

# Community Supports and Resources for Older Adults- COVID19 Outbreak

## Food and Nutrition Support

### Food Hampers (these are services for individuals who are in immediate need of food)

<b>Food Bank of Waterloo Region</b>	<ul style="list-style-type: none"> <li>Specific locations across region are distributing food. A full list is available on their website. Please check before referring an individual to a specific site as they might frequently change. They do not serve individual households but can help direct to food resources in an emergency</li> </ul>	<b>For Inquiries call:</b> 519-743-5576 <a href="https://www.thefoodbank.ca/network/map">https://www.thefoodbank.ca/network/map</a>
<b>House of Friendship</b>	<ul style="list-style-type: none"> <li>Emergency food hamper program</li> <li>Valid piece of identification is required for access.</li> </ul>	<b>For Inquiries call:</b> 519-742-8327 press #2 807 Guelph St. Kitchener, ON Monday to Friday 9:30 am to 4:00 p.m. <a href="https://www.houseoffriendship.org/how-we-help/food/">https://www.houseoffriendship.org/how-we-help/food/</a>
<b>Nutrition for Learning</b>	<ul style="list-style-type: none"> <li>Offering “pop-up snacks” at various schools through the region to school aged children</li> </ul>	<b>For inquiries call:</b> 519-624-5744 <b>Visit website for daily updates about locations and times:</b> <a href="https://www.nutritionforlearning.ca/popupsnacks/">https://www.nutritionforlearning.ca/popupsnacks/</a>
<b>Salvation Army Family Services</b>	75 Tillsley Kitchener, ON	<b>For Inquiries call:</b> 519-745-8327 Tuesday to Thursday 10:00 a.m.-3:00 p.m.
<b>Carizon Family and Community Services</b>	Erb West Community Centre 45F Amos Ave. Kitchener, ON	<b>Hours:</b> 12:30 p.m.-2:00 p.m.
<b>Carizon Family and Community Services</b>	Paulander Community Centre 60 Paulander Drive, Kitchener, ON.	<b>Hours:</b> 1:45 p.m.-2:45 p.m.

## Community Meals

<b>Ray of Hope</b>	<ul style="list-style-type: none"> <li>Free community meals</li> <li>Accommodates 30 guests at a time</li> </ul>	<b>For Inquiries call:</b> 519-578-8018 100-659 King Street East Kitchener, ON. <a href="https://www.rayofhope.net/">https://www.rayofhope.net/</a> <b>Hours:</b> Monday to Friday 7:00 p.m.-8:30 p.m. Sat: 12:00 p.m.-1:30 p.m. Sun: 4:30-6:00 p.m.
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<b>Grocery Pick up</b>		
Stores that provide either orders online and/or by phone for pick up at their location		
<b>Barrie's Asparagus Farm and Country Market</b>	<ul style="list-style-type: none"> <li>Pick up orders made by phone, email, or facebook messenger</li> </ul>	519-621-9409 <a href="mailto:asparagus@rogers.com">asparagus@rogers.com</a>
<b>Victoria Street Market</b>	<ul style="list-style-type: none"> <li>Order online or by calling to arrange pick up</li> </ul>	1575 Victoria Street North Kitchener, ON 519-743-6481 <a href="https://www.victoriastreetmarket.com">https://www.victoriastreetmarket.com</a>
<b>Zehrs</b>	<ul style="list-style-type: none"> <li>PC Express locations are available at grocery stores in your neighbourhood to bring convenience closer to you. Pick up your online order from your favourite store, or from one of our refrigerated lockers, trucks or containers near you.</li> <li>Pickup fees are typically between \$3 and \$5.</li> </ul>	<a href="https://www.zehrs.ca/online-grocery-shopping">https://www.zehrs.ca/online-grocery-shopping</a>
<b>Walmart</b>	<ul style="list-style-type: none"> <li>Free order pick up at Walmart stores</li> <li>\$50.00 minimum order for delivery or pick up</li> </ul>	<a href="https://www.walmart.ca/en/grocery/N-117">https://www.walmart.ca/en/grocery/N-117</a>
<b>Grocery Delivery</b>		
Stores or organizations that provide grocery delivery services. Individuals using these services would be responsible for the cost of the groceries, Delivery fees may apply		
<b>Volunteer Task Force London (VTF)-Kitchener Waterloo Branch</b>	Volunteer Service comprised of students provide no contact, drop off service. Due to shortages, requested items may not be available. Payment should be done via e-transfer when appropriate orders need to be under \$100. This service is meant to be provided for individuals who do not have family or friends accessible to retrieve grocery items.	Online requests <a href="https://www.londonvtf.ca/kitchener-waterloo">https://www.londonvtf.ca/kitchener-waterloo</a>
<b>Community Support Connections</b>	<ul style="list-style-type: none"> <li>Assistance with grocery shopping to clients who have limited options to get their groceries. Volunteers shop for groceries with a list provided by their clients</li> <li>Please call organization to discuss fees for this service</li> </ul>	For more information or to register for services call: 519-772-8787
<b>Victoria Street Market</b>	<ul style="list-style-type: none"> <li>Order online or call to order and they will deliver</li> <li>Check if there are fees for delivery</li> </ul>	1575 Victoria Street North Kitchener, ON <b>Contact:</b> 519-743-6481 <a href="https://www.victoriastreetmarket.com">https://www.victoriastreetmarket.com</a>
<b>Real Canadian Superstore</b>	<ul style="list-style-type: none"> <li>Online shopping</li> <li>Currently no change for pick up or delivery services</li> </ul>	<b>Online orders:</b> <a href="https://www.realcanadiansuperstore.ca/">https://www.realcanadiansuperstore.ca/</a>

