

LIVES for Families Resource Sheet – Hamilton Region Community Partner Services during COVID-19

Thank you to The Hamilton Children’s Aid Society for providing us with this list of community partners to share with all participants in the LIVES for Families Training and Research Program. For the most up-to-date information, it is always best to contact the community partner directly.

SEARCH by CATEGORY

Click on a category name below to jump to the list of those community partners to learn what they are offering during this time including a direct link to their website.



RESOURCES to Help Talk to Children and Youth about COVID-19

[Click here](#) to access a list of resources to help caregivers talk to children and youth about COVID-19 and a series of videos to support caregivers and youth during this time.

The organizations contained in this list are primarily the community partners we work directly with. For a complete list of all services available within our community, you can visit [Hamilton’s Red Book](#)

Red Book by Hamilton Public Library (HPL) provides access and support for programs, organizations, and services in the community to help connect people to the resources they need. The Red Book is for residents, healthcare professionals, and community organizations in the City of Hamilton. Red Book can be searched by topic or specific organization name and directly links you to individual organization’s websites.

Child Protection Services

Catholic Children's Aid Society of Hamilton

Accepting New Referrals

www.hamiltonccas.on.ca

The Catholic Children's Aid Society continues to support children, youth, and families during the COVID-19 crisis. During the COVID-19 pandemic, we recognize that there is increased stress on families and the well-being and safety of vulnerable children, youth and families could be at greater risk. We remain open and providing services. Call if you have a concern about the safety or well-being of a child or youth, or if your family is in need of support. The safety and well-being of children and youth and strengthening families is at the centre of all of our decision-making.

Every family situation is unique. We are continuing to follow our usual practice of assessing each situation and the related risk to an infant, child or youth, individually. Our child welfare workers are working compassionately with families, youth and children, to ensure they have the emotional support they need during a difficult time. We are also ensuring that we provide inclusive services that meet the needs of diverse communities. This includes ensuring decisions are informed by the specific cultural needs of children, youth, and families. During the pandemic, our commitment is unwavering.

We recognize our responsibility to address the safety of our employees and the community, while adhering to our mandate. During the COVID-19 pandemic, we are following public health guidance and adapting how we support and protect vulnerable children to ensure the health and safety of everyone involved. We are striking a balance between the need to keep physical distance as much as possible for health and safety, while also meeting the needs of families, youth and children. In-person visits continue to happen when needed, in particular, when there is a serious risk of harm to a child. There are also many innovative ways in which the agency has adapted our services, including check-ins by phone and virtual technologies. There is COVID-19 screening before any visit, with clear protocols to protect employees and families during the visit, including the use of personal protective equipment as needed.

Last Updated: June 23, 2020

OPEN

YES

The Children's Aid Society of Hamilton

Accepting New Referrals

www.hamiltoncas.com

Our agency continues to provide core child protection services, with a focus on keeping children and youth safe. The health and wellbeing of children, families, our community, staff, caregivers, and partners are our primary concern. With the current outbreak of COVID-19, we continue to follow recommendations from public health officials. The office is closed to the public with the exception of employees, those with appointments, anyone reporting child protection concerns, and couriers.

As always, if you have any concerns about a child or youth, please contact us at 905-522-1121 or After Hours at 905-522-8053.

Last Updated: June 23, 2020

OPEN

YES

Health and Wellness



Child Advocacy and Assessment Program (CAAP) McMaster Children's Hospital

OPEN

Accepting New Referrals

YES

fhs.mcmaster.ca/pediatrics/child_advocacy_assessment.html

The Child Advocacy and Assessment Program (CAAP) continues to provide medical services (virtually and in person when deemed necessary) and will continue to do work through intervention and comprehensive clinics virtually through sites like Zoom.com or Ontario Teleconferencing Network or by phone.

Last Updated: March 26, 2020

Hamilton Family Health Team

OPEN

Accepting New Referrals

YES

www.hamiltonfht.ca

All HFHT Groups are cancelled until further notice.

We have asked our teams to take extra care in keeping workspaces clean and making hand sanitizer available. HFHT employees will be required to consult with their managers before returning to work after travel. HFHT employees will follow public health guidelines when it comes to identifying COVID-19 risk factors and self-isolating.

You may receive a call from your health care provider screening you for COVID-19 symptoms before your appointment.

Our HFHT family practices remain open, providing largely telephone and virtual care, operating with reduced staff, limiting office visits to those essential services only. The Mental Health Counsellors and Psychiatrists have moved to providing telephone and virtual care. Both groups are proactively reaching out to vulnerable patients, continuing with mental health care, as well as continuing to accept new referrals. The Mental Health Group Services have been suspended; planning for virtual groups is underway.

For updates on any changes to HFHT groups or other HFHT services, check back on this webpage, or follow us on social media on Facebook, Twitter, or Instagram.

Last Updated: March 30, 2020

Health and Wellness



HNHB LHIN

Accepting New Referrals

www.hnhblhin.on.ca

OPEN

YES

HNHB LHIN are accepting referrals but our team will only be making in person visits if necessary and are contacting patients via telephone at this time.

Last Updated: March 18, 2020

Ron Joyce Children's Centre Health Centre

Accepting New Referrals

www.hamiltonhealthsciences.ca/about-us/our-organization/our-locations/ron-joyce-childrens-health-centre/

OPEN

YES

The following programs of the Ron Joyce Children's Health Centre, have made the difficult decision to suspend service delivery effective March 17–April 5, 2020:

- ASD Diagnostic Hub – McMaster Children's Hospital
- Audiology / Cleft Lip and/or Palate
- Brokerage Services
- Developmental Pediatrics – Physician Clinics (in person visits ONLY)
- Developmental Pediatrics & Rehabilitation Program

Services identified as URGENT/ESSENTIAL will be made available and include:

- Addressing urgent needs of patients already registered and receiving ASD/DPR/Brokerage services
- Medication management issues
- Urgent infant hearing testing
- Emergent Cleft Lip and/or Palate services

In these situations, families should be directed to call:

MCH – Autism Program: (905) 521-2100, ext. 78972

Developmental Pediatrics & Rehabilitation: (905) 521-2100, ext. 77950 or (905) 521-7950

Last Updated: June 19, 2020

Health and Wellness



Youth Wellness Centre Accepting New Referrals

www.reachouthamilton.ca

St. Joseph's Healthcare Hamilton's Youth Wellness Centre is a safe, accessible environment for young people age 17 to 25 to receive expert care for mental health and addiction issues. We believe it is never too early to #ReachOut. The Youth Wellness Centre is located in downtown Hamilton. Staff of the Youth Wellness Centre are not seeing anyone in person, but they are providing all support through telephone or Zoom. The drop-in program is available on Wednesday/Thursday 1:00–4:00 pm CALL-IN ONLY. Online referrals are being accepted. Phone and virtual visits are happening.

OPEN
YES

Last Updated: March 16, 2020



Mental Health/Addictions

Alcohol, Drug and Gambling Services

Accepting New Referrals

www.hamilton.ca/public-health/clinics-services/alcohol-drug-gambling-services

ADGS has stopped all groups and in-person work. We are offering phone counselling and accepting new referrals/self-referrals into phone counselling. Individuals can call 905-546-3606, Option 3 for substance use and Option 4 for gambling and speak with our intake staff Belinda for further information or to complete registration with our program. We also continue to provide consultation to families and friends and professionals

OPEN (Phone Only)

YES

Last Updated: April 2, 2020

Alternatives for Youth

Accepting New Referrals

www.ay.on.ca

Alternatives for Youth is taking appropriate, proactive measures to manage and respond to the COVID-19 global pandemic and this is something we are taking very seriously. In light of recommendations from Public Health and Ontario Health, and in consultation with our Board of Directors, Alternatives for Youth is adjusting our service delivery model. We are continuing to provide services; however, we are temporarily moving away from face-to-face appointments and shifting our service delivery model to one of offering telephone appointments and support. We are offering all intake, screening and modified assessment services by telephone and are providing counselling services to our current/active clients in the same manner. Please call 905-527-4469 ext. 3 for services.

OPEN (Phone Only)

YES

Last Updated: June 11, 2020

Anxiety Treatment and Research Clinic

Accepting New Referrals

www.stjoes.ca/health-services/mental-health-addiction-services/mental-health-services/anxiety-treatment-and-research-clinic-atrc

The Anxiety Treatment and Research Clinic's (ATRC) mission is to provide excellence and leadership in evidence based clinical service, education and research for anxiety disorders. A team of experts offer comprehensive evaluations and proven treatments for anxiety-related conditions. Treatments at the ATRC include both medications and effective psychological treatments. Interdisciplinary staff are available to consult with your family doctor, psychiatrist and other professionals who are involved in your care. A physician referral is required to access care at the ATRC. Please note that all groups and group appointments have been cancelled. If you received a notice regarding cancellation of an appointment rescheduling will happen when the pandemic is over.

CLOSED

YES

Last Updated: April 2, 2020

Mental Health/Addictions



Barrett Centre

Accepting New Referrals

www.goodshepherdcentres.ca/barrett-centre-for-crisis-support

Our goal is to provide a safe place in the community where individuals can receive help in resolving a personal crisis. At the Barrett Centre, we strive to enhance the quality of life for all those who seek our assistance and support. The Centre is still currently taking intakes although their bed numbers are down as to increase social distancing. Screening for Covid-19 is being done over the phone and in-person for those staying at the Centre. Still providing 24-hour phone support. PLEASE USE THE 1-844-777-3571 number due to phone congestion issues. Kitchen is only open during mealtime hours. Also are asking that those staying at Barrett limit their access to the community.

**OPEN
YES**

Last Updated: April 2, 2020

Brennan House

Good Shepherd, Youth Services

Accepting New Referrals

www.goodshepherdcentres.ca/brennan-house

Brennan House is a co-ed community based adolescent mental health residential treatment program for youth 15–18 years of age who are experiencing significant mental health problems that affect their functioning at home, school, or in the community. Services at Brennan House include the monitoring of psychotropic medication, access to a mental health clinician, and access to a psychiatrist as needed.

**OPEN
YES**

Last Updated: June 29, 2020

Brennan House

Bridge to Recovery Program

Accepting New Referrals

www.stjoes.ca/hospital-services/mental-health-addiction-services/mental-health-services/bridge-to-recovery-program

The Bridge to Recovery program provides time limited care for people with serious mental illness over the age of 17. All referrals receive an assessment to determine treatment goals of the client. The Bridge program offers a variety of evidence based group therapy interventions, with the addition of individual sessions based on a client's specific needs. The goal of the program is to assist clients to transition back into the community. In some cases, clients will be referred to other specialized outpatient treatment and services. Following are the support service group streams offered through the Bridge program:

**OPEN
YES**

- Managing Emotions Stream (DBT and skill building)
- Peer Support Groups
- Wellness Recovery Action Planning

Mental Health/Addictions



- Therapeutic Recreation Groups

Last Updated: April 2, 2020

Catholic Family Services

Accepting New Referrals

www.cfshw.com/

Catholic Family Services of Hamilton (CFS) is a nonprofit, multi-service agency offering services to anyone in need regardless of faith, race, ethnicity, economic status, sexual orientation, gender, age, physical and/or intellectual ability. Currently providing phone and/or video support and clients can book a walk-in appointment as well.

Last Updated: April 2, 2020

OPEN

YES

Child and Youth Mental Health Outpatient Services

Accepting New Referrals

www.mcmasterchildrensmentalhealth.ca

As of March 16, 2020, CYMHOS reduced our services as part of our hospital's response to COVID-19 planning. This meant we were only able to provide services to existing open and active clients and families. We have now begun to complete initial assessments for referrals on our waiting list received from CONTACT Hamilton prior to March 16th. We have also implemented a Risk Support Team to support high-needs clients and situations in our community. We continue to provide psychiatric consultation services. On March 18th, our physical location at the Ron Joyce Children's Health Centre temporarily closed.

