

## COVID-19 Coronavirus Resources for Families in Peel

(updated March 24, 2020 by PDSB Social Work Department)

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

### Information/Updates re: COVID-19

Region of Peel: <https://www.peelregion.ca/coronavirus/>

Peel District School Board: <http://www.peelschools.org/parents/student-health/coronavirus>

Health Canada: <https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>

### Crisis Resources

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

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

**Spectra Helpline:** [905-459-7777](tel:905-459-7777) (Brampton/Mississauga) [1-877-298-5444](tel:1-877-298-5444) (Caledon)

[905-278-4890](tel:905-278-4890) (TTY)

<https://www.spectrahelpline.org/>

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

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

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

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

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

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

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

## Community Resources for Information/Referral

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

**311:** for access to local municipal government programs and services

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

## Community Resources for Mental Health

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

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

## Financial

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

**Applying for Employment Insurance and COVID-19 Emergency Benefits:**  
<https://www.cbc.ca/news/canada/apply-emergency-benefits-1.5501977>

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

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

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

## Food

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

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

**Mississauga Food Bank:** <https://www.themississaugafoodbank.org/need-food/> or 905 270 5589

**Free Meal Help**

Visit the website <https://freemealhelp.com/> to place your order for meals for the day.

Should you qualify and be selected to receive a free meal, one of our helpful FMH members will call you back within the hour to confirm your order for the day. If you do not hear back within the hour, then your order is not confirmed for delivery that day.

email: [freemealhelpinfo@gmail.com](mailto:freemealhelpinfo@gmail.com) +1 (866) 631-5444

Website below:  
<https://freemealhelp.com/>

## Shelter

Region of Peel Housing and Shelters:

<https://www.peelregion.ca/housing/shelters/>

<https://www.peelregion.ca/coronavirus/housing/>

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

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

**Street Outreach Helpline:** 1-877-848-8481 - The Peel Outreach team is a responsive, mobile, multi-disciplinary team that meets people where they are at, people who are homeless or who feel they may become homeless. The team works in partnership with community agencies to provide support, advocacy and referrals to help people with their basic needs.

## Learning

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

Mississauga Library: <https://web.mississauga.ca/library/library-services-you-can-access-from-home/>

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

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

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

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

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

## Emotional Regulation/Mindfulness/Wellness for Young People

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

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

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