

# **COVID-19 Resource Handbook**

## **Hastings and Prince Edward County**

**John Howard Society  
19-21 Wallbridge Crescent  
Belleville, On  
613-968-6628**

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## COVID-19 SUPPORT

Service	What	When	Where	Contact Info	Other
<b>Hastings Prince Edward Public Health (HPEPH)</b>	HPEPH is dedicated to providing the most up to date information on all public health needs.	Office is temporarily closed until further notice. Phone lines remain open for responding to COVID-19 demands.	179 North Park Belleville, On K8P4P1	<b>Phone:</b> (613) 966-5500  <b>Toll Free:</b> 1-800-267-6511	<a href="https://hpepublichealth.ca/">https://hpepublichealth.ca/</a>
<b>What is COVID-19?</b>	<ul style="list-style-type: none"> <li>▪ COVID-19 is a new strain of the coronavirus—a virus that is responsible for 15 to 30% of common colds, but it can also cause serious respiratory infections.</li> <li>▪ The pneumonia-like illness was first seen in humans in Wuhan, central China, in December and was most likely a result of animal-to-human transmission.</li> <li>▪ The specific virus was identified in January, and we are finding out more about it every day.</li> <li>▪ Scientists around the globe are working very hard to learn how the virus spreads and how to treat it. Many countries are trying to create a vaccine to prevent COVID-19.</li> <li>▪ COVID-19 was declared a pandemic by the World Health Organization on March 11, 2020</li> </ul>				
<b>Symptoms of COVID-19</b>	<ul style="list-style-type: none"> <li>▪ Respiratory infection symptoms range from mild (80%) to moderate / severe (20%) and include fever, cough, breathing difficulties, and muscle pain; however, fever may be absent in the elderly, the very young, immunosuppressed, or those taking fever-lowering medications.</li> <li>▪ Pneumonia, acute respiratory failure, and multi-system organ failure may occur, especially in patients with serious medical conditions.</li> <li>▪ Recovery depends on the strength of the immune system. To date, those who have died are usually older adults with underlying serious medical conditions, but younger adults and children are also at risk.</li> <li>▪ For more information, visit <a href="https://hpepublichealth.ca/wp-content/uploads/2020/04/COVID-19-Symptom-List-V-1.0-Apr-22.pdf">https://hpepublichealth.ca/wp-content/uploads/2020/04/COVID-19-Symptom-List-V-1.0-Apr-22.pdf</a></li> </ul>				
<b>How does COVID-19 Spread?</b>	<ul style="list-style-type: none"> <li>▪ COVID-19 is spread from human-to-human by direct contact with infected secretions or droplets in the air due to coughing and sneezing.</li> <li>▪ The virus causing COVID-19 lives on objects and surfaces from a few hours to several days; about 3 hours on soft surfaces (newspaper); cardboard 24 hours; and hard plastic and metal 3 days or more.</li> <li>▪ The incubation period is estimated at 14 days according to the World Health Organization.</li> <li>▪ Anyone returning from outside of the borders of Canada must self-isolate for at least 14 days in case they have been exposed to the virus, to prevent it from spreading.</li> <li>▪ Please visit the Public Health Agency of Canada site for up-to-date information.</li> <li>▪ There is a Canadian Government Official Global Travel Advisory to avoid all non-essential travel outside of Canada.</li> <li>▪ Please visit Travel Restriction Measures: COVID-19 Program Delivery for current border restrictions. The border with the US is still open for the purpose of trade.</li> </ul>				
<b>Treatment for COVID-19</b>	<ul style="list-style-type: none"> <li>▪ Prompt identification, monitoring of symptoms and supportive care for symptoms is currently the treatment for the virus, but doctors are having some success with antiviral medicine.</li> <li>▪ Antibiotics are not effective with viruses, corticosteroids are not recommended, and we do not yet have a vaccine</li> </ul> <p>For more information visit <a href="http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/2019_consumption_treatment_services_guidance.pdf">http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/2019_consumption_treatment_services_guidance.pdf</a></p>				

