

Ward 11 Covid-19 Resources

This document compiles non-profit, community, and government resources that can help Ward 11 residents during the Covid-19 crisis. It contains information for those who require assistance, as well as for those who would like to help others in need.

You can help us to keep this document up-to-date by emailing me at councillor_layton@toronto.ca, letting my office know about additional supports or opportunities to contribute that you are aware of.

Please share this document widely, and be in touch if you have any questions. Also, let us know if you need help starting a neighbourhood support group/pod, advice, or assistance with printing - my office would be happy to help!

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1. Mutual Aid Networks

A number of **Mutual Aid Networks** have been set up in Toronto to help residents through the Covid-19 crisis. These groups are intended to connect those in need with those who can offer services (e.g. deliver groceries to vulnerable residents). Some are community led, while others are run by nonprofits, and some are based online, while others can be accessed by phone.

Some residents have also set up smaller neighbourhood support groups or “pods,” organizing people in defined areas (e.g. a few square blocks), and dropping notes in neighbours’ mailboxes offering support. These are especially useful for vulnerable people who may not have access to the internet, or who do not speak English.

The following section compiles information on Mutual Aid Networks - in Ward 11, nearby neighbourhoods, and city-wide. Constituents can reach out to them with offers or requests for help. It also includes information on how to start your own neighbourhood pod.

1.1 Ward 11 Mutual Aid Networks

Name	Description	Link
Harbord Village Residents’ Association (HVRA) COVID Volunteer Response	- Assisting residents of Harbord Village who are self-isolating or quarantined - Only in Harbord Village’s catchment area (Bathurst to Spadina; Bloor to College)	Email info@harbordvillage.com if you are in need of help and live in the catchment area
Seaton Village/Annex Community Info and Support	Online community forum for Seaton Village/Annex community to share resources	Forum
Annex Residents’ Association Support Group	Recently created neighbourhood support group	Email aracares@theara.org if you are in need of help, or if you would like to volunteer
The Annex (Toronto)	A space for Annex dwellers and neighbours to share COVID-19 information and resources	Facebook group
Friends of Chinatown	Community group connecting those in Downtown Chinatown to resources supporting East Asian communities	friendsofchinatownto@gmail.com Resource document in English, Simplified & Traditional Chinese, and Vietnamese
Palmerston Area Residents’ Association	- Providing links to community resources, local updates, and PWYC homemade masks for community use - Weekly e-blasts highlight community initiatives and neighbourhood pods	Website

1.2 Mutual Aid Networks in Nearby Neighbourhoods

Name	Description	Link
Davenport Helps	Community members in the Davenport area can request groceries and other essentials, or volunteer support	Information page Support request form Support offer form
Davenport Mutual Aid	Community members can request groceries and other essentials, or volunteer to offer support	Facebook group Support request form
Parkdale Mutual Aid Network	Parkdale People's Economy is supporting Parkdale community members by setting up self-organizing pods, and calling on community members to become pod leaders	Information page Email: mzayas@parc.on.ca
West Neighbourhood House	- West Neighbourhood House is working with the support of other agencies to organize mutual aid networks during the COVID-19 pandemic - They call on community members to sign up to join pods and to be pod leaders - Part of the catchment area is in Ward 11	Information page Request aid Phone: (416) 532-4828 Email: mutualaid@westnh.org

1.3 City-Wide Mutual Aid Networks

Name	Description	Link
Asian Unification Project	- Targets Asian people who are disabled, immunocompromised, or over 50 in the GTA and Vancouver - Individuals can request grocery delivery or errand running - Community members can volunteer - Information and support request pages are available in Chinese (simplified and traditional), Korean, Tagalog, Hindi, and Vietnamese	Information page (can be translated) Support request form (find translated versions of this page on the translated versions of the information page, above) Volunteer form
CareMongering-TO: TO Community Response to COVID19	Can request or offer aid (including grocery delivery and other resources) by posting in the Facebook group, filling in a Google form (to offer aid), or filling in a spreadsheet (to request aid)	Facebook group Support offer form Support request spreadsheet
Care-mongering Toronto - Arts / Live Events Industry	A group, specific to arts workers, for sharing and organizing community resources in Toronto in response to COVID-19	Facebook group
Kavod-19: Toronto Jewish Community Response to COVID-19	A group for sharing and organizing Toronto Jewish community resources (e.g. food, babysitting etc.) in response to COVID-19	Facebook group

