

COVID-19 Coronavirus Resources for Families in Peel (updated June 1, 2020 by PDSB Social Work Department and Mental Health Team)

To report a suspect case of COVID-19 in Peel, please call **905-799-7700**
COVID-19 Self-Assessment Tool: <https://covid-19.ontario.ca/self-assessment/>

NOTE: This list has been compiled for information purposes only. Please note that inclusion on this resource list does not constitute endorsement or promotion by the Peel District School Board or PDSB Social Work Department.

This document is updated periodically as resource information can change, and can be found at
<http://www.peelschools.org/parents/student-health/coronavirus/MHresources/Documents/COVID19%20Community%20Resources%20for%20families.pdf>

Information/Updates re: COVID-19

Region of Peel: <https://www.peelregion.ca/coronavirus/>
Peel District School Board: <http://www.peelschools.org/parents/student-health/coronavirus>
Health Canada: <https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>

Crisis Resources

PCC Crisis Response: available 24/7 for families/children 0-18 years old - <http://www.peelcc.org/en/services/family-crisis> or 416-410-8615

Kids Help Phone: <https://kidshelpphone.ca/> 1-800-668-6868 or text CONNECT to 686868

Black Youth Helpline (GTA) Daily, 9am-10pm See: blackyouth.ca Phone: 1-833-294-8650

Indigenous Hope for Wellness Helpline: hopeforwellness.ca Phone: 1-855-242-3310, 24/7

LGBT Youth Line: <https://www.youthline.ca/> Phone/text: 647 694-4275 Sunday to Friday, 4:00PM to 9:30 PM

Naseeha - Mental Health hotline: Naseeha.org 7 DAYS A WEEK (12PM – 9PM EST) Phone: 1866-627-3342
Text: 1866-627-3342 (Mon-Fri Only)

24/7 Peel Crisis Services: For over age 16 - 905-278-9036 or 1-888-811-2222 (Caledon)
<https://cmhapeeldufferin.ca/programs-services/24-7-crisis-support-peel/>

Spectra Helpline: 905-459-7777 (Brampton/Mississauga) 1-877-298-5444 (Caledon)
905-278-4890 (TTY) <https://www.spectrahelpline.org/>

Spectra Helpline provides confidential distress and emotional support lines for anyone who needs a caring, compassionate and non-judgmental listening ear. Our English helpline is open 24 hours of the day, 7 days of the week, and 365 days of the year. Multilingual lines are open Monday to Friday, 10 a.m. to 10 p.m. *Languages: English, Punjabi, Hindi, Urdu, Spanish, Portuguese*

Canada Suicide Prevention Service: telephone crisis and suicide text service is open 4:00 pm to 12 midnight, 7 days a week, 365 days of the year. Call toll-free 1-833-456-4566 or text 45645

Peel Crisis Capacity Network: [905 273-4900](tel:905-273-4900) - <http://www.pccn.ca/> Provides crisis response services within 24 hours to individuals with a developmental disability (including dual diagnosis) who are 11 years of age or older

Assaulted Women's Helpline: 416-863-0511 or Toll-free: 1-866-863-0511 or TTY 1-866-863-7868
<http://www.awhl.org/>

Interim Place: Like gender-based violence, COVID-19 does not discriminate. If you feel unsafe self-isolating, know that we will not be closing our doors on you. Contact our Emergency Crisis Line any time at 905-676-8515 or 905-403-0864. Central Intake Line (Telephone: 905-676-0257 or Toll Free: 1-800-676-0257) provides coordinated access to Transitional Housing supports in Peel Region, operational between 9 a.m.- 4:30 p.m. <http://interimplace.com>

Peel Children's Aid: 905-363-6131 or <http://peelcas.org>

Children's Aid Societies and Indigenous Child and Family Well-Being Agencies in Ontario ARE continuing their child protection services. We are NOT closed. The agency's services continue to remain open and all of our staff will be working remotely during this time and accessible via phone and email for urgent child protection matters. Any meetings, events or conferences planned during this time period have been postponed. The public can still access child protection services at any time. If you have any concerns about a child or youth, please contact us 24/7 at 905-363-6131.

