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I NEED HELP...

If you are having an emergency, please call 911. The below contacts allow you to speak with a live agent to navigate community, social, health-related and government services. They can answer your questions and help you understand what services and resources are available and how to access them.

Access Aurora

905-727-1375

info@aurora.ca • aurora.ca/covid19

Monday to Friday 8:30 a.m. to 4:30 p.m.

Extended hours on Tuesdays until 8:30 p.m.

Neighbourhood Network

info@neighbourhoodnetwork.org

nnetwork.org/covid19

Monday to Friday 7:30 a.m. to 3:30 p.m.

Community and Social Services Help Line

Call 2-1-1

Activities for Children

Town of Aurora Recreation at Home

Looking for ways to keep active and engaged at home? This page is a curated collection of helpful, healthy, educational and fun ideas for the whole family to enjoy while staying at home. There are also specific sections devoted to learning resources for preschoolers and school aged children.

- Visit: aurora.ca/recathome

The Salvation Army Central York Region/Northridge Community Church

Kids, with their parents, can Zoom with Pastor Sandra for Bible Stories & more!

- **Kingdom Korner** - ages 3-6 years old, Wednesday at 11 a.m.
- **KEWL Kids** - grades 6-8, Thursdays 3:30 p.m.
- **Kingdom Kids** - grades 1-5, Fridays 3:00 p.m.
- Email: sandra.reid@northridgesa.com

Connecting with Teens in a Digital World during Strange and Confusing Times

- **Flourish:** Small Group for Teen Girls and Standing Tall: Small Group for Teen Boys, Mondays at 7 p.m. on Zoom
- **Krew2U:** Youth Group for Teens, Tuesdays at 8 p.m. on Zoom
- **Krew Kitchen:** Cooking by Faith, Fridays at 4 p.m. on Instagram Live @youthrooted
- Email: matt.delaney@northridgesa.com

Neighbourhood Network Artwork for Seniors

Seniors alone in their homes and retirement residents are suffering from extreme loneliness as a result of social isolation. Draw a picture or create some homemade artwork to send to a senior in need! When your masterpiece is complete, snap a photo or scan it and email it to info@neighbourhoodnetwork.org.

- Visit: nnetwork.org/covid19

Becoming a Volunteer

Neighbourhood Network

Neighbourhood Network multiplies community giving to create caring and vibrant neighbourhoods through promoting volunteerism, linking resources, and supporting local charities and agencies. Neighbourhood Network is partnered with the Town of Aurora, and is the town's official volunteer resource.

In response to COVID-19, Neighbourhood Network has shared some easy ways for you to safely support your community. You can also find other volunteer opportunities listed on our website as more and more of our charitable partners evolve their volunteer initiatives into digital opportunities.

- Visit: nnetwork.org/covid19 or nnetwork.org

Emergency Arrears Assistance

Ontario Electricity Support Program (OESP) – support for low income households

- Visit: <https://ontarioelectricitysupport.ca/>

Gas and Hydro Relief for low income Aurora households – through the United Way

- Call 1-855-487-5327

Homelessness Prevention Program (HPP) through **AccessYork**/Administered by The Salvation Army Central York Region

- Call 1-877-464-9675

Mortgage deferrals available for up to 6 months through all major lending institutions

Tax and Water Bill Deferrals Available

To help ease the financial burdens on families and businesses, the Town of Aurora is providing a variety of relief options for tax and water bills.

- Visit: aurora.ca/covid19

One-Time Financial Support Available

Are you experiencing financial hardship? One-time financial support is now available through the Aurora Cares Community Action Team to qualifying individuals and organizations.

- For more information and to fill out the application form, please visit: aurora.ca/auroracares.

Emergency Response

York Regional Police

As a precautionary measure, **effective March 18**, all York Regional Police facilities are closed to the public indefinitely.

- Emergencies call **9-1-1**
- Non-emergency, call **1-866-876-5423** or go to yrp.ca/ReportIt
- Learn more about York Regional Police services affected by COVID-19. Visit: yrp.ca.