Toronto/ Tkaronto Mutual Aid	Toronto/Tkaronto Mutual Aid is an online platform for helping to meet needs, sharing political knowledge, and connecting people to local mutual aid projects and community organizing in the midst of and beyond the pandemic	Facebook group Spreadsheet to request/offer aid
Friendly Neighbour Hotline (UHN Open Lab)	- Toronto seniors who live in low-income housing can request grocery and supply aid through the hotline or online order form. Torontonians can also volunteer after a vetting process and online training - Hotline is available in 180 languages, Monday to Friday, 9am-5pm	Information page Hotline: 1-855-581-9580 Online Order Form Volunteer Intake Form
Good Neighbour Project	- GTA-wide, Facebook-based network of community members willing to assist with supply and grocery delivery to those with disabilities, compromised immune systems, accessibility barriers, and the elderly - Requests for aid can be made by calling the helpline or sending an email - Volunteer call-outs are posted on the Facebook page	Facebook page Helpline: 647-873-2230 Email: info@goodneighbourproject.com
Neighbourhood Helper	- Ahmadi Muslim youth will be offering their services to help Canadians who need assistance with picking up groceries, filling prescriptions and providing overall moral support - Anyone, regardless of faith or age, is able to request aid, or to volunteer with the project	Website (Click the "Get Help Now" button to request aid) Helpline: 1-855-435-7811
Grocery Hero	Delivery service for frontline medical professionals, who are matched with volunteers. The medical professionals reimburse the shoppers for the cost of groceries, but the delivery itself is free	Website
Toronto Bike Brigade	- A group of volunteer people on bikes ready to deliver supplies and friendship to vulnerable people on behalf of community organizations or individuals in need during the COVID-19 pandemic in Toronto. - Request delivery or sign up to become a volunteer on the website.	Website

1.4 Setting Up A Neighbourhood Support Group/Pod

[This document](#) offers a comprehensive guide to setting up a pod near your home, including background information on pods; a 4-step guide to starting a pod; tips and lessons; and resources and templates. You can check out [this map](#) to see where pods already exist, and to get in touch with organizers. My office would also be happy to assist you with setting one up. Within Ward 11, the following pods have been started:

Location	Contact
Intro Little Italy Pod: College, both sides, from Palmerston to Clinton, and Palmerston/ Euclid/ Manning/ Clinton from Harbord to Dundas	Cohen at cohenpinkoski@gmail.com, or 647-676-6521
Both sides of Clinton, from College to Harbord	Laura at 519 827 5838 or laurap3b@gmail.com

Palmerston Neighbourhood Pod: Palmerston to Bathurst (inclusive), from College to Bloor	• Anjali at 647-218-9505 or anjali.helferty@gmail.com
Roxton Cares Pod: Roxton Road from Bloor to Harbord	• Erin at erin@futuremajority.ca or 1-519-802-0095
The Dewrox: Roxton Road from Harbord to College, and Dewson between Ossington and Shaw	• Francesca at fallodi@gmail.com or 647-787-6099
Harrison Street	• Kathryn and John at kathryntait@gmail.com
Euclid Avenue between Bloor and Queen	• Christopher at 416-200-8653 or miochristopher@gmail.com • Meghan at 647-887-2404 or meghanhoople@gmail.com • Facebook group
Christie/Dupont Community Hub (S - Dupont, N - Davenport, E - Christie, W - Shaw)	• Megan, Gabi, Christina, Caitlin, and Gini at 647-393-8742 or MelitaCrescentToronto@gmail.com
805-807 College Street Pod	• Dawn at 416-994-5374 or dawncwalker@gmail.com