OPEN (Physical building closed)

YES

As of Monday, April 27th, the following services are available with our Child & Youth Mental Health Outpatient Services:

- The Ron Joyce Children's Health Centre building remains temporarily closed.
- Clients and families active in service continue to receive individual services via phone calls and video calls. (There are no in-person appointments at this time.) Due to limitations with our current virtual video system, we are unable to provide our group programs at this time.
- Our CYMHOS Risk Support Team meets twice each day to review urgent, high-risk youth/families in our community who may have immediate service needs.
- While we have accepted some high-risk/concerning referrals from CONTACT Hamilton since March 16th, we will be accepting **ALL** new referrals from CONTACT Hamilton as of Monday, April 27th. (We note that referrals volumes, through CONTACT Hamilton, are reduced at this time.)
- Psychiatric Consultation services are being provided to patients on our waitlist and to any patients identified through our Risk Support Team. Psychiatric consultation referrals were paused briefly, but we have continued to accept Psychiatric Consultation requests since March 23, 2020.
- Psychiatric Consultation services remain available for all community physicians and Nurse Practitioners. Requests should be sent via fax to 905-521-7938.
- Requests for prescription renewals continue to be reviewed daily.

Mental Health/Addictions



If you should have any questions regarding our services, access to services or consultation resources please contact 905-521- 2100, ext. 77621 Monday–Friday between the hours of 9:00 am and 4:00 pm and leave a message. Someone will return your inquiry within 24 hours.

Last Updated: April 29, 2020

Cleghorn Early Intervention Clinic

OPEN (Phone Only)

Accepting New Referrals

YES

www.stjoes.ca/health-services/mental-health-addiction-services/mental-health-services/schizophrenia-community-integration-service-scis-/cleghorn-early-intervention-clinic

The Cleghorn Early Intervention Clinic works with people who are experiencing symptoms of psychosis for the first time. The Cleghorn Early Intervention Clinic offers: a time-limited (2–3 years) service that focuses on early psychosis intervention (EPI). Staff at the Cleghorn Program are currently working remotely but every client is being supported by phone and video support.

Last Updated: April 2, 2020

CMHA Hamilton

OPEN

Accepting New Referrals

YES

cmhahamilton.ca/

Canadian Mental Health Association (CMHA) is continuing to support clients remotely. Our general information line is still open for support and/or questions. The CMHA Primary Health Care Clinic is supporting clients through phone and video/OTN. In response to COVID-19, CMHA Hamilton is offering free short-term phone and virtual supportive counselling to health and social services staff working on the frontlines of COVID-19. Starting Monday April 6th, 2020, front-line workers can call (905) 521-0090 to self-refer.

Last Updated: April 2, 2020

Mental Health/Addictions



COAST

Accepting New Referrals

www.coasthamilton.ca

The COAST program is a program of St. Joseph's Healthcare and serves the residents of the City of Hamilton who have serious mental health issues and are in crisis. COAST is a multidisciplinary team consisting of child and youth crisis workers, mental health workers, nurses, social workers and plain-clothes police. COAST is currently operating at full capacity and offering all the services that were offered pre-COVID-19.

OPEN (Phone Only)

YES

Last Updated: June 26, 2020

Concurrent Disorders Program (SJHH)

Accepting New Referrals

www.stjoes.ca/hospital-services/mental-health-addiction-services/addiction-services/concurrent-disorders-program

The concurrent disorders (CD) program operates through St. Joseph's Healthcare and is among the first major mental health programs to provide a competent approach to care for individuals that are experiencing mental health and addiction issues. The concurrent disorders program is a 20-bed inpatient treatment setting for individuals that are experiencing both mental health and addiction issues. Currently there are no groups or drop-ins being scheduled but they are providing support over the phone or through OTN visits.

OPEN (Phone Only)

YES

Last Updated: April 2, 2020

CONTACT Hamilton Children's Services

Accepting New Referrals

contacthamilton.com/

Children's Services is a program of CONTACT Hamilton that helps children, youth and their guardians find services for children and youth that have social, emotional, behavioural, psychiatric and/or developmental concerns. We are completely operational, only the office is closed. This means we continue to accept referrals for children and youth by phone, fax, and email and will respond in our typical manner over the phone. All programs, Access, Coordinated Service Planning, and FASD are operational and providing services to both current and new clients. Our role is to provide service recommendations, referrals, and navigation to children, youth, and their families. Contact is registering clients that need the services to support future referral and facilitate an urgent response to high needs situations. Please leave a detailed message or email info@contacthamilton.ca.

OPEN

YES

Last Updated: April 9, 2020

Mental Health/Addictions



Drug and Alcohol Helpline

Accepting New Referrals

1-800-565-8603

www.drugandalcoholhelpline.ca

The Drug and Alcohol Helpline is a 1-800 telephone line and website that provides health professionals with a range of suitable treatment options tailored to their individual clients. The Drug and Alcohol Helpline also links members of the general public with local assessment and referral, withdrawal management, and other treatment resources for themselves or someone they know. In addition to this, they also offer support and strategies to assist individuals with their goals. Phone call, email, and chat available 24/7.

OPEN

YES

Last Updated: April 2, 2020

Family Counselling Centre

Accepting New Referrals

www.familycounsellingctr.com

Family Counselling Centre is now closed to the public, but staff are still available via telephone and email. We have spoken to our local resolution team and all members have agreed to meet via teleconference if any new high-needs cases should arise. Many of our children's service agencies have limited services at this time, but staff are still available remotely to connect with existing clients. Our lead mental health agency is also working to expand telephone services.

CLOSED

YES (High-Needs Cases Only)

Last Updated: March 18, 2020

Good Shepherd

Accepting New Referrals

www.goodshepherdcentres.ca/

Good Shepherd is this community's leading provider of human services to vulnerable men, women and children.

Please note the Following:

- SAM (Adult Day Therapy Program): All programs are suspended until further notice
- Emmanuel House Hospice: Closed to visitors except loved ones
- Daily Hot Meal: Packed meals will be handed out at the Good Shepherd Centre on Mary Street
- Venture Centre: We are reducing the number of clients visiting the Marketplace each day and will eliminate clothing and housewares from the shop. We are enforcing social distancing by having only one household member in the program at any given time.
- Women's Service Wellness Program: Programming is suspended until further notice

OPEN (With Exceptions Listed Below)

YES

Mental Health/Addictions



- Volunteer Program: All interviews and new placements are temporarily suspended
- Donations: We encourage online donations at goodshepherdcentres.ca/donate or give to our Emergency Virtual Food Drive at <https://bit.ly/2woXjSW>

Additionally:

A Good Shepherd response team is meeting daily to monitor local circumstances and to liaise with our internal and external health partners. We are communicating with key stakeholders and community partners to share resources and support coordinated response efforts. Existing pandemic and business continuity plans are being reviewed and updated at both the corporate and program/department level. Resources to promote prevention and self-screening are being distributed to all program sites. All volunteers and clients will be screened as they enter our programs.

Out of an abundance of caution:

- We have decided to cancel GLAMOUR IN THE HAMMER on April 17. All tickets will be refunded.
- The EMMANUEL HOUSE HOSPICE FUNDRAISING DINNER scheduled for April 30 has been postponed to September 3. Tickets already purchased will be valid for the new date and if you are unable to attend, your ticket will be refunded.
- The VOLUNTEER APPRECIATION DINNER scheduled for May 4 has been cancelled.

Grenfell Ministries
Accepting New Referrals
www.grenfellministries.org

OPEN (Phone Only)
YES

Peer support mental health line at 1-866-212-4575 through text or phone. Overdose Prevention Line at 888-853-8542

Last Updated: April 9, 2020

Last Updated: March 31, 2020

Mental Health/Addictions



Hamilton Mental Health Outreach Program

Accepting New Referrals

A community mental health organization that provides client-directed intensive case management services for adults who have a serious and persistent mental illness. Is currently still providing medication management and support via telephone for clients. *Referral through IntAc

OPEN (Phone Only)

YES

Last Updated: April 2, 2020

Hamilton Program for Schizophrenia

Accepting New Referrals

www.hpfs.on.ca/

The Hamilton Program for Schizophrenia is a comprehensive community-based treatment and rehabilitation program. They are dedicated to helping people with schizophrenia through case management services, rehabilitation programs and psychiatric care. Currently the program is providing medication management to clients and also supporting them through the phone. *Referral through IntAc

OPEN (Phone Only)

YES

Last Updated: April 2, 2020

IntAc

Accepting New Referrals

905-528-0683

A single point of access to mental health intensive case management services provided by the Canadian Mental Health Association, Hamilton Branch (CMHA); City of Hamilton Mental Health/Outreach Team* (Community Mental Health Promotion Program - CMHPP); Hamilton Program for Schizophrenia (HPS); Hamilton Mental Health Outreach Program (HMHO).

OPEN (Phone Only)

YES

*Street Outreach Services are available to individuals who are homeless (on the street or in an Emergency Shelter). Referrals can be from self, a physician, or other professionals.

Referrals are being processed but not forwarded to the organizations until after the pandemic.

Last Updated: April 2, 2020

IAM—Institute for Advancement in Mental Health

(Previously, Schizophrenia Society of Ontario)

Accepting New Referrals

OPEN (Phone Only)

YES

Mental Health/Addictions



www.iamentalhealth.ca/

We are now IAM – Institute for Advancements in Mental Health! We envision *redesigning society for better mental health*. This means creating environments that are more inclusive, positive, and accepting for people with mental illness and partnering with others to create solutions that improve mental wellbeing and allow people to thrive. At IAM, the programs and services that we previously offered at SSO still remain, but we are growing these to help even more people. What we have achieved in the past 40 years with you, informs our future today. Staff at IAM are working remotely and providing support through the phone. Our Ask The Expert information line/email is still operational. Our support line is staffed by a multidisciplinary team of mental health counselors who provide individualized supportive counseling, system navigation, and customized information and education to caregivers, individuals living with chronic mental illness, and our community as a whole. We address challenges across the mental health spectrum and have increased capacity to support during this time... Whether you're dealing with increased stress and anxiety due to the pandemic, or experiencing challenges related to a mental health issue, we're here to help! Call us at 1-855-449-9949, or leave a confidential message at asktheexpert@schizophrenia.on.ca Offers support/educational groups for families/friends, recovery support groups, immigration support and mental health/justice support.

Last Updated: April 17, 2020

John Howard Society Accepting New Referrals

johnhoward.on.ca/

John Howard Society of Hamilton, Burlington and area is one of 19 affiliates in Ontario and over 50 across Canada. Our agency works with at risk individuals and is committed to providing a continuum of evidence based and impact driven prevention and intervention services supporting individuals and families to develop the skills and assets necessary to make positive and long lasting life changes, enabling them to become fully contributing members of the community. Currently the John Howard Society has suspended all in person support but is connecting with clients remotely.

Last Updated: April 2, 2020

OPEN (Phone Only)

YES

Mental Health/Addictions



Lynwood Charlton Centre Accepting New Referrals

**OPEN
YES**

www.lynwoodcharlton.ca

Lynwood Charlton Centre is a publicly funded charitable organization in the City of Hamilton which provides a spectrum of innovative and evidence-based, mental health services, including residential, day treatment, treatment foster care and in-home and community based services, to children, youth, families and the community. Lynwood is currently open, but reduced programming and do have some youth on site they are continuing to support. They are still accepting referrals; however, they will not be processed until after Covid-19.

All Intensive Out of Home Programs:

We have prioritized clients who must stay in our service and are also beginning to collapse sites and move remaining children, youth and staff to operate at 3 sites only at this time. We will operate at Upper Paradise, Forest Avenue and Flamborough sites, holding our Augusta site in reserve should we need to care for a child or youth who is infected with COVID 19 virus.

Day Treatment Programs:

We will be continuing to provide telephone support to all families and clients in our Day Treatment Programs.

Community Based - Home and School Programs:

We will be continuing to provide telephone and video conferencing support to all families and clients in our Community Based Programs.

Last Updated: July 8, 2020

Men's Addiction Service Hamilton Accepting New Referrals

**OPEN
YES**

www.stjoes.ca/hospital-services/mental-health-addiction-services/addiction-services/men's-addiction-service-hamilton-mash

The MASH program provides a safe and welcoming environment to assist men (16+), who are in crisis with substance use. The clinic is currently operating with a reduced model and is only able to offer 4 crisis beds. However, they are still able to provide 24 hour a day phone support for past, present, or future clients and service providers.

Last Updated: April 2, 2020

Mental Health/Addictions



Mental Health Rights Coalition

Accepting New Referrals

mentalhealthrights.ca/

MHRC is a consumer/survivor initiative. Its functions are reflective of the needs of the membership. Members, staff and volunteers all have lived experience with mental health and or addiction. Provides Peer Support (in person or on telephone), Daily Activities, Computer/Internet Access, Resource Library, Peer Support Training. In addition to this the MHRC advocates for systematic change based on collective complaints at various committee meetings.