<b>How to prevent spread of Infection?</b>	<ul style="list-style-type: none"> <li>▪ The best way to stop the spread of infection is to use regular infection control techniques.</li> <li>▪ Wash your hands frequently with soap and warm water or with hand sanitizer (70% alcohol is best); and do not touch your face unless your hands are clean. 2 hpePublicHealth.ca</li> <li>▪ Cover your face with tissue (if possible) when coughing or sneezing, then dispose of the tissue and wash / sanitize your hands OR cough / sneeze into your flexed elbow.</li> <li>▪ Stay home if you are sick.</li> <li>▪ If you are seeking medical attention and have a cold or a cough, clean your hands with alcohol-based hand sanitizer then put on a mask right away to help protect others.</li> <li>▪ Practise Social / Physical Distancing, which means staying at least 6 feet away from others, so the virus cannot be transmitted by droplets from coughing or sneezing.</li> <li>▪ Do not gather in large groups and follow the advisories from the provincial and federal governments. On March 28th in Ontario, gathering in a group of more than 5 people was banned unless it was composed of members of the same family who live together</li> </ul>
<b>What is happening in our community?</b>	<ul style="list-style-type: none"> <li>▪ Public Health follows the World Health Organization advice to test for the virus, isolate probable and confirmed cases, trace close contacts, and educate / mobilize people to protect themselves and others, to slow down the virus and protect our health care system.</li> <li>▪ For the most up-to-date status of cases in Ontario, visit ontario.ca Or <a href="https://belleville.ca/residents/page/covid-19">https://belleville.ca/residents/page/covid-19</a></li> </ul>
<b>Screening, testing and Self-Isolation</b>	<p><a href="https://hpepublichealth.ca/wp-content/uploads/2020/04/Quick-Reference-PH-Guidance-on-Testing-and-Clearing-Cases-V5.1-2020-04-17.pdf">https://hpepublichealth.ca/wp-content/uploads/2020/04/Quick-Reference-PH-Guidance-on-Testing-and-Clearing-Cases-V5.1-2020-04-17.pdf</a></p> <p><a href="https://hpepublichealth.ca/wp-content/uploads/2020/04/COVID-19-Testing-Update-CMOH-2020-04-15-Shared.pdf">https://hpepublichealth.ca/wp-content/uploads/2020/04/COVID-19-Testing-Update-CMOH-2020-04-15-Shared.pdf</a></p>
<b>Personal Protective Equipment</b>	<p><a href="https://hpepublichealth.ca/wp-content/uploads/2020/03/IPAC-recommendations-UPDATED-Mar-12.pdf">https://hpepublichealth.ca/wp-content/uploads/2020/03/IPAC-recommendations-UPDATED-Mar-12.pdf</a></p> <p><a href="https://www.publichealthontario.ca/-/media/documents/B/2018/bp-environmental-cleaning.pdf?la=en">https://www.publichealthontario.ca/-/media/documents/B/2018/bp-environmental-cleaning.pdf?la=en</a></p> <p><a href="https://www.publichealthontario.ca/-/media/documents/ncov/factsheet-covid-19-environmental-cleaning.pdf?la=en">https://www.publichealthontario.ca/-/media/documents/ncov/factsheet-covid-19-environmental-cleaning.pdf?la=en</a></p>
<b>Ongoing COVID-19 Updates</b>	<p><a href="https://www.ontario.ca/page/2019-novel-coronavirus#section-6">https://www.ontario.ca/page/2019-novel-coronavirus#section-6</a></p>
<b>Ministry of Health Preparations and Actions</b>	<p><a href="https://hpepublichealth.ca/wp-content/uploads/2020/04/DM-OH-CMOH-memo-COVID19-update-Apr-17-2020.pdf">https://hpepublichealth.ca/wp-content/uploads/2020/04/DM-OH-CMOH-memo-COVID19-update-Apr-17-2020.pdf</a></p>
<b>Directives</b>	<p><a href="https://hpepublichealth.ca/wp-content/uploads/2020/04/CMOH-Directive-5-Revised-2020-04-10.pdf">https://hpepublichealth.ca/wp-content/uploads/2020/04/CMOH-Directive-5-Revised-2020-04-10.pdf</a></p>

