



Amid the COVID-19 pandemic, we are doing our best to follow recommendations for physical distancing for the benefit of our own health and that of others. This resource was compiled to help older adults stay connected and well during this challenging time. Please note that information is accurate to the best of our knowledge to the date this resource was updated. (Updated: April 27, 2020)

Important Numbers

- × EMERGENCY: DIAL 911
- × 211 Infoline: DIAL 211 (24 hr)
- × Seniors' First Response Team
(Relief & assistance for vulnerable seniors)
905-523-5546 x 240
- × Seniors' Safety Line
(24 hr - Elder Abuse Prevention)
1-866-299-1011
- × Seniors Support Police
(Non-Emergency)
905-540-5300
- × City of Hamilton Infoline
905-546-2489
- × Hamilton Shelter Health
Network: 905-526-7137
- × Hamilton Food Share
(Emergency Food)
905-664-9065

Online News & Information

- Hamilton Spectator: thespec.com
(*COVID-19 content available free of charge to all with internet access)
- CBC Hamilton: cbc.ca
- Government of Canada: Canada.ca
- Government of Ontario: Ontario.ca
- City of Hamilton: Hamilton.ca
(Dial: 905-526-2424)

About COVID-19

- City of Hamilton: Public Health
- Web: hamilton.ca/coronavirus/media-room
- Phone: 905-974-9848
- Email: phscovid19@hamilton.ca
- **COVID-19 HOTLINE:** If you think you have COVID-19, phone 905-546-2424 ext. 7970
- Public Health Agency of Canada: Canada.ca/publichealth
- Cable 14: Ongoing programming
- TV: Channel 14 (cable subscribers)
- Web (Livestream): cable14.com
(*now available free of charge)



When you don't know where to turn.

Call or search '211' to speak with a live person about services. *211 Ontario* provides answers about where to go for help, 24 hours a day, 7 days a week, in 150+ languages!

St. Matthew's House Seniors First Response Team

*Program to provide support & essential items to vulnerable, isolated & seniors experiencing hunger, homelessness & income insecurity during this time of crisis.

- To Make a Referral, please call 905-523-5546 x 240
Staff will arrange for delivery or support to where those experiencing housing, food and income insecurity are currently living or staying.
- To Make a Donation, visit stmatthewshouse.ca or call 905-523-5546 x 230.
List of Items Needed:
 - ✓ Groceries (ex. water, juices, veggies/fruit, milk, coffee, tea, protein shakes)
 - ✓ Toilet paper, incontinence supplies, hygiene products
 - ✓ Collapsible water jugs, biodegradable food grills for outside cooking
 - ✓ Battery banks for charging phones, kitchen items (ex. pots, can openers)
 - ✓ sleeping bags & tents

This program is supported by the Government of Canada, Hamilton Community Foundation, United Way Hamilton Halton, Government of Ontario, City of Hamilton and Help Age Canada.

Healthcare

*IMPORTANT: Please do not visit a COVID-19 assessment centre unless you have been referred by a health care professional. Do not call 911 unless it is an emergency.

- **Phone Telehealth Ontario : 1.866.797.000 to speak with a nurse about your healthcare questions (24 hours day/ 7 days a week)**
- **Primary Care:** Most family doctors are available for in-person and/or virtual appointments. Call your family doctor for more information.
- **Pharmacies:** Most pharmacies will deliver your prescriptions and other products to your door. Phone your pharmacist for more information.
- **Home and Community Care (HNHB LHIN):** Homecare and services provided through the LHIN are considered essential. If you have questions, contact your Care Coordinator. **To make a referral, call 1-800-810-0000.**

Housing Insecurity

- **St. Matthew's House Housing Outreach Preventing Eviction of Seniors Program (HOPES):** stmatthewshouse.ca or call 905-523-5546
- **Housing Help Centre:** www.housinghelpcentre.ca, 905- 526-8100 (Services, appointments virtually- by phone or email)

Transportation

*It is recommended that we limit outings to essential trips (medical, etc.) The following transportation services remain available on reduced/limited schedules.

- **Hamilton Street Railway:** Hamilton.ca/hsr, 905-527-4441
*Visit hamilton.ca/coronavirus/media-room (905-526-2424) for current information on HSR Service. *Modified service for essential use: No FARES, reduced passengers, please board buses from rear door, keep distance from others, and sit only in identified seats (X).
*Customers with mobility devices: DARTS is providing stop to stop service for customers using wheelchairs, scooters and for CNIB card holders. [Click here for details.](#) For service, call 905-529-1717 at least one hour before your desired departure time.
- **DARTS Transit:** Dartstransit.com, 905-529-1717
*DARTS is currently providing service to clients for essential trips only.

Shopping

* Some stores are reserving special shopping hours for seniors. Others offer online shopping and pay and pick-up and delivery services. Contact a specific store for hours/information.

SHOPPING SUPPORT SERVICES

- ***NEW: Ancaster Community Services:** Shopping 4 Seniors program
ancastercommunityservices.ca, 905-648-6675
- **Banyan Community Services:** Grocer-Ease Shopping & Delivery Program
Banyancommunityservices.org, 905-545-1175

GROCERIES: [Shop online for home delivery](#)

* Check your postal code to ensure you are in a serviceable area.

- **Metro:** Metro.ca
- **Longo's:** Grocerygateway.ca
- **Instacart:** instacart.ca (Service from various shops including: Walmart, Fortinos, M&M Meatshops, Staples, Shoppers Drug Mart. Selection varies by area.)