Last Updated: April 2, 2020

CLOSED

NO

New Choices

Accepting New Referrals

[905-522-5565](tel:905-522-5565)

New Choices offers a one-stop setting for pregnant and parenting women, with substance use concerns, and their children ages 0–6. Services for women include assessment, treatment and referral and both individual and group counselling concerning substance use. Outreach services are also provided to mothers and children. Services for women also include prenatal and postnatal education, and general wellness. Parenting education and support is provided both individually and in group format as well as through interactive play between mother and child. Services for children include individualized therapeutic play programs that promote physical, social, and emotional development, developmental screening and assessment, and speech and language services. Children have access to early identification, assessment and intervention services. By locating a team of staff from a range of services at one site, a woman can receive assessment of her own needs and those of her children, and support in her parenting efforts.

Last Updated: April 2, 2020

OPEN (Phone Only)

YES

Ontario Problem Gambling

Accepting New Referrals

[1-800-230-3505](tel:1-800-230-3505)

The Ontario Problem Gambling Helpline provides information about problem gambling services in Ontario. Additional services include support/strategies to meet the individual's needs, as well as setting up a first appointment with a treatment provider. Funded by the Government of Ontario. Service is live answer 24/7, confidential, and free.

Last Updated: April 2, 2020

OPEN

YES

Parents for Children's Mental Health (PCMH)

Accepting New Referrals

OPEN (Online Only)

YES

Mental Health/Addictions



www.hamiltonhealthsciences.ca/about-us/our-organization/our-locations/ron-joyce-childrens-health-centre/

PCMH Hamilton drop-ins will take place online, NOT in-person, until further notice. New online drop-in dates have been added to help meet the increased need for support at this challenging time. Individual support by phone, email, and text continues to be available. Tech support for online courses can be reached by calling 905-536-9323.

Last Updated: March 13, 2020

Public Health Services, Child and Adolescent Services Program

OPEN (Physical building closed)

Accepting New Referrals

YES

<https://www.hamilton.ca/public-health/clinics-services/child-and-adolescent-services>

Public Health Services, Child and Adolescent Services program provides a range of evidenced based, strengths based and culturally responsive clinical assessment and treatment services to children, youth and their families (0-18 years old) presenting with mental health concerns including social, emotional or behavioural concerns. Our Child and Adolescent Services program is continuing to offer mental health services for children and youth. To be responsive to the current context of COVID-19 our physical office, Quick Access Service and Walk-in sites are temporarily closed however all of our services and program are open and able to receive new clients and receive care virtually by phone or on-line. Referrals for counselling and therapy are accepted through our centralized access partner, Contact Hamilton. Referrals for single-session therapy can also now be made online. The single session is designed for children and youth seeking mental health services that could benefit from a brief and immediate intervention with a therapist.

How to book an appointment for Brief, Single Session Therapy

Due to COVID-19, the referral and booking process for brief, single session therapy has been streamlined. Youth and families can book an appointment directly with Public Health Services, Child and Adolescent Services.

Online at: [Mental Health Services for Children and Youth](#)

By phone: 905-546-2424 x3678

Last Updated: July 9, 2020

Parents for Children's Mental Health (PCMH)

Rapid Access Addictions Medicine Clinic (RAM)

OPEN

Accepting New Referrals

YES

www.stjoes.ca/hospital-services/mental-health-addiction-services/rapid-access-addiction-medicine-raam-clinic

Mental Health/Addictions



The Rapid Access Addiction Medicine (RAAM) Clinic serves those with substance abuse issues, primarily addictions to opioids and alcohol. The purpose of the clinic is to provide quick access to care for addiction issues, including assessments, counselling and prescriptions for medications that may help with lessening cravings and withdrawal symptoms. The clinic is still operating 8:00 am–4:00 pm and is taking faxed referrals. Staff are providing primarily telephone support but are seeing patients if deemed necessary.

Last Updated: April 2, 2020

Salvation Army

Accepting New Referrals

salvationarmy.ca/ontariogreatlakes/tag/hamilton/

The Salvation Army gives hope and support to vulnerable people today and every day in 400 communities across Canada and in more than 125 countries around the world. The Salvation Army office is currently closed but staff are working remotely. If you require family assistance or food bank please call 905-540-1888 or if you require support, you can call the 24 hour men's support line at 905-527-1444 ext. 0

OPEN (Phone Only)

YES

Last Updated: April 2, 2020

Sexual Assault Centre Hamilton Area

Accepting New Referrals

sacha.ca/

The 24 Hour Support Line offers confidential and anonymous 24-hour non-judgmental telephone support. This service is for adults, 16 years of age or older, who have experienced sexual violence at any point in their lives and to those supporting survivors. The 24-hour line is covered by an answering service that will connect you with a SACHA volunteer. 905-525-4162

OPEN

YES

Last Updated: April 2, 2020

Suntrac Addiction and Treatment Program

Accepting New Referrals

www.missionservices.com

New referrals are being accepted. Intake will be done via phone. Referrals can be made at 905-528-0389, ext. 2256. Drop-in groups are suspended. Phone support is available for those who request it.

OPEN (Phone Only)

YES

Last Updated: April 2, 2020

The LOST Organization

Accepting New Referrals

OPEN (Virtual Only)

YES

Mental Health/Addictions



www.wearelost.org/

A community peer support group for those supporting people with mental health issues. At their sessions, subjects such as depression, anxiety, mindfulness, self-injury and addiction are openly discussed. We provide a safe and comfortable environment for anyone who is dealing or knows someone who is dealing with these issues to come and discuss, or listen, to people's stories and gain insight into these various problems. Has suspended all in-person contact but is providing a number of resources and groups via Zoom. For more information, check out their Facebook page for ongoing updates.

Last Updated: April 2, 2020

Thrive Child and Youth Trauma Services Accepting New Referrals

www.thrivechildandyouth.ca

At Thrive, we have remained responsive and have taken steps at each interval to protect the health and safety of clients and staff. We closed our offices, but have found, and continue to find, new and innovative ways to deliver modified services that allow our operations to continue wherever possible. Trying times such as this also provide incredible opportunities for learning. Our next steps into this new future will be guided with new learnings and different ways of working to provide the best services and create a stronger Hamilton community that Thrives.

The COVID-19 pandemic is not over. This virus will continue in our community for many months to come. As we begin to look ahead, we are establishing our own plan, one aligned with our government and public health partners, that outlines our steps to ensure the safety of all, as we gradually restart in this new landscape. We are beginning to prepare our office space to be able to accept clients where virtual options are not available, that keep both staff and clients healthy and safe.

We will continue to update the Thrive website regularly with our plan, which will likely change as the COVID-19 emergency evolves. Our plan is based on what we currently know of the COVID-19 virus and its behaviour. Thus, our plan may change and evolve as more information becomes available. Staff are available and working from home, and can be reached by email should you require any support – contact information can be located on our webpage at www.thrivechildandyouth.ca/contact. Please be advised that all voicemails will be checked daily and responded to within 24 business hours.

Last Updated: July 10, 2020

Wayside House (Men) Accepting New Referrals

www.waysidehouse.ca/

**OPEN (Virtually)
YES**

**OPEN
YES**

Mental Health/Addictions



Wayside House is a long-term residential addiction treatment program for men. While adhering to best practices, they support the client from first contact through their multi-phase program, discharge, and aftercare. Currently Wayside is still accepting referrals and is providing support to all current and past clients. The program is still operating providing support to 37 units, while adapting programming to increased phone support as well as increased access to virtual supports for those receiving care. The Hep-C team is providing support through the Shelter Health Network as well as phone and virtual support for existing clients.

Last Updated: April 2, 2020

Wesley Special Care Unit

OPEN (In-Person Supports)

Accepting New Referrals

YES

<https://wesley.ca/services/housing-homelessness/harold-e-ballard-special-care-unit/>

Harm reduction and managed alcohol program for men and women experiencing homelessness, addiction and serious health problems, using an evidence-based model. For referrals please contact 905-318-6903 or info@wesley.ca.

Last Updated: July 29, 2020

Womankind Addiction Service

YES

Accepting New Referrals

YES

www.stjoes.ca/hospital-services/mental-health-addiction-services/addiction-services/womankind-addiction-service

The MASH program provides a safe and welcoming environment to assist men (16+), who are in crisis with substance use. The clinic is currently operating with a reduced model and is only able to offer 4 crisis beds. However, they are still able to provide 24 hour a day phone support for past, present, or future clients and service providers.

Last Updated: April 2, 2020

Woodview Mental Health & Autism Services

OPEN (Phone Only)

Accepting New Referrals

YES

www.woodview.ca

We are happy to announce that starting July 6th, we will begin a gradual re-opening of some of our locations to be able to support our clients and families with scheduled face-to-face appointments!

To ensure everyone's safety, our re-opening of buildings will be a phased-in approach and in line with the province's re-opening plan.

Mental Health/Addictions



Over the course of the pandemic, we've been working hard to prepare for a return to face-to-face appointments. Clients and families will continue to have the option to visit us in person for an appointment or to continue to receive support by phone or video, whichever is most comfortable for you.

Please note that at this time, home visits, in-person groups, camps, and school programming will not be available until further notice.

Clients and families will receive program-specific information from their worker.

Residential services continue to operate at The Manor and Supported Independent Living program. We are committed to the safety of our clients and staff and have taken strict precautionary measures such as enhanced client screening, sanitizing the physical space on a regular basis, and limiting face-to-face and group interactions to what is necessary to support our clients.

Last Updated: June 23, 2020

Family/Youth Support



Grace Haven

Accepting New Referrals

[905-522-7336](tel:905-522-7336)

Grace Haven is a resource that provides residential and community programs for pregnant adolescents/women and young, single parents (mothers and children) that are under 21 years of age. Currently still supporting in home clients and going to extensive measures for sterilization and safety for COVID-19.

Last Updated: June 26, 2020

OPEN

YES

Hamilton & District Extend-A-Family

Accepting New Referrals

www.hamiltonextendafamily.com

Hamilton & District Extend-A-Family runs virtual social, craft and fitness programs for children and teens who have developmental delays. We have also hired youth workers for the summer to interact with the children one-to-one and in group settings on virtual platforms. Children and teens are receiving increased social interactions while parents have short periods of respite. In addition, we are regularly posting life-skills videos on our social media pages to assist teens with basic skills of independent living

Last Updated: July 10, 2020

OPEN (Phone Only)

YES

Hamilton Public Library

www.hpl.ca/

Hamilton Public Library (HPL) branches have begun phase one of our re-opening plan. To keep Hamilton reading, listening, and watching, while taking precautionary public health measures, HPL is offering “takeout” (curbside) service of on-hold books, music, and movies starting June 23, 2020. Visit our website for more information. Due to COVID-19 precautions, all library programs and group activities remain cancelled. Bookmobiles, Extended Access, Study Halls, and Visiting Library Service are also suspended.

Access [resources from home](#) with your Library Card and PIN. Many resources offer guides to help you through the learning process. **Quality Online Training** is available. Use this time to learn or enhance your skills. Try Lynda.com and Great Courses to help with your technology skills and other learning needs. **Watch Movies:** Pop some corn and [enjoy popular movies](#), documentaries, world cinema, classic films and independent cinema. **Read or Listen to a New Book:** More than 120,000+ [eBooks](#), [eAudiobooks](#) and more. Have questions? [Book an appointment](#) for phone/email help with your research, information or technology support needs.

We look forward to welcoming you back to the branches upon re-opening. Check hpl.ca for updates.

Last Updated: June 26, 2020

CLOSED

Family/Youth Support



Living Rock

Accepting New Referrals

www.livingrock.ca/

Engage youth through open access programs; crisis support; youth food banks; work to earn and learn opportunities; parenting and pre-natal groups, referrals to other agencies. Youth must be between the ages of 13-25. As of Monday March 23, 2020, all services for youth (13 to 25) and Alumni will be “take-out” from the side door of Living Rock. The building will not be open, but we can be reached by phone.

- Breakfast meals and supports will be Monday to Friday from 9:00 to 10:00 am.
- Evening Program meals and supports will be Tuesday, Wednesday, and Thursday from 4:00 to 5:00 pm.
- Food Bank Hampers will be Tuesday and Thursday from 1:00 to 4:00 pm.
- Weekend Program will be Saturdays from 1:00 to 4:00 pm with hampers and meals.

Youth can let us know their needs, such as for clothing, baby supplies and hygiene products and we will do what we can to be a support. Call us if you have questions and we are opening up telephone support. We are active on Facebook, e-mail and Instagram. We have created different hampers for youth that have housing and for those that are on the streets. Call us if you have donations and we can pick them up at the side door. Donations are still needed including soups, canned pasta sauce and pasta as well as granola bars and juice boxes. Thanks for all your care and prayers, as we stand together to support each other in this season.