2. Other Ways to Connect to Resources If You Are In Need

2.1 Emergency Food Resources in Ward 11

The following organizations are offering free food in Ward 11 at the following times:

Name	Hours and Details	Contact
Avenue Road Foodbank	Tuesdays from 2-6pm	Location: 240 Avenue Road Phone: 416-922-4371 Information page
Christie Ossington Neighbourhood Centre	Bag lunches M-F from 10am - 12pm	Information page Location: 854 Bloor St. West Phone: 416-792-8941
Daily Bread Food Bank	Daily Bread is Canada's largest food bank. Community members can find information about their nearest food bank and register via the website or by calling the information team.	Phone: 416-203-0050 x1 Website
The Lighthouse	- Food Bank available from 12:30-3pm, Tuesdays and Wednesdays - Intake done at the window, hampers handed out at front door	Location: 1008 Bathurst St. Phone: 416-535-6262 Information page
Scott Mission	- Food Bank available from 9am-11:45pm from Monday to Friday; additional hours from 1-3pm on Monday, Tuesday, Thursday, and Friday - Takeout meals distributed to clients at the laneway doors at the south end of the building. Call ahead to confirm hours	Location: 502 Spadina Ave. Phone: 416-923-3916 Information page
St. Stephen -in-the-Fields Safe Space Drop-In	- Takeaway breakfasts 7:00-8:30am Sat and Sun, and dinner on Fridays between 6-10pm - Details and times might change, consult Facebook page and website for accurate info. Bathrooms available Friday evenings	Location: 103 Bellevue Ave. Website Facebook page
St. Stephen's Community House: The Corner Drop-In	Takeaway breakfast Monday to Friday and Sunday, 8-11:30am	Location: 260 Augusta Ave. Phone: 416-925-2103 ext 3000
Yonge Street Mission Evergreen	- Hot meals for youth, ages 16-24, Monday to Friday from 12 - 4:30pm while supplies last - Also giving out clothing, toiletries and other supplies	Website Location: 365 Spadina Ave.
Fort York Food Bank	- Open 9am - 12pm on Tuesdays, Wednesdays, Thursdays, Fridays, & Saturdays for food hampers - Hot meal service on Sundays from 12-2pm	Website Location: 380 College St. Phone: 416-203-3011

Church of the Redeemer	- Takeaway meals given at main entrance - Monday to Friday 10am-11:30am	Information Page Location: 162 Bloor St. W Phone: 416-922-4948
Native Child and Family Services	- For Indigenous youth ages 16-24 - Breakfast: M-F, 10am; Lunch: M-F, 12-1pm; Dinner: M-Sat, 5-6pm; Brunch: Sat, 1-2pm	Location: 655 Bloor St. W Phone: 416-969-8510 ext 4119
6 St Joseph House	- Takeout hot meals Tuesday and Thursday 1-4 pm - Delivery of food hampers by appointment (call to set up)	Information Page Phone: 416-923-8836 Location: 6 St. Joseph St.
Put it on my Friends' Tab	- Wealth redistribution initiative by Friends of Kensington Market to help neighbours who are struggling due to COVID-19. - If you need help, just say "put it on my Friends' Tab" at participating locations to cover some of your bill.	Information Page - Participating locations include: Carlos House Of Spice, Caribbean Corner, CAAM, United Hardware, i deal coffee, and TVX: The Vegan Extremist
Little Free Pantries	- Small wooden boxes distributed throughout the city where people can donate and take pantry items. - The map on the website contains location information. There are three in Ward 11.	Website Locations in Ward 11: 850 Palmerston Ave. 268 Christie St. 60 Albany Ave.

