

## COVID-19 RESOURCES: Financial Supports & Other Essential Services

[UP-TO-DATE INFO ON COVID-19 INCLUDING DAILY MEDIA BRIEFINGS \(City of Toronto\)](#)

[ECONOMIC SUPPORTS AVAILABLE VIA the CITY OF TORONTO \(City of Toronto\)](#)

[FREQUENTLY ASKED QUESTIONS & ANSWERS RE: THE CERB- CANADA EMERGENCY RESPONSE BENEFIT \(Government of Canada\)](#)

[CANADA'S EMERGENCY RESPONSE BENEFIT: Q&A \(Canadian Union of Public Employees\)](#)

[CANADA CHILD BENEFIT INCREASE \(Government of Canada\)](#)

[COVID-19 AID FOR SENIORS \(CTV News\)](#)

[CANADA EMERGENCY STUDENT BENEFIT \(CESB\) NOW OPEN FOR APPLICATIONS \(Government of Canada\)](#)

[COVID-19 EMERGENCY BENEFIT FOR OW & ODSP RECIPIENTS HAS BEEN EXTENDED](#)  
Emergency Benefit Application Line: 1-888-444-2412

### HELPFUL CLARIFICATIONS ABOUT THE CERB:

**Individuals can apply on the phone** if you don't have online Canadian Revenue Agency (CRA) access, and **you can apply if you haven't filed taxes.**

- If you do not have a CRA account, but have filed taxes in Canada for calendar years prior to 2018, please call 1-800-959-2019 or 1-800-959-2041 to apply.
- If you have never filed taxes call 1-800-959-8281 to apply.

**You do not need to be unemployed**, you need to be without employment income. This way, workers do not need to be laid off, lose their job or get an ROE to apply for the fund

**The CERB is taxable income.** You will need to report the CERB as income in the future, so you may need to eventually pay income tax on those funds. Taxes are NOT automatically taken off, so putting portion of it aside to pay the taxes later is strongly advised.

[PLAIN LANGUAGE GUIDE TO NAVIGATING COVID-19 BENEFITS \(Carleton University\)](#)

[ACCESSING INCOME SUPPORT IN THE WAKE OF COVID-19 \(Income Security Advocacy Centre\)](#)

[INCOME SUPPORTS FOR WORKERS DURING COVID-19 \(Canadian Union of Public Employees\)](#)

[ECONOMIC RESPONSE PLAN \(Government of Canada\)](#)

**\*NEW\* Take Action: Toronto in Crisis - It's Time for a New Deal for Toronto**

Progress Toronto has put together [a petition urging the Federal and Provincial governments](#) to provide immediate financial relief to cities and commit to a new deal, a new relationship, with our city to help us build a Toronto that works for everyone.

Just as so many of us are struggling to pay rent and put food on the table, COVID-19 emergency spending alongside decades of underfunding has pushed City Hall to a financial breaking point and Mayor Tory is ringing the alarm.

If this isn't solved quickly, [the Mayor says he will have to make massive cuts and stop vital services](#). That means we will be facing increased fares, fees, and devastating losses to services like housing, transit, fire, community centres, libraries, and child care, right when we need these services most and possibly for the long term. It doesn't have to be this way.

Take action and make your voice heard by [signing this petition](#). (From the office of City of Toronto Councillor Mike Layton)

**\*NEW\*** [TOWN HALL: WORK IN THE TIME OF COVID-19 \(MPPs Jessica Bell & Jamie West and Deena Lad, Workers Action Centre\)](#)

**\*NEW\*** [LEARN ABOUT YOUR RIGHTS AS A WORKER & JOIN THE MOVEMENT \(Workers Action Centre\)](#)

**\*NEW\*** Did you lose your job because of Covid-19? Do you need Help?  
Call [Workers Action Centre Help Line](#) (416) 531-0778 or 1-855-531-0778  
(Weekdays, 12-5pm- Multilingual service available)

**\*\*\* EXCELLENT INFORMATION RE: A WIDE RANGE OF ESSENTIAL SERVICES & SUPPORTS IN TORONTO (The 519 Community Centre)\*\*\***

[ONTARIO COVID-19 MENTAL HEALTH NETWORK](#)

[MENTAL HEALTH & SUBSTANCE ABUSE CRISIS INTERVENTION \(Gerstein Centre\)](#)  
24/day: 416-929-5200

[FREE VIRTUAL INCOME TAX CLINICS \(Government of Canada\)](#)

### **RESOURCES FOR MIGRANTS & PEOPLE WITH PRECARIOUS IMMIGRATION STATUS**

Unfortunately it remains unclear if people who are undocumented, do not yet have a Social Insurance Number (SIN) and/or are have an otherwise precarious immigration status will be eligible for any of the benefits that have been announced so far. However, there are a number of organizations working hard to improve this situation.