Last Updated: March 18, 2020

Wesley Youth Outreach

Accepting New Referrals

<https://wesley.ca/services/children-youth-family/youth-outreach-workers/>

Mobile workers engaging at-risk youth aged 12–21 years and their families, to better navigate and connect with services and supports in their communities. Workers meet youth in their neighbourhood. Positive role models to encourage healthy development. Province-wide initiative for high-risk or disengaged youth and their families. In Hamilton, a team of 6 work within the North, Central, East and Riverdale ends of the lower part of the city, and one YOW works specifically with Syrian youth. For more information please visit the website or contact yow.hamilton@wesley.ca.

Last Updated: July 29, 2020

Wesley Youth Housing

Accepting New Referrals

OPEN (Take-out/Phone Only)

YES

OPEN (Online and In-Person Supports)

YES

OPEN (Online and In-Person Supports)

YES

Family/Youth Support



<https://wesley.ca/services/children-youth-family/wesley-youth-housing-program/>

Residential program with early intervention for youth, ages 16–21, experiencing or at imminent risk of homelessness, who are working or are in school with the goal of living independently. Apartment-style units and graduated independence program. Opportunities to learn life skills and participate in social and recreational programming. Helps youth achieve personal success through goal setting. For information or referrals please visit the website or contact youth.housing@wesley.ca or 905-527-4430 ext. 28.

Last Updated: July 29, 2020

Wesley Childcare, Before and After School Care, Early ON and Youth Drop-Ins

Accepting New Referrals

<https://wesley.ca/services/children-youth-family/earlyon-child-and-family-centre/>

<https://wesley.ca/services/children-youth-family/wesley-child-care/>

<https://wesley.ca/services/children-youth-family/teen-drop-in-centres/>

Innovative hubs for early learning and family-centred support for children up to 6 years of age and their families and caregivers at the main site at 155 Queen Street North and neighbourhood centres. Please visit the website for more information: <https://wesley.ca/services/children-youth-family/earlyon-child-and-family-centre/>

Quality childcare and programs for children ages 2.5–12, primarily in high-priority and under-served neighbourhoods. For more information please visit the website <https://wesley.ca/services/children-youth-family/wesley-child-care/> or contact Childcare 905 526 7660.

Welcoming, safe and engaging programming for teens ages 13–18 at two main locations: Beasley Community Centre and Betty Brooks Community Centre. For more information, please visit the website <https://wesley.ca/services/children-youth-family/teen-drop-in-centres/> or contact Youth Centres: 905 546 2424 x 4535.

Last Updated: July 29, 2020

Program Availability Depends on Provincial and Municipal Orders

YES

Family/Youth Support



Wesley Summer and March Break Camps

Accepting New Referrals

<https://wesley.ca/services/children-youth-family/summer-and-march-break-camp/>

Provides children, age 4 – 12, with opportunities to learn, play and grow together during Summer and March Breaks. For more information contact 905-521-0926 or 905-546-2424 x4535 or camp@wesley.ca.

OPEN (Online)

YES

Last Updated: July 29, 2020

Cultural Services



Compass Community Health

Accepting New Referrals

www.nhchc.ca/

Open to immigrants and refugees. This program is beneficial for integration into the community. Goal of Program: To assist refugees and new immigrants. All non-essential programs have been cancelled as well as all groups.

CLOSED

NO

Last Updated: April 2, 2020

Centre de Santé Communautaire

Accepting New Referrals

www.cschn.ca/

The Centre de Santé Communautaire Hamilton/Niagara is a Francophone Community Health Centre that is a multi-service agency providing health and social services to French-speaking clients. The Centre is currently open Monday to Friday from 9:00 am to 5:00 pm but only providing essential services by phone. All non-essential programming has been cancelled. Employees are working from home, checking voicemail twice a day, and offering phone counselling and working towards OTN counselling. We are accepting new referrals. All face-to-face services are currently on hold unless deemed an emergency (i.e., medical services only). We have a rotating crew in the office including our medical team and management.

OPEN (Phone only)

YES

Last Updated: June 23, 2020

De dwa da dehs nye>s Aboriginal Health Centre

Accepting New Referrals

www.aboriginalhealthcentre.com

We understand and share in your concern around the risks associated with the coronavirus and know you might have questions about how we are working to keep you and your loved ones safe. We want you to feel safe in our programs and because of that, we have been planning. Below you can find a list of what we are doing:

OPEN

YES

- We will be cancelling all our group programming until April 5, 2020.
- We are asking everyone to self-monitor for symptoms.
- Non-urgent appointments will be conducted by telephone or rescheduled as appropriate.
- We are implementing our emergency Pandemic plan.
- We will be implementing screening stations at our Hamilton and Brantford locations.
- We have limited emergency supplies on hand.
- We are advising everyone to follow travel advisories.



Cultural Services

- We are asking those who are not feeling well to remain home.
- We have enhanced communication on handwashing, contact with others and respiratory health protocols.
- We have increased our cleaning protocols, especially in high touchpoint and traffic areas like elevators and doorknobs.

We will continue to refer to the World Health Organization, the Public Health Agency of Canada, the Ontario Ministry of Health Public Health Units for information, and keep you updated on this evolving situation.

Last Updated: April 2, 2020

Hamilton Regional Indian Centre (HRIC)

OPEN (Phone Only)

Accepting New Referrals

YES

www.hric.ca

Effective immediately until Monday, April 6, 2020 HRIC will be suspending all day and evening programming. This suspension will include any internal and external services hosted at the HRIC and the Centre is closed to the public.

During this time the following limited services will still be available:

- Over the phone services with HRIC staff for general inquiries, intake, requests for food or health items
- Restricted home visits by HRIC staff to deliver food or health items
- Medical transportation

Phone calls to main line (905-548-9593) will be answered or returned between 9:00 am and 5:00 pm .

Last Updated: April 9, 2020

Cultural Services



Hamilton Urban Core **Accepting New Referrals** www.hucchc.com/

CLOSED
NO

Hamilton Urban Core is an inner city health Centre with thousands of registered clients who routinely access the Centre's many programs and services. Some services include therapeutic and supportive counselling, health and wellness programs, client education and support programs, personal and community development programs, as well as parenting and family support. Hamilton Urban Core has cancelled all drop-ins and non-essential appointments.

Last Updated: April 2, 2020

Immigration Working Centre **Accepting New Referrals** www.iwchamilton.ca

OPEN (Virtual Only)
YES (By Phone Only)

IWC is working at full capacity in all our services: Employment, Settlement, LINC classes, and financial assistance info. Our website is updated to show our services on one page, with a summary of all our services by area. Our office is virtually open Monday to Friday from 9:00 am to 5:00 pm. All the messages in our social media and Live Chat will be answered promptly.

Employment—The IWC Employment Team can provide information and help you with:

- Employment needs assessment
- Customized action planning
- Targeted resume
- Interview preparation and practice
- 1-on-1 job search support and assistance
- Ontario College of Trades Equivalency Application

To book an appointment with an Employment Counsellor, you can contact Uzma by email to uqureshi@IWCHamilton.ca or by phone 905-529-5209 ext. 239.

Settlement—The IWC Settlement Team is continuing to support our clients to ensure that they have access to critical resettlement and case management services.

The Settlement Team can provide one-on-one information and help with COVID-19 information and information and assistance with:

- Citizenship applications, PR card assistance, and other immigration-related processes



Cultural Services

- Education for adults and children
- Financial assistance and benefits
- How to access housing and housing supports
- How to access healthcare
- Information about the current state of emergency in Ontario, and how to access what you need during this time
- Assistance and guidance to clients seeking basic need supports, mental health referrals, etc.

Make sure you leave a message if you do not get through right away. To book an appointment with a Settlement Counsellor, you can contact Rosemary by email to raswani@IWCHamilton.ca or Silva (Arabic) by phone to 905-529-5209 ext. 221.

LINC—Online classes are available for current students.

IWC will be offering online classes soon. To learn more and join the waiting list, contact communications@IWCHamilton.ca or use the “We are here” live chat on the bottom right side of your screen (Monday to Friday between 9:00 am and 5:00 pm).

Financial Assistance Information—If you have lost your job, need information about financial supports available, or need assistance meeting your basic needs (food and housing) you can contact Rosemary by email to raswani@IWCHamilton.ca or by phone to 905-529-5209 ext. 236 to discuss your needs and book an appointment with a Settlement Counsellor. Make sure to leave a message if you do not reach Rosemary directly.

Live Chat in our Website for easy questions and answers access.

Last Updated: April 8, 2020

Cultural Services



Niwasa Kendaaswin Teg Accepting New Referrals

niwasa.ca/

Niwasa is closed and there is not yet a date to resume services at this time given the ongoing pandemic. Niwasa is not accepting any new childcare referrals at this time. However, the Indigenous Food Bank continues to be OPEN and we are providing contactless delivery to families. To access the food bank, individuals can call the main number at 905-549-4884 and enter extension 416 for the call centre. They will do a brief intake and the caller will be given a date/time of when their food will be delivered. Niwasa is aiming for contactless delivery where the food will be left at the door/porch and once staff are back in their vehicle, they will call the client to advise the food has been delivered.

**CLOSED
NO**

Last Updated: April 14, 2020

Wesley Interpretation Services Accepting New Referrals

<https://wesley.ca/services/social-enterprises/interpretation-services/>

Wesley's social enterprise provides interpretation and translation services to the corporate and non-profit sectors with proceeds supporting Wesley's range of services. We work with local licensed and unlicensed translators and interpreters. Translation and interpreter matching to assist with appointments and accessing community resources. Interpretation and translation services in numerous languages. For more information, please visit the website or contact 905-528-5629 ext. 302 or interpretation.services@wesley.ca.

**OPEN
YES**

Last Updated: April 14, 2020

Shelters



Good Shepherd Family Centre

Accepting New Referrals

www.goodshepherdcentres.ca/the-family-centre

The Family Centre offers temporary emergency accommodation and residential support to as many as 20 families who have become homeless. Operating 24 hours a day, 7 days a week, the Family Centre endeavours to help families identify their unique barriers to achieving safe, sustainable housing. Staff assists residents as they strive to develop effective short- and long-term strategies for re-establishing housing and re-integrating into the community. The Family Centre is currently closed for all non-essential services. If families are experiencing homelessness or are in danger of becoming homeless, they can contact the centre for an assessment and support.

CLOSED

YES (Essential Services Only)

Last Updated: April 2, 2020

Good Shepherd's Martha House

Accepting New Referrals

www.goodshepherdcentres.ca/martha-house

Martha House is a secure and accessible, 40-bed emergency shelter for women and their children who are homeless and fleeing violence and abuse. At this time, the Women's Service Wellness Program is suspended until further notice. 24-Hour Crisis Line: 905.523.6277

OPEN

YES

Last Updated: April 15, 2020

Interval House

Accepting New Referrals

www.intervalhousehamilton.org

The COVID-19 Pandemic impacts everyone. At Interval House of Hamilton, our commitment to women and children's safety remains steadfast. We want you to know that we are still providing services to women with or without children who have experienced abuse, violence human trafficking, or trauma. **Our services are essential in saving and changing lives every day.** Due to COVID-19 we have made some changes, some of which include:

OPEN

Yes (With Restrictions)

Emergency Shelter:

- Restricted intakes which will include screening for COVID-19, assessments and other regulated requirements that are in place to support everyone's health and wellness as directed by the Chief Public Health Officer of Canada and the Government of Canada. Please call our crisis line at 905-387-8881 or 905-387-9959.
- Visitors are restricted to essential services/businesses only.
- Crisis lines remain available for telephone support 905-387-8881.

Shelters



Women's Centre Hamilton / Flamborough Women's Resource Centre / Jared's Place

- Counseling is continuing via telephone only. If you wish counseling, support legal advocacy, housing, please call 905-387-9959 and ask to speak with a staff member from the Women's Centre (Women's Centre and Jared's Place), 289-895-8580 (Flamborough),
- Groups are suspended.
- Outreach services are suspended.

Events:

While our traditional events have either been cancelled or postponed, we are busy exploring new strategies for events. We will be sending out more details as soon as possible.

On behalf of Interval House of Hamilton, we wish everyone good health.

