

## **Toronto Resource Guide during COVID-19**

### **Up-to-date and reliable information about COVID-19:**

**City of Toronto:** [www.toronto.ca/community-people/health-wellness-care/diseases-medications-vaccines/coronavirus/](http://www.toronto.ca/community-people/health-wellness-care/diseases-medications-vaccines/coronavirus/)

**Government of Ontario:** <https://www.ontario.ca/page/2019-novel-coronavirus>

**Government of Canada:** [www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html](http://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html)

**World Health Organization:** [www.who.int/health-topics/coronavirus](http://www.who.int/health-topics/coronavirus)

### **Financial Support:**

**Government of Canada:** [www.canada.ca/en/employment-social-development/corporate/notices/coronavirus.html](http://www.canada.ca/en/employment-social-development/corporate/notices/coronavirus.html)

→ Includes information re: **El Sickness Benefits**

**Emergency Care Benefit:** <https://www.canada.ca/en/department-finance/news/2020/03/canadas-covid-19-economic-response-plan-support-for-canadians-and-businesses.html>

**City of Toronto – Economic Support & Recovery:** [www.toronto.ca/home/covid-19/economic-support-recovery/](http://www.toronto.ca/home/covid-19/economic-support-recovery/)

### **Food:**

**Daily Bread Food Bank:** 416-203-0050; [www.dailybread.ca](http://www.dailybread.ca)

#### **Grocery Delivery:**

Many grocery stores offer home delivery, you can use services like:

→ **Grocery Gateway** (1-877-447-8778; [www.grocerygateway.com](http://www.grocerygateway.com))

→ **Instacart** ([www.instacart.ca](http://www.instacart.ca))

**Meals on Wheels:** [www.mealsonwheels.ca](http://www.mealsonwheels.ca)

**Mobile Food Bank (Red Cross):** 416-236-3180; [www.redcross.ca/in-your-community/ontario/nutrition-and-transportation/mobile-food-bank/toronto-region-branch-mobile-food-bank](http://www.redcross.ca/in-your-community/ontario/nutrition-and-transportation/mobile-food-bank/toronto-region-branch-mobile-food-bank)

**Scarborough Southwest Food Security Initiative** (Offering support to residents of the Scarborough Southwest area): [www.scarboroughfoodsecurityinitiative.com](http://www.scarboroughfoodsecurityinitiative.com)

To request assistance, email [ScarbCares@gmail.com](mailto:ScarbCares@gmail.com) or call 647-846-0300

\*\* Many supermarkets are offering **specific shopping hours for vulnerable populations**. Call your local store to find out more.

**Disclaimer:** This list is not exhaustive and inclusion does not imply specific endorsement.

Resource list compiled by SCOPE, March 2020

## **Crisis Services:**

*Toronto Distress Centres:* Phone 416-408-4357, text 45645 or chat online

*Gerstein Center Crisis Line:* 416-929-5200

### **Seniors:**

*Crisis Outreach Services for Seniors:* 416-217-2077

### **Youth:**

*Kids Help Phone:* 1-800-668-6868

*Youthdale Crisis Service:* 416-363-9990

**Emergency or immediate danger”** Phone 911 or go to your nearest hospital emergency department

## **Shelter:**

***Shelter Central Intake:*** 416-338-4766 or 1-877-338-3398 (No in-person intake, please call)

## **Safety:**

***Assaulted Women’s Helpline:*** 416-863-0511 or 1-866-863-0511; [www.awhl.org](http://www.awhl.org)

Provides support, safety planning, information and referral to services throughout Ontario

## **Seniors:**

***Toronto Seniors Helpline - 416-217-2077 or 1-877-621-2077;*** [torontoseniorshelpline.ca](http://torontoseniorshelpline.ca)

Seniors are encouraged to call the helpline for information about community resources (including transportation, crisis services, care at home, supportive counselling, caregiver resources), as well as any changes in service delivery during this time.

***Friendly Neighbour Hotline -*** [uhnopenlab.ca/project/hotline](http://uhnopenlab.ca/project/hotline) (opening soon, visit website for update)  
Volunteers coordinate grocery shopping and delivery. For seniors in low-income housing only.

## **Other Community Supports:**

**"CareMongering-TO: TO Community Response to COVID19" Facebook Group:**

Individuals in Toronto offering assistance through the community (e.g., picking up food/medications, running errands)

**COVID-19 Care Packages:** <https://covid19relief.ca/>

The Canadian Muslim Response Network (a collaboration among various organizations) is creating care packages (e.g. food, sanitation products, personal hygiene) & providing support to those who are in isolation and for vulnerable populations.

## **Other Helpful Websites:**

**For up-to-date information on Affected City Services & Facilities in City of Toronto:**  
[www.toronto.ca/home/covid-19/affected-city-services/](http://www.toronto.ca/home/covid-19/affected-city-services/)

**Connex Ontario:** [www.ConnexOntario.ca](http://www.ConnexOntario.ca) – 1-866-531-2600

24/7 telephone or online chat support for up-to-date information about mental health and addiction resources.

