

Updated April 2nd, 2020

Western Ottawa Community Resource Centre continues to provide the following supports to our vulnerable, isolated community members living in the former cities of Kanata and Nepean and the former townships of Goulbourn and West Carleton:

- ✓ Telephone based crisis intervention
- ✓ Telephone based crisis counselling
- ✓ Telephone based counselling for women experiencing gender based violence
- ✓ Telephone based regular check-ins
- ✓ Telephone support with navigating systems
- ✓ Food/Supplies deliveries
- ✓ Medically necessary transportation
- ✓ Virtual programming and services
- ✓ Online resources

Chrysalis House, our shelter for self-identified women (over 16) and their dependents who are experiencing violence in the home and need to leave to keep safe from violence or abuse.

Chrysalis House offers a crisis phone line 24 hours/day at 613-591-5901.

Call Western Ottawa Community Resource Centre at 613-591-3686

Visit us at

www.wocrc.ca

www.facebook.com/WOCRC.CRCCO/

[twitter.com/WOCRC CRCCO](https://twitter.com/WOCRC_CRCCO)

Email us at info@wocrc.ca

Specific COVID 19 response - WOCRC services

- ✓ Frozen Meal delivery twice per week (Monday and Wednesday) – **Call us at 613-591-3686 x 333** or use **Caredove**: <https://www.caredove.com/champlaincss>
Orders must be in by **Friday at 12 pm** for Monday delivery, **Monday at 12 pm** for Wednesday delivery. This service is available to any vulnerable, isolated community members (no age restrictions). There is a fee associated with the cost of the meals; subsidies are available.
- ✓ Grocery order delivery, twice per week (Tuesday and Thursday)
Call us at 613-591-3686 x 336 OR email us at info@wocrc.ca
Orders must be in, directly to **613-591-3686 x 336** by **Friday at 12:00 pm** for delivery the following week. This service is available to any vulnerable, isolated community members (no age restrictions). **Priority will be given to community members living in West Carleton. Delivery**

will be limited to 30 households/week. Payment will be made directly to the store for the grocery order; subsidies are available.

- ✓ Gift card (food and gas) delivery twice per week (Wednesday and Friday)
Call us at 613-591-3686 x 269 OR email us at intake@wocrc.ca
Requests must be in on **Mondays by 12:00pm**
This service is available to any vulnerable, isolated community members (no age restrictions).
- ✓ Virtual counselling and crisis intervention available through our Counselling Services team
Call us at 613-591-3686 x 269 or email us at intake@wocrc.ca
This service is available to any vulnerable, isolated community members.
- ✓ Online groups for youth - ZONE, ZONE+ and Queerios–
Call us at 613-591-3686 x 261 or email us at youth@wocrc.ca
- ✓ Virtual programming available through our **EarlyON** Child and Family Centre
Call us at 613-591-3686 x 5 or email us at Earlyonyva@wocrc.ca
Sign up for the EarlyON C+FC mail list at <https://mailchi.mp/74e4ca8b66ca/wocrc>
Visit the EarlyON C+FC Pinterest page at <https://www.pinterest.ca/earlyonwocrc/>
- ✓ Virtual Caregiver Support available for individuals caring for someone living with dementia
Call us at 613-591-3686 x 312 or email us at info@wocrc.ca

Important links

What you need to know to help you and your family stay healthy

<https://files.ontario.ca/moh-coronavirus-pec-poster-en-2020-03-09.pdf>

Ottawa Public Health

https://www.ottawapublichealth.ca/en/public-health-topics/novel-coronavirus.aspx?utm_source=OPH&utm_medium=Home_Page_Banner&utm_campaign=Coronavirus&utm_content=Home_Page_Banner_OPH

Province of Ontario

<https://www.ontario.ca/page/2019-novel-coronavirus>

Canada

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html>

Useful resources

- **Kids Help Phone** – 24 hours a day, 365 days/year, offering professional counselling, information and referrals and volunteer-led, text-based support to young people in both English and French. Connect by phone, text, mobile app or through their website 1-800-668-6868
<https://kidshelpphone.ca/>
- **The Good Companions Centre** has scaled up their **Seniors Centre Without Walls**:
<https://thegoodcompanions.ca/programs-services/seniors-centre-without-walls/>
- **A Friendly Voice** (<https://www.afriendlyvoice.ca/>) which is a comfort line specifically for seniors.
- Online referral site specific to COVID 19 response for **Community Support Services across Eastern Ontario**: <http://communitysupport.covidresponse.ca/>
- **The Distress Centre of Ottawa and region**, your local connection to mental health support and resources 24 hours/day, 365 days /year <https://www.dcottawa.on.ca/> or **Distress** 613-238-3311 **Crisis** 613-722-6914 or 1-866-996-0991
- **Ontario 211** is a free helpline that connects you to community and social services in your area, 24 hours a day, 365 days a year, in 150 different languages Dial 211 on your phone or <https://211ontario.ca>
- **The Dementia Society of Ottawa and Renfrew County** is committed more than ever to the vision that no one should face dementia alone, and will continue to support people living with dementia and their caregivers during this unique and challenging time.
Contact us at
 - a. Caredove (very easy): <https://www.caredove.com/dementiasociety>
 - b. Website (no health card needed):
 - i. English: <https://dementiahelp.ca/get-help/request-for-help-professionals/>
 - ii. French: <https://dementiahelp.ca/get-help/demande-de-consultation/>The Dementia Care Coach Support line is open Monday-Thursday 8:30am-8:00pm and Friday 8:30am-4:00pm.
 - Ottawa: 613-523-4004
 - Renfrew County: 888-411-2067To register for their weekly bulletin sign up here: <https://dementiahelp.ca/resources/news/>
- Click here for [Services for Survivors of Violence during the COVID-19 Pandemic](#). This list will be updated frequently with changes to services and response in the sector as things unfold.
- Dial **311** for all City of Ottawa services: <https://ottawa.ca/en/3-1-1>

- If people or companies are wishing to donate, or if community members are looking for some specific items, please email donations@ottawa.ca.
- For dental emergencies during this time, the **Ottawa Dental Society Emergency Services** will be coordinating a voluntary referral service; please call (613) 523-4185. For recipients of Ontario Works, please contact **Merivale Dental Clinic** at 613-580-9631
- **Mosques around the City** are providing delivery of food, medication or other essential items, and a friendly person to talk to. Contact: Malika Nouh at 819-576-4966 or Lubna Syed at 613-255-0870.

Areas Food Cupboards

Organization	Days/hours of operation	Taking on new clients?	Deliveries available?
Kanata Food Cupboard http://www.kanatafoodcupboard.ca/	Call Mon-Fri from 9am – 12pm to book appointment Pick up times Mon-Wed-Thurs-Fri evenings and Tues afternoons	Yes	Yes. Tuesday evenings
FAMSAC https://famsac.ca/	Leave voice message to place order Appointments available Tues-Wed evenings, Thurs morning, Sat afternoon	Yes	Yes. Monday - Friday in collaboration with clients
West Carleton Food Access Centre http://www.deeproofsfoodhub.ca/food-access-centre.html	Call to place order Mon-Wed-Fri 9am - 1pm Pick up hours Mon-Wed-Fri 2:30 – 3:30pm	Yes	Yes. In collaboration with clients
Richmond Food Bank	Leave voice message to place order. Volunteer calls back to book appointment.	Yes	Yes. Saturday mornings
Stittsville Food Bank https://www.stittsvillefoodbank.ca/	Waiting for further information		