

COVID-19 Lambton County Community Resources Updates

Services for Basic needs - Income, Shelter and Food

Lambton County Social Services is available to provide the initial point of contact for income support assistance to persons in need to cover the costs of food, shelter, basic needs and referrals to all other Social Services as required. Lambton County – Social Services is open by appointment only, by telephone or by email. For inquires please call – 519-344-2057 or email socialservices@county-lambton.on.ca.

- Those requiring income supports that are not currently on assistance are asked to apply online at www.ontario.ca/socialassistance or contact the Ontario Works intake line at 519-332-4906.
- Those already on assistance should connect with their Caseworker by phone at 519-344-2062 if you need assistance or have questions.

Ontario Works recipients **do not** need to bring documents into the office including your income reporting statement.

- Payments are being sent by mail or direct bank deposit. Notify your caseworker about any changes to your address or banking information immediately.
- If you do not have direct bank deposit, it is highly recommended that you contact your caseworker to get it set up for your payments.

Check website for information and updates:

<http://www.lambtononline.ca/home/residents/ontarioworks/Pages/default.aspx>

Aamjiwnaang First Nations Social Services

- Please call 519-336-8410

Kettle & Stony Point First Nations Social Services

- Ongoing clients that received funds in March will receive the same funds for April via mail
- New applications or any inquires during this time email Cindi George directly at: cindi.george@kettlepoint.org Contact: 519-786-2125

Walpole Island First Nations Social Services

Please call 519-627-3583

Inn of the Good Shepard

The Inn continues to offer the following programs:

- **Food Bank:** pre-packed to a to-go food hampers - Monday to Friday from 9:30 - 11:15 am. Pick up access at the Devine Street door (off the parking lot). Can pick up a food hamper every 2 weeks - one person at a time will be admitted at the door to receive a hamper
 - **Daily meal** - a hot meal is provided for take-out - Monday to Friday at 1 pm - 2 pm and weekends from 4:30 to 5:30 pm. Pick up at the Devine Street door (off the parking lot)
 - **Children's snack packs** - like our summer snack packs, these are now available for families to receive. These are designed to fill the nutrition gap left by the school closures and no student nutrition programs. A week supply of 14 snack items (including fresh fruit & dairy products). For pick up at the Devine Street door during the food bank pick up hours. Pick up a snack pack per elementary school child every week.
 - **Hot meals** - are still being served daily. Monday - Friday, a lunch (1-2:15 pm) and weekends a supper (4:30 - 5:30 pm) is available. Meals will be provided in a take-out container with cutlery, dessert and a drink. Access is at the Devine Street door - one person at a time will be admitted at the door to receive a meal.
 - **Income taxes** - our Tax Clinic is operating to enable folks to file their return and receive their refunds and rebates. This is even more critical as the refund can help bridge the gap until EI kicks in or enable folks to purchase food, providing a bit of relief for the food bank. Tax information can be mailed in to The Inn or drop offs are being received at The Inn. Volunteers and staff will process & e-file the return. We ask folks to not come to The Inn to pick up their papers and copy of the return until May.
 - **Bus passes & tickets** - no need to come in - Sarnia Transit is now providing free transit for the time being but people are asked to restrict their travel to necessities.
 - **Rent/Utility** - is still operating to provide assistance if you have received an eviction or shut-off notice. Please call The Inn - (519) 344-1746 ext.0 for an intake and to provide information. You will be called back by a worker to discuss your situation and to identify the assistance we can provide.
- Emergency Shelter** – The Good Shepherd's Lodge is operating and providing shelter. We have an overflow program available when The Lodge is full.

The Good Shepherd's Lodge - our adult & family shelter and Transitional Housing continues to operate with 35 people in the male & female dorms and 2 family rooms and 14 housing residents. Shelters are not designed and built with physical distancing in mind leaving folks in much closer quarters than the 6 feet spacing recommended. We are working with the county to alleviate the overcrowding and to provide safer spacing.