Last Updated: April 1, 2020

Mission Services (Good Food Centre; Inasmuch; Men's Shelter; Willow's Place)

OPEN

Accepting New Referrals

YES

mission-services.com/

Care and support from loved ones is vital to recovery. Family members and friends can help loved ones every step of the way by learning about the recovery process and how they can support their loved one's goals in a caring, informed, and compassionate way. All non-essential programming has been suspended (including tax clinics and food demonstrations).

The 196: Our youth program is cancelled until April 5.

Willow's Place: Willow's Place will remain open with enhanced preventative measures.

Emergency Food: The Good Food Centre will continue as usual, with enhanced preventative measures. Please note that effective March 20, 2020, the East Hamilton Food Centre will be closed until further notice. If you are in need of immediate food access and are experiencing symptoms of COVID-19, or have come in contact with someone with symptoms, please do not visit the Good Food Centre. Instead, please ask a friend or family member to do so for you. Please provide a letter of permission and your ID

Shelters



Men's Shelter and Inasmuch House: Based on recommendations from physicians at the Shelter Health Network, external access to our Men's Shelter and Inasmuch House is restricted with the exception of essential individuals (such as physicians). Social distancing practices are in place for mealtimes and sleeping arrangements. People seeking assistance will not be turned away.

Last Updated: April 2, 2020

Native Women's Centre—Hamilton Chapter

Accepting New Referrals

www.nativewomenscentre.com/

The Native Women's Centre provides safe, emergency shelter for all women regardless of age, ancestry, culture, place of origin or sexual orientation with or without children who are experiencing crisis in their lives due to family violence, homelessness, or conflict with the law. Safe emergency shelter services are available 24 hours per day, 7 days per week including all meals, emergency clothing, and personal need items for all residents. **24 Hour Crisis Line 1-888-308-6559**

Last Updated: April 15, 2020

Notre Dame House

Accepting New Referrals

www.goodshepherdcentres.ca/notre-dame-house

Notre Dame House is a 24-hour emergency shelter and multi-agency resource centre for homeless and street-involved youth 16 to 21 years of age. The six-week program uses a unique team approach that pairs each young person with a youth support worker who helps them reach their personal goals using strength based, client centred approaches. Still open but limiting intakes at this time. Screenings done at front door.

Last Updated: April 2, 2020

Shelters



Wesley

Accepting New Referrals

OPEN

YES

Wesley offers daily support, every step of the way, to over 1250 children, youth, adults and seniors living in poverty in Hamilton. Our essential supports for vulnerable populations and people experiencing homelessness, including the Wesley Day Centre, have remained open throughout this crisis. Donations of hygiene items, cleaning supplies and non-perishable food are needed! If you are able, please drop off donated items in Hamilton Food Share bins at your local grocery stores, such as Fortinos (50 Dundurn St S, Hamilton) and Metro at Fennell/Upper Gage (967 Fennell Ave E. Hamilton). Please contact info@wesley.ca if you have a large donation.

Please note, all regular volunteer opportunities have been cancelled until further notice. We are currently looking for skilled volunteers to help in the isolation centres for the homeless. Contact volunteer@wesley.ca if you are a retired health care professional, student (i.e., medicine, nursing, physician assistants), foreign trained doctor or have related professional experience.

On March 12, 2020, the Government of Ontario issued an order to close all publicly funded schools in Ontario for two weeks following March break, in response to the emergence of COVID-19. This means that Ontario schools have been ordered to remain closed from Saturday, March 14 through to Sunday, April 5, 2020. The City of Hamilton has given the direction to close all EarlyON Child and Family Centres that are not in schools. Wesley will also be closing the Child Care Centre, 80 Queen St. N.

On Monday March 16, CityHousing Hamilton closed the 3rd floor of First Place Seniors Residence. First Start Café and the Food Service Training Program will be closed until further notice. You can still email firststart.cafe@wesley.ca to inquire about catering. The Shopping by Bus program is also cancelled until further notice.

Last Updated: April 2, 2020

YWCA Hamilton

Accepting New Referrals

www.ywcahamilton.org

CLOSED

YES (Overnight Drop-in/Residential Programs Remain Open)

We are now three weeks into the COVID-19 crisis and while we try to make sense of rapidly-evolving developments, the deep impact to our community can be felt as we stretch critical resources in ways we had never imagined possible. In compliance with requests from leading health authorities for all non-essential workers to stay home, YWCA Hamilton non-essential programs and services will remain closed until May 4, 2020, at which point we'll reassess.

[Carole Anne's Place](#), an overnight drop-in centre for women experiencing homelessness, will remain open until April 30, 2020 and of course, our residential programs,

Shelters



including the [Transitional Living Program](#) at 75 MacNab and our residences for Developmental Services, will continue to operate.

We are moved by the generosity of those who have answered our plea for donations of food and other essential items to support the many women and families we serve. And while the COVID-19 situation shifts from day to day, so do the needs of our community. But in encouraging self-isolation and distancing amongst the 65 residents who call YWCA Hamilton home, and women who are homeless who we are supporting in temporary hotel spaces provided by the City of Hamilton, one harsh reality becomes clear: isolation and hunger are huge threats to safety and well-being. With limited access to food and activities, we simply need supplies to keep those who rely on us active, engaged and fed while isolating in their rooms.

Last Updated: April 1, 2020

Education



Hamilton Wentworth Catholic District School Board

Accepting New Referrals

www.hwcdsb.ca

On June 19, 2020, Minister of Education Stephen Lecce announced the government's plan for the safe reopening of schools. While Ontario is clearly on a positive trajectory in terms of its response to the COVID-19 outbreak, the education system is being asked to safely prepare for all potential scenarios come September. These scenarios were shared in a [letter to parents](#) and include:

- A return to conventional, regular classroom instruction, with health and safety requirements,
- A continuation of remote learning, including the use of live, synchronous online instruction, and;
- An adapted delivery model that enables students to return to class with blended virtual learning, that includes health and safety requirements that will limit the maximum number of students to 15 per class.

The HWCDSB will release its reopening plan later this summer. We recognize that this is an unprecedented time in Ontario and across the world and we continue to join the world in prayer for the well-being of all who have been or will be infected by this virus.

Last Updated: July 6, 2020

Hamilton Wentworth District School Board

Accepting New Referrals

www.hwdsb.on.ca

We are excited about seeing everyone return in September. The health and safety of our students and staff is our top priority, as we strive to maintain regular school day routines as much as possible. We remain committed to keeping you informed as school approaches.

Return to School

The Ministry of Education asked school boards to create three plans: (1) for a full conventional return to school, (2) for adaptive return (a blend of in-class and remote learning), and (3) for full remote learning from home. The Ministry of Education, in consultation with Public Health Ontario, will make the final decision on the scenarios. HWDSB is prepared, and we anticipate a Ministry announcement in the coming days.

OPEN (2020/21 SCHOOL YEAR)

YES

OPEN (2020/21 SCHOOL YEAR)

YES

Education



In September, school will look different, regardless of which of these plans the Ministry selects. If the Ministry of Education decides that we will return to every day, conventional learning, we are prepared to have enhanced public health measures in place.

If the Ministry of Education decides that we will return with an adaptive plan, we are prepared to have enhanced public health measures in place. The adaptive model will include:

- **Elementary** students will attend schools in two cohorts. Cohort A (half of the class) attends school on Monday, Wednesday, and every other Friday and Cohort B (the other half of the class) attends on Tuesday, Thursday, and every other Friday.
- **Secondary** students, assigned to their cohort, will attend a half day in school on alternate days for one course and then the second half of the day will be remote learning for their other courses. For example, a Grade 9 math class will be divided into two cohorts (two halves). Half of the class will learn math in class for a half day every other day for several weeks. Students will work on their math course online at home every other day and students will work on their other three courses every day in the afternoon online at home. After several weeks, the in-class course will switch to the second course and so on.

If the Ministry decides to resume remote learning, students will continue to be taught by their teacher in The Hub and MS Teams.

More information about return to school will be shared as we approach September. In the meantime, visit our Board report [School Re-opening \(COVID-19 Pandemic\) Update #2](#) for details about our return to school models and enhanced public health measures. We are collecting information on our website at www.hwdsb.on.ca/covid19.

At any point while school COVID plans are in place, families will also have the option to continue remote learning, full-time, at home. Later in August, and once the Ministry of Education makes their final decision on reopening plans, we will ask parents to indicate if their child will continue to learn remotely.

Enhanced Public Health Measures

We have ordered supplies and personal protective equipment based on the requirements that the Ministry of Education and public health have provided to school boards to date. We have also ordered additional supplies where Ministry direction has been absent to date in anticipation of what our needs may entail for all three reopening plans for September.

We are waiting for more direction and clarification from the Ministry of Education and public health on items such as masks for children. A list of health measures is available on our [School Reopening during COVID-19](#) web page.

Education



Effective Communication

Information will be shared through these official updates throughout August. Provincial updates will be shared through HWDSB's social media channels and the website. Should you have questions, please visit Questions and Answers or email info@hwdsb.on.ca.

Mental well-being supports

We remind families that social workers are available throughout the summer to support students and parents, guardians, and caregivers. For contact details, please visit Mental Health Supports.

The Hamilton Wentworth District School Board's **Adult Day School** and **D2L Night School** are still operating virtually. Please follow the instructions below to book an MS Teams Meeting (online) with a guidance councilor and we can register you.

Please click on the following link: <https://www.hwdsb.on.ca/cce/adult-programs/credit/adult-day-school/> or <https://www.hwdsb.on.ca/cce/adult-programs/credit/d2lnight/>

HWDSB is offering Mental Health & Well-being programming over the summer for students and caregivers.

Virtual and Telephone Support (Monday to Friday, 9:00 am–4:00 pm):

Social Workers are available to provide single session and on-going support to students and parent/givers of HWDSB. Referrals for the following mental health and wellbeing support groups can also be accessed through this contact information. Call 905-527-5092, ext. 2038 Text 365-366-7721 Use the HWDSB Helps app for iOS and Android and located on the We Help website.

Groups for Students:

AFFIRM—Secondary

Project Youth AFFIRM is now offering 8 FREE ONLINE sessions of coping skills training for anyone between 14 and 18 years old who identifies as lesbian, gay, bisexual, pansexual, Two Spirit, trans, non-binary, queer and/or questioning your sexuality or gender. The goals of AFFIRM are to decrease unhelpful thoughts, learn stress coping skills to navigate mental health and the COVID-19 pandemic, make healthy choices for your sexual and mental health, and build community with other Two Spirit and LGBTQIA+ youth. Visit www.projectyouthaffirm.org and click "Participate" to fill out the online registration form. This group will be offered in July and August.

Education



AFFIRM—Elementary (Grades 7/8)

Project Youth AFFIRM is now offering 8 FREE ONLINE sessions of coping skills training for anyone between 12 and 13 years old who identifies as lesbian, gay, bisexual, pansexual, Two Spirit, trans, non-binary, queer and/or questioning your sexuality or gender. The goals of AFFIRM are to decrease unhelpful thoughts, learn stress coping skills to navigate mental health and the COVID-19 pandemic, make healthy choices for your sexual and mental health, and build community with other Two Spirit and LGBTQIA+ youth. Visit www.projectyouthaffirm.org and click “Participate” to fill out the online registration form. This group will be offered in July and August.

Virtual Teen Activation Group (TAG)

(Offered in a virtual format through MS Teams, starting July 13.)

TAG is a treatment group for adolescents struggling with depression and anxiety who are not ready to access other treatment options at this time. The group is based on Cognitive Behaviour Therapy (CBT) and Behaviour Activation Therapy. The goal of the group is to help students reduce their depressive and anxious symptoms and increase their overall activity level, so they can access other treatment options or no longer require treatment. The group engages in education sessions, as well as social and physical activities. Through these sessions and activities, students learn strategies to increase healthy behaviours and enjoyable activities thereby improving their quality of life. TAG is open to students in grades 9 to 12, who show signs of depression and/or anxiety, who recognize these signs and are ready to take steps to make changes in these areas.

Virtual Chilled

(Virtual offering via MS Teams, also with information for caregivers. Sessions in July and August.)

Chilled is an evidence-based anxiety treatment program for adolescents in grades 7 to 12 who are experiencing worry or anxiety that is impacting their daily functioning. The program focuses on teaching adolescents strategies to find better ways to manage their anxiety. Chilled uses Cognitive Behavioural Therapy (CBT) techniques and provides participants with knowledge, practical skills, and tips on how to face fears and overcome worries.

