://www.toronto.ca/home/covid-19/covid-19-how-you-can-help/covid-19-donateto/?accordion=volunteer>

### **Prescriptions & Other Essentials**

- **Arrange prescription delivery :** Many pharmacies/drug stores are providing this facility. Refer to the label on your current medication for the pharmacy's phone number. For delivery of prescriptions to your home (and in some cases, over-the-counter medicines and supplies), you can call the local pharmacy to deliver prescriptions or visit:  
<https://www.torontocentralhealthline.ca/listServices.aspx?id=10345&region=Toronto>
- If your pharmacy does not offer delivery, call 211 or the Toronto Seniors Helpline (416-217-2077) to be connected with a community agency that offers delivery of prescriptions, medications and essentials.
- **Pet Owners:** Please call to check if you as Pet Owners may be eligible for financial assistance when ordering pet food and supplies.

### **Housing & Benefits**

- **Tenants and Property Owners:** Call Toronto Rent Bank to learn about support and updates for tenants and property owners. To get help with rental or energy arrears, you can approach Housing Stabilization Fund, at  
<https://www.peelregion.ca/help/past-due-bills/>



- **Community Housing:** Peel Community Housing and Toronto Community Housing (TCHC) has increased measures to support senior tenants. For Peel region: <https://www.peelregion.ca/housing/>  
For Toronto region: <https://www.torontohousing.ca/residents/community-services/Pages/Novel-Coronavirus-COVID-19-information.aspx>
- **Income Support:** Visit the City-wise Income Support page to learn more about different forms of Income support, including the Hardship Fund for medical/health expenses, and links to the Canada Emergency Response Benefit. Click on: <https://www.toronto.ca/home/covid-19/covid-19-financial-social-support-for-people/covid-19-income-support/>