Lambton County Food Banks

Brooke Alvinston 3236 River Rd. Telephone: 519-898-2173

- Wednesday 11 am - 1 pm Clients stay outside and will be brought premade hampers

Forest

Contact House Food Band

6276 Townsend Line

519-786-5692

- Tuesday 9:30 am - 11:30 am
- Limit people coming in. Wait outside in car and will be brought food

Corunna

St. Andrew's Presbyterian Church Community Food Bank

437 Colborne Drive

519-862-3641

- Thursday 9 am to 11:45 am
- Every other Wednesday from 6 pm to 7:30 pm
- Clients will be allowed in the Food Bank one person at a time. Check in at the registration table. They will be brought downstairs to wash/sanitize hands. Staff will bring food to the client

Petrolia

4156 Petrolia Line

519-882-3950

- Mondays 9 am - 11:30 am
- Clients are asked to remain outside and staff will bring food to you.
- If you are sick you are asked to stay home. If you exhibit any signs of being sick they will be unable to assist you.

Watford

Watford United Church

555 Ontario St

519-876-2837

- Food bank is Wednesday at 11 am - noon
- Note on the door with instructions to knock and food will be brought out

Oil Springs

Oil Heritage Family Church

2554 Elizabeth Street

519-834-2984

- Mondays 10 am - 1 pm
- Please stay outside and knock on door. Volunteers will take orders and bring your food. Request that clients wait 2 metres from the door

Aamjiwnaang First Nation Food Bank

1300 Tashmoo Avenue

519-332-6770

- Monday 9 am - noon & Thursday 1 pm - 4 pm

River City Vineyard Food Bank

260 Mitton Street N

519-383-8463

- Open daily 10 am - 9 pm
- Knock on from door and someone will bring you a package of food

Salvation Army

The food bank is by appointment only - call 519-344-1142 to schedule an appointment

St Vincent De Paul Sarnia-Lambton Food Bank & Help Centre

Currently only open to clients **one day per week on Fridays** *until the need increases:*

- Clients need to call for an appointment to 519-337-1058 or email us stvincefb@gmail.com
- Leave a **name and call back number** and we will return the call or email to set up an appointment.
- Come to our glass door and show their ID (*We do some "walk ups" for those who do not have a phone to call in advance*)
- Direct them to the food bank door instructing them to **wait behind the line** (*until food is placed on a table and the door is locked*)
- We confirm and check off their name and they pick up food
- All precautions are being taken for the safety, no hands on contact with them and our volunteers.
- They are pre-screened on the phone for their information updates and eligibility and COVID19 symptoms.
- When they say they have symptoms we ask them to contact their doctor, tele-health, or the hospital
- If they cannot get a ride or are disabled we ask them to contact Red Cross Transportation and ask Red Cross to pick up groceries and deliver them from our food bank once they are approved.

Lambton Public Health

- Restricted access to the public at 160 Exmouth St., Point Edward by appointment only. Petrolia and Forest offices are closed. Contact 519-383-8331 or toll-free 1-800-667-1839.
- See [Lambton Public Health](#) to learn more about restricted access to Sexual Health Clinic services, Harm Reduction Supplies, and water testing options. The Family Health Line continues to support breastfeeding and parenting concerns 519-383-3817 or 1-800-667-1839 ext. 3817.
- **Garden Fresh Box** is a monthly food buying program for fresh fruit and vegetables in a variety of sizes to fit your family's needs (\$5 fruit or veggie bag, \$10 single box or \$15 family box). Cash only orders are placed by the first Friday

of the month at the sites listed below. You pick up your order at the same site the third Wednesday or Thursday of the month. Contact 519-383-8331 ext. 3111.

Here are the sites that people can order and pick up (in a safe manner) the Garden Fresh Box:

- o West Lambton Community Health Centre (Sarnia)
- o Central Lambton Family Health Team (Petrolia)
- o Sarnia Produce (Point Edward)
- o North Lambton Community Health Centre (Forest) - they cover Watford, Thedford and Kettle & Stony Point

Transportation

Lambton Elderly Outreach

Remains open but some programs and services will be affected. Current clients receiving services will be contacted if those services are impacted.

Contact: 519-845-1353

- Transportation including non-urgent stretcher van
 - o Will be taking on essential transportation from Red Cross including dialysis, Homeward Bound, etc.
- Meals on Wheels frozen meals delivery
- Home Support
 - o Personal Support Worker care, meal prep
 - o Respite
 - o Light housekeeping (vulnerable clients)
 - o Grocery Shopping
- Crisis Intervention
 - o Social Worker services
 - o Abuse, eviction, Power of Attorney issues, hoarding, etc.
- Retirement Home Support Program
 - o Hospital discharges, including wrap-around support

Sarnia-Lambton Native Friendship Centre

They will help with transportation and food needs for Indigenous clients.

