



COVID-19 COMMUNITY SUPPORTS

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OUTREACH AND PUBLIC EDUCATION



TPH's COVID-19 Outreach Rapid Response Team shares information with residents and makes referrals to community partners through online presentations, in-person canvassing and pop-up information tables in grocery stores, malls, places of worship, food banks, drop-in centres and apartment building lobbies. Community groups and organizations can request online presentations, in many languages, through an [online request form](#).

The City and TPH are translating accessible materials into 30 languages spoken in neighbourhoods with high infection rates. These materials will be available on toronto.ca/COVID19.

COVID-19 TESTING



The province leads all COVID-19 testing in Ontario. Testing is offered by appointment at assessment centres and participating pharmacies. Find out if you should get tested and where you can go on the City of Toronto's [COVID-19 testing webpage](#). Once on the webpage, to find details on Assessment Centre Locations click on the "Assessment Centre Location and Details" Tab. Within this tab you can also find information on Pop-up Testing Sites by scrolling to the bottom of the page.

People who are unsure if they should be tested for COVID-19 should take the Ministry of Health's self-assessment, call Telehealth Ontario at 1-866-797-0000, or call their primary care provider. Toronto Public Health (TPH) works with Ontario Health to recommend and promote pop-up testing sites in communities where it is needed most. These temporary COVID-19 testing sites offer walk-in and low barrier testing for residents, including people who are experiencing homelessness.

VOLUNTARY ISOLATION CENTRE



People living in multi-generational homes, with multiple people or in small spaces may not be able to self-isolate safely. The City's voluntary isolation centre provides a safe place for people who have COVID-19 to self-isolate. Staying at the centre is entirely voluntary and offered by TPH case managers to [people who qualify](#).

STREAMLINED EMPLOYMENT AND SOCIAL SERVICES



The City provides ongoing and emergency income support to residents through the Ontario Works program. Caseworkers conduct appointments and wellness checks with clients over the phone and refer clients to local partners as needed. Other government assistance programs such as the Canadian Recovery Sickness Benefit (CRSB) are promoted on the City's website and on the [Government of Canada's website](#).



MENTAL HEALTH AND WELLBEING

The City of Toronto has partnered with local organizations to help connect residents to free telephone, text and online mental health support. Residents can call 211 to access support. Information on coping during the pandemic and services available across Toronto is posted on the City's [website](#).



CHILD CARE

The City revised child care fee subsidy policies to help families affected by COVID-19. The City supports child care operators in COVID-19 hotspots with health and safety practices and shares information, training and resources with all community child care and early years programs. For more information, visit toronto.ca/childcare.



SUPPORTING SENIORS

City-operated long-term care homes have implemented enhanced infection prevention and control measures and active screening for residents, staff and visitors. Toronto Community Housing Corporation supports senior residents with wellness checks, food access, face masks and information. While adult day programs for seniors are currently closed, staff conduct wellness checks, friendly visit calls, virtual family support groups, and distribute resources and activity packages.

The City has distributed reusable cloth masks and tablets, and provided information, onsite screening and referrals to community resources at supportive housing sites. The City's Homemakers and Nurses Services program helps more than 3,000 clients with household activities such as housekeeping and laundry.



FLU VACCINE

This year, getting a flu shot is more important than ever. As symptoms of the flu and COVID-19 are very similar, getting vaccinated against the flu may reduce the number of people who need COVID-19 testing. The annual flu vaccine also protects vulnerable residents from more severe illness. While TPH's annual flu clinics are currently fully booked, Toronto residents can still get vaccinated at doctors' offices and local participating pharmacies. The good news is that flu vaccine has been ordered from the province and public health measures are in place to reduce COVID-19 and the flu spread. Visit toronto.ca/flu for more information.



ADDRESSING FOOD INSECURITY

The City works with United Way Greater Toronto to provide food services to people in need. Residents in immediate need can call 211 or visit 211central.ca for more information.



INTERNET CONNECTIVITY

Free Wi-Fi access is available inside and outside all Toronto Public Library locations. The Toronto Public Library Foundation distributes free laptops and Wi-Fi hotspots through community agencies.