

updated April 8th, 2020

\*denotes a revision/addition from earlier version of this document

**Western Ottawa Community Resource Centre** continues to provide the following supports to our vulnerable, isolated community members living in the former cities of Kanata and Nepean and the former townships of Goulbourn and West Carleton:

- ✓ Telephone based crisis intervention
- ✓ Telephone based crisis counseling
- ✓ Telephone based counseling for women experiencing gender based violence
- ✓ Telephone based regular check-ins
- ✓ Telephone support with navigating systems
- ✓ Food/Supplies deliveries
- ✓ Medically necessary transportation
- ✓ Virtual programming and services
- ✓ Online resources

**Chrysalis House**, our shelter for self-identified women (over 16) and their dependents who are experiencing violence in the home and need to leave to keep safe from violence or abuse.

**Chrysalis House offers a crisis phone line 24 hours/day at 613-591-5901**

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**Call Western Ottawa Community Resource Centre at 613-591-3686**

**Visit us at**

[www.wocrc.ca](http://www.wocrc.ca)

[www.facebook.com/WOCRC.CRCCO/](https://www.facebook.com/WOCRC.CRCCO/)

[twitter.com/WOCRC CRCCO](https://twitter.com/WOCRC_CRCCO)

**Email us at [info@wocrc.ca](mailto:info@wocrc.ca)**

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### **Specific COVID 19 response - WOCRC services**

- ✓ Frozen Meal delivery twice per week (Monday and Wednesday) – **Call us at 613-591-3686 x 333** or use Caredove <https://www.caredove.com/champlaincss>  
Orders must be in by **Friday at 12 pm** for Monday delivery, **Monday at 12 pm** for Wednesday delivery. This service is available to any vulnerable, isolated community members (no age restrictions). There is a fee associated with the cost of the meals; subsidies are available
- ✓ Grocery order delivery, twice per week (Tuesday and Thursday)  
**Call us at 613-591-3686 x 336** OR email us at [info@wocrc.ca](mailto:info@wocrc.ca)  
Orders must be in, directly to **613-591-3686 x 336** by **Friday at 12:00 pm** for delivery the following week. This service is available to any vulnerable, isolated community members (no age restrictions). **Priority will be given to community members living in West Carleton. Delivery will be limited to 30 households/week.** Payment will be made directly to the store for the grocery order; subsidies are available

- ✓ Gift card (food and gas) delivery twice per week (Wednesday and Friday)  
**Call us at 613-591-3686 x 269** Or email us at [intake@wocrc.ca](mailto:intake@wocrc.ca)  
Requests must be in on **Mondays by 12:00pm**  
This service is available to any vulnerable, isolated community members (no age restrictions)
  
- ✓ \* Virtual (video and phone) counselling and crisis intervention is available through our Counseling Services team. Services are available until 7:30pm every Wednesday.  
**Call us at 613-591-3686 x 269** or email us at [intake@wocrc.ca](mailto:intake@wocrc.ca)  
This service is available to any vulnerable, isolated community members
  
- ✓ Online groups for youth - ZONE, ZONE+ and Queerios–  
**Call us at 613-591-3686 x 261** or email us at [youth@wocrc.ca](mailto:youth@wocrc.ca)
  
- ✓ Virtual programming available through our EarlyON Child and Family Centre  
**Call us at 613-591-3686 x 5** or email us at [EarlyONyva@wocrc.ca](mailto:EarlyONyva@wocrc.ca)  
Sign up for the EarlyON C+FC mail list at <https://mailchi.mp/74e4ca8b66ca/wocrc>  
Visit the EarlyON C+FC Pinterest page at <https://www.pinterest.ca/earlyonwocrc/>
  
- ✓ Virtual Caregiver Support available for individuals caring for someone living with dementia  
**Call us at 613-591-3686 x 312** or email us at [info@wocrc.ca](mailto:info@wocrc.ca)

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## **Important links**

### **What you need to know to help you and your family stay healthy**

<https://files.ontario.ca/moh-coronavirus-pec-poster-en-2020-03-09.pdf>

### **Ottawa Public Health**

[https://www.ottawapublichealth.ca/en/public-health-topics/novel-coronavirus.aspx?utm\\_source=OPH&utm\\_medium=Home\\_Page\\_Banner&utm\\_campaign=Coronavirus&utm\\_content=Home\\_Page\\_Banner\\_OPH](https://www.ottawapublichealth.ca/en/public-health-topics/novel-coronavirus.aspx?utm_source=OPH&utm_medium=Home_Page_Banner&utm_campaign=Coronavirus&utm_content=Home_Page_Banner_OPH)

### **Province of Ontario**

<https://www.ontario.ca/page/2019-novel-coronavirus>

### **Canada**

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html>

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## Useful resources

### General Information

- **Ontario 211** is a free helpline that connects you to community and social services in your area, 24 hours a day, 365 days a year, in 150 different languages Dial 211 on your phone or <https://211ontario.ca>
- Dial **311** for all City of Ottawa services . <https://ottawa.ca/en/3-1-1>
- If people or companies are wishing to donate, or if community members are looking for some specific items, please email [donations@ottawa.ca](mailto:donations@ottawa.ca).