<b>Mrs. Grocery</b>	<p>Shop multiple local vendors at one time and the company will get the items for you. Items include baked items, deli, frozen, beverages, fruit, veggies, meat, dairy and eggs. They also have prepared meals and pet food.</p> <ul style="list-style-type: none"> <li>• Same day delivery on orders placed before 1:00pm – Service is \$10 flat rate for delivery. Shop as many vendors as you would like for only \$10. Orders placed after 1:00pm will be delivered the following day.</li> </ul> <p>**Free delivery on orders above \$100. Payment by cash, credit or debit at time of delivery.</p> <ul style="list-style-type: none"> <li>• Products that are priced based on weight will be subject to vary. Exact price will be determined upon delivery and may vary slightly from the checkout price online.</li> </ul>	<p><b>Online requests:</b> <a href="https://Waterloo.mrsgrocery.com">https://Waterloo.mrsgrocery.com</a></p> <p><b>Contact:</b> (800) 379-8380</p>
<b>Grocery Gateway</b>	<ul style="list-style-type: none"> <li>• minimum order \$50</li> <li>• order online or by phone</li> <li>• groceries delivered to door - \$7.50 (+HST) charge for phone orders, plus delivery charge \$9.99 (+HST)</li> <li>• deliveries in Cambridge, Kitchener-Waterloo (postal code required to determine delivery times and eligibility for Cambridge, Kitchener-Waterloo region)</li> <li>• \$14.95 for same-day delivery payment by credit card, Interac</li> </ul>	<p><b>Contact:</b> 1-877-447-8778</p>
<b>Walmart</b>	<ul style="list-style-type: none"> <li>• Home Delivery- fee \$9.97 for picking, packing, and delivering your order</li> <li>• Pick up- Picking up order is free at Walmart</li> <li>• \$50.00 minimum order for delivery or pick up</li> <li>• Check website to ensure they will delivery to the address</li> </ul>	<p><b>Online Orders:</b> <a href="https://www.walmart.ca/en/grocery/N-117">https://www.walmart.ca/en/grocery/N-117</a></p>
<b>Instacart</b>	<p>Shop from your favorite local grocery stores online including</p> <ul style="list-style-type: none"> <li>• Wholesale club</li> <li>• Zehrs</li> <li>• Real Canadian Superstore</li> <li>• Valu-Mart</li> <li>• T &amp; T Supermarket</li> <li>• Walmart</li> <li>• Staples</li> <li>• Shoppers Drug Mart</li> <li>• M &amp; M Food Market</li> </ul> <p>Scheduled delivery later that day or during the week. ***Delivery fees vary by order size, delivery time and a service charge</p>	<p><b>Online orders:</b> <a href="https://www.instacart.ca">https://www.instacart.ca</a></p>

<b>Vincenzo's</b>	<ul style="list-style-type: none"> <li>• Order online and have it delivered to your home.</li> <li>• Order pick up available at the store</li> <li>• Delivery fee for Kitchener-Waterloo \$14.00</li> </ul>	<b>Email Inquiries:</b> <a href="mailto:info@vincenzosonline.com">info@vincenzosonline.com</a> <b>Contact:</b> 519-741-1437 <b>Online Orders:</b> <a href="https://www.vincenzosonline.com">https://www.vincenzosonline.com</a>
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## Meal Delivery/Take Out