Domestic Abuse Situations

York Regional Police

- Emergencies always call **9-1-1**

Abuse Hurts

- Contact **Ellen Campbell** at ellen@abusehurts.ca
- Call **905-727-4357 (HELP)**

Victim Services of York Region

- Contact **Gillian Freeman** at **905-953-5363** • Toll free: **1-866-876-5423 Ext 6790** • Direct line: **1-866-876-5423 ext. 2790**
- Visit: victimservices-york.org • Email: 8314@yrp.ca

Medical Assistance

Paramedic Services for medical emergencies only

- Call **9-1-1**

York Region Public Health

- Call **1-800-361-5653**

Telehealth Ontario

- Call **1-866-797-0000**

COVID-19 Regional Resources

- Visit: york.ca/covid19

Emergency Shelter

If you are in need of emergency shelter, call **2-1-1** or visit **211ontario.ca** or **amplelabs.co** to connect with a local agency and receive support.

Emergency Shelter Information

Shelter	Clientele	Address	Phone Number
Belinda's Place	Women	15580 Yonge Street, Town of Newmarket	289-366-4673
Leeder Place Family Shelter	Families	18838 Yonge Street, Town of East Gwillimbury	1-888-554-5525
Porter Place Men's Shelter	Men	18838 Yonge Street, Town of East Gwillimbury	1-888-554-5525
The Youth Hub	Youth (16-26)	10415 Yonge Street, Suite E, Town of Richmond Hill	905-475-6695
Sutton Youth Services	Youth (16-26)	20898 Dalton Road, Town of Georgina	1-877-972-0898
Kevin's Place	Youth (16-26)	835 Gorham Street, Town of Newmarket	905-898-1015
Inn from the Cold (Seasonal Shelter)	Men and Women	510 Penrose Street, Town of Newmarket	905-895-8889
Mosaic Interfaith Out of the Cold (Seasonal Shelter)	Men and Women	7452 Reesor Road, Markham (Friday & Saturday)	416-958-6682
Sandgate Women's Shelter	Women and Children	_____	905-722-3220 (crisis line) Toll Free: 1-800-661-8294 sandgate.ca
Yellow Brick House Women's Shelter	Women and Children	_____	905-727-1944 Toll Free: 1-800-263-3247 (crisis line) yellowbrickhouse.org
360° Kids at Richmond Hill Hub (Male and Female, Emergency & Transitional) Connections - Emergency Housing STAY (Supportive Transitional Apartments for Youth) - Transitional Housing	Youth (Male and Female)	_____	905-475-6694 360kids.ca
New Temporary Transitional Shelter at Kingsbridge Conference Centre		https://www.newmarkettoday.ca/coronavirus-covid-19-local-news/kingbridge-opens-temporary-shelter-for-homeless-york-region-residents-2349204	

Please rest assured, in the event that York Region shelters exceed overflow capacity, York Region can trigger emergency social services to ensure that no one is left out in the cold.

If you see someone who may be in need of shelter, residents and municipal staff may call the **Street Outreach Van** between 2 p.m. and 9 p.m. at 1-866-553-4053. The **Street Outreach Van** provides clothing, food, sleeping bags and tents to homeless people in York Region, and will refer individuals to seasonal shelters.

Food Security

Aurora Food Pantry

The **Aurora Food Pantry** has been distributing food at no cost to residents of Aurora and north Oak Ridges. Residents who need help from the Aurora Food Pantry are able to receive food once a month.

- For more information, please visit: aurorafoodpantry.ca

The Salvation Army Central York Region/Northridge Community Church

Emergency food and clothing, support, community referrals, advocacy, other tangible and spiritual support is provided for those in crisis.

- For more information, visit: salvationarmycentralyork.ca

Information on food hampers and community meals can be found on page 11 and page 12.

Making a Donation

Neighbourhood Network

Neighbourhood Network has established a master list of most urgently needed items for our charitable partners who are on the front-lines providing important services to those in need and at risk in our communities. We encourage you to make a donation if you are able to support these important organizations. We are happy to help coordinate a donation on your behalf, and work with you to better understand how to maximize your gift to support our community.

- Visit: nnetwork.org/covid19

Mental Health

Canadian Mental Health Association of York Region

The **Warm Line** and **Peer Crisis Support Services Line** are available 24/7. They provide non-crisis and crisis telephone support from a recovery and peer informed perspective. The support line is answered by individuals with lived experience with mental health concerns, addiction, and/or trauma.

- Call: 1-888-777-0979
- <https://cmha-yr.on.ca/learn/covid-19/canadian-mental-health-association-york-region-south-simcoe-statement-on-covid-19>

The Salvation Army Central York Region/Northridge Community Church

Emotional Rescue Counselling (includes Mood Disorder group program on Mondays) and one-on-one sessions with Registered Psychotherapist Gabriella Meleca.