Contact: 519- 344-6164

Sarnia Red Cross

- Closed to the public, some services have been suspended. Individuals can call 519- 332-6380 for meals on wheels and transportation supports.

Currently we are running the following grocery programs for individuals who live in Sarnia, Point Edward and Brights Grove and are 60+

1. Grocery pickups – clients can go online and order groceries at Walmart and the Superstore. We can then have a volunteer pick those groceries up and deliver them to a client's home. There is no charge for this service, but request at least 1 days' notice so we can ensure we have a volunteer available.
2. Nutritional Networking – this is a program where a volunteer will go to a client's house, pick up their cash and grocery list and go to one grocery store and do the

shopping for them. A Volunteer will then bring the groceries to the client's front doorstep. This program costs \$6.50 and the client will receive an invoice at the end of the month. Seeking volunteers to assist with this service.
519-332-6380

Sarnia Transit

- Sarnia Transit is offering **free transit**. Passengers are instructed to board through back door and practise social distancing - seats near them are off limits. Riders requiring mobility assistance can use front doors.

Safety & Security

Women's Interval Home

681 Oxford St., Sarnia, Ontario.
519-336-5200 EXT. 0

- **Emergency Shelter:** This program is operating and available 24 hours a day for any women and children who are experiencing domestic violence. People seeking or receiving services will be screened before presenting (if calling) or upon arrival to Shelter.
- **Crisis Line/Drop-ins:** The Crisis Line is answered 24 hours a day by trained Domestic Violence Counsellors who provides confidential support to abused women, information, and referrals to the caller. Callers may remain anonymous. Information to the general public and/or professionals seeking information is also provided.
- Domestic Violence Counsellors are available to provide support and information for any questions you may have relating to abuse and the impact it may be having on your life. Risk assessment and safety planning are available by walk-in or by calling.
- Counselling is available by phone or on-line. Existing clients can connect with their counsellor or call the crisis line for assistance.
- Groups are currently not available.

Sexual Assault Survivors' Centre

24 Hour Crisis Line * agency counsellors available
Crisis Phone: 519-337-3320 * collect calls accepted
Office contact: 519-337-3154
Toll Free: 1-888-231-0536

Children's Aid Society:

- Building is closed but services continue. Emergencies and/or calls for assistance 519-336-0623. Some changes to services have been made as agency prioritizes situations that are higher risk.

Victim Services of Sarnia-Lambton

- Available by telephone to provide emotional and practical support as well as referrals to other resources in the community.
- Provides access to short-term financial support in the immediate aftermath of a violent crime
- Call 519-344-8861 ext. 5238

Alzheimer's Society Sarnia-Lambton

- Contact: 519-332-4444
- Office is closed. Continues to accept referrals (self and other). Education support is currently being provided via telephone, teleconference or zoom. Will meet face to face with clients at office if needed (with appropriate screening measures in place and physical distancing measures).
- Support and counseling available via phone, t-con and zoom
- In home respite continues with screening measures in place.
- In person group programming is suspended.
- Activation kits are being dropped off to clients or new referrals with various activities to keep them engaged.

Huron House Boys

- Continues to service our current youth and families. Admissions are being screened more stringently because of the potential transmission of COVID-19.

Employment Services

The Workplace Group

- In person services are suspended; individuals are being assisted through telephone 519-337-7377, email info@theworkplacegroup.ca or via their social media pages

Express Employment Professionals

- The office remains staffed at this time. They are limiting access by asking applicants to apply by phone 519-336-7962 email, or online

Goodwill Career Centre

- In person services are suspended; individuals are being assisted through telephone 519-332-4333 and virtual services

Sarnia-Lambton Workforce Development Board

COVID-19 Supports

- To help navigate the resources available, SLWDB has compiled information for job creators, entrepreneurs and self-employed Canadians about the financial support programs being developed, and offered through various Government of Canada department-specific programs and the Canada Revenue Agency.

The **Ontario Works Lambton Works Centre in the Lambton Shared Services Centre** is suspended until further notice.