2.2 Nearby and City-Wide Emergency Food and Supplies

Name	Hours and Details	Contact
The Red Cross/ City of Toronto/ United Way	Free food hamper delivery to qualifying seniors and others in self-isolation who do not have alternative access to food, and are not receiving assistance from another community food program	Phone: 1-833-204-9952 to request a food hamper
The Stop Community Food Bank	- Drop-in takeaway meals 9-10 am (breakfast), and noon-1pm (lunch), Monday, Tuesday, Thursday, and Friday - Food bank 12-3 pm, Monday to Friday. ID required and must live in catchment area	Location: 1884 Davenport Information page
Sanctuary	Meal, clothing/supplies, and health clinics available on: Tuesday 11-4pm, Thursday 5-9pm, Friday 11-4pm and Sundays 5-9pm	Facebook page Information page Location: 25 Charles St. E
The 519 (Community Centre serving the LGBTQ2S community)	Free takeaway meals for anyone in need served 7 days a week at 1pm	Location: In front of the Fabarnak Cafe, 519 Church St. Information page

Council of Agencies Serving South Asians Free Food Packet for Seniors	• South Asian, Middle Eastern, and Hispanic seniors (60+) who are unable to afford monthly groceries can receive a culturally appropriate grocery package.	• Phone: 1-855-879-1919 (Call to request a package)
Dames Making Games Emergency Food Support Request	• Hot meal delivery to food insecure GTA residents • Residents in Parkdale prioritized. Next delivery in June.	• Food request form
Toronto Council Fire Native Cultural Centre	• Bag meals available for pick-up only at the side door • Weekdays: Breakfast: 9:00-9:30am; Lunch: 12:00-12:30pm; Dinner: 3:15- 3:45pm • Weekends: Breakfast: 9:00 -9:30am; Lunch: 1-1:30pm	• Facebook page (updated regularly) • Information page • Location: 439 Dundas St. E. at Parliament
Church of the Holy Trinity	• Distributing sandwiches and emergency camping gear Monday to Friday from 11am-1pm	• Information page • Phone: 416-598-4521 • Location: 19 Trinity Square
YMCA Vanauley St.	• Takeaway meals available, prioritizing youth • Monday to Friday 9:30 am and 12 pm. Call ahead to confirm	• Phone: 416-504-9700 • Location: 7 Vanauley St.
Meals on Wheels	• Hot meal delivery, accommodating various dietary restrictions and preferences • There are several Meals on Wheels providers, with varying prices and meal types. Some providers will drop off frozen meals • Use the search function in the link provided to find contacts and information for Meals on Wheels providers in Toronto, based on your neighbourhood	• Information page • Phone: (416) 646-5108
The People's Pantry - A Toronto community response to COVID19	• The People's Pantry provides hot meals and grocery care packages to people impacted by COVID-19. Free of charge, no questions asked • Temporarily paused as of October 2nd; will re-open	• Facebook group • Support request form • Volunteer intake form
Toronto Drop-In Network List of Drop-In Spaces Still Operating and Drop-In Takeaway Meals	• Comprehensive list of drop-in spaces and amenities still operating across the City of Toronto	• Google doc • Information page
BlackFoodToronto Emergency Food Program	• Weekly deliveries of fresh fruit and vegetables at no cost to members of the ACB (African, Caribbean, Black) community who need support	• Application form
Hand up Toronto	• Hand Up for Kids aims to provide healthy meals to low income households with children and vulnerable youths that are in need; families can request breakfast care packages. • Due to high demand, there is currently a waitlist.	• Information page

2.3 Crisis Lines and Mental Health Supports

The following organizations are providing free counselling and crisis support:

Name	Details	Contact
Ontario COVID-19 Mental Health Network	A network of Ontario-based mental health professionals providing free mental health care to frontline workers	Website
Bounce Back	A free skill-building program designed to help adults and youth ages 15+ manage low mood, mild to moderate depression and anxiety, stress, or worry	Website Phone: 1(866)345-0224
Canadian Addiction Counsellors Certification Federation	Addiction-specific counsellors are providing free online therapy for individuals with addiction-specific concerns	Website Email: info@caccf.ca
Chatting Together	- Local university students are available by phone to chat with seniors to combat loneliness every weekday night between 6-9pm - Seniors can either sign up directly, or have a family member sign up for a call on their behalf	Website and sign-up
Crisis Support for Abused Women & Seniors Amid COVID-19 Pandemic	Free 24/7 crisis counselling hotline for women and seniors facing abuse in Ontario	Information page Crisis Line: - GTA: 416-863-0511 - GTA TTY: 416-364-8762 - TOLL-FREE: 1-866-863-0511 - TOLL FREE TTY: 1-866-863-7868 #SAFE (#7233) on your Bell, Rogers, Fido or Telus Mobile Senior Safety Line: - TOLL-FREE: 1-866-299-1011
Institute for Advancements in Mental Health COVID-19 Hotline	- Free service offering counselling to those experiencing mental health challenges, as well as psycho-education to caregivers - Live counselling available Monday to Friday 9am-5pm	Website Hotline: 1-855-449-9949
Non-Crisis Peer Support Phone Line	Peers are available to listen and chat with youth ages 13-29 Monday to Friday, 12-8 pm about worries, anxiety, and boredom related to COVID-19	Hotline: 647-875-8967
Distress Centre of Greater Toronto	24/7 emotional support and suicide prevention, intervention, and postvention. Translation is available in many languages for crisis calls	Phone: 416-408-4357 24/7 Text: 45645 from 4 pm to 12 am Website

Gerstein Crisis Centre	• Free and confidential 24-hour community-based crisis services for adults 16+ in the City of Toronto who are dealing with mental health, concurrent, or substance use issues and are currently in crisis • Online wellness support groups also available	• Hotline: 416-929-5200 • Website
Kids Help Phone	• 24/7, national support service offering professional counselling, information and referrals, and volunteer-led, text-based support to young people in both English and French	• Hotline: 1800-668-6868 • Text: 686868 • Website
Indigenous COVID Pathways Hotline	• Information, resources, and referrals around COVID-19 self-assessment, self isolation, or anything COVID-related for the GTA Indigenous community • Phone lines open from 4-9pm daily	• Phone: 437-703-8703
Trans Lifeline	• Trans Lifeline is a trans-led organization that connects trans people to the community, support, and resources they need to survive and thrive • 10am-4pm EST	• Website • Hotline: 877-565-8860
LGBT Youthline	• YouthLine volunteers are trained peer supporters ages 16-29 with a diversity of 2SLGBTQ+ identities and lived experiences, serving all of Ontario • Due to COVID-19, service is through texts, chats, and email only 4pm-9:30pm EST, Sunday to Friday	• Website (online chat) • Email: askus@youthline.ca • Text: 647-694-4275
Wellness Together	• Wellness Together Canada provides free online resources, tools, apps and connections to trained volunteers and qualified mental health professionals when needed	• Portal

2.4 Additional Non-Profit and Social Services

The following organizations are providing additional supports, including legal information, advice for workers, and connections to other social services:

Name	Details	Contact
Community Legal Education Ontario Steps to Justice	• Provides legal information related to COVID-19, with a focus on housing, employment, and family law	• Information page
COVID LawHive	• Volunteer lawyers and law students providing Canadian legal information and advice. • Legal advice can be provided in English, French, or Arabic.	• Website
Federation of Metro Tenants Associations (FMTA)	• Advocates for better rights for tenants • The Tenant Hotline answers specific questions about your rights or options under the law and the website has a variety of publications and resources	• Website • Tenant Hotline: 416-921-9494