Getting Ready for Grade 9—Secondary Transition Group

(Runs from the week of August 24 to mid-September, hope for in-person sessions with physical distancing pending public health parameters.)

This is a newly developed group that recognizes the transition from elementary school to secondary is a challenging time that has been made even more overwhelming by COVID-19. This group is for students currently in grade 8 starting high school in September 2020, who are expressing heightened worry and anxiety about integrating into their secondary school and would benefit from additional supports to navigate this transition.

Education



A Place to Start—Introduction to Mental Health Treatment Group

(Four sessions, runs twice weekly, starting the week of August 17.)

A Place to Start is designed to help support students in grades 7-12, who are struggling with anxiety and mood related issues, but not ready to fully commit to some of our other groups or more intensive one-on-one work. Students who find themselves struggling with self-expression, self-awareness and goal-setting often find it overwhelming to start working towards change. A Place to Start aims to help students develop a starting point and the “know how” to develop a road map to the changes that they want to see in their lives.

What to Expect—Student Session

(Six session group that runs twice a week, starting the week of August 17.)

One of the most challenging aspects of the pandemic is the unknown – this can be very worrisome for students who are planning to return to school in the fall and are unsure about what to expect. This group is designed for students in grades 7 to 12, who are finding that their worry and anxiety is overwhelming their excitement and willingness to return to class. This group will focus on learning about what they can expect, exploring mood and anxiety related to the new learning environment, and activities to embed their newly learned skills for coping into their school day.

Groups for Caregivers:

Virtual Cool Little Kids

(In July and August, with two weekly sessions over a three-week period using the MS Teams platform.)

The Cool Little Kids Program is an anxiety prevention program for primary caregivers of children in Junior Kindergarten to Grade 1 who show signs of being shy, withdrawn or inhibited. The program uses Cognitive Behavioural Therapy (CBT) techniques and gives caregivers knowledge, practical skills and tips on how to help their young child manage and overcome anxiety, including how to manage setbacks and maintaining progress after the group ends.

Virtual Families Worrying Less Together

(In July and August, with two weekly sessions over a three-week period using the MS Teams platform.)

Families Worrying Less Together is an anxiety treatment program for primary caregivers of children in grades 3 to 6 who show signs of being shy, worried, excessively fearful or inhibited. The program uses Cognitive Behavioural Therapy Techniques and gives participants knowledge, practical skills, support and tips on how to help their child manage and overcome anxiety. Caregivers will also gain an increased understanding of their own reactions to their child’s behaviour, and learn how their own worries about their child can be managed differently.

Education



What to Expect—Caregiver Session

(Sessions offered in afternoons and evenings starting the week of August 17, hopefully in person with physical distancing, pending public health parameters.)

For caregivers, the need to receive clear and consistent messaging about how best to keep our children safe, has been at the forefront during the pandemic. HWDSB is offering 90-minute information sessions for caregivers of an HWDSB student of any age, with the aim to explore caregivers' own stress and worries about sending kids back to school and how best to support your child as you navigate this transition together.

Last Updated: July 28, 2020

Food and Nutrition



Breakfast Club Canada Accepting New Referrals

CLOSED
YES

www.breakfastclubcanada.org/covid-special-grant-application/

As soon as the closures were announced, we saw to it that the perishable goods in our breakfast program network were redistributed to local organizations. Currently, we are working with the federal and provincial governments and community organizations across Canada to pool resources and find solutions to support families during this crisis. If you yourself need a helping hand, contact your local [food bank](#).

An emergency fund has also been created to reallocate funds that are normally earmarked for breakfast programs. We have been asking partners across the country to help us raise \$5 million or more to reach out to as many food-insecure families and children as possible. The demand thus far has been overwhelming. We have received more than 320 applications for a total of \$9 million in funding. We are proud to say that many partners have already stepped up and contributed to the fund, including Belairdirect/Intact Assurance, Danone, Kellogg Canada, and National Bank, to name but a few. To contribute, go to the [Emergency Fund](#) section of our website. Community organizations and schools can apply for special grants through the emergency fund to help ensure children and families continue to have access to food during the COVID-19 crisis. For more information, go to the [Special Grants Application](#) section of our website.

A number of solutions have been introduced across Canada to get food to children with the schools being closed. A portion of the funding is being reallocated to [food banks](#), based on what we know about the level of local needs. Schools have also received some of these funds to keep the service they offer running, only in a modified format that is consistent with current public health and safety guidelines. To control the spread of COVID-19, we collaborate with respected community organizations that are familiar with and rigorously apply hygiene and sanitation measures associated with handling food as well as the requirements developed by public health authorities during this pandemic.

Last Updated: April 9, 2020

Essential Aid Accepting New Referrals

OPEN
YES

www.essentialaid.ca

Emergency Infant & Toddler Food Bank—Emergency Infant Formula, Diapers, Infant Cereal and Baby Food.

Crisis Referral—Working with other Agencies to meet the needs of families during crisis.

Low Income Support Infant Nutrition—A monthly support program for qualifying pre-registered low income families with infants under 12 months of age.

Last Updated: April 9, 2020

Food and Nutrition



First Start Café and Catering Service

Accepting New Referrals

<https://wesley.ca/services/social-enterprises/first-start-cafe/>

A unique social enterprise connecting refugees, disenfranchised youth and people experiencing poverty with training, job opportunities and development in Hamilton. First Start Cafe operates a downtown cafe from the 3rd floor of the First Place Hamilton (350 King Street East) and also provides catering and home replacement meals. For more information, visit the website or contact 289-639-2931 or firststart.cafe@wesley.ca.

OPEN (With Some Restrictions)

YES

Last Updated: July 29, 2020

Feed Ontario

Accepting New Referrals

feedontario.ca/covid-19/

We have a plan. We're working together with Food Banks Canada, local food banks, and our partners to create pre-packed emergency food boxes for all food banks in the province. By combining our efforts, we can help Ontario's food banks continue to support their communities while also minimizing exposure to COVID-19. We're calling on everyone to join us in our COVID-19 Emergency Response and help put our Emergency Food Boxes into the hands of those that need them most during this crisis.

OPEN

YES

Last Updated: April 9, 2020

Food Program for Students of HWDSB

Accepting New Referrals

The Food Program for students of HWDSB is still running for children in need who are on their lists.

OPEN (Phone Only)

NO

Last Updated: March 31, 2020

Food and Nutrition



Good Shepherd Centres

Accepting New Referrals

www.goodshepherdcentres.ca/food-bank

Daily Hot Meal: Packed meals will be handed out at the Good Shepherd Centre on Mary Street.

OPEN

YES

Venture Centre: We are reducing the number of clients visiting the Marketplace each day and eliminating clothing and housewares from the shop. We ask for patience as we enforce social distancing and only one household member in the program at any given time.

Last Updated: April 9, 2020

Hamilton Food Share

Accepting New Referrals

www.hamiltonfoodshare.org/contact2/food/

Hamilton Food Share is the hub of the Emergency Food Network within Hamilton, raising food and funds for emergency food programs including food banks and hot meal programs in neighbourhoods across the city. Last year, we raised and distributed over 3.35 million pounds of nutritionally rich foods to help ensure that people living in poverty have access to healthy food for themselves and their families. We do this by receiving large-scale food donations and shipping them out to front-line service organizations each and every business day.

OPEN

YES

Hamilton Food Share continues to respond to the rapidly evolving situation in the city as a result of COVID-19. Please check our website regularly for updates on food bank hours of operation, services, and closures.

Hamilton Food Share is an emergency food bank hub that supplies healthy food to 12 food banks and hot meal programs across Hamilton. Please note: We do not serve clients at our facility. Please contact the organization closest to your home to receive emergency food assistance.

Food banks have changed their service models to ensure proper social distancing measures are in place and will be providing prepackaged meals or food hampers. We will continue to update this list as more information becomes available. Any questions, please call (905) 664-9065.

Dundas, Flamborough, Ancaster

Salvation Army, Dundas | 150 King St. W., Dundas ON L9H 1V4 | (905) 627-0572 **[By appointment only]**

Downtown Hamilton

Food and Nutrition



Salvation Army | 80 Bay St. N., Hamilton ON L8R 3N3 | (905) 540-1888 **[By appointment only]**

Living Rock Ministries | 30 Wilson St., Hamilton ON L8R 1C5 | (905) 528-7625 ext. 259

Hours of Operation:

Monday to Friday 9am-10am (Breakfast)

Tuesday, Wednesday, Thursday 4pm-5pm (Dinner)

Tuesday, Wednesday, Thursday 1pm-4pm (Food Hampers)

Saturday 1pm-4pm (Meals and Food Hampers)

Good Shepherd Family Services | 155 Cannon St. E., Hamilton ON L8L 0A2 | (905) 972-9485 **[By appointment only]**

Welcome Inn Community Centre | 40 Wood St. E., Hamilton ON L8L 3Y3 | (905) 525-5824

Hours of Operation:

Monday, Wednesday, Thursday, Friday 10:30am-2pm

Wesley Urban Ministries | 52 Catharine St. N., Hamilton ON L8R 1J1 | (905) 528-5629 **[Please call]**

Mission Services of Hamilton | 196 Wentworth St. N., Hamilton ON L8L 5V7 | (905) 528-4212

Hours of Operation:

Monday, Wednesday, and Friday, 9am-12pm & 1pm-3pm

Tuesday and Thursday, 9am-12pm

De Mazenod Door Outreach, St. Patrick's Church | 440 King St. E., Hamilton, ON L8N 1C6 | (905) 522 -9828

Hours of Operation:

Saturday, Sunday, Monday, Tuesday, Wednesday, Thursday 10am-11am & 11am-12pm (Breakfast & Lunch)

Friday (BBQ) 10am-11am (Breakfast), 1pm-2:30pm (Lunch)

Hamilton Mountain

Neighbour to Neighbour Centre | 28 Athens St., Hamilton ON L9C 3K9 | (905) 574-1334

Hours of Operation:

Monday, Tuesday, Wednesday 9:30am-3:15pm

Thursday 12:30pm-7:15pm

East Hamilton

Food and Nutrition



Stoney Creek Food Bank | 605 Highway #8, Stoney Creek ON L8G 5G2 | (905) 643-2090 **only serves residents of Stoney Creek*

Hours of Operation:

Monday, Wednesday, Thursday 9:30am-1pm

Niwasa Kendaaswin Teg | 785 Britannia Ave, Hamilton, ON L8H 2B5 | (905) 549-4884 ext. 416 **[By appointment only]**

Hours of Operation:

Monday and Thursday 9am – 12pm

Native Women’s Centre | 1900 King St. E., Hamilton ON L8K 1W0 | (905) 664-1114 **[Existing clients only]**

Last Updated: April 9, 2020

Neighbour 2 Neighbour

OPEN

Accepting New Referrals

YES

<http://www.n2ncentre.com/>

With growing global concerns around COVID-19, the safety, health, and wellbeing of our visitors, participants, volunteers, and employees remains our top priority. Our immediate focus is on foodbank access. This vital service remains open to serve the community. We are returning to regular hours of operation to meet the task of maintaining physical distance. Effective Monday, March 27th, our foodbank at 28 Athens Street will be operating during the following times: Monday, Tuesday, Wednesday from 9:30 am–3:15 pm and Thursday from 12:30–7:15 pm. Effective Sunday, March 28th, our Community Food Centre at 310 Limeridge Road West will be closed. We continue to monitor this situation closely, will provide ongoing updates at n2ncentre.com and encourage everyone to stay up-to-date through Canada’s Public Health site at canada.ca.

Last Updated: April 9, 2020

Salvation Army

OPEN

Accepting New Referrals

YES

salvationarmy.ca/what-we-do/in-your-community/social-services/family-services/#1508934538782-be561ba0-1658

[Nutritional Support](#)—Food banks, community meals and kitchens, cooking classes, gardens and school-based programs.

[Outreach](#)—Mobile feeding vans, hygiene kits, blankets, community events.

Last Updated: April 9, 2020

Tastebuds Hamilton

OPEN

Accepting New Referrals

YES

www.tastebudshamilton.ca

Food and Nutrition



All students in Hamilton have universal access to healthy foods in schools and community environments to improve student success, support healthy growth, development, and lifelong eating habits.

