

# COVID-19

## Support and services

### Important contact information



### If you need help, we are here



If you need help with tasks of daily living, we are here. Contact the Client Care Centre at **416-981-5500** or email [help@torontohousing.ca](mailto:help@torontohousing.ca).



#### Food resources

211 Central (24/7) | TTY **1-888-340-1001**

[covid19.211central.ca](https://www.covid19.211central.ca)

Text **21166** for live chat support (Mon–Fri, 7 a.m. to 9 p.m.).

Call **2-1-1** for open food banks and food hamper delivery.

#### Medical

Telehealth Ontario: **1-866-797-0000** | TTY **1-866-797-0007**

Call 24/7 to speak with a registered nurse regarding your symptoms.



#### Mental health crisis resources

Gerstein Crisis Centre (24/7): **416-929-5200**

Toronto Distress Centre (24/7): **416-408-4357**

Text **741741** (2 a.m. to 2 p.m. daily)



#### Medication support

Please contact your local pharmacy first, as they may deliver to you. If not, Community Paramedics can assist. Call **416-397-4322**.

### Resources for children and youth



#### Kids Help Phone

**1-800-668-6868** or text CONNECT to **686868**

#### LGBTQ2+ Youthline

**1-800-268-9688** or text **647-694-4275**

#### Mental health and resilience

Find tools and resources at [mindyourmind.ca](https://www.mindyourmind.ca)

**Toronto PFLAG Support Line** (for queer & trans youth)

**416-406-6378** | [support@torontopflag.org](mailto:support@torontopflag.org)

### Relief for pet owners



Toronto Animal Services is providing assistance to pet owners from low-income households who are affected by COVID-19. Assistance will be provided with the purchase of pet food and supplies, such as cat litter and pee pads.

For more information, contact Toronto Animal Services at the following:

- email [taspartnerships@toronto.ca](mailto:taspartnerships@toronto.ca)
- call **416-338-0934** (noon to 4 p.m.)

### Resources for senior tenants



#### Toronto Seniors Helpline

For access to a wide range of supports and services for seniors seeking assistance.

**416-217-2077** | [torontoseniorshelpline.ca](https://www.torontoseniorshelpline.ca)

#### Telecheck Seniors Program (55+), Distress Centres of Greater Toronto:

Telephone support for isolated seniors, providing safety check-ins, medication reminders and social calls. English: **289-569-1201** | Cantonese or Mandarin: **289-569-1203**

Portuguese or Spanish: **289-569-1202** | Hindi, Punjabi or Urdu: **289-569-1204**

#### The Friendly Neighbour Hotline

The Friendly Neighbour Hotline is a service that delivers groceries and household items to seniors living in low-income housing. Call **1-855-581-9580** (toll-free and available in 180 languages).

#### Food hamper delivery

The Red Cross will provide food hamper delivery to qualifying seniors who are in self-isolation and do not have access to food. Call **1-833-204-9952** for more information.



To request this poster in an accessible format or for a translated version, please contact: **416-981-5500** | [help@torontohousing.ca](mailto:help@torontohousing.ca)