## Mental Health Support

Service	What	Information
<b>Canadian Mental Health Commission of Canada</b>	Managing Stress, Anxiety and Substance use during COVID-19	<p>Strategies to help you cope</p> <p><b>Accept and validate your feelings</b>, understanding that stress and anxiety are normal during challenging times.</p> <p><b>Recognize what’s within your control</b> and focus on those factors to try to mitigate the stress.</p> <p><b>Remember that this is temporary</b> and will pass.</p> <p><b>Take care of your health</b> by eating and sleeping well, exercising, and meditating.</p> <p><b>Make time for yourself</b> with activities you enjoy that are free from COVID-19-related topics.</p> <p><b>Stay connected</b> with family, friends, and colleagues while still practising physical distancing.</p> <p><b>Reach out for help</b> by talking to your supervisor or seeking professional support.</p> <p><b>Monitor your substance use</b> and pay attention to what triggers it.</p> <ul style="list-style-type: none"> <li>• Follow <i>Canada’s Low-Risk Alcohol Drinking Guidelines</i>.</li> <li>• Follow <i>Canada’s Lower-Risk Cannabis Use Guidelines</i>.</li> </ul> <p><b>Square breathing</b></p> <p>This simple exercise can be done anywhere, even in a challenging environment. Before you enter a patient’s room, begin or finish a shift, or whenever you just need to ease some tension, take a moment to slow down your breathing. While this can be more difficult when wearing personal protective equipment like a mask, slower breathing can help calm your nervous system and alleviate the physical symptoms of stress and anxiety.</p> <p><a href="https://www.ccsa.ca/sites/default/files/2020-04/CCSA-COVID-19-Stress-Anxiety-and-Substance-Use-Health-Care-Providers-Infographic-2020-en.pdf">https://www.ccsa.ca/sites/default/files/2020-04/CCSA-COVID-19-Stress-Anxiety-and-Substance-Use-Health-Care-Providers-Infographic-2020-en.pdf</a></p>
<b>Anxiety Canada</b>	<b>What to do if you’re anxious about COVID-19?</b>	<p><b>Be self-compassionate</b></p> <p>Even people who don’t usually struggle with anxiety are experiencing more worry and anxiety now.</p> <p>So: don’t be too hard on yourself if you’re experiencing more anxiety than usual. If you’ve been practicing cognitive behavioral therapy (CBT) you’re probably already experienced at tolerating uncertainty. Give yourself credit for doing the best you can to cope in a difficult situation.</p> <p><b>Limit the news &amp; unplug from social media</b></p> <p>Understandably coronavirus is the lead story for most news outlets. People on social media are likewise sharing information and stories, some of which are accurate but others may have little to do with reality. The general public is interested and wants to know the latest details. Yet when our attention is drawn to something, we are more likely to focus on it and continue thinking about it. As we think about and focus more on coronavirus, the PERCEPTION of threat increases (not the actual risk but our perception of it). By limiting or eliminating contact with media you can help yourself manage your own anxiety and worry. If you do watch or read the news, try to limit how often you do:</p> <p>Commit to only checking in a couple of times a day.</p> <p>Set a regular time when you check the news everyday. Standardizing the amount of times you check will help to both think less about it and to reduce fighting with yourself to check.</p>

		<p>Disable news alerts on your phone so that you get updates when you want them. It can also be helpful to rely on family and friends to provide major updates thereby making it unnecessary to check the media.</p> <p><b>Stop talking about coronavirus</b>  Water cooler chat with coworkers and sharing the latest details with family and friends will be common. But: it keeps us thinking about it, which will influence our sense of threat/risk.  To counteract this, don't initiate the conversation and change the subject if it does come up. If you're comfortable doing so, ask friends and family to not discuss the coronavirus news updates with you.  Not only will this help you feel less anxious, it'll help others too</p> <p><a href="https://www.anxietycanada.com/articles/what-to-do-if-you-are-anxious-or-worried-about-coronavirus-covid-19/?gclid=EAlaIQobChMI14f8-a2L6QIVRdbACh2D_QgFEAAYyAAEgJZHfD_BwE">https://www.anxietycanada.com/articles/what-to-do-if-you-are-anxious-or-worried-about-coronavirus-covid-19/?gclid=EAlaIQobChMI14f8-a2L6QIVRdbACh2D_QgFEAAYyAAEgJZHfD_BwE</a></p>
<b>Canadian Mental Health Association</b>	<b>Mental Health and COVID-19</b>	<p>COVID-19 and Maintaining Well-being</p> <ul style="list-style-type: none"> <li>○ Practice relaxation and meditation</li> <li>○ Seek Support</li> <li>○ Be kind to yourself</li> <li>○ Eat a healthy diet</li> <li>○ Moderate Caffeine intake</li> <li>○ Get proper rest and sleep</li> <li>○ Stay Active</li> </ul> <p><a href="https://www.camh.ca/en/health-info/mental-health-and-covid-19">https://www.camh.ca/en/health-info/mental-health-and-covid-19</a></p>
<b>Addictions and Mental Health Hotline</b>	<b>24 hours 7 days a week hotline</b>	<b>Hotline Number:</b> 613-967-4737
<b>Belleville General Hospital Crisis Intervention Centre</b>	<b>24 hour Counselling Line</b>	<b>Number:</b> 613-969-7400 ext. 2735 Or <b>Toll Free:</b> 1-888-757-7766
<b>Children's Mental Health Services</b>	<b>Phone-in Clinics from 8:30 to 4:30</b>	<b>Number:</b> 613-966-3100

