

# Guidance for Organizations Supporting Newcomers to Canada

Last Updated: April 14, 2020

## Reliable information sources

### [Wellington-Dufferin-Guelph Public Health](#)

- Information about COVID-19 and how to protect yourself and others.
- Public Health COVID-19 Call Centre - 519-822-2715 ext. 7006

### [Ontario Ministry of Health](#)

- COVID-19 fact sheet (at bottom of webpage) available in multiple languages.

### [Government of Canada - COVID-19](#)

- Some resources available in multiple languages.

### [World Health Organization](#)

- Webpage can be translated into multiple languages.

## How to stay safe

### [Public Health Ontario COVID-19 resources](#)

- Information about self-monitoring, self-isolation, physical distancing, cleaning and disinfection for public settings, washing your hands, when and how to wear a mask.
- Some resources available in multiple languages.

### [Travel advisory and restrictions](#)

- Information about the Official Global Travel Advisory in effect and direction for travellers returning to Canada.

### [COVID-19 Scams](#)

- Information about how to protect yourself from fraud and cyber crime.

## How to get help

If you are experiencing **SEVERE** symptoms and it is an emergency, please go to your nearest emergency room or call 911.

### [COVID-19 self-assessment](#)

- If you are experiencing mild-moderate symptoms, complete the self-assessment to determine how to seek further care.

### [Telehealth Ontario](#)

- Medical advice through Telehealth Ontario (1-866-797-0000) is free and available 24 hours a day, seven days a week (Translation support available).

### Local COVID-19 assessment clinics

- Speak with a doctor, Telehealth Ontario or a nurse at Public Health before attending a COVID-19 assessment clinic.

### **Ontario Health Insurance Plan (OHIP) coverage during COVID-19**

- As of March 19, 2020, the Ontario government is temporarily waiving the three-month waiting period for OHIP coverage.
- If you are currently in the three-month waiting period, you are eligible for OHIP coverage as of March 19, 2020.
- If you do not meet criteria for OHIP coverage and are uninsured, the Ontario government will cover the cost of COVID-19 health services.
- If you have OHIP coverage and your health card is currently expired or expiring soon, you do not need to renew to receive COVID-19 health services.
- Learn more at <https://www.ontario.ca/page/apply-ohip-and-get-health-card>

### **Additional resources and supports**

#### Government of Canada - Financial support

- Information about financial support for individuals, businesses and industries.

#### Support for families during school and child care closures

- Information about one-time funding to help with the costs of books and other tools to support learning at home.

#### Ontario COVID-19 emergency assistance

- Information about short term emergency financial support if you don't have enough money for things like food and housing.

#### Immigrant Services Guelph-Wellington

- Orientation and referral, language assessment and settlement services.

#### Wellington County Settlement Services

- Information about accessing experienced settlement workers.

#### Mental health and substance use

- Information about how to get help and cope with stress and anxiety.

### **Guelph-Wellington Emergency Food Providers**

- [Welcome In Drop In Centre](#)
- [Guelph Food Bank](#)
- [North End Harvest Market](#)
- [Chalmers Community Services Centre](#)
- [HOPE House](#)

- [Guelph Salvation Army](#)

### Dufferin County Emergency Food Providers

- [Dufferin Food Share](#)
- [Shelburne Food Bank](#)