Mental Health & Wellness

North Lambton Community Health Centre

Both Forest 519-786-4545 and West Lambton (Sarnia) 519-344-3017 sites are open. Providers are offering phone visits, unless an office visit is deemed essential. Watford, Kettle Point and Cardiac Rehab sites are closed. Navigation services are being provided via telephone.

CMHA Lambton Kent

- Walk-ins suspended. Preferred contact method is by phone 519-336-3445

Lambton Mental Wellness Centre

- Phone supports being provided to current members. Accepting new people who require a check in call. Email cheryl@lmwc.ca or 519-344-5602.

St. Clair Child & Youth Services

- Office is closed. Providing single session telephone counselling & consultation for those 0-17 years of age who are experiencing mental health concerns (please note that this is not a crisis service).
- Call 519-337-3701 to speak to an Intake Worker. Hours of service are Monday to Friday from 8:30am-4:30pm.

Family Counseling Centre

- Call 519-336-0120
- Building is closed to the public.
- Telephone counselling is available for new and existing clients.
- Tel-Check and Distress Line are fully operational.
- APSW's continue to connect with and advocate for clients via telephone or text.
- Supervised Access Centre is closed.

Rebound

- Sarnia, Petrolia and Forest offices are closed and programs are postponed. Staff continue to connect with youth via email and/or texting.
- Housing supports and Youth in Transition services are currently being provided via phone, texting, emails and emergency face to face as required.
- Referrals and telephone intakes are still being conducted for all programs, including youth justice programs. Messages are being monitored. Phone 519-344-2841 or office@reboundonline.com

The Hub

- Programming is postponed; staff are on—call and available to support youth via telephone and/or meet youth at the HUB to provide essentials (ages 16-24). Phone 519-381-2500 or send message through the Hub Facebook page.

Community Living

- Service are being provided by telephone. For intake, clients and other services please contact 519-332-8055 or 1-888-916-2527

Lambton County Developmental Services

- Closed to the public. Office remains open with minimal staff. Essential services are still being offered. 519-882-0933

Big Brothers Big Sisters

- Closed until April 6, 2020. Staff on site during business hours to answer phone calls and inquiries. Check the website & social media for updates.

Boys & Girls Club

- As of March 15, 202 all programs have been suspended for 21 days. Check website for updates.

Sarnia-Lambton YMCA

- Closed until April 6, 2020. Check website and social media for updates

Pathways Health Centre for Children

- The building is closed for services. Some support continues to be provided through tele-practice.
- Phone lines are being monitored daily 519-542-3471.
- Visit Pathways Health Centre for Children Facebook <https://www.facebook.com/PathwaysHealthCentreforChildren/> and Website www.pathwayscentre.org.

St. Joseph's Hospice

As many of you are aware, following the advisement of the Ministry of Health, our Medical Director, and in consultation with our Board of Directors, St. Joseph's Hospice Resource Centre has been closed and all programs and services have been postponed until further notice due to the Covid-19 pandemic. To help limit the spread of the virus, the Supportive Services Team will be working remotely from home indefinitely.

We recognize that grief does not take a break in the midst of a global pandemic and we are committed to continuing to uphold the integrity of our service and act as a resource to our current clients, community members and community partners in the absence of being able to provide face-to-face service.

To Our Existing Clients: We are providing telephone support and consultations to resource you with recommendations on community services being offered as well as online resources. Those who are currently matched with a visiting volunteer, you may continue to receive phone support from your volunteers. The coordinator will be in contact with you when our services commence.

To Those Inquiring About Our Services: We are still accepting new referrals for all of our programs. This includes Adult Bereavement, Support for Grieving Children and

Youth, Illness and Caregiver Support. The coordinator will take referrals by email or phone, and setup a phone consultation to support and provide resources. The coordinator will then be in contact with you to setup an assessment when restrictions are lifted and our services are offered again.

To Our Community Partners: Coordinators can be reached by email (preferably) or by phone as we will be monitoring our voicemails regularly.

Coordinators will be in contact with all inquiries within two business days. Please know we are thinking about you and your families and will do our best to continue to be a resource for the Sarnia-Lambton community. We appreciate your patience and understanding as we continue to focus on the health and well-being of our community.