- Call 905-895-6276 x 211 or Email: gabriella.meleca@northridgesa.com

Mental Health cont.

York Support Services Network

If you or someone you know is in crisis call **310-COPE** for 24/7 support.

CHATS - Community & Home Assistance to Seniors

- **Support for Caregivers Program** – Take a break and virtually meet other caregivers with similar concerns. Share stories, strategies and strengths; find new ways to cope & learn about valuable community resources.
- One-on-one counseling is also available by phone or video chat
- Transportation to medical appointments
- Visit: chats.on.ca/support-for-caregivers • 1-877-452-4287 • Email: seniorshelp@chats.on.ca

Alzheimer's Society of York Region

- The complete **Virtual D.A.Y. Centre** (enrolled ADP clients will be receiving daily emails with 8 different and new home based activities and elements provided each day).
- **Virtual Counselling and Support for Alzheimer Caregivers** (education, linking to services etc. delivered via phone or zoom)
- **Virtual Support for Persons Living with Dementia** (wellness checks and linkage to services, etc. delivered via phone or zoom)
- **Virtual Support Groups** (groups available through Zoom and/or teleconference, available from May - 8 groups across the Region + Russian language group - Cantonese/Mandarin groups starting in June)
- **Virtual Dementia Education** (First Link Learning Series and individual topics)
- **Music Project** (personalized music for persons living with dementia)
- Contact **Andrea Ubell**, *Director of Programs and Client Services* on her cell: **647-808-7948**

Persons with Disabilities

York Support Services Network

If you or someone you know is in crisis call **310-COPE** for 24/7 support.

The ABLE Network

- Running online programming in lieu of in-person programs for adults with intellectual disabilities
- Call **289-221-8787** or visit: theablenetwork.ca

Persons with Disabilities cont.

The Salvation Army Central York Region/Northridge Community Church

Supports clients with disabilities with access to Food Bank deliveries.

- Call [905-895-6276](tel:905-895-6276)

Kerry's Place Autism Services

Kerry's Place Autism Services continues to be available to support your family during these unprecedented times. While our offices remain closed to the public, we continue to offer individualized supports by telephone and email, and select services via web-conferencing platforms. Our knowledgeable and supportive staff are here to help.

Email us at OAP.Intake@kerrysplace.org, or feel free to connect with a familiar service professional at **Kerry's Place Autism Services**.

- Visit: <https://www.kerrysplace.org/contact-us/>

Aurora Food Pantry

Aurora Food Pantry can support clients with disabilities with access to grocery deliveries through **Routes Connecting Communities**.

- Access through **Routes**: call [905-722-4616](tel:905-722-4616) extension 1

Resources for Businesses

Use the following links to access supports and resources for local businesses, or to find out how you can support a business by ordering meals, buying gift cards, and shopping local virtually.

Aurora Chamber of Commerce

- Supports and resources for businesses
- Facebook group with details on Aurora Restaurants who are open for meal delivery
- Visit: aurorachamber.on.ca/covid-19 or <https://www.facebook.com/groups/2527578307495694>

Town of Aurora Business Assessment Tool

Are you an Aurora business owner that needs assistance during these unprecedented times? We invite you to use our online **Business Assessment Tool** to request information on available resources, as well as arrange to speak with an Economic Development Officer for further assistance, if needed.

- For more information visit: aurora.ca/businesssupport

Support for Seniors

CHATS - Community & Home Assistance to Seniors

- **CHATS Meals on Wheels Program** offers more than 100 tasty and nutritious soups, entrees, breakfasts, and desserts. All products arrive frozen at your door and are ready for you to store in your home freezer. During COVID-19 CHATS is offering contactless delivery for this service:
 - All dishes have been created in line with the recommendations of Canada's Food Guide - with controlled levels of fat and sodium. This means that you can be sure that they are healthy as well as delicious.
 - There is a fee associated with this service however, some individuals may be eligible for subsidy.
- **CHATS Grocery Shopping Program** for seniors without supports will provide the following:
 1. Transportation to and from your local grocery store*
 - *Limited to clients under 70 due to Public Health directive that those over 70 self-isolate
 2. You order and CHATS picks up and provides contact free delivery
 3. CHATS shops for you and provides contact free delivery
 4. Online ordering for groceries via our personal support desk
- **Telephone or Virtual Social and Wellness Programming** (group social or wellness programming by phone or video apps)
- **Telephone Visits & Safety Checks** (Telephone Reassurance - peace of mind when you need it most)
- **Transportation to Medical Appointments**
- **Pharmacy Pick Up and Delivery**
- **FOOD BASKETS** - offered at no charge to eligible low-income seniors & adults with disabilities. Available to meet culturally specific needs of Chinese, South Asian, Iranian and Russian seniors.
- Visit: chats.on.ca/support-for-caregivers • 1-877-452-4287 • Email: seniorshelp@chats.on.ca