Pro Bono Ontario	• Free legal assistance to low-income Ontarians via the Free Legal Advice Hotline • Can advise on legal questions related to the COVID-19 shutdown • The COVID-19 Legal Health Checkup can help people to recognize the legal nature of hardships they may be facing during the pandemic • 9:30-11:30am, and 1:00-4pm, Monday to Friday	• Hotline: 1-855-255-7256 • Website • COVID-19 Legal Health Checkup
Workers' Action Centre Hotline	• Providing advice for workers about their rights via phone, in numerous languages (including Spanish, Tamil, Mandarin, Somali, Turkish, Bengali, and Arabic) • Monday-Thursday, 12-5pm	• Hotline: 416-531-0778, Toll-free: 1-855-531-0778 • Information page
Legal Aid Ontario	• Residents can check the Legal Aid website or phone them to find their local legal clinic • Most provide advice around tenant rights, workers' rights, income assistance, and immigration • Phone line open between 8am - 5pm	• Information page • Toll free phone: 1-800-668-8258
Chalmers Chatbot	• Connects people to free services in the City of Toronto, including food, clothing, and shelter	• Chatbot
211 Central	• Connects people living in the GTA to programs and social services available during the COVID pandemic, including food banks, food delivery, helplines, and housing support • Free, 24/7 confidential service in 150 languages, including online, text and chat services.	• Website • Phone: 211 • Text: 21166
Toronto Rent Bank	• Provides interest-free repayable loans to low-income households facing eviction due to short-term financial difficulties	• Phone: 416-924-2543 x 226, leave a message and you will be contacted by a worker within a few days

2.5 Emergency Community Support Funds

The following Community Support Funds are available to vulnerable and low-income populations:

Name	Details	Application Info
Glad Day Emergency Survival Fund	• Emergency fund for LGBTQ2S artists, performers and tip-based workers	• Information page • Apply for the fund
Canadian Artist + Musician Relief Fund	• Weekly financial support for low-income GTA artists and musicians whose livelihoods are affected by COVID	• Information page • Apply for the fund

UofT Emergency Undergraduate Grant	To assist current U of T undergraduate domestic and international students, both full and part-time, impacted by COVID-19 who need immediate short-term financial relief	Information page and grant application
Climate Justice Toronto Frontline Workers Gratitude Fund	Up to \$200 emergency stipends for essential workers who are not getting proper protective measures for their health or extra compensation from their employer or the government.	Information page Apply for the fund
Music Together	Eligible musicians in Ontario can apply to do a livestream performance through MusicTogether, receiving \$1000 in emergency relief funding if they are selected	Website Application
Unison Benevolent Fund	Provides emergency financial support to Canadian music-makers recovering from an illness, injury or other circumstances that result in an inability to work, or who are facing severe economic or personal hardship	Website Information page - To apply, email assistance@unisonfund.ca with the details found in the information page
Prisoner Emergency Support Fund	- Support for prisoners re-entering the community and those who are still behind bars during the COVID-19 pandemic - One-time stipends of \$225 to recently released prisoners and folks who are still incarcerated	Application Information page
Maggie's Toronto Emergency Fund for Sex Workers	- One-time emergency fund for current sex workers in the GTA - Fund is temporarily closed, but will reopen.	Information page

2.6 Additional Information Sources

The following documents contain additional information to benefit those in need:

Name	Details	Contact
Chinese Canadian National Council COVID-19 Community Support Platform	Chinese-language information on COVID-19 with a robust information page about the CERB	Website
Toronto Neighbourhood Watch	Database of small Toronto businesses, including information on whether/how they are currently operating	Google doc
DIY Deliveries	A website for ordering from directly from local businesses, rather than through a third-party provider	Website
Tents for Toronto COVID-19 Asset Map	- A map of resources for individuals experiencing homelessness (portable toilets + handwashing facilities, public washrooms, showers, drop-in centres, foodbanks, and COVID-19 assessment centres) - Also maps out organizations taking donations	Map
City of Toronto COVID-19 Essential Service Mapping Tool	This tool has up-to-date service listings across Toronto, including 'open' food services. Additional layers and details are being updated daily by 211 Toronto	Map

3. Accessing Government Benefits

Please note: The following details are subject to change based on the decisions of our partners at other levels of government. We are aiming to keep this information up-to-date, however if there are any discrepancies between what is posted here and official websites, then the official websites are correct. Please also refer to the [City of Toronto's Covid-19: Economic Support & Recovery](#) page for additional information.