**For regular updates** and to sign up to their newsletter: [WORKERS ACTION CENTRE](#)

#### ***If you need help-***

Call: 416-531-0778 OR 1-855-531-0778 (Mon-Fri, 12pm-5pm)  
Email: [jared@workersactioncentre.org](mailto:jared@workersactioncentre.org)

[SIGN THE PETITION: Covid Response Must Leave No One Behind](#)

[RESOURCES FOR NEWCOMERS & REFUGEES \(The 519 Community Centre\)](#)

### **MUTUAL AID NETWORKS**

**Connect here If you need and/or can offer help** with information, advice, food, medicine or other essentials:

[COVID-19 COMMUNITY RESPONSE NETWORKS](#) (Scroll down to Pg. 4 for Toronto groups!)

[TORONTO/TKARONTO MUTUAL AID GROUP](#)

[FREE GROCERY PICK-UP, FILLING PRESCRIPTIONS & OVERALL MORAL SUPPORT \(Helping Neighbours\)](#) HELPLINE: 1-855-435-7811

## **FOOD RESOURCES DURING COVID-19**

### [FOOD BANKS](#)

### [FREE READY TO EAT/TAKEAWAY MEALS](#)

Fridays: Drop-in & Dinner Serving, 6 pm to 10 pm AND Saturdays & Sundays: Takeaway Breakfast, 6:30-8am @Church of St. Stephen-in the Fields (103 Bellevue Ave., near Kensington Market)

Free Groceries in the Moss Park Area- Email: [servethepeopletoronto@gmail.com](mailto:servethepeopletoronto@gmail.com)

### [FOOD RESOURCES IN SCARBOROUGH AREA](#)

People's Pantry offering free groceries and prepared meals by delivery  
[Register here](#)

[Feed It Forward, Pay-what-you-can grocery store \(Junction area\)](#)

[Little India Restaurant offering free meals for pick-up \(Queen & University area\)](#)

## **HOUSING RESOURCES DURING COVID -19**

**If you are a tenant having trouble paying your rent:**

[SUPPORT FOR TENANTS \(City of Toronto\)](#)

[KEEP YOUR RENT TORONTO \(Community Group\)](#)

**If you are experiencing homelessness and need emergency shelter** call Central Intake:  
416-338-4766

[SHELTERS AND SUPPORTS FOR THOSE EXPERIENCING HOMELESSNESS \(City of Toronto\)](#)

**\*NEW\*** [EMERGENCY COOLING CENTRES DURING EXTREME HEAT WARNINGS: INTERACTIVE MAP \(City of Toronto\)](#)

The City's Heat Relief Strategy has been updated for 2020. During extreme heat warnings, six locations will offer a publicly accessible, air-conditioned place to rest indoors and receive a cool drink. Staff who are trained to assist residents affected by the extreme heat will be on hand. Strict infection prevention and control measures will be in place.

Emergency Cooling Centres will operate at the following community centres from 11 a.m. to 7 p.m.:

- Wallace Emerson Community Centre, 1260 Dufferin St.
- Regent Park Community Centre, 402 Shuter St.
- Malvern Community Centre Arena, 30 Sewells Rd.
- Scarborough Village Community Centre Arena, 3600 Kingston Rd.
- Amesbury Arena, 155 Culford Dr.
- Domenico DiLuca Community Centre, 25 Stanley Rd.

## **DOMESTIC ABUSE/VIOLENCE AGAINST WOMEN RESOURCES DURING COVID-19**

**If you feel unsafe in your home due to physical or emotional violence**, you

can call: [ASSAULTED WOMEN'S HELPLINE](#) 24 hours/day-

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

OR

[YWCA WOMEN'S SHELTER](#) 24 hour line: 416-693-7342

[DOMESTIC & INTIMATE PARTNER VIOLENCE RESOURCE LIST](#) (Scroll down to pg. 9 & 10)

[TORONTO RAPE CRISIS CENTRE](#) 24 hour line: 416-597-8808

## **SENIOR SAFETY RESOURCES**

**If you are a senior and feel unsafe in your home** due to physical or emotional abuse or neglect you can call TOLL-FREE: 1-866-299-1011

## **RESOURCES FOR INDIGENOUS/NATIVE WOMEN**

“CALL AUNTIE” Community-Based Support Line for indigenous folks who have questions or need resources, Daily 4-9pm: 437-703-8703

[PHONE INTAKE & COUNSELING \(Anishnawbe Health\)](#) 10am-5pm: 416-920-2605

[CULTURALLY GROUNDED & CONFIDENTIAL HELPLINE FOR INDIGENOUS WOMEN \(Talk4Healing\)](#) 24/7: 1-855-554-4325

[COVID-19 SUPPORT SERVICES \(Native Women's Association of Canada\)](#)

### **How to VOLUNTEER or DONATE Goods to help those in need:**

Residents interested in volunteering should register with Spark Ontario at [sparkontario.ca](http://sparkontario.ca) and/or with Volunteer Toronto at [volunteertoronto.ca](http://volunteertoronto.ca)

If you have questions, please contact Volunteer Toronto at 416-961-6888 or email [info@volunteertoronto.ca](mailto:info@volunteertoronto.ca) to connect with an advisor to discuss volunteer opportunities.

For donations, the City of Toronto launched [DonateTO: COVID-19](#), which allows businesses and residents to make donations of products, services and funds in support of the City's pandemic relief efforts.

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