



Amid the COVID-19 pandemic, we are doing our best to follow recommendations for physical distancing for the benefit of our own health and that of others. This resource was compiled to help older adults stay connected and well during this challenging time. Please note that information is accurate to the best of our knowledge to the date this resource was updated. (Updated: April 12, 2020)

- **Important Numbers** × EMERGENCY: DIAL 911  
× 211 Infoline: DIAL 211 (24 hr )

- **Online News & Information •**

Waterloo Record: The Record.com (\*COVID-19 content available free of charge to all with internet access)

- CBC: [cbc.ca](http://cbc.ca)
- Government of Canada: [Canada.ca](http://Canada.ca)
- Government of Ontario: [Ontario.ca](http://Ontario.ca)
- Region of Waterloo [regionofwaterloo.ca](http://regionofwaterloo.ca)

- **About COVID-19 •** Region of Waterloo: Public Health • Web: [waterloo region COVID 19 summary](#) • Phone: 519 575 4400 • Email:
- COVID-19 HOTLINE: If you think you have COVID-19, phone
- Public Health Agency of Canada: [Canada.ca/publichealth](http://Canada.ca/publichealth)

**Call or search '211'** to speak with a live person about services. 211 Ontario provides answers about where to go for help, 24 hours a day, 7 days a week, in 150+ languages!

➤ **Healthcare** \*IMPORTANT: Please do not visit a COVID-19 assessment centre unless you have been referred by a health care professional. Do not call 911 unless it is an emergency.

- Phone Telehealth Ontario : 1.866.797.000 to speak with a nurse about your healthcare questions (24 hours day/ 7 days a week)

- Primary Care: Most family doctors are available for in-person and/or virtual appointments. Call your family doctor for more information.

- Pharmacies: Most pharmacies will deliver your prescriptions and other products to your door. Phone your pharmacist for more information.

- Home and Community Care (WW LHIN): Homecare and services provided through the LHIN are considered essential. If you have questions, contact your Care Coordinator. To make a referral, call 1-800-810-0000

➤ **Housing Insecurity** • • Housing Help Centre: Visit a Lutherwood Housing Resource Centre 519 749 2450

The Region's Prioritized Access to Housing Support (PATHS) process coordinates access to housing support programs. This includes portable home-based support and supportive housing funded by the Region. It also includes other housing and/or support options funded by our partners.

Applicants on the PATHS list are organized based on priority; people who have the highest support needs and the longest experience of homelessness are first to be offered housing support.

Once someone is on the PATHS list, they will be contacted.

➤ **Transportation** \*It is recommended that we limit outings to essential trips (medical, etc.)

The following transportation services remain available on reduced/limited schedules. • GRT: No FARES, reduced passengers, please board buses from rear door, keep distance from others, sit only in identified seats (X).

\*Customers with mobility devices: Mobility Plus is providing stop to stop

service for customers using wheelchairs, scooters and for CNIB card holders. • 519-585-7597 ext. 7347

- **Shopping** \* Some stores are reserving special shopping hours for seniors from 7am to 8am. Others offer online shopping and pay and pick-up and delivery services. Contact a specific store for hours/information. Community Support Connections provides list shopping 519 772 8787

GROCERIES: Shop online for home delivery \* Check your postal code to ensure you are in a serviceable area. • Metro: Metro.ca • Walmart.ca • Instacart: instacart.ca (Service from various shops including: Walmart, M&M Meatshops, Staples, Shoppers Drug Mart. Selection varies by area.)  
GROCERIES: Shop online for store pick-up \*

Online Shops to try - Shop online for home delivery • Amazon: amazon.ca (\*Increased demand may affect shipping times • Costco: Costco.ca • Walmart: Walmart.ca