**YMCA** ([www.ymca360.org](http://www.ymca360.org)) - 60 free online workout classes & free online curriculums for kids.

***Disclaimer:*** This list is not exhaustive and inclusion does not imply specific endorsement.

## Accessible Mental Health Services

### Websites for Mental Health advice during the COVID-19 Pandemic

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

**Challenging Worries & Anxious Thoughts:** [http://www.camh.ca/-/media/files/camh\\_covid19\\_infosheet-challenge\\_worries-pdf.pdf](http://www.camh.ca/-/media/files/camh_covid19_infosheet-challenge_worries-pdf.pdf)

**Dealing with Problems in a Structured Way:** [http://www.camh.ca/-/media/files/camh\\_covid19\\_infosheet-dealing\\_with\\_problems-pdf.pdf](http://www.camh.ca/-/media/files/camh_covid19_infosheet-dealing_with_problems-pdf.pdf)

**Talking to Children about COVID-19:** [http://www.camh.ca/-/media/files/camh\\_covid19\\_infosheet-talking\\_to\\_kids-pdf.pdf](http://www.camh.ca/-/media/files/camh_covid19_infosheet-talking_to_kids-pdf.pdf)

**Anxiety Canada** - [www.anxietycanada.com/articles/what-to-do-if-you-are-anxious-or-worried-about-coronavirus-covid-19](http://www.anxietycanada.com/articles/what-to-do-if-you-are-anxious-or-worried-about-coronavirus-covid-19)

### Phone Supports

→ **The Warm Line** – Mental health helpline for adults (18+). The service is open 7 days/week, from 8pm-12pm. The Warm Line provides emotional support and is not a crisis line.

→ **Call:** 416-960-9276      **Text:** 647-557-5882      **Online Chat:** [www.warmline.ca](http://www.warmline.ca)

→ **Mood Disorders Association of Ontario (MDAO)** – Peer mental health support offered Monday to Friday, 9:30am-5pm by calling 416-486-8046.

MDAO is also offering **online peer support groups** (limited availability). **To sign up, visit:** [docs.google.com/forms/d/e/1FAIpQLSfINmZ30cSAcpOWCylvXiKA96GGVrHoWWEklo1Fozawp0pbJQ/viewform](https://docs.google.com/forms/d/e/1FAIpQLSfINmZ30cSAcpOWCylvXiKA96GGVrHoWWEklo1Fozawp0pbJQ/viewform)

→ **Good2Talk** (1-866-925-5454) – Free, confidential, 24/7 helpline for post-secondary students, providing professional counselling as well as information and referrals for mental health support.

→ Many **Employee Assistance Programs (EAP)** offer counselling support by phone or online messaging. Check with your employer or HR department for more information.

→ **WoodGreen's Walk-In Counselling program** is temporarily being offered over the phone. Tuesdays and Wednesdays beginning at 4:15 p.m., clients can call 416-645-6000 ext. 1990 to speak with a counsellor for a one-hour session. Program offered on a first come, first serve basis.

### Individual Therapy

Many private therapists as well as agencies that offer low-cost/OHIP-covered counselling services have switched over to phone or online video counselling for the time being. Check agency websites directly and call to confirm available services as well as whether new referrals are still being accepted.

**Disclaimer:** This list is not exhaustive and inclusion does not imply specific endorsement.

Resource list compiled by SCOPE, March 2020

## Online Programs

**CMHA – BounceBack** - [www.bouncebackontario.ca](http://www.bouncebackontario.ca); 1-866-345-0224

BounceBack is a free CBT-based skill-building program where a coach helps support you **over the phone** in working through a series of workbooks based on your concerns.

**Referral process:** GP referral is preferred, but you can also self-refer online. No catchment.

**iCBT - Scarborough Health Network** - [www.shn.ca/mental-health/adult-outpatient-mental-health](http://www.shn.ca/mental-health/adult-outpatient-mental-health)

Online CBT with email-based clinician support. Work through 6 modules of CBT at your own pace, with email communication with a mental health clinician at Scarborough Hospital.

**Referral process:** Email [icbt@shn.ca](mailto:icbt@shn.ca) and state that you're interested in participating in iCBT program, and a therapist will follow up. No catchment.

**BEACON** - [www.mindbeacon.com](http://www.mindbeacon.com)

This is a therapist-assisted, digital CBT (TAiCBT) service. There is a cost for the program, which includes 12 weeks of access to dedicated therapist and 1 year access to CBT course materials. Employee insurance benefits are accepted.

**There are several text/ online chat/ video-based counselling services, with varying costs and service components, such as:**

**7 Cups** – [7cups.com](http://7cups.com)

**TalkSpace** - [talkspace.com](http://talkspace.com)

**Better Help** – [betterhelp.com](http://betterhelp.com)

**Turn2Me** - <https://turn2me.org/group-supports>

Hosts free online support groups for anxiety, depression, stress management, suicidal thoughts and feelings, and more.

**Anxiety and Depression Association of America (ADAA)** - <https://adaa.org/adaa-online-support-group>

ADAA provides a broad range of free resources to the public including webinars, podcasts, blog posts, two online peer-to-peer support communities, a “find a therapist” directory and a monthly e-newsletter.

