

Resources and Supports Available for York Region Families

Being a parent can be overwhelming, but navigating the role of raising a newborn or child during the COVID-19 pandemic can be especially challenging. York Region is connecting families to resources, services, programs and support during this difficult time.

York Region Health Connection provides up-to-date, accurate public health-related information to York Region residents, organizations and health care providers.

911 is always the first number you should call during emergency situations.

Families can continue to contact York Region Health Connection to speak with a public health nurse about health teaching, parenting information and referrals for breastfeeding support, the Healthy Babies Healthy Children Program and perinatal mental health support.

If you are pregnant or a new parent and wish to speak with a registered nurse, please call Health Connection at 1-800-361-5653 (press option 2), email childfamily@york.ca or through eChat at york.ca/nursechat

York Region eChat with Public Health Nurse

- Monday to Friday: 8:30 a.m. to 4:30 p.m.
- Website: york.ca/nursechat
- York Region Public Health offers expectant and new parents the ability to speak with a registered nurse confidentially and anonymously through online chat and receive information about:
 - Your baby's health and how you're feeling
 - Breastfeeding, feeding and parenting your baby
 - Booking a free virtual breastfeeding appointment
 - Helpful resources in the community

Or contact:

Access York

- Monday to Friday: 8:30 a.m. to 4:30 p.m.
- Phone: 1-877-464-9675 TTY: 1-866-512-6228 (for deaf and hard of hearing)
- accessyork@york.ca

CHILDREN'S SERVICES

1-877-464-9675
TTY 1-866-512-6228
york.ca/children



YORK REGION RESOURCES AND SUPPORTS FOR FAMILIES

Children's Services

Targeted Emergency Child Care for health care and other front-line workers

Website: york.ca/wps/portal/yorkhome/health/yr/covid-19/supportsforfamilieswithyoungchildren/

- Targeted Emergency Child Care services are reserved exclusively for school-aged children of eligible health care and front-line workers who have no other alternatives while schools remain closed for in-person learning. Eligible health care and front-line workers are identified by the Province of Ontario
- Targeted Emergency Child Care is provided at no cost to families for school-aged children; it is funded by the Province of Ontario. Services are offered by approved child care centres in York Region
- Only workers identified in the Province of Ontario's [updated list of workers](#) eligible for Targeted Emergency Child Care can use Targeted Emergency Child Care services
- If you are an eligible health care and other front-line worker, please apply for Targeted Emergency Child Care using the online application form at york.ca/COVID19

EarlyON Child and Family Programs

Website: york.ca/EarlyON

Phone: 1-888-703-KIDS (5437)

- EarlyON Child and Family Centres ([EarlyON centres](#)) offer free support services and programs to parents, caregivers, and their children from birth to six years old in Ontario. As we monitor the ongoing COVID-19 situation, we will continue to offer virtual programming and resources

Telephone support for families

- Thanks to a collaboration between York Region Early Intervention Services and EarlyON agencies, parents can speak with an early years professional over the phone about suggestions and strategies to help them with things like:
 - Creating daily routines
 - Promoting positive interactions
 - Learning behaviour guidance tips
 - Supporting growth and development
 - Other resources to support families with young children

If interested, please send an email to EarlyON@york.ca

Voluntary Isolation Centre

Do you need help to self-isolate?

If you need a free place to self-isolate or financial support to cover rent, utilities and food because of COVID-19, York Region may be able to help. Visit york.ca/IsolationCentre or call Access York at 1-877-464-9675 ext. 72500 (M-F 8:30 a.m. to 7 p.m.; S-S and Holidays 1 to 4 p.m.) to find out more. A York Region COVID-19 Voluntary Isolation Centre is now available for residents who cannot safely self-isolate away from others in their household. There is no cost to stay at the Centre and the stay is entirely voluntary. Eligible residents can self-isolate at the Centre for up to 14 days with meals and snacks provided free of charge.

COMMUNITY RESOURCES

Health Supports

Healthline

Website: thehealthline.ca

- Find local health and community services across Ontario

Home and Community Care Support Services Central (previously known as Local Health Integration Networks)

Website: centrallhin.on.ca

- Home and Community Care Support Services Central is one of 14 Home and Community Care Support Services organizations in Ontario with a focused mandate to deliver local health care services such as home and community care and long-term care home placement

Telehealth Ontario

Phone: 1-866-797-0000

TTY: 1-866-797-0007

Website: health.gov.on.ca

- Telehealth Ontario is a free, confidential telephone service you can call to get health advice or general health information from a Registered Nurse 24 hours a day, seven days a week

Community Supports

211 Ontario

Phone: 211 or 1-877-330-3213

TTY: 1-888-340-1001

Website: 211ontario.ca

- 211 is a helpline and online database of Ontario's community and social services. 211 is answered and updated by highly trained specialists. Find programs and services in your community. Navigate the network of human services quickly and easily

Human Endeavour

Phone: 905-553-9291

Website: humanendeavour.org

- Multi-community building project
- Parenting education, youth projects, community events and wellness programs to help newcomers address cultural barriers and connect to resources