For adult bereavement inquiries contact:

Kayla Slegers, kslegers@sjhospice.ca or 519-337-0537 ext. 123

For support for grieving children and youth contact:

Orley Culverhouse, oculverhouse@sjhospice.ca or 519-337-0537 ext. 114

For illness and caregiver support contact:

Lisa Adams, ladams@sjhospice.ca or 519-337-0537 etc. 126

Rapids Family Health Team

Provides mental health counseling by phone. Counselors are available for any FHO Physician patient by calling **519-339-8949 ext. 166 or 519-490-8768**. We also have great reliable resources on our website <http://www.rapidsfhteam.ca/patient-resources>

Walk-in Medical Services are available at the Rapids Family Health Team Access to Care Centre located at 481 London Rd. Monday thru Thursday 8:00am – 4:30pm. This service is for episodic symptoms such as Urinary Tract Infections, Ear aches, etc. You don't need an appointment but patients are screened for COVID 19 Symptoms when entering the building. A virtual care web app is being developed. Call **519-491-6188** for more details.

Legal & Advocacy

Community Legal Assistance Sarnia

Service is being provided by telephone. For intake, clients and other services please Contact: 519-332-8055 or 1-888-916-2527 www.claslegalclinic.ca

John Howard Society Sarnia-Lambton

- Service to current clients is being provided remotely. Office is not open for drop-ins. 519-336-1020

Education & Literacy

Lambton College

- Classes are suspended from March 16th to March 20th with alternative course formats beginning on March 23rd
- The March 28th Open House is now a virtual event www.lambtoncollege.ca/openhouse

Organization for Literacy Lambton

- In person services and programming are suspended; individuals are being assisted through telephone at 519-332-4876

Finances & Debt

Financial Fitness Sarnia/Windsor

- Offices are currently closed and staff is working remotely and conducting telephone appointments. Please call 519-542-1130 ext. 3229 or 1-877-777-9218 or by email: appointment @financialfitnesswindsor.ca
- Please be patient as the toll free number has had some issues which staff are trying to work through

Other Government Services

Service Canada

- OVID-19: Temporary closure of Service Canada Centres

Service Canada is ready to help.

- Our priority is the health and safety of all Canadians, while maintaining service to the public.
- In response to COVID-19, all in person Service Canada Centres are closed until further notice.
- In the meantime, you can [access our programs and services online](#).

For additional support, please fill out the [service request form](#).

- If you are applying for the [Canada Emergency Response Benefit \(CERB\)](#) and you require additional support, you can reach an agent at 1-833-699-0299.

[Read the full Service Canada notice](#)

Service Ontario

- Remains open in reduced hours and the public is urged not to visit in person unless completely necessary; they are asked to consider completing your transactions online (if available) <https://www.ontario.ca/page/serviceontario>

Bluewater Power

- No disconnections for residential customers for non-payment for the next 90 days. Financial assistance programs, including emergency relief, are available including:
 - The Low-Income Energy Assistance Program (LEAP) providing emergency financial relief to eligible low-income customer. Available through the Inn of the Good Shepherd

- The Ontario Electricity Support Program (OESP) which enables eligible low-income customers to receive a fixed monthly credit on bills. For details: <https://ontarioelectricitysupport.ca>

Hydro One

- A Pandemic Relief Fund has been set up to assist customers affected by COVID-19 to offer financial assistance and increased payment flexibility to customers experiencing hardship. As well the Winter Relief program has been extended so no customer will have power disconnected during this time.
- <https://www.hydroone.com/savingmoneyandenergy /financialassistanceforresidents /Pages/Relief-Fund.aspx>

Canada Emergency Response Benefit

Provide a taxable benefit of \$2,000 a month for up to 4 months to:

- Workers who must stop working due to COVID-19 and do not have access to paid leave or other income support.
- Workers who are sick, quarantined, or taking care of someone who is sick with COVID-19.
- Working parents who must stay home without pay to care for children that are sick or need additional care because of school and daycare closures.
- Workers who still have their employment but are not being paid because there is currently not sufficient work and their employer has asked them not to come to work.
- Wage earners and self-employed individuals, including contract workers, who would not otherwise be eligible for Employment Insurance.
- The Canadian Emergency Response Benefit (CERB) would be a simpler and more accessible combination of the previously announced Emergency Care Benefit and Emergency Support Benefit

Application details will be available through [My CRA](#) and [My Service Canada](#), early April.