ConnexOntario Addiction, Mental Health, and Problem Gambling Treatment: 1-866-531-2600 or visit <https://www.connexontario.ca/> for provide free, confidential, and personalized responses 24/7/365 to individuals about mental health, addiction, and problem gambling services throughout the province.

Community Resources for Information/Referral

Peel Region resources, services and programs to support residents during COVID-19
<http://peelregion.ca/coronavirus/social-support>

Peel COVID-19 Community Response Table: <https://www.peelregion.ca/coronavirus/community-response-table/>

211: An integrated telephone and internet-based system providing callers with one-stop information and referrals to local community, social, health and government programs and services.

311: for access to local municipal government programs and services

CDRCP Respite Services and Community Supports: <https://www.cdrpc.com/> InfoPeel services will remain active through phone, live chat and online databases. We are committed to returning calls and inquiries within one hour - 905-890-9432 for information about special needs, child care, and early years. Families requiring respite supports or Respite Providers interested in supporting families in Peel will continue to receive the support through phone, live chat and email. All in person orientations, respite meet and greets, and related events will be deferred.

Polycultural Immigrant and Community Services: We are working remotely at this time. Please do not come to our offices but call 1-844-493-5839 instead. <http://www.polycultural.org>

Community Resources for Mental Health

Centralized intake for free mental health services for children/youth: visit <http://wheretostart.ca> or 905-451-4655 (still conducting telephone intakes) Also: free webinars for parents <https://wheretostart.ca/free-webinars-for-parents-caregivers/>

CAMH: <https://www.camh.ca/en/health-info/mental-health-and-covid-19>

Tangerine Walk-in Counselling is offering Telephone-Based Brief Consultations. In order to continue supporting children, youth and families, we are offering 45-minute brief consultations by phone. Beginning April 1, consultations will be available on Wednesdays between 10 a.m. and 6 p.m., every hour, on the hour and will be scheduled on a first come, first served basis. Click [here](#) to request an appointment. Young people age 12 and over can request a session on their own. <http://www.tangerinewalkin.com/>

Associated Youth Services of Peel: offering service by telephone or through a virtual platform
Call 905-890-5222 or 1-800-762-8377 <http://www.aysp.ca/>

The following are some of the community resources that provide culturally specific services to families in Peel. We are updating this list regularly.

Indus Community Services – providing client support through info@induscs.ca or by phone 905-275-2369
<https://induscs.ca/>

PCHS Punjabi Community Health services - serving diverse communities with services in Punjabi, Urdu and Hindi
Email: info@pchs4u.com Phone: 905-677-0889 <http://pchs4u.com/>

Malton Neighborhood Services- provides youth services, counselling, advocacy, information/referrals, drop-in and supports for Black Families and offers a variety of services for diverse families with services in several languages including: Somali, Twi, Hindi, Punjabi, Urdu, Tamil, Arabic, Tagalog, Spanish, and Italian. Phone: (905) 677-6270 or see: <https://mnsinfo.org>

Roots Community Services (Peel) – programs are offered from a culturally-appropriate perspective and within an anti-oppression, anti-racism framework with a focus on Black, African and Caribbean Canadians. Programs include mental wellness, youth mentoring and outreach and span ages 6 years to seniors. See: rootscs.org Phone: (905) 455-6789

See here for more: Agencies that Serve Black Youth and Families in Peel Region
[Agencies that support Black Youth and Families](#)

Mental Health and Wellness Services for Indigenous Children and Youth: - Provide Indigenous healing methods that use holistic approaches that focus on the connection with family, community, spirituality and nature. [See here](#) Phone: (905) 451-2123

Bereavement Supports

Bereaved Families of Ontario (Halton/Peel): call 905-848-4337 and leave contact information or email info@bereavedfamilies.ca There is also an online intake form available you can submit for support at <https://www.bereavedfamilies.ca/intake-form>

Lighthouse for Grieving Children: working remotely and can be contacted by email info@grievingchildrenlighthouse.org or phone 905-337-2333 <https://www.grievingchildrenlighthouse.org>

Heart House Hospice: Online referral form for support: <https://hearthousehospice.com/how-we-help/referral-forms/> or call 905-712-8119 info@hearthousehospice.com <https://hearthousehospice.com/>