### Food

Service	What	When	Where	Contact Info	Other
<b>Gleaners Food Bank</b>	Food Hamper given Once every 28 days depending on family size	Monday-Friday 9am-12pm	25 Wallbridge Crescent	613-962-9043	ID Required
<b>Bridge Street United Church</b>	Free take-away lunch TGIF Frozen Meals	Every day 11:30am-1pm One meal each Friday	60 Bridge St East	613-962-9178	One meal per person
<b>Salvation Army</b>	Free dinner	Free dinner each night from 4:30pm-6pm	295 Pinnacle St.	613-968-6834	ID Required

### Emergency Housing and Shelter

Service	What	When	Where	Contact	Other
<b>Hastings County Ontario Works</b>	Assist with emergency housing if you are homeless	8:30p m-4:30p m	228 Church St	613-966-1311/1-800-267-0575	<a href="https://hastingscounty.com/services/social-services/ontario-works">https://hastingscounty.com/services/social-services/ontario-works</a>
<b>Canadian Mental Health Association</b>	Offers transitional housing	24/7	41 Octavia St	(613) 969-8874	<a href="https://cmha.ca/find-your-cmha">https://cmha.ca/find-your-cmha</a>
<b>Hastings Housing Resource Centre</b>	Lists available housing and offers information for tenants.	8:30-4:30	228 Church St	613-969-1748	<a href="https://hastingshousing.com/">https://hastingshousing.com/</a>
<b>Grace Inn Shelter</b>	Emergency shelter services	24/7	315 Church St.	613-966-2898	Info@graceinnshelter.com

### Telehealth

Service	Support	Number
<b>Great Lakes Walk-In Clinic Belleville</b>	Telemedicine (Nurse and teleconference with doctor)	613-967-9595
<b>Good Doctors Walk-In Clinic</b>	Telemedicine (Nurse and teleconference with Doctor)	613-779-0990
<b>Kente OTN</b>	Telemedicine (Nurse and teleconference with doctor)	613779-5787

### Transit

**Belleville Transit** is an essential service for our community and will continue to run through on-demand services only.

To access Belleville Transit On-Demand Services:

- App- Download the “On-Demand Transit” app through the App store or Google Play
- Online- [btlets.go.ca](http://btlets.go.ca)
- Phone- 613-962-1925 from 8:30am to 4:30pm Monday-Friday
- Email- [bellevilletransit@belleville.ca](mailto:bellevilletransit@belleville.ca)

## Emergency Income Support

Income Support Source	What	Who's Eligible	How to Access
<b>Emergency Care Benefit (ERB)</b>	If you have stopped working because of COVID-19, Canada ERB may provide you with temporary income support.	<p>-Residing in Canada and are at least 15 years old</p> <p>-Stopped working in relation to COVID-19 or eligible for employment insurance regular or sickness benefits or have exhausted their employment insurance regular benefits or employment insurance benefits between Dec 29/19 and Oct 3/20.</p> <p>- Who had employment and/or self-employment income of at least \$5,000 in 2019 or the 12 months prior</p> <p>-Not quit their job voluntarily.</p> <p>-when submitting your first claim, you cannot have earned more than \$1,000 in employment income for the entire four-week benefit period of your new claim</p>	<p>-CERB is being delivered through service Canada or the Canada Revenue Agency</p> <p>Apply online at <a href="https://www.canada.ca/en/services/benefits/ei/cerb-application/cerb-privacy-notice.html">https://www.canada.ca/en/services/benefits/ei/cerb-application/cerb-privacy-notice.html</a></p> <p>OR</p> <p>Phone: 1-833-966-2099</p> <p>For More information regarding</p> <ul style="list-style-type: none"> <li>○ Application</li> <li>○ Eligibility</li> <li>○ Income requirements</li> </ul> <p>Visit <a href="https://www.canada.ca/en/services/benefits/ei/cerb-application/questions.html#apply">https://www.canada.ca/en/services/benefits/ei/cerb-application/questions.html#apply</a></p>
<b>GST/HST Credit</b>	-You can receive an increase in your GST/HST credit	-if you normally receive the GST/HST tax credit and you have filed your 2018 taxes.	<p>-The GST/HST tax credit will automatically be given based on your 2018 taxes. You do not have to file your 2019 income tax and benefit return to ensure you continue to get your benefits and credits for the July 2020 to June 2021 year.</p> <p>-The credit will be done by mail or direct deposit.</p>
<b>Enhanced Canada Child Benefit</b>	Canada is enhancing the child-care benefit	-If you have already been receiving the Child care benefit, or are eligible through child-care benefit criteria.	<p>- The amounts will be mailed based on whether you receive your payments by mail or direct deposit.</p> <p>-For more information on amount increases visit <a href="https://www.canada.ca/en/employment-social-development/campaigns/canada-child-benefit.html">https://www.canada.ca/en/employment-social-development/campaigns/canada-child-benefit.html</a></p>
<b>Canada Student Loan Payments</b>	If you are currently in repayment for student loans and Canada	If you are making payments to NSLSC or CALSC.	-Payments will automatically be stopped.