GROCERIES: [Shop online for store pick-up](#)

* Check your postal code to ensure that there is a pick-up location close to you.

- **Metro:** Metro.ca
- **Walmart:** Walmart.ca
- **Fortinos:** Fortinos.ca

DRY GOODS: Online Shops to try - [Shop online for home delivery](#)

- **Amazon:** amazon.ca (*Increased demand may affect shipping times, availability of goods)
- **Costco:** Costco.ca
- **Walmart:** Walmart.ca

Meals on Wheels

* Please contact the providers below for details/more information about specific programs.

- **VON Hamilton**
von.ca/meals-wheels, 905-522-1022
- **Ancaster Community Services**
ancastercommunityservices.ca, 905-648-6675
- **Dundas Community Services**
dundascommunityservices.on.ca, 905-627-5461
- **Glanbrook Community Services**
glanbrookcommunityservices.ca, 905-692-3464

Education & Support

- **The Alzheimer Society of Hamilton and Halton**
alzhn.ca, 905-529-7030 (messages checked and returned daily)
Counselling and education services virtually (by phone, online)
- **VON Hamilton Caregiver Support**
905-523-1055 x 408, renate.fries@von.ca
Information & support for caregivers virtually (by phone/email)
- **Visit IGericare:** igericare.healthhq.ca: Online Portal for quick & easy lessons, events & resources for persons living with dementia, families & caregivers
- **Visit McMaster Optimal Aging:** mcmasteroptimalaging.org
Evidence-informed information about all aspects related to aging

Seniors' Abuse & Neglect

- **Catholic Family Services of Hamilton Seniors at Risk Program**
cfshw.com, 905-527-3823: Counselling, case management (virtual services by phone/online)

Financial

- **Canada Revenue Agency:** canada.ca/en/revenue-agency, 1-855-330-3305
*Notes: The deadline to file Income Tax Returns has been extended until June 1, 2020.
- **Hamilton Free Tax Clinic:** [905-522-1148](tel:905-522-1148) ext. 456
- **Financial Resources, Benefits & Information for Seniors during COVID-19:** Visit CARP's website for a compilation of up-to-date information:
<https://www.carp.ca/2020/03/26/covid-19-financial-supports-announced/>

Maintaining Social Connections

We can still find ways to connect with family and friends by telephone and virtually, while maintaining physical distancing. Please consider the following social outlets/programs:

- **The City of Hamilton VIRTUAL 'SENIORS' WITHOUT WALLS PROGRAM' has expanded!**
www.hamilton.ca/seniors, REGISTER AT 905- 905-973-0891
 - ✓ Programs are FREE!
 - ✓ multi-person phone conversations (or conference calls)
 - ✓ No special equipment needed - any phone will do!
 - ✓ Call yourself into the program, or we can call you - it's your choice!
 - ✓ You are able to hear each other, talk to one another, learn and have fun!

SENIORS' CENTRE WITHOUT WALLS FREE CLASS SCHEDULE				
Monday	Tuesday	Wednesday	Thursday	Friday
Categories 11:00 – 11:30am	Trivia 11:00 – 11:30am	Family Feud 11:00 – 11:30am	Finish the Lyrics 11:00 – 11:30am	Way with Words 11:00 – 11:30am
Chair Yoga 1:30pm – 2:00pm	Trivia 1:30pm – 2:00pm	Family Feud 1:30pm – 2:00pm	Finish the Lyrics 1:30pm – 2:00pm	Chair Yoga 1:30pm – 2:00pm

- ***NEW: Student-Senior Isolation Prevention Partnership**
Student volunteers are matched with older adults (based on region, language, interest, etc.) for one to one mutual support via telephone.
Ssipp.info; macseniorisolationprevention@gmail.com
- **Dundas Community Services Friendly Caller Program** (weekly telephone support program serving seniors in all of Hamilton)
dundascommunityservices.on.ca, 905-627-5461
- **YWCA Hamilton Virtual Social & Fitness Programs (online via Zoom)**
View the virtual course schedule: ywcHamilton.org/program-schedules
Register via email with Marnie Warman: mwarman@ywcHamilton.org
- **The Hamilton Council on Aging invites you to connect with us virtually:**
Join our 'Do You Know Your Neighbour?' FACEBOOK GROUP to connect with us and people of all ages facebook.com/groups/DYKYN/
- **Cable 14 is live-streaming community-based faith services:**
(TV: Channel 14 (cable subscribers), Web: cable14.com)

Other Useful Resources for older adults in Hamilton during COVID-19

- Call or search '211' to speak with a live person about services. *211 Ontario* provides answers about where to go for help, 24 hours a day, 7 days a week, in 150+ languages! 211ontario.ca, Phone 211
- Visit the Redbook of Hamilton for up-to-date local programs, services & resources: [https://redbook.hpl.ca/redbook?tax\[\]=JP-1500.1700-150](https://redbook.hpl.ca/redbook?tax[]=JP-1500.1700-150)
- Visit Hamilton Aging in Community for current information and a Calendar of Events for older adults in Hamilton: <https://hamiltonagingtogether.ca/events/>
- Follow the GERAS CENTRE on Twitter: twitter.com/GERAScentre for updates from GERAS Post-Doc Dr. Hewston on how to maintain #SelfCare during #COVID19!
- (for organizations) The United Way of Halton & Hamilton CONNECTED Program helps non-profit organizations enhance their knowledge, skills and ability to create community impact. Visit: <https://www.uwhh.ca/connected/>