Financial/Employment

Government of Canada Support for Individuals and Businesses: <https://www.canada.ca/en/department-finance/economic-response-plan.html>

You can call the constituency office of your Member of Parliament. They can often help answer questions and get information to you. You can look up your local MP (using your postal code) here:

<https://www.ourcommons.ca/members/en/search>

Apply for the Canada Emergency Response Benefit: <https://www.canada.ca/en/services/benefits/ei/cerb-application.html> or call **1-800-959-2019** or **1-800-959-2041**

We will provide a taxable benefit of \$2,000 every 4 weeks for up to 16 weeks to eligible workers who have lost their income due to COVID-19.

The CERB is available to workers who meet all of the following conditions:

- live in Canada and are at least 15 years old
- stopped working because of COVID-19 or are eligible for EI regular or sickness benefits
- have not voluntarily quit their job
- had income of at least \$5,000 in 2019 or in the 12 months prior to the date of their application.

On April 15, we announced changes to the eligibility rules to:

- Allow people to earn up to \$1,000 per month while collecting the CERB.
- Extend the CERB to seasonal workers who have exhausted their EI regular benefits and are unable to undertake their regular seasonal work because of COVID-19.
- Extend the CERB to workers who have recently exhausted their EI regular benefits and are unable to find a job because of COVID-19.

Employment Insurance: <https://www.canada.ca/en/services/benefits/ei.html>

Canada Child Benefit: Individuals presently receiving CCB an extra payment should have received an extra payment (about \$300.00 per child) in May's deposit.

Support for Students and Recent Grads: <https://pm.gc.ca/en/news/news-releases/2020/04/22/support-students-and-new-grads-affected-covid-19>

GST Tax Credit: On average, most will see an additional \$400.00 on GST payments from the federal government, with cheques starting to be mailed/deposited on April 9, 2020.

Government of Ontario: Call 1-888-789-4199 (Ministry of Children, Community and Social Services – they handle benefits and financial help for Ontarians). You might also contact the constituency office of your MPP. You can look up your MPP here: <https://www.ola.org/en/members/current>

Ontario Support For Families: Financial support to parents to assist with the costs of educational resources during school and child care closures. Parents are eligible for a one-time per child payment of \$200 for children aged 0-12, or \$250 for children with special needs aged 0-21. <https://www.iaccess.gov.on.ca/FamilyAppWeb/public/index.xhtml>

Mortgage Payment Deferrals: <https://cba.ca/canada-six-biggest-banks-take-decisive-action-to-help-customers-impacted-by-covid-19?l=en-us>

Region of Peel Financial Help and Ontario Works: <https://www.peelregion.ca/help/>

Re: Hydro bills: The Ontario Energy Board has extended the winter ban on disconnections to July 31st, and has suspended time-of-use pricing for 45 days as of March 24. <https://news.ontario.ca/opo/en/2020/03/ontario-providing-electricity-relief-to-families-small-businesses-and-farms-during-covid-19.html>

Employee Rights during COVID-19: If the family is looking for legal advice or information on their rights as employees, they can contact **Pro Bono Ontario** and speak with an employment lawyer. They offer free legal advice, up to 30 minutes, for any work-related issue in a non-unionized workplace. They also offer legal advice around other issues. Toll Free: 1-855-255-7256, Hours: Monday to Friday 9:30am - 11:30am and 1:00pm - 3:30pm
<http://www.probonoontario.org>

Childcare For Essential Workers: <http://peelregion.ca/coronavirus/childcare/>

Food

Comprehensive and Updated List of Food Banks and Community Meal Programs

<http://www.peelschools.org/parents/student-health/coronavirus/MHresources/Documents/Food%20Banks%20and%20Community%20Meal%20Programs.pdf>

Region of Peel Food Programs Map: <https://www.peelregion.ca/planning-maps/foodprograms/foodprograms.html>

YMCA is providing breakfast boxes: RSVP by calling 416-999-3152 Monday to Friday 9:30-11:30 a.m. to either arrange a free delivery or schedule a pickup

Mississauga Food Bank: <https://www.themississaugafoodbank.org/need-food/> Clients can call this number 905-270-5589 ext. 238 and leave a message with their name, address, phone number and number of people in their family. Emergency hampers are delivered on Tuesdays and Fridays.