3.1 Federal and Provincial Benefit Programs

Canadian Emergency Response Benefit (CERB)	
What is it?	• Temporary income support for those who have lost income due to COVID-19 • It will provide individuals with a taxable benefit of \$500 a week, for up to 16 weeks, backdated to March 15, 2020 • It will be paid by direct deposit (3 business days after submitting application) or cheque (10 business days after submitting application) if you do not have direct deposit information on file • Even though the CERB has ended, the CRA is continuing to accept and process retroactive applications until December 2, 2020.
Who is eligible?	• You must reside in Canada, have a SIN, and be at least 15 years old at the time of application • Workers who are not Canadian citizens or permanent residents – including temporary foreign workers and international students – may be eligible to receive the CERB if they meet the other eligibility requirements • You have stopped working because of COVID-19, are eligible for EI regular or sickness benefits, or are making less than \$1000 per month due to reduced earnings, because you are a seasonal worker, or because you have recently run out of EI benefits • Reasons for stopping working include being laid off or having your income/shifts decreased due to COVID-19; unable to work because you are ill or in self-quarantine; caring for someone who is ill; unable to work due to school/childcare closures • You had an income of at least \$5000 in 2019 or in the last 12 months • You cannot receive EI benefits and the CERB at the same time, however you can apply for the CERB once your EI benefits run out
How do you apply?	• As of April 6th, you can apply online through CRA My Account or Service Canada (not both), as well as by telephone, 7 days a week, 21 hours a day. Please see this page for detailed information on how to apply.

Provincial Income Supports	
Emergency Assistance Program	• The Emergency Assistance Program is meant to provide income assistance for Ontario residents in crisis situations (including being affected by COVID) who do not have enough money for things like food or housing. ○ Current Ontario Works and ODSP recipients are not eligible, nor are visitors and tourists. ○ You can apply online through Ontario Works or by calling your local Ontario Works office

3.2 Other COVID-19 Financial Assistance Programs/Changes to Policy

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Housing and childcare	● Moratorium on evictions in Ontario: ○ You are not required to move out without an order to end tenancy from the Landlord and Tenant Board ○ As the moratorium has ended, landlords are able to issue eviction notices for non-payment of rent during the ongoing crisis. For additional information on your rights as a tenant please contact the Federation of Metro Tenants Association, or Legal Aid Ontario ● Canada's six major banks are providing up to 6 months of payment deferral for mortgages, and relief on other credit products ● TCHC will recalculate rent for rent-geared-to-income tenants, based on COVID-19 employment income changes, and will work with market rent tenants on rent deferment plans on a case-by-case basis ● An emergency order has been issued by the Province, preventing child care operators from charging fees while childcare centres are closed. Families will not lose their spaces due to nonpayment
Utilities	● Toronto Hydro will no longer be charging at off-peak prices, but can switch from Time-of-Use to tiered pricing ● Toronto Hydro will not be disconnecting residential hydro during the crisis, and will offer flexible payment plans for residents on a case-specific basis ● The COVID-19 Energy Assistance Program (CEAP) provides a one-time, on-bill credit to residential households in need of financial assistance ● Toronto Hydro's existing LEAP program provides up to \$500-grants per year to low-income households having difficulty paying their hydro bill ● Toronto Hydro's existing Ontario Electrical Support program (OESP) provides a monthly bill credit to those who qualify
Support for Businesses	● Through the Canada Emergency Wage Subsidy the Federal government will cover 75% of wages for up to three months for qualifying businesses, non-profits, and charities. There is no minimum revenue drop, but the rate of revenue dropped will determine how much subsidy is provided ● Through the Canada Emergency Business Account the Federal government is offering up to \$40,000 in interest-free loans for small businesses and non-profits to cover their operating costs. Repaying the balance on or before December 31, 2022 will result in 25% loan forgiveness ● The BusinessTO Support Centre provides one-on-one virtual support to help businesses complete applications for the Government of Canada COVID-19 funding programs, whilst providing guidelines, tools and resources which can support businesses as they reopen. ● Digital Main Street is a program and service that provides free digital support resources for small businesses, and has a grant program to help small business with digital transformation ● ShopHERE creates online stores for independent small businesses and artists at no cost ● The City of Toronto and the Toronto Region Board of Trade are offering a wide variety of supports for small and medium-sized businesses (information on financial supports and digitally modernizing businesses; webinars; reports on different aspects of recovery, etc)