## Self-Directed Online Supports

**Anxiety Canada** - [www.anxietycanada.com](http://www.anxietycanada.com)

Online library of free, downloadable CBT worksheets to help you understand anxiety and learn strategies to tolerate and manage anxiety.

They also offer a self-guided course, **My Anxiety Plan** ([maps.anxietycanada.com](http://maps.anxietycanada.com)), with a version for Adults and Children/Teens.

Anxiety Canada also developed a free CBT app called **MindShift**.

**Big White Wall** - [www.bigwhitewall.ca](http://www.bigwhitewall.ca)

This free online mental health service offers self-help programs and courses on topics including: anxiety, depression, stress management, healthy eating, and substance use.

Also offer **online peer support forum**, which is anonymous and moderated by mental health professionals.

**Disclaimer:** This list is not exhaustive and inclusion does not imply specific endorsement.

**CCI Self-Help Resources for Mental Health**

<https://www.cci.health.wa.gov.au/Resources/Looking-After-Yourself>

Free workbooks for a range of concerns, including: Anxiety, Panic, Self-Compassion, & Worry and Rumination

**CIMHS (Centre for Interactive Mental Health Solutions) - [www.cimhs.com](http://www.cimhs.com)**

Free online therapy program for depression, using CBT skills.

**Mood Gym - [www.moodgym.com.au](http://www.moodgym.com.au)**

Interactive online self-help program that teaches CBT skills to manage symptoms of depression and anxiety. Subscription is \$40/year.

**Books**

*(can be purchased online)*

**Mind Over Mood** (Greenberger & Padesky)

This best-selling workbook teaches skills and principles used in CBT.

**The Mindfulness and Acceptance Workbook for Anxiety** (Forsyth & Eifert)







Based on Acceptance and Commitment Therapy (ACT)

**Full Catastrophe Living** (Kabat-Sinn & Nhat Hanh)

Mindfulness Meditation

**The Anxiety and Phobia Workbook** (Bourne)

**Apps**

CBT skills-based support:		Mindfulness Meditation:	
	<b>Mindshift</b> – CBT tools & strategies for anxiety; (Developed by Anxiety Canada) Free		<b>Calm</b>
	<b>What's Up</b> – CBT & ACT (Acceptance & Commitment Therapy) tools to manage anxiety, depression, anger, & stress; Free		<b>Headspace</b>
	<b>Sanvello</b> (formerly Pacifica) – CBT tools for anxiety, depression, & stress (Premium membership currently free)		<b>Insight Timer</b>

**\*\* Many phone apps are offering free membership or access to additional services over the course of COVID-19.**

**Disclaimer:** This list is not exhaustive and inclusion does not imply specific endorsement.

Resource list compiled by SCOPE, March 2020

## **Online Addictions Support**

**Alcoholics Anonymous (AA)** - <http://aa-intergroup.org/directory.php>

**Narcotics Anonymous (NA)** - <http://www.carna.ca/meeting.php>

**Cocaine Anonymous** - <https://www.ca-online.org/>

**AA Sober Living** - [www.aasoberliving.com](http://www.aasoberliving.com)

Online recovery help for those in all stages of recovery, family, friends and loved ones including message boards, chats, blogs, and daily and weekly readings.

**SMART Recovery Online** - [www.smartrecovery.org/smart-.../smart-recovery-online/](http://www.smartrecovery.org/smart-.../smart-recovery-online/)

Abstinence-based peer support group that utilizes motivational interviewing, mindfulness, and cognitive behavioural therapy tools and techniques.

Daily online meetings, message board, 24/7 live chat, and online recovery toolbox

**SMART Recovery Toronto** ([smartrecoverytoronto.com](http://smartrecoverytoronto.com)) is also working to offer online meetings, check website for updates.

**Life Ring** - [www.lifering.org/online-meetings](http://www.lifering.org/online-meetings)

Abstinence based, secular, and self-empowered addiction recovery

**In the Rooms** - <https://www.intherooms.com/home/>

A free online recovery tool that offers 130 weekly online meetings for those recovering from addiction and related issues. They embrace multiple pathways to recovery, including all 12 Step, Non-12 Step, Wellness and Mental Health modalities.

**Cannabis Rehab** - [www.cannabisrehab.org](http://www.cannabisrehab.org)

This free online drug rehab group was originally set up just to help those trying to quit marijuana but they now welcome anyone struggling with drug addiction.

**HAMS Harm Reduction Network** - [hamsnetwork.org](http://hamsnetwork.org)

HAMS is a free of charge peer led support group for people who want to reduce the harm in their lives caused by alcohol or other substances. HAMS offers support via a chat room, an email group, and live meetings. HAMS supports every goal from safer use to reduced use to abstinence from alcohol. Their daily chat is schedule for 9 P.M. EST , 6 P.M. PST.

**Disclaimer:** This list is not exhaustive and inclusion does not imply specific endorsement.

Resource list compiled by SCOPE, March 2020