

COVID -19 RESPONSE

Temporary Service Changes

- ▶ The BIAN Oasis Clubhouse is closed and all in-person programming is cancelled until further notice.
- ▶ We will not be completing any in-person Clubhouse intakes during this time.
- ▶ We will continue to operate our Peer Support Program remotely - Connecting persons with lived experience with an individual with ABI who requires support. All telephone calls will take place as scheduled unless otherwise communicated by your mentor/partner. Please email: peersupportmentor@bianiagara.org if you are interested in this program.
- ▶ Clubhouse staff are also connecting with our participants in small groups via zoom stay in touch.
- ▶ BIAN staff are connecting with our participants for zoom on-line paint sessions, and hosting zoom peer group meetings and/or small group chats with clubhouse participants where and when possible.
- ▶ The Clubhouse also offers remote zoom yoga sessions.
- ▶ Next remote Zoom Concussion Seminar with Sean Robb, is Wednesday, May 20, 2020 from 5 to 7 p.m. If you are interested in this remote zoom session you will require high-speed internet, computer, laptop or cell phone in order to participate. RSVP pat@bianiagara.org for zoom link for this seminar.

RESOURCES

- ▶ **COVID-19 Self Assessment tool** <https://covid-19.ontario.ca/self-assessment/>
Version 2.8 - Last updated April 16, 2020
Updated range of symptoms and improved instructions on the results screens.

Take this self-assessment if you think you were exposed to COVID-19 (novel coronavirus) or have symptoms. You'll get information on what to do next. You can also take it on behalf of someone else.

If this is a medical emergency, call 911. Advise them of your symptoms and if you have recently travelled. This information is not intended to provide medical advice. If you have medical questions, consult a health practitioner or your local public health unit.

▶ **Canadian Mental Health Association-Niagara**

For general inquiries on our programs and services for all locations:

905-641-5222

info@cmhaniagara.ca

24/7 crisis and information :

Distress Centre-Niagara

905-688-3711

COAST 1-866-550-5205 (Press 1)

Mental health & Addictions - Access Line:

1-866-550-5205 (Press 2) (Confidential Help 24/7

▶ **Mental Health Wellness Tips for Quarantine by**

By: Eileen Feliciano | NYS Psychologist

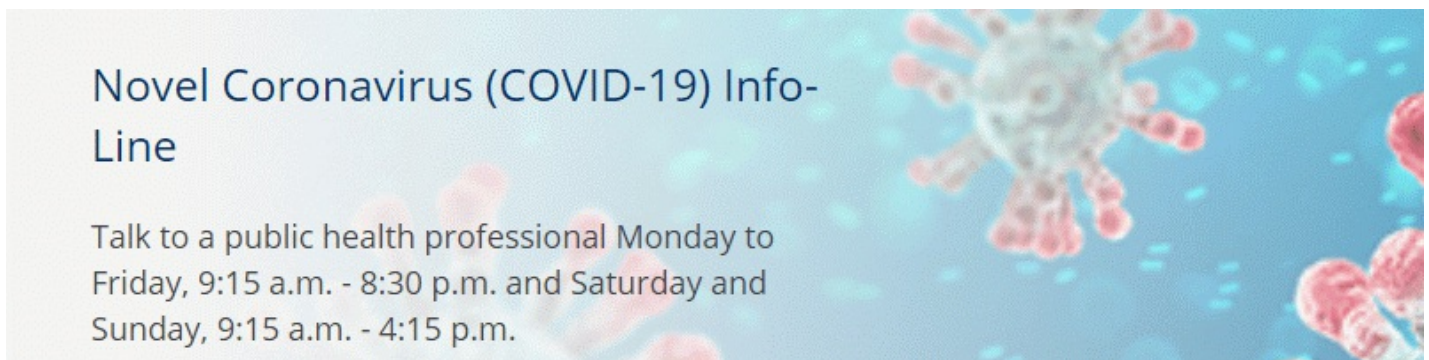
<http://www.sfu.ca/olc/blog/my-ssp/mental-health-wellness-tips-quarantine>

▶ **OBIA Helpline: 1-800-263-5404**

<https://www.incommunities.ca/en/community-services/community-information/> to search data base

For more up-to-date information, contact 211 by dialling 2-1-1 on your phone. This is a FREE and CONFIDENTIAL service open 24-hours a day. or 1-800-263-3695

Examples of UPDATED information 211 can help you with include:



Take the Self-assessment <https://covid-19.ontario.ca/self-assessment/>

Chat online - <https://vue.comm100.com/chatWindow.aspx?siteId=232657&planId=531>

Novel Coronavirus (COVID-19) Info-Line: 905-688-8248 press 7, then 2
Health Canada: 1-833-784-4397
Telehealth Ontario: 1-866-797-0000

- ▶ **Niagara Region Public Health**
<https://www.niagararegion.ca/health/covid-19/faq.aspx>
Frequently Asked Questions

- ▶ **Children, Youth and Families**
Pathstone Child/Youth Crisis Line 1.800.263.4944
Contact Niagara 905.684.3407
Niagara Parents 905.684.7555

- ▶ **Support for Seniors - *reference tool for Niagara residents***
Niagara Gatekeepers 905.684.0968
Community Support Services of Niagara 905 682-3800 ext. 706

In response to the current COVID-19 events, a collaborative partnership is underway between Niagara Region, United Way Niagara, Community Support Services of Niagara and 211 to ensure older adults/seniors ages 55+ in the community continue to have access to food, other essential items and social support. If you or someone you know is in need of assistance, please have them contact the appropriate program above.

If you are a SENIOR in financial need experiencing challenges getting groceries, medication, hygiene products, driving to essential medical appointments, obtaining income support or feeling lonely: **CALL: Niagara Gatekeepers 905 684-0968**

If you are a SENIOR with financial means, yet want help with meals or grocery delivery:

CALL: Community Support Services of Niagara 905 682-3800 ext. 706 Leave a voice mail, a coordinator will call back as soon as possible.

- ▶ **Community Care - St. Catharines & Thorold**
12 North St (off Court Street)
St Catharines, ON

COVID19 - Emergency Bags of food are being distributed through the warehouse door off North St, Identification will be required. COVID19 - **Building Closed** * Food bank
Mon-Fri 10 am-12 noon, 12:30 pm-2:30 pm

▶ **Project Share - Niagara Falls**

4129 Stanley Ave, Unit 2

Niagara Falls, ON 905-357-5121

COVID-19 - Project Share is still operating to provide pre-packaged emergency food boxes based on family size. Clients will still be required to register at the front door of Project SHARE. Clients who need to discuss utilities or other needs with Client Services may do so by calling and asking to speak with a Client Services staff member.

COVID-19 - Pre-packaged emergency food box Mon-Fri 10 am-3 pm

▶ **Ontario Virtual Clinic 1-800-594-0537 ontariovirtualclinic.com**

Local Doctors - One call Away

Free Doctors Daily from 9 am to 5 p.m.

In light of Covid-19, a FREE (OHIP Covered) virtual walk in clinic has been set up. All Ontario residents are able to access this service. No doctors office. No risk of illness.

-Virtual care for cases such as coughs, sore throats, headaches, urinary tract infections, rashes, diarrhea, nausea/vomiting, back pain, headaches post surgical, post delivery and more

-Referrals for blood work and imaging

-Referrals to specialists (physiotherapy, massage, chiro)

-Referrals to home and community care services

-Provide sick notes or other uninsured services

- Prescription and medication refills (N.B not for opioids or controlled substances)

▶ **Ontario Works Discretionary Health Benefits - Niagara Region**

<https://www.niagararegion.ca/social-services/ontario-works/discretionary-benefits.aspx>

If you are a Niagara Resident receiving Ontario Works or Ontario Disability benefits, financial help is available for essential health and housing stability items and services.

The program includes Discretionary Health Benefits, Housing Stability Benefits and an Emergency COVID-19 Benefit.

▶ **Reach Out Niagara - *Family Support Services***

To anyone of any age feeling the effects of anxiety or depression

Please know that there is help out there for you and there is no need to struggle alone.

Reach out Niagara FSS has a Drop in Centre open on Saturday and Sunday from 10 - 3 p.m. at 126 Niagara Street, in St. Catharines for those in need of a face to face counselling.

To find out more go to:

www.reachoutniagara.com To respect social distancing please call 289-969-3948 to arrange appointment.

▶ **Service Ontario - as of March 19, 2020**

Until further notice, you will not need to renew these products, even if they have expired:

- Health cards
- Driver's licences
- Licence plate stickers
- Accessible parking permits
- Ontario Photo Cards
- Commercial Vehicle Operator Registration Certificates
- for more information please contact ServiceOntario.ca/Services

▶ **Grocery Delivery**

The Canadian Muslim Response Network is offering delivery services 7 days a week in the Niagara Region for Grocery Delivery Services - They are offering free pickup and delivery of groceries to homes across Niagara

Region for those individuals who require assistance. If interested in this service, you will need to complete and pay for your shopping online, and then the team from CMRN will leave your groceries at your door, and the volunteer will call the individual to confirm that the delivery has been made. Also, if you have any problem with on-line shopping process they will try to assist.