Taxes, Loans, and Other Benefits	• Toronto Animal Services will be providing assistance to pet owners from low income households who are affected by the COVID-19 pandemic • Minimum required withdrawals from Registered Retirement Income Funds have been reduced by 25% for 2020 • Temporary Canada Child Benefit Top-Up: ◦ Only for the 2019-2020 year, by \$300 per child ◦ You must ensure that you have filed 2018 taxes in order to receive this • Ontario Government Support for Families: ◦ One-time payment of \$200 per child 0 to 12 years of age, and \$250 for those 0 to 21 years of age with special needs, in order to offer direct financial support to parents while schools and child care centres remain closed as a result of the COVID-19 outbreak
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4. Other Ways to Help

In addition to the Mutual Aid Networks listed above, the following organizations and groups are accepting volunteers. Emergency Community Support Funds, and frontline organizations providing food, supplies, and support are also accepting financial donations.

4.1 Additional Organizations and Groups Accepting Volunteers

Name	Details	Link
Canadian Blood Services	- Canadian Blood Services are looking for donors to avoid shortages - Enhanced measures are being taken to ensure donor safety	Website
Chinese Canadian National Council	Volunteer callout for CCNC Toronto's mutual aid program, to support immigrant workers struggling with the effects of COVID19	Intake form
UofT Moriarty Lab - Pathogen Intravital Imaging Laboratory	- Looking for scientists, Senior PhD students, Post-Doctoral Fellows to volunteer for COVID-19-related research - Techs to help with extraction; PCR testing; Review requisitions validation; Whole genome sequencing. Also looking for those willing to roll up their sleeves & fill gaps anywhere, whether scientific or non-scientific	Sign-up form
Spark Ontario	Listings of volunteer opportunities with a section for COVID-19 relief	Website
ACORN Support Network	ACORN is looking for volunteers who are in a low-risk population of COVID-19 and who have a car to be grocery drivers for the ACORN Support Network	Email fielddirector@acorncanada.org to sign up
Ontario Workforce Matching Portal	Ontario is seeking those with experience in providing healthcare to help provincial efforts to prevent and control the spread of COVID-19, on a volunteer basis	Information page Application portal
Volunteer Toronto COVID-19 Response Team	- Sign up to receive alerts for volunteer opportunities for driving, picking up supplies, and offering remote support - Non-profits and grassroots organizations can also partner with Volunteer Toronto to start recruiting volunteers for urgent response efforts or remote support	Individual volunteer sign-up
National COVID-19 Volunteer Recruitment Campaign	The Government of Canada is working with provincial and territorial governments to respond to COVID-19. They are seeking volunteers to help in the following areas: 1. Case tracking and contact tracing; 2. Health system surge capacity; 3. Case data collection and reporting	Application portal
Distantly.ca	Toronto residents can make a secure online donation to their favourite local business. These contributions will help to alleviate expenses, such as rent and payroll	Website
DonateTO	Donate food, goods, services, PPE, and financial contributions to support frontline staff and vulnerable people in the City	Website

Liberating Lawns	• Liberating Lawns is a yard sharing project of Sundance Harvest, seeking to match prospective food growers with landholders so that their lawns can be liberated!	• Website
Sew for Toronto	• Sew for TO is a volunteer community group working to get non-medical masks and surgical caps into the hands of medical workers, long-term caregivers, vulnerable community members, and others in Toronto during the COVID-19 pandemic • Community members can volunteer to sew or drive	• Website
Food Rescue Toronto	• Any business with excess, unsold food can donate to local charities and not-for-profit organizations, right in their own communities	• Website
#ShareMyCheque	• #ShareMyCheque is an initiative that encourages people with financial security to share their excess income, savings or government benefits to people facing economic hardship due to COVID-19. • It has compiled several suggestions for grassroots organizations and movement groups to donate to.	• Website