Restaurants or organizations that provide either a take-out service or home delivery

<b>Local Restaurants</b>	Many local restaurants are offering either take out or delivery options restaurants are either offering takeout or delivery. Contact you favorite local restaurant to see if they are offering takeout or delivery. To save on multiple delivery charges Perhaps consider ordering a couple meals at once to provide meals for a couple of days or freeze for the longer term	Contact your favorite local restaurant to inquire if they are currently providing take out or home delivery services
<b>Community Support Connections</b>	<ul style="list-style-type: none"> <li>• Provides home delivery of fresh or frozen meals through Meals on Wheels</li> <li>• Contact organization regarding fees</li> <li>• At home meal delivery Monday to Friday</li> </ul>	<b>Contact:</b> 519-772-8787

## Seniors Shopping Hours

The following stores are dedicating specific times to customers who needs assistance or consideration, including seniors and people living with disabilities. Stores will be cleaned and sanitized overnight so seniors and others can get supplies in a less crowded environment. It is advised that prior to going to a store that they double check the hours as these could be changing

<b>Zehrs</b>	Monday to Saturday Hours: 7:00 a.m. to 8:00 a.m.
<b>Real Canadian Superstore</b>	Tuesday to Friday Hours:7 a.m. to 8 a.m.
<b>Shopper Drug Mart</b>	Monday to Saturday Hours: 8:00 a.m.to 9:00 a.m. (Highland Road West is 9:00 a.m. to 10:00 a.m). Sunday hours vary by location 20% discount for seniors during this time
<b>Sobeys</b>	Monday to Sunday Hours: 8:00 a.m. to 9:00 a.m.
<b>Freshco</b>	Monday to Sunday Hours: 8:00 a.m.to 9:00 a.m.
<b>Walmart</b>	Monday to Friday Hours: 7:00 a.m. to 8:00 a.m.
<b>Costco</b>	Tuesdays, Wednesdays and Thursdays, from 8 a.m. to 9 a.m. <ul style="list-style-type: none"> <li>• Members who are 60 and older or who have a physical disability.</li> </ul>
<b>Central Fresh Market</b>	Monday-Wednesday: 7:30 a.m.-9:00 a.m. Thursday-Saturday: 7:00 a.m.08:00 a.m. Sunday: 9:00 a.m.-10:00 a.m.

## Animal Care

Services or businesses that provide support to individuals in caring for their pets. Services include emergency boarding, pet food and pet supplies for pick up and/or delivery

<b>Kitchener Waterloo Humane Society</b>	<p>Animal control services - calls for sick/injured animals, dog bites/attacks</p> <p>Public will be able to access BY APPT OR CALLING THE CENTRES IN ADVANCE FOR THE FOLLOWING SERVICES:</p> <ul style="list-style-type: none"> <li>• Stray services and stray pet reclaim services</li> <li>• Adoption services by appointment only. Please see our adoption page for more information on our application process.</li> <li>• Emergency boarding services as per our standard protocol (through social services agencies, emergency services or hospitals).</li> </ul>	<p><b>Contact:</b> 519-745-5615  <a href="https://kwsphumane.ca">https://kwsphumane.ca</a></p>
<b>Grand River All Breed Animal Rescue</b>	<p>Can assist in directing individuals to resources in the community as it relates to fostering, rescue groups, food supplies for animals in need.</p>	<p><a href="http://www.grandriverallbreedrescue.ca">www.grandriverallbreedrescue.ca</a></p>
<b>KW Pet Food Bank</b>	<p>Provide pet food and pet items within the KW community to individuals in need  Drop in basis on Wednesday evenings from 6:00 p.m to 8:00 p.m. or Sunday from 2:00 p.m. to 4:00 p.m.  *Can possibly arrange pick up times outside of Wednesday evenings, however they do not provide delivery</p>	<p>297c Bluevale St. N. Waterloo ON.  <a href="mailto:kwpetfb@gmail.com">kwpetfb@gmail.com</a>  <a href="https://kwpetfoodbank.wixsite.com/kwpetfoodbank">https://kwpetfoodbank.wixsite.com/kwpetfoodbank</a></p>
<b>CB Pet Food and Supplies</b>	<ul style="list-style-type: none"> <li>• Call ahead to order and pick up at retail location</li> <li>• Free delivery on food and litter purchases</li> </ul>	<p><b>Contact:</b> 519-893-3743  1335 Weber Street E. Kitchener, ON  <a href="https://cbpetfoodandsupplies.com">https://cbpetfoodandsupplies.com</a></p>
<b>Global Pet Food KW</b>	<ul style="list-style-type: none"> <li>• Delivery of pet food, toys, litter and more</li> <li>• \$10.00 delivery fee</li> </ul>	<p>519-571-4444  <a href="mailto:info@globalpetfoodskw.ca">info@globalpetfoodskw.ca</a>  <a href="http://www.globalpetfoods.com">www.globalpetfoods.com</a></p>
<h2 style="background-color: #f4a460; padding: 5px;">Transportation Services</h2>		
<p>Services that provide transportation to individuals to access basic needs, urgent appointment etc.</p>		
<b>Grand River Transit Region of Waterloo</b>	<p>GRT service continues to operate, including buses, ION light rail and MobilityPLUS. ION schedules have changed; changes to bus schedules will go into effect Monday. View schedule changes</p> <p><b>Beginning March 19 until at least April 5th</b>, customers should board and exit through the rear doors of the bus. Only customers with mobility devices are permitted to board and exit through the front doors. When on the bus, stay behind the yellow line on the floor. Customers do not have to tap their fare card on the farebox.</p> <p><b>MobilityPLUS service continues to operate.</b></p>	<p>For updates on service visit <a href="https://www.grt.ca/covid19">https://www.grt.ca/covid19</a></p> <p><b>Customer service:</b>  Customer service hours have changed effective Wednesday, March 18 at 105 King St. E and Ainslie Street Terminal.  Monday to Friday, 9:30 am – 5 pm  Saturday and Sunday, 10 am – 4 pm</p>