Last Updated: April 9, 2020

Welcome Inn

Accepting New Referrals

welcomeinn.ca/

Food Bank Update—We have modified our food bank and introduced a grab-and-go system. Our food bank is REMAINING OPEN four days a week (Monday, Wednesday, Thursday, and Friday). Our new hours of operation will be 10:30 am–2:00 pm. All food will be distributed as pre-packaged hampers, based on household size. We are limiting all direct physical contact and trying to create distance between community members, volunteers, and staff. Our intake staff will connect with community members outside, and the pre-packaged hampers will be brought to the front door by volunteers. Community members are encouraged to not all arrive at 10:30 am. There is plenty of food at this point, and all hampers will contain the same items. Community members are encouraged to practice social-distancing when approaching the intake table and are asked to immediately leave the area.

NOTE: Welcome Inn will be closed to all public access throughout this crisis. Community members are encouraged to bring umbrellas if it's raining, and there are no bathroom facilities available at this time. Thanks for your understanding in this regard.

Last Updated: April 9, 2020

OPEN

YES

Wesley Day Centre

Accepting New Referrals

<https://wesley.ca/services/housing-homelessness/wesley-day-centre/>

Inclusive drop-in facility offering daily meals and recreation, harm reduction groups, healthcare, professional services, housing support and social engagement programming. At-risk and vulnerable men and women in our community are eligible for this program. Drop in services open 7 days a week, year-round. On-site Health Clinic. Also designated location during hot and cold weather warnings. 195 Ferguson Avenue North. Please contact day.centre@wesley.ca or 905-528-5640 for more information.

Last Updated: July 29, 2020

OPEN (In-Person Supports)

YES

Older Adult Programs



Alzheimer's Society of Hamilton

Accepting New Referrals

www.alzhn.ca/

Supports for people with Alzheimer's disease and other dementias, and their caregivers. Seminars, workshops and training sessions, one-on-one care plan consultations with health professionals, and advanced care planning for future health care needs. All in-person programming has been cancelled. Support is being made available via telephone

Last Updated: April 2, 2020

OPEN (Phone Only)

YES

Friendly Calling Program with the Brown Bag Network

Accepting New Referrals

www.ssipp.info/

A group of students at McMaster University and UWaterloo have started the Mac-Waterloo-Niagara Student Senior Isolation Prevention Partnership (SSIPP) to assist socially isolated seniors during the COVID outbreak. Our program pairs student volunteers with socially isolated older adults to check-in via weekly phone calls in order to provide social comfort and standard patient education about COVID-19. Older adults living in the Hamilton, Waterloo, or Niagara regions can be referred through a member of their healthcare team or community organizations to the program. At the moment, we have over 100 healthcare professional students signed up to help us (many of whom speak different languages). If you or your colleagues have any patients that you feel would benefit from this program, please contact us at

MacSeniorIsolationPrevention@gmail.com for more information on the simple referral process. We will call all referred patients to determine interest and explain the program, assign them to volunteers, and provide you with updates on our program!

Last Updated: April 15, 2020

OPEN

YES

Seniors Mental Health Clinic and Outreach Services

Accepting New Referrals

www.stjoes.ca/health-services/mental-health-addiction-services/mental-health-services/seniors-mental-health-service/seniors-mental-health-outpatient-and-outreach-programs

We provide high quality and responsive seniors' mental health care. The SJHH Seniors Mental Health Outpatient and Outreach Programs are designed to serve the complex mental health concerns of seniors. Our Hamilton-based program is primarily a clinic-based program located out of the Margaret & Charles Juravinski Centre for Integrated Healthcare (West 5th Campus) and offers outreach (e.g., home visit) for persons as needed, within our Hamilton catchment area. Currently the clinic is not doing any face to face consults all supports are being done over the phone.

Last Updated: April 2, 2020

OPEN (Phone Only)

YES

Older Adult Programs



Shopping 4 Seniors Ancaster Community Services

OPEN

Accepting New Referrals

YES

905-648-6675

ancastercommunityservices@gmail.com

Supports Ancaster Seniors with bi-weekly grocery shops in response to the ongoing COVID-19 pandemic. This is not a 'delivery service' but rather an essential lifeline for those Ancaster seniors who are self-isolating, have limited transportation or have little (to no) assistance. Contact for additional details.

Wesley Senior Outreach

OPEN (Phone, Online, and In-Person Supports)

Accepting New Referrals

YES

www.wesley.ca

The Senior Outreach Teams works to provide ongoing case management to seniors who are in need of direct supports, referrals to community services, and supplies that meet their basic needs. If you have a client or are aware of anyone in need in the communication a referral can be made to the program. Please contact info@wesley.ca to obtain a referral form.

Our shopping by bus program is currently closed.

Last Updated: July 29, 2020

Financial Supports



Autism Funding

www.ontario.ca/page/ontarioautism-program#section-4

The Ministry has extended the deadline to apply to the Ontario Autism Program to be eligible for Interim One-Time Funding. The previously deadline was March 31, 2020 but due to the COVID-19 situation, they have extended the deadline to a date that they will announce later. We will let you know as soon as they have set that new date. This is great news for families who have not registered yet with the OAP—they still have time to do this.

Last Updated: April 9, 2020

Child Care Benefits

www.hamilton.ca/coronavirus/financial-support-individuals

An extra \$300 per child will be given through the Canada Child Benefit for 2019–2020. This benefit will be delivered as part of the scheduled Canada Child Benefit payments in May. A one-time payment of \$200 per child up to 12 years of age, and \$250 for those with special needs up to 20 years of age, including children enrolled in private schools, will be given to help families pay for extra costs because of school and daycare closures.

Last Updated: April 9, 2020

Electricity

www.hamilton.ca/coronavirus/financial-support-individuals

In Ontario, residential electricity prices are now set at off-peak pricing 24 hours a day. This began on Tuesday, March 24, 2020 and will last for 45 days. This rate has been applied to all households—you do not need to apply. Electricity bills are being made more affordable for people by providing additional funds for the Ontario Electricity Support Program and expanding the criteria to qualify for the Low-income Energy Assistance Program.

Last Updated: April 9, 2020

Employment Insurance

www.canada.ca/en/employment-socialdevelopment/corporate/notices/coronavirus.html

Employment Insurance (EI) sickness benefits provide up to 15 weeks of income replacement and is available to eligible claimants who are unable to work because of illness, injury or quarantine, to allow them time to restore their health and return to work. Canadians quarantined can apply for Employment Insurance (EI) sickness benefits.

Last Updated: April 9, 2020

Financial Supports



Homeowners

www.hamilton.ca/coronavirus/financial-support-individuals

Homeowners facing financial challenges may be eligible to put off mortgage payments for up to 6 months.

Last Updated: April 9, 2020

Indigenous Peoples

www.hamilton.ca/coronavirus/financial-support-individuals

Additional supports to Indigenous peoples and communities, including emergency assistance for urban Indigenous people in financial need, will be made available by the Province of Ontario. **How do I apply?** Information on how to apply for this support will be provided when it becomes available.

Last Updated: April 9, 2020

Loss of Income

www.hamilton.ca/coronavirus/financial-support-individuals

The **Canada Emergency Response Benefit** will give individuals \$2,000 per month for up to four months to those who have lost their income because of COVID-19. People will receive this money within 10 days of submitting an application. All Canadians who have stopped working because of COVID-19, whether you are eligible for Employment Insurance or not, will be able to get this benefit to make sure you have the income support you need. You can apply for additional emergency assistance funding if you are not currently receiving Ontario Works or ODSP. You can apply for discretionary benefits if you or your family already receive Ontario Works or ODSP.

Last Updated: April 9, 2020

Renters

www.ontario.ca/page/rentingchanges-during-covid-19

See website on how the support is being developed for renters.

Last Updated: April 9, 2020

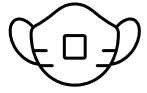
Taxes

www.hamilton.ca/coronavirus/financial-support-individuals

The due date for filing individual tax returns has been pushed back to June 1, 2020. You will now have until September 1, 2020 to pay any 2019 income tax amounts owed.

Last Updated: April 9, 2020

COVID-19 Resources



CareMongering

289-768-3170

care@djno.ca

An online group working to help deliver groceries and supplies to those who can't afford them or can't get around the city easily during the COVID-19 pandemic. Please allow 3-4 days for delivery arrangements to be made.

City of Hamilton

COVID-19 Guidelines

Enforcement Phone

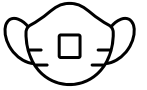
Line

A system of public reporting for people who witness others not conforming to the Provincial orders and guidelines regarding COVID-19.

The following are the numbers that you can call:

- Businesses with gatherings of 5 or more people: 905-546-2489
- Public gathering of 5 or more without distancing: 905-546-2489
- Business not following proper hygiene: 905-974-9848
- Inquiring if a business is essential: 1-888-444-3659
- Price Gouging: 1-800-889-9768

COVID-19 Resources



Compassionate Boarding for Pets During COVID-19 Hamilton/Burlington SPCA

mmacnab@hbspca.com
245 Dartnall Road
Hamilton, Ontario
L8W 3V9

The compassionate boarding program provides up to 14 days of boarding at the HBSPCA on Dartnall Road and with Zachary's Paws for Healing foster homes, depending on the space available and animals' circumstances. Pets may include cats, dogs, small critters and small birds.

Referrals to the compassionate boarding program can be made by health care staff to Michelle Macnab at mmacnab@hbspca.com or by calling Brian Judson at 289-682-3171. If necessary, volunteers will fetch the animal from the patient's home while wearing personal protective equipment.

Computer and Internet Access Services During COVID-19

Public computers are available at Hamilton Public Library's Central Branch on a first come first served basis. A library card is needed. Printing, copying and scanning are available.

Free WiFi is available at all Hamilton Public Library Branches from outside the branch. No password or library card needed. Please be sure to engage in social distancing when you are accessing HPL's wifi hotspots. See the website for branch locations.

Free WiFi is also available on the City of Hamilton's wireless network, available at arenas, recreation centres, city hall, municipal service centres, and around Gage Park. Information can be found on the website.

A map of some available wifi hotspots in Hamilton can be accessed online.

Bell hotspots are available at Indigo bookstores, McDonald's, and Tim Hortons locations, even if closed.

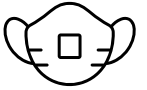
Rogers and Source Cable customers are offered waived overage charges on home internet, long-distance charges within Canada, and all roaming fees until the end of May. Rogers and Source Cable will not be terminating services if customers are unable to pay their bills during COVID-19.

Bell customers are offered waived overage charges on home internet, and all roaming fees.

Shaw customers are offered free tv stations. All Shaw hotspots are now available to everyone, including non-Shaw customers. A map of Shaw wifi hotspots is available online.

Cogeco customers are offered suspension of termination of services if they are unable to pay their bills during COVID-19

COVID-19 Resources



COVID-19 Assessment Centre Drive-Through

905-974-9848
25 Hester St
Hamilton, ON
L9A 2N3

Medical clinic to assess whether people need more medical care and/or testing for COVID-19 based on symptoms (cough or fever), travel history and/or exposure to known cases.

Before going to an assessment centre complete the following steps:

1. Complete the online self-evaluation.
2. If the evaluation indicates that assessment is necessary contact your doctor, the Hamilton Public Health Services COVID-19 Hotline at 905-974-9848, or Telehealth Ontario at 1-866-797-0000
3. If a referral is provided a booking will be made at the Assessment Centre

Bring your Ontario health card, a list of your current medications, and anything else that you might need while you wait to be assessed. Wait times will depend on patient volume but may be several hours.

COVID-19 Assessment Centre – East End Clinic

905-974-9848

Urgent Care Clinic
2757 King St E
Hamilton, ON
L8G 5E4

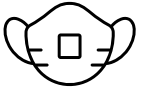
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Bring your Ontario health card, a list of your current medications, and anything else that you might need while you wait to be assessed. Wait times will depend on patient volume but may be several hours.

COVID-19 Resources



First Ontario Centre, COVID-19 Emergency Overflow Shelter

50 bed emergency shelter providing overflow space for Hamilton's men's shelters: Good Shepherd Centre, Mission Services, and The Salvation Army. Services include daily meals, showers, laundry facilities, socially distanced recreational activities, and basic medical care.

905-528-5877 Crisis: Mental Health
Crisis Support: 905-529-7878

Additional temporary washrooms and wash stations for public use located outside on York Blvd.

101 York Blvd
Hamilton, ON
L8R 3L4

Good Shepherd Non-Profit Homes: McGinty House

This service is by referral only from a hospital and Good Shepherd HOMES program.