- **Food:**

- Meals on Wheels \* Most Meals on Wheels (Meal Preparation-Delivery Programs) continue to provide this essential service. Please contact the providers below for details/more information about specific programs. •Community Support Connections- providing hot and frozen meals, subsidy available 519 772 8787
- For Seniors with fixed incomes that do not have the financial means to purchase their own food:  
All the up to date food information is available on Food bank of Waterloo  
Regionwebsite <https://www.thefoodbank.ca/vitalservice/> <https://www.thefoodbank.ca/network/map/> 519 743 5576 and Cambridge Self Help Food Bank 519 622 6550
- The Humane Society - Emergency Pet Food Bank: anyone who is looking for assistance with food and supplies for their pets call 226-220-7885 and place an order. Email will also be available.
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➤ **Caregiver Education & Support**

- The Alzheimer Society of Waterloo Wellington [alzhn.ca](http://alzhn.ca), (messages checked and returned daily **due to COVID-19, the Alzheimer Society Waterloo Wellington is closed to all in-person visitors until further notice. Please call us at 519-742-1422 for more information, or to schedule a virtual or phone appointment.**) Counselling and education services virtually (by phone, online)
- Community Support Connections Caregiver Support 519 772 8787 also Information & support for caregivers virtually (by phone/email)
- Visit McMaster Optimal Aging: [mcmasteroptimalaging.org](http://mcmasteroptimalaging.org) Evidence-informed information about all aspects related

➤ **Seniors' Abuse & Neglect** • Community Justice Initiatives for counselling and information

CJI assists older adults and others in their lives to discuss sensitive issues like conflict with family, caregivers, and neighbours, as well as, power of attorney and end-of-life decision making, financial abuse. and neglect, etc. Specialized mediators familiar with aging issues act as neutral third parties. This is a free service.

In Waterloo Region, contact 519-744-6549 x 106

In Guelph-Wellington, contact 519-820-3034

- **Financial** • Canada Revenue Agency: [canada.ca/en/revenue-agency](http://canada.ca/en/revenue-agency), 1-855-330-3305 \*Notes: The deadline to file Income Tax Returns has been extended until June 1, 2020. Required minimum withdrawals from Registered Retirement Income Funds will be reduced by 25% for 2020. Maximum payments in the Guaranteed Annual Income System (GAINS) is proposed to double to \$166 per month for individuals and \$332/month for couples for six months starting Apr.2020.

- **Maintaining Social Connections:** we can still find ways to connect with family and friends by telephone and virtually, maintaining physical distancing. Please consider the following social outlets/programs: • The City of Cambridge VIRTUAL 'SENIORS' WITHOUT WALLS PROGRAM' has expanded! WOW, REGISTER AT 519 740 4681 ext 4737 Programs are FREE! } multi-person phone conversations (or conference calls) } No special equipment needed - any phone will do! } Call yourself into the program, or we can call you - it's your choice! } You are able to hear each other, talk to one another, learn and have fun!

- The Cambridge Council on Aging invites you to connect with our FACEBOOK GROUP to connect with us and people of all ages <https://www.facebook.com/groups>

- **Amintro** | The most trusted **friendship-making service and online resource for adults 50plus- have Facebook group and care cards to share in neighbourhoods**

[amintro.com](http://amintro.com) | [cnadalin@amintro.com](mailto:cnadalin@amintro.com) | 647-669-046 | [LinkedIn](#) also a free service

- Mac Student-Senior Isolation Prevention Partnership SSIPP- pairs older adults with MAC medical students to receive regular telephone check ins for social comfort and patient education- Waterloo Region watseniors@gmail.com

- **Provincial: provides webinars**

### **About the Ontario Age-Friendly Communities (AFC) Outreach Program**

The AFC Outreach Program is administered by the University of Waterloo, Queen's University, Huntington/Laurentian University, and the Seniors Health Knowledge Network (SHKN).

The AFC Outreach Program builds on and complements Ontario's [AFC Planning Guide](#) and the AFC Planning Grant Program. The program aims to raise awareness about AFCs, facilitate

connectedness within and between communities, and increase the capacity for local planning and implementation of age-friendly initiatives.

The AFC Outreach Program helps communities, including recipients of Ontario's AFC Planning Grant: increase awareness of age-friendly planning principles; share best practices; and start, continue, evaluate and improve on their AFC action plans.

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