For Grocery Delivery Service in the Niagara call:

289 668-7833

COVID-19
Delivery Service
CMRN at your service! Order from select stores & we'll pick it up for you!

YOU ORDER IT.
WE'LL GRAB IT.
#FlattenTheCurve

Canadian Muslim Response Network
Services available 7 days a week

NIAGARA REGION

For Grocery Delivery Service call: (289) 668-7833	If you would like to volunteer call: (905) 325-3595
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▶ **Changes to Canada Emergency Response Benefit** - Because many changes are being made to the CERB and other programs, people are encouraged to check the Government of Canada website (<https://www.canada.ca/en/department-finance/economic-response-plan.html>) to make sure information hasn't changed.

▶ Since it was first announced, a number of changes have been made to the Canada Emergency Response Benefit (CERB). These changes increase the number of people who are eligible and make it clear what happens when people applying for the CERB are still receiving benefits from their employers.

- ▶ <https://www.canada.ca/en/revenue-agency/services/benefits/apply-for-cerb-with-cra/how-apply.html#when>

When to reapply for CERB

Select your birth month

Then select your eligibility period (i.e. May 10 to June 6, 2020)

Then it will show you when to reapply (based on your selection)

i.e. if your birth month is March, and you are reapplying for May 10 to June 6m 2020 then the earliest you can apply is Monday, May 11. You can also apply Friday, May 15; Saturday May 16, or Sunday May 17, 2020.

*If these application dates have passed you can apply for this eligibility period on any Monday, Friday, Saturday or Sunday.

- ▶ **Canada Emergency Student Benefit (CESB)**

For post-secondary students and recent graduates who are ineligible for the Canada Emergency Response Benefit or for Employment Insurance, but who are unable to find full-time employment or are unable to work due to COVID-19, the government proposes to introduce the Canada Emergency Student Benefit (CESB). The CESB would provide \$1,250 per month for eligible students from May through August 2020, and \$1,750 for students with dependents and those with permanent disabilities.

This new grant would provide income support to post-secondary students who will experience financial hardship over the Summer due to COVID-19. The CESB will be delivered by CRA and more details will be communicated in the near future by federal government.

CERB eligibility requirements	CESB eligibility requirements
<ul style="list-style-type: none"> - Be 15 years or older - Have made \$5,000 or more in income over the past 12 months - Don't have to be a permanent resident or Canadian Citizen - Must live in Canada and have a Social Insurance Number 	<ul style="list-style-type: none"> - Must be a student starting post-secondary school in 2020, or - A post-secondary student currently attending school, or - Students who graduated from college or university in winter 2019 and can't find work now - Must be a permanent resident or Canadian citizen - Can't make more than \$1,000 per month while on the benefit.

ACTIVITIES

- ▶ Join Michelle via remote zoom for BIAN's monthly yoga.
- ▶ Take a walk outside but remember to practise social and physical distancing by keeping 6 feet between yourself and others.
- ▶ Breathe2Relax - an app for reducing stress Smartphone app for reducing stress, with instructions and exercises in diaphragmatic breathing, a documented stress-management skill.
- ▶ Virtual Helicopter Tour of 1,000 Islands
<https://www.youtube.com/watch?v=zOLsjlvPxms&feature=youtu.be>
- ▶ Art Gallery of Ontario
<https://attractionsontario.ca/virtual-tours-online-collections/>
- ▶ Canada's Wonderland -ride a virtual roller coaster
<https://www.canadaswonderland.com/blog/2020/march-2020/heres-how-to-take-a-virtual-ride-on-all-the-rides-at-canadas-wonderland-in-your-own-home>
- ▶ Casa Loma - experience the castle
<https://casaloma.ca/experience-the-castle/>
- ▶ Niagara on the Lake Museum
<http://nhsm.ca/collection/NiagarainWarPeace.html>
<https://artsandculture.google.com/partner/niagara-historical-society-museum>
- ▶ Ripley's Aquarium of Canada
<https://www.ripleyaquariums.com/at-home/>
- ▶ Brain Injury of Canada
Webinar - Caring for the Caregivers
<https://www.braininjurycanada.ca/self-care-webinar/>
- ▶ Brain Injury of Canada
[**Webinar - Yoga & Meditation for TBI**](#)