	<p>To help slow the spread of the COVID-19 and to keep our operators and customers safe; For pre-scheduled trips</p> <p>You will be called the day before your prescheduled trip to answer 5 questions related to your recent travel and if you are experiencing any symptoms related to the coronavirus. If we were unable to reach you, we will leave you a message to call us back. Please call us at 519-744-2241 to answer these questions. Your ride will not arrive (you will not be picked up) unless you have answered these questions.</p> <p><b>For new bookings:</b> Our reservationists will ask you these 5 questions again. New MobilityPLUS applications are being accepted for dialysis patients only. Other applications will not be reviewed at this time.</p> <p><b>MobilityPLUS ticket and TaxiScript</b> orders are being processed. Please allow 2 business days to process orders.</p>	<p><b>Mobility Plus Inquiries:</b> 519-744-2241</p>
<b>City Cab</b>	<ul style="list-style-type: none"> <li>• Regular service available</li> <li>• Accessible taxi service available</li> </ul>	<p><b>Contact:</b> 519-747-7777</p>
<b>Community Support Connections</b>	<ul style="list-style-type: none"> <li>• Screened volunteers use their own vehicles to provide transportation services to and from medical appointments.</li> <li>• Eligibility criteria for service: <ul style="list-style-type: none"> <li>▪ Do they have the ability to use public transportation?</li> <li>▪ Are they currently enrolled with Mobility Plus or Taxiscrips?</li> <li>▪ Do they use any type of wheelchair, or need to be pushed on your walker?</li> <li>▪ Do they have difficulty getting in or out of any types of vehicles?</li> </ul> </li> <li>• Contact CSC regarding fees</li> </ul>	<p><b>General Inquiries:</b> 519-772-8787</p> <p><b>Email:</b> info@cscmow.org</p>
<b>Waterloo Taxi</b>	<ul style="list-style-type: none"> <li>• Regular service available</li> <li>• Limited accessible taxi service available</li> <li>• Free rides to and from grocery and drug stores Monday, Wednesday, Friday 6:30 a.m. to 8:00 a.m. (free rides need to be booked in advance)</li> </ul>	<p><b>Contact:</b> 519-888-7777 or 519-886-1200</p>
<b>Driverseat Kitchener</b>	<ul style="list-style-type: none"> <li>• Shuttle services</li> <li>• Medical transportation</li> <li>• Vulnerable sector transportation</li> <li>• Custom solutions for transportation needs</li> <li>• Fees vary call to discuss further</li> </ul>	<p><b>Contact:</b> 519-804-2090</p> <p><b>Email:</b> Kitchener.east@driverseatinc.com</p>

## Pharmacy- Delivery

Most local pharmacies provide delivery services for prescriptions. Individuals should contact the pharmacy that they normally use if at all possible as they have the most recent records of medications and allergies. For a list of pharmacies go to: <https://www.wwhealthline.ca/search/SearchResult.aspx?p=0&q=pharmacy%20kitchener>