### Physical and Mental Health Supports

- **Kids Help Phone** – 24 hours a day, 365 days/year, offering professional counselling, information and referrals and volunteer-led, text-based support to young people in both English and French. Connect by phone, text, mobile app or through our website 1-800-668-6868 <https://kidshelpphone.ca/>
- The Good Companions Centre has scaled up their **Seniors Centre Without Walls**: <https://thegoodcompanions.ca/programs-services/seniors-centre-without-walls/>
- **A Friendly Voice** <https://www.afriendlyvoice.ca/> which is a comfort line specifically for seniors.
- **The Distress Centre of Ottawa and region**, your local connection to mental health support and resources 24 hours/day, 365 days /year <https://www.dcottawa.on.ca/> or **Distress** 613-238-3311 **Crisis** 613-722-6914 or 1-866-996-0991
- \* **Tel-Aide** offrions un service d'écoute téléphonique en français aux personnes qui ont besoin d'une oreille, qui nécessitent du soutien ou de références. **1-800-567-9699** <http://www.telaide.org/en/>
- For dental emergencies during this time, the **Ottawa Dental Society Emergency Services** will be coordinating a voluntary referral service; please call (613) 523-4185. For recipients of Ontario Works, please contact **Merivale Dental Clinic** at 613-580-9631
- \* **Telehealth Ontario** is a free, confidential service you can call to get health advice or information. A registered nurse will take your call 24 hours a day, seven days a week. **Télesanté Ontario** est un service téléphonique, gratuit et confidentiel, que vous pouvez appeler pour obtenir des conseils ou des renseignements médicaux. Une infirmière ou un infirmier autorisé vous répondra 24 heures sur 24, 7 jours sur 7: **1-866-797-0000**

## Victims of violence and abuse

- Click here for [Services for Survivors of Violence During the COVID-19 Pandemic](#). This list will be updated frequently with changes to services and response in the sector as things unfold.
- \* **FEM'AIDE**, offre aux femmes d'expression française aux prises avec la violence sexiste, du soutien, des renseignements et de l'aiguillage vers les services appropriés dans leur collectivité, 24 heures par jour, sept jours par semaine. Fem'aide peut également répondre aux demandes de renseignements faites par les proches des femmes victimes de violence **1 800 268-7568** ou <http://femaide.ca/>
- \* **Elder Abuse Response and Referral Service** provides intake, information, consultation, referral, and support services for seniors at-risk or who are in an abusive situation. **613-596-5626 ext. 230**

## Older adults, adults with disabilities and their caregivers

- Online referral site specific to COVID 19 response for **Community Support Services across Eastern Ontario** <http://communitysupport.covidresponse.ca/>
- **The Dementia Society of Ottawa and Renfrew County** is committed more than ever to our vision that no one should face dementia alone, and will continue to support people living with dementia and their caregivers during this unique and challenging time.  
Contact us at
  - a. Caredove (very easy): <https://www.caredove.com/dementiasociety>
  - b. Website (no health card needed):
    - i. English: <https://dementiahelp.ca/get-help/request-for-help-professionals/>
    - ii. French: <https://dementiahelp.ca/get-help/demande-de-consultation/>

Our Dementia Care Coach Support line is open Monday-Thursday 8:30am-8:00pm and Friday 8:30am-4:00pm.

  - Ottawa: 613-523-4004
  - Renfrew County: 888-411-2067

To register for our weekly bulletin sign up here: <https://dementiahelp.ca/resources/news/>
- \* **Ontario Caregiver Helpline** provides caregivers with a one-stop resource for information and support. **1-833-416-2273 (CARE)**

## **Food Security**

- **Mosques around the City** are providing delivery of food, medication or other essential items, and a friendly person to talk to. Contact: Malika Nouh at 819.576.4966 or Lubna Syed at 613.255.0870.
- **Areas Food Cupboards**

<b>Organization</b>	<b>Days/hours of operation</b>	<b>Taking on new clients?</b>	<b>Deliveries available?</b>
Kanata Food Cupboard <a href="http://www.kanatafoodcupboard.ca/">http://www.kanatafoodcupboard.ca/</a>	Call Mon-Fri from 9am – 12pm to book appointment  Pick up times Mon-Wed-Thurs-Fri evenings and Tues afternoons	Yes	Yes. Tuesday evenings
FAMSAC <a href="https://famsac.ca/">https://famsac.ca/</a>	Leave voice message to place order  Appointments available Tues-Wed evenings, Thurs morning, Sat afternoon	Yes	Yes. Monday - Friday in collaboration with clients
West Carleton Food Access Centre <a href="http://www.deeproofsfoodhub.ca/food-access-centre.html">http://www.deeproofsfoodhub.ca/food-access-centre.html</a>	Call to place order Mon-Wed-Fri 9am - 1pm  Pick up hours Mon-Wed-Fri 2:30 – 3:30pm	Yes	Yes. In collaboration with clients
Richmond Food Bank	Leave voice message to place order. Volunteer calls back to book appointment.	Yes	Yes. Saturday mornings
Stittsville Food Bank <a href="https://www.stittsvillefoodbank.ca/">https://www.stittsvillefoodbank.ca/</a>	Waiting for further information		