



GOVERNMENT SUPPORTS FOR BUSINESSES AND WORKERS

Ontario-Canada Emergency Commercial Rent Assistance Program

The Ontario Government is committing \$241 million to partner with the federal government and deliver more than \$900 million in urgent relief to small businesses and their landlords through a new program, the Ontario-Canada Emergency Commercial Rent Assistance Program (OCECRA).

The OCECRA will provide forgivable loans to eligible commercial property owners experiencing potential rent shortfalls because their small business tenants have been heavily impacted by the COVID-19 crisis.

For more information, please visit [here](#).

Financial Help for Basic Needs

If you need help paying for food and housing and are not already on Ontario Works or the Ontario Disability Support Program (ODSP), you can [apply for COVID-19 emergency assistance](#).

Renting (Changes During COVID-19)

Learn about the temporary changes to residential rental processes, and where landlords and tenants can get more help [here](#).

Help for Electricity Bills

From March 24 up to and including May 7, 2020, residential, farm and small business time-of-use customers will pay the lowest rate — also known as the off-peak price — 24 hours a day. That means you will pay 10.1 ¢/kWh no matter what time of day you use electricity. **This rate will be automatically applied to your bill.**

Through the Low-income Energy Assistance Program (LEAP), low-income customers can get [direct support to pay bills](#) and ensure electricity and natural gas services are not disconnected during the COVID-19 outbreak.

If you are behind on your bill and may have your service disconnected, you could qualify for:

- \$500 for electricity bills (\$600 if your home is heated electrically)
- \$500 for natural gas bills

LOCAL 24/7 MENTAL HEALTH CRISIS RESPONSE

Durham Mental Health Services Crisis Services

905-666-0483 or 1-800-742-1890

www.dmhs.ca

- Links callers as needed to internal DMHS programs and external community healthcare or human services; experts on local community resources
- 24/7 telephone support
- Now offering virtual visits
- You needn't be "in crisis" to call!

Virtual Groups Offered by DMHS Peer Support

DMHS' Peer Support program offers a wide variety of free psychoeducational and wellness-based group programming. We have now moved these groups online, and joining is easy. To register or for more information, please email peer@dmhs.ca or call 905-666-0483.

Mindfulness Practice Group

A 4 week introduction program

For those who experience symptoms of stress, anxiety, depression, intrusive thoughts and/or chronic pain. Mindfulness assists in cultivating self-awareness and intentional action.

Mondays 2:30-3:30 and Thursdays 2:30-3:30.

Managing Emotions

6 Week Group

For those looking to manage emotions and learn calming techniques, effective communication strategies, and learn to maintain boundaries.

Wednesdays and Fridays 11:30-12:30 or 1-2

Starting May 6th

Wellness Social Group

Participants will have the opportunity to explore several topics of wellness and recovery tools, and look at ways to cope during physical distancing through information sharing and discussion

Mondays 11:30-12:30 and Wednesdays 2:30-3:30

For more information or to register, contact:

peer@dmhs.ca or 905-666-0483

Wellness Recovery Action Plan

8 Week Group

Tuesdays and Thursdays Starting May 26th 11:30 -12:30

For more information or to register, contact:

wrap@dmhs.ca or 905-666-0483

Family Programs at DMHS

The Family Support Program offers individual support, family peer support group and family empowerment workshop Community and self-referrals are welcome

Family Support Group

Tuesdays 6:30-8:30

Family Empowerment Group

Wednesdays 6:30-8:30

For more information or to register, contact:

dgould@dmhs.ca or 905-666-0483

Help is also available at these on-line sites or through phone access:

Distress Centre Durham:

24 hour Helpline 1-800-452-0688

Helpline telephone service to those in distress * volunteers trained in active listening, crisis intervention and suicide prevention techniques * emotional support, encourage caller initiative and provide referrals to community resources as necessary * confidential service * resource and referral information on suicide and related topics

Kids Help Phone

24 Support Line: 1-800-668-6868

24/7 virtual support service offering professional counselling, information and referrals as well as volunteer-led, text-based support to young people in both English and French.

Good2Talk

www.good2talk.ca

Free, confidential mental health support service providing professional counselling and information and referrals for mental health, addictions and well-being to postsecondary students in Ontario, 24/7/365. Learn more at www.good2talk.ca.