Employment Insurance - Sickness Benefits

The one-week waiting period for EI sickness benefits will be waived for new claimants who are quarantined so they can be paid for the first week of their claim

- Establishing a new dedicated toll-free phone number to support enquiries related to waiving the EI sickness benefits waiting period
- People claiming EI sickness benefits due to quarantine will not have to provide a medical certificate
- People who cannot complete their claim for EI sickness benefits due to quarantine may apply later and have their EI claim backdated to cover the period of delay
- <https://www.canada.ca/en/services/benefits/ei/ei-sickness.html>
- Telephone: 1-833-381-2725 (toll-free)
- Teletypewriter (TTY): 1-800-529-3742

Goods and Services Tax Credit

The Government of Canada is providing a one-time special payment by early May through the [Goods and Services Tax credit](#) for low- and modest-income families. The average additional benefit will be close to \$400 for single individuals and close to \$600 for couples.

There is no need to apply for this payment. If you are eligible, you will get it automatically.

https://www.canada.ca/en/department-finance/economic-response-plan/covid19-individuals.html#increased_goods_services_tax_credit

Canada Child Benefit

The Government of Canada is providing an extra \$300 per child through the Canada Child Benefit (CCB) for 2019-20. This will mean approximately \$550 more for the average family.

This benefit will be delivered as part of the scheduled CCB payment in May.

Those who already receive the Canada Child Benefit do not need to re-apply.

People can apply : <https://www.canada.ca/en/revenue-agency/services/child-family-benefits/canada-child-benefit-overview/canada-child-benefit-apply.html>

COVID19 Websites and information

Lambton Public Health (LPH) continues to actively monitor the developing situation. In our efforts to provide timely information about COVID-19 we are updating the website frequently: <https://LambtonPublicHealth.ca>

To provide information that meets the needs of specific sectors, our website now includes regular COVID-19 updates as well as answers to frequently asked questions from municipalities, workplaces, health care providers, parents & caregivers, and other community supports. The community supports section offers a range of information such as how to access:

- COVID-19 information in different languages
- Income supports
- Food and housing
- Services to reduce isolation
- Information on how community volunteers can remain safe while helping others
- Mental health services

We have created a new email where you can reach Lambton Public Health staff with questions about supports for vulnerable populations or information updates about the services you're providing to the community: vulnerablepopulations@county-lambton.on.ca

In order to continue to have a positive impact in the community, it is important that you take care of your own physical and mental health as well as that of others.

Free Wi-Fi Made Available Outside Most Lambton County Libraries

Residents without access to internet are invited to access the free wireless internet available outside of most Lambton County Library locations.

While libraries remain closed until further notice due to efforts to limit the spread of COVID-19, the Library's Wi-Fi extends beyond the walls of several of its buildings, providing public access in many facilities' parking lot areas.

The free Wi-Fi access is available from 8:30 a.m. until 10:30 p.m.; however, please note that Wi-Fi signals may not be accessible at certain locations where parking spaces are at a significant distance from the library.

For a full list of Lambton County Library locations, visit www.lclibrary.ca

"Residents rely on our libraries for access to a number of services, including free wireless internet, that they may not otherwise have," said Lambton County Warden Bill Weber. "This is critical in rural areas of the County where access is limited, and particularly at a time when children are being encouraged to keep up on their school studies from home. We need to make available every resource that we have to provide for our community during these challenging times, including those without internet access."

The free Wi-Fi is available near most library buildings (proximity varies by location). The library's open Wi-Fi is named "**COL Public**" and does not require a password. A library card is not required to access the free wireless internet.

For those traveling to libraries by car, the County asks that you remain in your vehicle while using the internet to maintain a physical distance of **2 metres (6 feet)** from others. The same recommendations on distance apply if you are walking, biking or using any other method of transportation to get to the library.

Learn more about social and physical distancing and the steps we can take to help prevent the community spread of COVID-19 on the Lambton Public Health website.

Supportive websites:

www.LambtonPublicHealth.ca

<https://www.ontario.ca/page/2019-novel-coronavirus>

<https://www.lambtononline.ca/home/Pages/home.aspx>

<https://theunitedway.on.ca/>