Free Meal Help: Visit the website <https://freemealhelp.com/> to place your order for meals for the day. Should you qualify and be selected to receive a free meal, one of our helpful FMH members will call you back within the hour to confirm your order for the day. If you do not hear back within the hour, then your order is not confirmed for delivery that day. Email: freemealhelpinfo@gmail.com or call 1-866-631-5444

Social Support Task Force (Brampton): If you and your loved ones require immediate access to food, please let us know by filling out the [Social Support Online Form](#) If you would prefer to request assistance by phone, please call 311.
<https://letsconnect.brampton.ca/Social-support-task-force>

<https://handuptoronto.org/hand-up-for-kids/> - providing healthy meals and groceries to low income households with children and vulnerable youths that are in need (Toronto agency servicing Mississauga and Brampton) - fill out online form

Shelter

Region of Peel COVID-19 Housing and Homelessness Update: <https://www.peelregion.ca/coronavirus/housing/> has information about shelters and housing in the region

Note: Landlords cannot force you to pay rent or evict you at this time. They must accommodate late or missing rent payments and allow for payment arrangements to be made once the emergency situation is resolved. They cannot charge you any late fees and you may cancel preauthorized rental payments.

Note: Presently, those renting a room from an owner of the home/unit do not fall under the protection afforded to renters of a complete unit, and can be subject to forced immediate eviction.

Visit [Tribunals Ontario](#) @ <http://www.sjto.gov.on.ca/en/> for additional information.

Street Outreach Helpline: 1-877-848-8481 - The Peel Outreach team is a responsive, mobile, multi-disciplinary team that meets people where they are at, people who are homeless or who feel they may become homeless The team works

in partnership with community agencies to provide support, advocacy and referrals to help people with their basic needs.

Talking to Kids/Websites for Kids about COVID-19:

<http://www.peelschools.org/parents/student-health/coronavirus/MHresources/Pages/default.aspx>

School Mental Health Ontario: <https://smho-smsso.ca/>

Sesame Street “Caring for Each Other” - <https://www.sesamestreet.org/caring>

<https://kidshelpphone.ca/get-info/were-here-for-you-during-covid-19-novel-coronavirus/>

<https://afccontario.ca/wp-content/uploads/2020/03/Corona-Virus-Info-for-Young-Children.pdf>

Emotional Regulation/Mindfulness/Wellness for Young People

<https://sites.google.com/pdsb.net/isteamchzathome/home> - PDSB Intensive Support Team Social-Emotional Learning resource

<http://www.cosmickids.com/> - yoga and mindfulness videos

<https://www.gonoodle.com/> - need to create a free account with an email address to access videos – for body breaks, energizers, and calming/mindfulness

Mindshift App: <https://www.anxietycanada.com/resources/mindshift-cbt/> FREE MindShift™ CBT uses scientifically proven strategies based on Cognitive Behavioural Therapy (CBT) to help you learn to relax and be mindful, develop more effective ways of thinking, and use active steps to take charge of your anxiety.

<https://mindyourmind.ca/> - **mindyourmind** exists in the space where mental health, wellness, engagement and technology meet. We work with community partners and young people aged 14 to 29 to co-create interactive tools and innovative resources to build capacity and resilience.

<https://jack.org/COVID> - Jack.org COVID-19 Youth Mental Health Resource Hub

<https://www.mindfulschools.org/free-online-mindfulness-class-for-kids/> - free online mindfulness classes for kids during school closures

Mindfulness exercises: <https://www.anxietycanada.com/articles/mindfulness-exercises/>

<http://kidsrelaxation.com/blog/> (articles/blog)

<https://ca.ctrinstitute.com/stress-reduction-exercises/> - A few audio exercises for managing stress (2 are specific to younger children)

Learning

Min of Ed Online Learning “Learn at Home” - <https://www.ontario.ca/page/learn-at-home>

PDSB Online Learning Resources: <http://www.peelschools.org/parents/helpyourchild/Pages/default.aspx>