	apprentice loans, pre-authorized debits will be stopped and no interest will accrue from Mar 30 to Sept 30/2020.		
<b>Support for families</b>	Funding to support parents.	All parents eligible for one-time payment of \$200 for children aged 0-12. \$250 for children or youth (0-21) with special needs	<ul style="list-style-type: none"> <li>-Apply through <a href="https://www.iaccess.gov.on.ca/FamilyAppWeb/public/index.xhtml">https://www.iaccess.gov.on.ca/FamilyAppWeb/public/index.xhtml</a></li> <li>- Ensure to have your banking information ready</li> <li>-Payments will be provided through direct deposit.</li> </ul>

## **How You can help!**

- Have a phone conversation.
  - Check in with friends, neighbours, elderly, and other relatives who may be feeling lonely during this time. For more information on the best group video calling options aside from face time visit <https://www.thrillist.com/news/nation/best-group-video-chat-apps>
- Support Local Charities
  - Belleville General Hospital
  - Salvation Army
  - Gleaners Food Bank
  - United Way Hastings and Prince Edward
  - Quinte Health Care
  - John Howard Society
- Support Local businesses
  - Purchase online
  - Purchase locally whenever possible
  - Leave good reviews
  - Purchase Gift Cards
  - Inquire about video classes for local studios for yoga, fitness, dance etc.
  - Tip generously if possible
- Donate Blood through Canadian Blood services
- Volunteer at local non-profit agencies such as food banks, churches etc.
  - For a list of volunteer opportunities visit [https://viq.volunteerattract.com/Listings.php?ListType=Volunteer\\_PositionsShowAll](https://viq.volunteerattract.com/Listings.php?ListType=Volunteer_PositionsShowAll)
  - Or call Volunteer Information Quinte @ 613-9696-8862

## Other Financial Support

Financial Support Program	What	How To Apply
Ontario Works	<p>Ontario works provides employment and financial assistance to support you in becoming financially independent and to improve the quality of life for you and your family. If you qualify for assistance you must participate in employment related activities unless you are unable due to a serious medical condition or you are required to provide care to family members.</p>	<p>Apply by calling 613-771-9630 or 1-866-414-0300 Mon-Fri, 8:30-4:30.</p> <p>Or</p> <p>Online:  <a href="https://hastingscounty.com/services/social-services/ontario-works">https://hastingscounty.com/services/social-services/ontario-works</a></p>
Subsidized Child Care	<p>Child care subsidy for a licensed child care program in Hastings County is a program that offers financial support to families who are involved in one of the following:</p> <ul style="list-style-type: none"> <li>• Working full or part time</li> <li>• Attending school</li> <li>• Have a parent or child’s special needs referral</li> <li>• Receive Ontario works with a referral from your caseworker</li> <li>• Meet the financial criteria determined in your initial appointment.</li> </ul>	<p>Once you have confirmed a space within a licensed child care program,</p> <p>Apply by calling 613-771-9630 or 1-866-414-0300 Mon-Fri, 8:30-4:30.</p> <p>Or</p> <p>Online:  <a href="https://hastingscounty.com/node/33231">https://hastingscounty.com/node/33231</a></p>