

Updated March 31st, 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 counseling
- ✓ Telephone based counseling 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 those experiencing gender-based violence and their dependents, continues to offer:

- 24h crisis line – 613.591.5901
- Crisis support for residents
- One on one counseling for residents

Call us 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 Thursday) – **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, once per week (Tuesday, Wednesday or Thursday)- **Call us at 613-591-3686 x 336** OR email us at css@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 once per week (Wednesday) – **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 Counseling Services team
Call us at 613-591-3686 x 269 or email us at intake@wocrc.ca
- ✓ 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 acadp@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 our 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. They have also scaled up their services
 - 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 our 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/>
- Our 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: 888-411-2067

To register for our weekly bulletin sign up here: <https://dementiahelp.ca/resources/news/>

- [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>