Routes connecting community

Phone: 905-722-4616

Email: info@routescc.org

Website: routescc.org/covid-19

- Through the Compassionate Transportation Program, Routes connecting community is taking precautions to keep our community healthy, while still providing essential services and help people with transportation barriers, including:
 - Delivering food pantry hamper and community meal at no costs
 - Delivering groceries and medicine (no costs for eligible residents)
 - Offering friendly calls for people who are frightened and/or socially isolated

Welcome Centre & Immigrant Services

Phone: 1-877-761-1155

Website: welcomecentre.ca/

- The Centres are temporarily closed, however, staff are still available to provide support by phone, email or video (where available) for the following services:
 - Settlement Services
 - Employment Supports

- Accreditation Qualification and Information Services (AQIS)
- Language Interpretation Supports
- E-Learning Language Classes
- Enhanced Language Training

YMCA of Greater Toronto

Website: [facebook.com/YMCAGTA/](https://www.facebook.com/YMCAGTA/)

- YMCA of Greater Toronto is using social media platforms such as Facebook to share updates and tips on ways to keep families active every day of the week

York Region Centre for Community Safety

Phone: 905-836-7601

Website: yrccs.ca

- Integrated and coordinated intake
- Victims of domestic violence will be provided referrals and navigation to multiple community services and programs

York Region Food Networks

Phone: 905-841-3101

Email: 4moreinfo@yrfn.ca

- York Region Food Networks works to raise public awareness on the many issues affecting food security such as affordable housing, adequate employment, education, accessible childcare and social assistance policies through programming, outreach and advocacy initiatives

Mental Health Supports

Canadian Mental Health Association

Website: cmha-yr.on.ca

Phone: 905-841-3977 or 1-866-345-018

- Connecting social housing tenants to mental health supports

Social housing residents will be provided mental health and addiction supports to improve landlord and tenant relations and tenancy

Catholic Community Services of York Region

Website: ccsyr.org/

Phone: 905-770-7040 ext. 241

- Catholic Community Services of York Region offers safe, convenient, affordable and confidential phone and video counselling to York Region residents, regardless of religious affiliation
- Counselling services available in English, Farsi, Polish and Chinese

COSTI Family and Mental Health Services

Phone: 905-669-5627

Website: costi.org

- Counselling support offered in English and Italian to provide individual, family, marital, and group counselling in Toronto and York Region
- COSTI's Mental Health Clinic provides a variety of services who suffer from severe and/or chronic mental illness, including psychiatric assessments and follow-up by an on-site psychiatrist; chronic pain management groups; and short-term psycho-educational groups for women diagnosed with depression
- Supportive counselling and/or psychotherapy to individuals and families
- Cognitive behavioural therapy for anxiety and depression

Family Service York Region

Phone: 905-895-2371 or 1-888-223-3999; Mondays to Thursdays: 8:30 a.m. to 6 p.m.; Fridays: 8:30 a.m. to 3 p.m.

Website: fsyr.ca/

- Family Service York Region provides a wide array of counselling services for people of all ages, ethnicity and orientation who are facing and seeking assistance with difficulties in their lives. Children's Mental Health Counseling online

Hong Fook Mental Health Association

Website: hongfook.ca

Phone: 416-493-4242

- Hong Fook Youth and Family Hub
- Newcomer youth and their parents will develop confidence, social identity, leadership skills, resiliency and peer support networks at this culturally appropriate drop-in program
- Parents develop parenting skills and knowledge to strengthen their children's mental wellness

York Hills Child, Youth and Family Centre

Phone (intake service): 905-503-9560, press #1 and ext. 351 or 320

Here to Help Phone counselling line: 905-503-9561; Monday to Thursday: 2 p.m. to 7 p.m.

Website: yorkhills.ca

- Intake department is open and accepting new referrals
- All community therapy services are being delivered via technology
- The respite program is operating remotely. Navigation Services for the community is available via stand-alone phone line
- Here to Help is offering free telephone support services available to children, youth (0-18 years) and their parents, caregivers or adult supporters for reasons such as looking for support around parenting issues, managing stress and anxiety related to COVID-19 and parenting resources and concerns

The Here to Help Line is not a crisis line. **If you are in crisis, please contact 1-855-310-COPE (2673) or (TTY) 1-866-323-7785, call 911 or go to your nearest hospital emergency department**

FINANCIAL SUPPORTS

Provincial

Ontario COVID-19 Child Benefit

Website: ontario.ca/page/get-ontario-covid-19-child-benefit

- \$400 for each child or youth up to Grade 12
- \$500 for each child or youth up to age 21 with special needs

Federal

Canada Recovery Sickness Benefit (CRSB)

Website: canada.ca/en/revenue-agency/services/benefits/recovery-sickness-benefit.html

Phone: 1-833-966-2099

- The Canada Recovery Sickness Benefit (CRSB) gives income support to employed and self-employed individuals who are unable to work because they are sick or need to self-isolate due to COVID-19, or have an underlying health condition that puts them at greater risk of getting COVID-19. The CRSB is administered by the Canada Revenue Agency (CRA)
- \$500 (\$450 after taxes withheld) for a one-week period