## Health Information and Support

Government and health service organizations that provide information, referral and/or direct service to older adults

<b>Public Health Region of Waterloo (Non-Urgent)</b>	<ul style="list-style-type: none"> <li>Guidance and information on public health including COVID19</li> <li>Online resources for individuals, health professional and workplaces</li> </ul>	<b>General Inquiries:</b> 519-575-4400 <b>Deaf and Hard of Hearing (TTY):</b> 519-575-4608  <b>Stay informed on COVID-19 developments:</b> <a href="http://www.regionofwaterloo.ca/COVID19">www.regionofwaterloo.ca/COVID19</a>
<b>Ontario Ministry of Health</b>	<ul style="list-style-type: none"> <li>Provincial Information and guidance on COVID19</li> <li>COVID19 Information sheets available in multiple languages</li> </ul>	<b>For more information:</b> <a href="https://www.ontario.ca/page/2019-novel-coronavirus">https://www.ontario.ca/page/2019-novel-coronavirus</a>
<b>Public Health Agency of Canada</b>	<ul style="list-style-type: none"> <li>Accurate &amp; up to date information about COVID-19 including:             <ul style="list-style-type: none"> <li>COVID-19 updates</li> <li>Prevention and Risk</li> <li>Symptoms and treatment</li> <li>Being prepared</li> <li>Travel Advice</li> <li>Canada's response to COVID-19</li> <li>Answers to frequently asked questions</li> </ul> </li> </ul>	<b>For more information:</b> <a href="https://www.Canada.ca/coronavirus">https://www.Canada.ca/coronavirus</a> Website offers online chat assistant feature  <b>Toll-free</b> 1-833-784-4397
<b>Telehealth</b>	<ul style="list-style-type: none"> <li>Telehealth Ontario is a free, confidential service you can call to get health advice or information. A Registered Nurse will take your call 24 hours a day, seven days a week.</li> <li>Toll-free: 1-866-797-0000</li> <li>Toll-free TTY: 1-866-797-0007</li> <li>Telehealth Ontario is only offered over the phone. Email advice is not available</li> </ul>	<b>Toll-free:</b> 1-866-797-0000 <b>Toll-free:</b> TTY: 1-866-797-0007
<b>Waterloo Local Health Integration Network</b>	<ul style="list-style-type: none"> <li>The WWLHIN assesses individuals who are needing health-care support at home</li> <li>If a health-care provider has already made the referral for an individual, they can expect a phone call back once the referral has been processed.</li> </ul>	519-748-2222 <a href="http://www.waterloowellingtonhin.on.ca/">http://www.waterloowellingtonhin.on.ca/</a>  Or easily access health and community services online <a href="https://www.wwhealthline.ca/">https://www.wwhealthline.ca/</a>
<b>Alzheimer Society Waterloo Wellington</b>	<ul style="list-style-type: none"> <li>In-person programming such as Minds in Motion, Peer Connections, education, support groups and in-person counselling will be put on hold. This decision will be re-evaluated on April 5, 2020 and we will send out a communication at that time</li> </ul>	<b>For services and supports call:</b> 519-742-1422

	<ul style="list-style-type: none"> <li>• The Alzheimer Society Waterloo Wellington office is currently closed but all staff will be working remotely to support clients.</li> <li>• Virtual or over the phone services will continue as normal, during regular office hours.</li> </ul>	
<b>Here 24/7 Canadian Mental Health Association (CMHA)</b>	<p><b>Individuals in crisis:</b> Call 1-844-HERE247 (1-844-437-3247)</p> <p><b>Individuals needing help, but not in crisis:</b> If an individual has a CMHA Staff contact, they can be contacted at their extension or by calling CMHA reception at 1-844-CMHA-WW3 (264-2993).</p> <p><b>Appointments:</b> If an individual has a CMHA Staff contact, they can be contacted at their extension or by calling CMHA reception at 1-844-CMHA-WW3 (264-2993).</p>	<p><b>Here 24/7:</b> 1-844-HERE247 (1-844-437-3247)</p> <p><b>CMHA:</b> 1-844-CMHA-WW3 (1-844-264-2993)</p>
<b>Victims Services of Waterloo Region</b>	Links to different agencies providing grief and bereavement supports	<a href="https://www.vswr.ca/grief-and-bereavement/">https://www.vswr.ca/grief-and-bereavement/</a>