Routes Connecting Communities

- Groceries or meal deliveries
- Transportation to medical appointments
- Call 905-722-4616 or Email: info@routescc.org

Support for Seniors cont.

Aurora Seniors' Centre

Seniors' Centre Without Walls (SCWW) is a free community outreach program to support vulnerable and isolated seniors and adults with physical disabilities who may find it difficult to leave home for extended periods of time due to financial constraints, transportation difficulties, and/or health and mobility issues.

- <https://www.aurora.ca/en/recreation-arts-and-culture/seniors-services.aspx>

Aurora Food Pantry

- Clients can access grocery deliveries through **Routes Connecting Communities**.
- Access through **Routes**: call **905-722-4616 extension 1**

The Salvation Army Central York Region/Northridge Community Church

- Food Hamper deliveries for seniors
- Connection and other support programs
- Call **905 895-6276**

FOOD HAMPERS

Time & Details		Organization	Location
Monday	<p>9:30 a.m. – 3:30 p.m. Call 905-895-6276</p> <p>to arrange pick up/delivery</p>	The Salvation Army Central York Region/ Northridge Community Church	15338 Leslie St.
Tuesday	<p>9:00 a.m. – 11:30 a.m. (2nd, 3rd, 4th week of the month)</p>	Aurora Food Pantry	350 Industrial Pkwy. S. South of Wellington, East of Yonge
	<p>9:30 a.m. – 3:30 p.m. Call 905-895-6276</p> <p>to arrange pick up/delivery</p>	The Salvation Army Central York Region/ Northridge Community Church	15338 Leslie St.
Wednesday	<p>9:30 a.m. – 3:30 p.m. Call 905-895-6276</p> <p>to arrange pick up/delivery</p>	The Salvation Army Central York Region/ Northridge Community Church	15338 Leslie St.
Thursday	<p>5:30 p.m. – 7:30 p.m. (2nd, 3rd, 4th week of the month)</p>	Aurora Food Pantry	350 Industrial Pkwy. S. South of Wellington, East of Yonge
	<p>9:30 a.m. – 3:30 p.m. Call 905-895-6276</p> <p>to arrange pick up/delivery</p>	The Salvation Army Central York Region/ Northridge Community Church	15338 Leslie St.
Friday	<p>9:30 a.m. – 3:30 p.m. Call 905-895-6276</p> <p>to arrange pick up/delivery</p>	The Salvation Army Central York Region/ Northridge Community Church	15338 Leslie St.
Saturday	<p>9:00 a.m. – 11:30 a.m. (Every Saturday)</p>	Aurora Food Pantry	350 Industrial Pkwy. S. South of Wellington, East of Yonge
Sunday	NONE	_____	_____
DAILY	Daily	The Help Cupboard: 24/7 access to emergency food supplies. Take what you need. Stocked daily.	Trinity Anglican Church (Parking Lot), 79 Victoria St.

COMMUNITY MEALS (BAGGED)

Time & Details		Organization	Location
Monday	NONE	_____	_____
Tuesday	Breakfast 9:30 a.m. - 11:30 a.m.	York Region Food Network	350 Industrial Pkwy. S. South of Wellington, East of Yonge
Wednesday	Dinner 5:30 p.m. - 7 p.m.	Welcoming Arms - Welcome Table Program	Trinity Anglican Church 79 Victoria Street Southeast of Wellington & Yonge
Thursday	Lunch 11:30 a.m. - 1 p.m.	Welcoming Arms - Martha's Table Program	Trinity Anglican Church 79 Victoria Street Southeast of Wellington & Yonge
Friday	NONE	_____	_____
Saturday	Breakfast 9 a.m. - 10 a.m.	Rise and Shine Breakfast - Takeout	Trinity Anglican Church 79 Victoria Street Southeast of Wellington & Yonge
Sunday	NONE	_____	_____



DLR May 2020