ConnexOntario

24/7 Information line: 1-866-531-2600

For assistance in accessing other mental health and addictions services in Ontario for those over 18, contact [ConnexOntario](#), Ontario's mental health, addictions and problem gambling help line.

OTHER COMMUNITY & ONLINE MENTAL HEALTH SUPPORTS

Big White Wall

This is a free online mental health support network for **Ontarians** 16+. Connect with others and share how you're feeling. Whether facing daily challenges or major events, help is available. Learn new ways to take on life's challenges. For more information or to access, visit <https://www.bigwhitewall.com>.

BounceBack

This is a guided self-help program for adults and youth aged 15 and over using workbooks with online videos and phone coaching support. To access, visit bouncebackontario.ca for more information or ask your primary care provider for a referral.

Internet-Based Cognitive Behavioural Therapy (iCBT)

Internet-based cognitive behavioural therapy (iCBT) is a practical, short-term program delivered online. It helps people develop skills and strategies to address symptoms of mild to moderate anxiety and/or depression. It can also help people cope with situations related to COVID-19, such as isolation, pressure caring for family and community members, information overload and stress.

If iCBT is right for you, you will be supported by a therapist online to:

- work through modules
- complete readings and exercises
- learn coping and resilience skills

To learn more and get services, contact either:

- [MindBeacon](#)
- [Morneau Shepell](#)

Mental health support for Indigenous people

Indigenous peoples can contact Hope for Wellness for immediate mental health counselling and crisis intervention across Canada. To get help:

- call [1-855-242-3310](tel:1-855-242-3310) (toll-free)
- [use the live web chat](#)

Services are available in some Indigenous languages.

Ontario Shores – Health Care Worker Assist Service (HCWAssist)

HCWAssist will provide virtual, rapid access to services for all health care workers, to provide skills that enhance resilience and reduce symptom burden, delivered over a 4-6 week period. An Intake Clinician will assess the individual's needs and offer a plan of care utilizing a variety of services which may include system navigation, crisis planning or brief therapy intervention. The clinic is open to any health care worker over the age of 18 who meets the criteria for service. Health care workers can self-refer or refer through their Primary Care Practitioner to Ontario Shores' Central Intake at 1.877.767.9642, calling crisis at 1.800.263.2679 or visit www.ontarioshores.ca/hcwassist for more information.

COMMUNITY & ONLINE ADDICTION SUPPORTS

Locally Hosted, Online AA Meetings

To respond to the growing need for community and support during this time, below are the details on 12-step recovery meetings for all addictions:

- Every Tuesday at 12:30 pm EST
- Every Thursday at 12:30 pm EST
- Sunday evening at 7 pm EST

Click this link to join the meeting: <https://zoom.us/j/6721499373>

Please share this group and this zoom link to those in need of a home group during this time.

Or visit: <https://www.aadurham.org/2020/04/23/locally-hosted-virtual-aa-meetings/>

Narcotics Anonymous Helpline

Call 1-888-811-3887

Narcotics Anonymous Online Meetings

Visit: www.cloana.org/meetings

Pinewood Centre of Lakeridge Health

Mental health, substance abuse and problem gambling treatment services * supportive housing *
opioid treatment services

Call 905-721-4747

Crisis Support Line (available Mon-Sun, 24 hours) 1-888-881-8878

<https://www.lakeridgehealth.on.ca/en/ourservices/pinewood-addiction-services.asp>

Renasant

Alcoholism and drug addiction recovery programs * residential, outpatient and distant delivery * separate programs for men and women * immediate access * 12 step philosophy

info@renasant.ca / Helpline 1-866-232-1212

OTHER COMMUNITY SUPPORTS

You may find it helpful to:

- Use United Way of Durham Region's **Information Durham** (www.informdurham.com) online database of local supports to find other resources, including food banks, domestic violence services, and financial supports
- Contact your **family doctor or nurse practitioner**. They are there to help. Some services are now available virtually through your family physician.
- **Spiritual support** may be helpful. Find out what your faith community, or a new faith community, has made available to you. Many services are now on-line.
- **Libraries** are a great resource for free entertainment, including books, games, DVDs, and audiobooks.