905-525-7884
info@gsch.ca
131 Catherine St N
Hamilton, ON
L8R 1J5

Good Shepherd's McGinty House is opened temporarily during COVID-19 to provide spare beds to COVID-19 patients. This site will offer 10 acute care beds for local hospitals. Patients will get mental health support. Good Shepherd HOMES supportive housing staff will oversee the house.

GroceryHero COVID-19 Front-Line Health Care Food Delivery Hamilton PPE Donate

Food delivery for front-line health-care workers during COVID19 pandemic. Signing up with postal code pairs the health-care or medical professional with a volunteer to discuss shopping needs, food drop-off and payment directly. Also accepting volunteers.

covidmaskontario@gmail.com

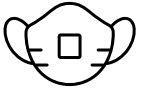
Donate protective equipment, for pickup by volunteers, to help health-care workers during the COVID-19 pandemic. Protective equipment includes: disposable head covers, disposable gloves, disposable surgical face masks, N-95 Respirator face masks, coveralls/scrubs, shoe covers, disinfection wipes and liquid, disposable gowns, and face shields/goggles.

Hamilton Social Medicine Response Team

If you would like to make a drop-off yourself, please consider reaching out to Hamilton Health Sciences by emailing PPEdonations@hhsc.ca or to St. Joseph's Healthcare by emailing donations@stjoes.ca.

To aid vulnerable populations during the COVID-19 outbreak HAM SMaRT is distributing food, clean needles, and anti-infection supplies, as well as providing information about the virus, local resources, and recommended safety measures. They are also surveying their clients to gather data about how the COVID-19 virus is effecting these communities.

COVID-19 Resources



905-521-2100 x42471

info@hamsmart.ca

An outreach service of general internal medicine and infectious diseases physicians, registered nurses, midwifery and outreach workers whose goal is to provide excellence in clinical care to individuals who have difficulty accessing care in the traditional medical system. Acts through a mobile service specializing in patients with chronic or infectious diseases who are affected by poverty, homelessness, and addiction. Operates in association with McMaster University's Department of Medicine and the Hamilton Shelter Health Network.

Keeping Six, Hamilton Harm Reduction Action League

905-966-0242

info@keepingsix.org

To aid vulnerable populations during the COVID-19 outbreak Keeping Six is distributing food, clean needles, and anti-infection supplies, as well as providing information about the virus, local resources, and recommended safety measures. They are also surveying their clients to gather data about how the COVID-19 virus is effecting these communities.

Community-based organization that defends the rights, dignity and humanity of people who use drugs. Formed in response to the opioid crisis, by people who use drugs and those who love and care for them, for purposes of mutual protection and cooperation.

1-800-622-6232

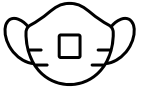
Provincial and Federal Financial Supports During COVID-19 COVID-19 Economic Response Plan Seniors Resources and Supports During COVID-19 COVID-19 Resources for Seniors

Support services and resources available for seniors during the COVID-19 pandemic

A Friendly Voice: offering friendly conversation with trained volunteers to older adults who are isolated or experiencing loneliness. For individuals 55 and older. Mon-Sun 8 am-12 midnight, Toll free: 1-855-892-9992.

Alzheimer Society of Brant, Haldimand Norfolk, Hamilton Halton: Provides education, support, and resources to individuals with Alzheimer's disease and related dementias and to their families. Staff will be available to support clients and partners via phone and videoconference. Please see the [website](#) for local office contact information.

COVID-19 Resources



Ancaster Community Services, Meals on Wheels Ancaster: Hot noon meals delivered to the homes of elderly, convalescent, disabled persons, or any person in need of a meal and unable to provide for themselves. **24 hours notice required to initiate or cancel.**

[Shopping 4 Seniors, Ancaster Community Services](#) Supports Ancaster Seniors with bi-weekly grocery shops in response to the ongoing COVID-19 pandemic. This is not a 'delivery service' but rather an essential lifeline for those Ancaster seniors who are self-isolating, have limited transportation or have little (to no) assistance. Contact for additional details.

Cable 14: Cable 14 is working with Faith Groups to share services with the Hamilton Community. Videos provided by community organizations will be aired so that their congregations will still be able to participate and connect to their Faith Communities. Please see the [website](#) for scheduled organizations, dates and times.

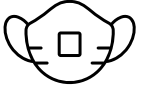
Catholic Family Services of Hamilton, Intensive Case Management for Seniors: Catholic Family Services of Hamilton has placed all face to face services on hold. Counselling support is being offered by phone or video. Please see [website](#) for contact information and updates. Mon, Fri 8:30 am-4:30 pm, Tue-Thu 8:30 am-7:30 pm.

Crisis / Hope Line: Providing telephone and intervention to individuals experiencing crisis. Mon-Fri 9 am-4 pm, Crisis line: 905-522-1477, Toll free hotline: 1-855-294-4673.

[Ancaster Community Services, Frozen Meals Ancaster](#): Home-style frozen meals for seniors and those requiring additional nutritional assistance. Delivered to the homes of elderly, convalescent, disabled persons, or any person in need of a meal and unable to provide for themselves.

Ancaster Community Services, Shopping 4 Seniors: Supporting local Ancaster Seniors with bi-weekly grocery shops in response to the ongoing COVID-19 pandemic. Please note this is not a 'delivery service' but rather an essential lifeline for those Ancaster seniors who are self-isolating, have limited transportation or have little (to no) assistance. Please call our office (905-648-6675) for additional details.

COVID-19 Resources



Dundas Community Services, Friendly Calling: Friendly callers offer companionship and quality conversations through weekly calls. Clients will also have access to other helpful resources and information. To register for the Friendly Calling program please visit the website [here](#). Information about volunteering as a friendly caller can be found [here](#)

HSR, DARTS: DARTS will be providing bus-stop to bus-stop service for HSR customers using wheelchairs, scooters and CNIB card holders allowing these customers to travel without a companion. Please see [website](#) for details and instructions.

Glanbrook Community Services, Meals on Wheels (Frozen): Provides healthy, frozen meals to seniors and those requiring additional nutritional assistance. Meals are delivered weekly. Delivery restricted to Glanbrook, Stoney Creek, Hamilton Mountain. See [website](#) for ordering information.

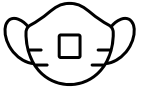
Glanbrook Community Services, Meals on Wheels (Hot): Hot, nutritious, three-course meal delivered during the noon hour. Meal includes salad, main course of meat, potato and vegetable and dessert. Specialized meals can be made upon request. Residents of this program must reside in the Binbrook, Mt. Hope or Glanbrook areas. See [website](#) for ordering information.

[CareMongering](#) offers free delivery of groceries and supplies to individuals who are unable to afford it or unable to travel

Hamilton Police Service, Seniors Support Officer Program: Address issues, concerns and challenges affecting seniors and disabled adults with respect to the law. Information and support is available to seniors, their families or service providers including programs and presentations on a variety of topics (e.g. quality of life issues, frauds and scams, personal/home safety etc). Reports of abuse (physical, financial, psychological or neglect) are forwarded to the officers for assessment and further investigation if required. Cases identified as criminal offences are followed up. Major cases may be referred to the Crimes Against Seniors Unit for further investigation. See [website](#) for more information or call 905-540-5300 for non-emergency service.

Hamilton Public Library, Book an Appointment: Book an Appointment with library staff to get assistance with library products such as Bibliocommons, library apps, eBooks and online resources, as well as Centre for Equitable Library Access (CELA) applications. You can

COVID-19 Resources



also get help if you have specific questions about computer classes, supported devices, apps, websites or other online tools. Library staff can also provide assistance with in-depth research questions. Book an appointment [here](#).

Housing Help Centre, Hamilton and Area: The centre is closed to walk-in visits during the pandemic but is offering services virtually. Please contact the centre at 905-526-8100 or visit the [website](#) for more information.

Housing Outreach Preventing Eviction of Seniors (HOPES), St. Matthew's House: Program to support seniors experiencing housing insecurity during this time. Please visit the [website](#) or call 905-523-5546 ext. 243 for more information.

Joy4All: A hotline to bring joy to those in isolation. Call in and you will be able to choose from a number of pre-recorded options so that you can listen to stories, kind messages, jokes, and more. Toll free: 1-877-569-4255.

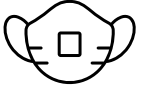
McMaster Optimal Aging Portal: An online database of evidence-informed information about all aspects related to aging. Resources can be accessed [here](#).

Ontario Caregiver Helpline, Ontario Caregiver Organization: A website, helpline and chat service that provide caregivers with information and support. Mon-Sun 24 hours; online chat Mon-Fri 7 am-9 pm, Toll free: 1-833-416-2273, for web resources and online chat, visit the [website](#).

Seniors Centre Without Walls: A program that provides free group recreational activities for older adults over the phone. Allows participants to socialize and join in on Trivia, Family Feud, Finish the Lyrics, Brain Games and Fitness Classes. See [website](#) for program schedule and more details. To register call 905-973-0891 or email scww@hamilton.ca.

Senior Safety Line, Elder Abuse Prevention Ontario: A free confidential support line for seniors suffering abuse including physical, mental, sexual, financial, and neglect. Mon-Sun 24 hours, Toll free: 1-866-299-1011, Call 911 in emergencies.

COVID-19 Resources



Seniors First Response Team, St. Matthew's House: Is actively reaching out to vulnerable, isolated older adults and seniors 55 and older experiencing hunger, homelessness and income insecurity. If you or you know of someone needing help, please call 905-523-5546 x 240. Arrangements will be made for delivery or support to where the person is currently living or staying.

Student-Senior Isolation Prevention Partnership, Mac-Waterloo-Niagara: Program partners volunteers with older adults in the community to provide regular telephone check-ins for social comfort and patient education. Flexible service depending on the schedules of volunteers and older adult participants. Participants should be referred through medical/clinical professionals or community organizations, however, staff can connect with older adults in the community to help with the referral process. Please see the [website](#) for more information. Send referrals to the Hamilton program through email: macseniorisolationprevention@gmail.com.

Telehealth Ontario: 24 hours a day, 7 days a week, Toll Free: 1-866-797-0000. Call to speak with a nurse about your healthcare questions.

VON Hamilton, Meals on Wheels: For residents who are unable to attend to their own nutritional needs, but wish to continue living independently in the community. Administration: Mon-Fri 8:30 am-4:30 pm, Delivery of meals: Mon-Fri 11 am-1:30 pm.

YWCA Hamilton Virtual Social and Fitness Programs: Sessions require registration and are held online via Zoom. Please see the [website](#) for scheduled programs and times. To register please email Marnie Warman: mwarman@ywcahamilton.org.

RESOURCES to Help Talk to Children and Youth about COVID-19

Helping Young Children

- [How to Talk to Your Kids About Coronavirus](#) — PBS Kids
- [Talking to your anxious child about COVID-19](#) — CMHO
- [Helping Children Cope with Emergencies](#) —Centers for Disease Control and Prevention
- [Covibook: Supporting and reassuring children around the world](#) (in multiple languages) —Mindheart
- [How to Talk to Kids and Teens About the Coronavirus](#) — Psychology Today
- [How can we talk to kids about COVID-19? Be “realistically reassuring”](#) — Canadian Paediatric Society

Teen and Youth-Focused Resources

- [Resources around me](#) — Kids Help Phone
- [How can I cope with my feelings about the future?](#) — Kids Help Phone
- [Tips on how to manage your mental health during COVID-19](#) — Canadian Mental Health Association

Videos to Support Parents and Youth

- Advice for Coping with Uncertainty: <https://www.youtube.com/watch?v=zFznQa4QNNM>
- Radical Acceptance: <https://www.youtube.com/watch?v=MzFJiSEtkBQ>
- Praise Goes a Long Way: Encouraging Positive Behaviour: <https://www.youtube.com/watch?v=fg0EvvOhBuk>
- Coping with Big Emotions: <https://www.youtube.com/watch?v=pOwk4ATB0-g>
- Supporting Children with ADHD During COVID-19: <https://www.youtube.com/watch?v=5l2ApQgP6Gw>
- Taking Control During Times of Change: <https://www.youtube.com/watch?v=XYCmAiVfjuY>
- Dealing with Sibling Conflict: <https://www.youtube.com/watch?v=9YcW4h6lO8>
- Parents: Make Time to Care for Yourself: <https://www.youtube.com/watch?v=9Q4R1K7Z0cw>
- How to Understand Changes in Behavior: <https://www.youtube.com/watch?v=Rxp8XtdLyCo>
- Tips to Avoid the Cycle of Anxiety: https://www.youtube.com/watch?v=euNkk_VH4rg