

COVID-19 Resources for Clients and Caregivers

The purpose of this document is to support clients and caregivers during the COVID-19 Pandemic. Information organized by category and updated with additional resources made available. All resources reviewed for content accuracy.

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COVID 19 Self-Assessment Tools

The self-assessment tools below will guides individuals through a series of questions and, based on their responses, provided users with next steps. These next steps could include, continue to practice social distancing; self-isolate; call a primary care provider or Telehealth Ontario; or in the case of symptoms such as severe difficulty breathing or severe chest pain, call 911 or go to the emergency department.

Toronto COVID-19 Self-Assessment Tool

Organization	Ontario Health
Website	www.covid19toronto.ca .
Hours	24/7
Service Description	Self-assessment tool to determine how to seek further care and provides the Province with real-time data on the number and geography of users.
Fees	Free
Target Population	All Toronto residents
Areas serviced	Toronto

Ontario COVID-19 Self-Assessment Tool

Organization	Government of Ontario
Website	https://covid-19.ontario.ca/self-assessment
Hours	24/7
Service Description	Self-assessment tool to determine how to seek further care.
Fees	Free
Target Population	All Ontario Residents
Areas serviced	Ontario

Virtual Physician Visits

Before engaging in any of the below virtual physician visits, please direct the client and/or caregiver to check with their own family physicians if virtual care is offered.

DIAL A DOC

Organization	Independent organization, not affiliated.
Website	https://dialadoc.ca/
Phone number	Contact is limited to website and email at contact@dialadoc.ca
Hours	Unknown
Service Description	<p>A service created by Ontario family doctors in response to COVID 19.</p> <p>OHIP covered phone appointments with Ontario doctors. Services include:</p> <ul style="list-style-type: none">• COVID-19 Assessment/Counselling• Prescription refills• UTI treatment• Cold and Flu Assessments• Sexual Health Consultations• Aches, sprains, rashes, and more <p>Online consultation is required to match the client to a clinic. The clinic will contact the client to set up an appointment with a doctor.</p>
Fees	Free with OHIP Coverage
Target Population	Ontario residents
Areas serviced	Ontario

COVER HEALTH

Organization	Ontario Telemedicine Network
Website	https://cover.health/
Phone number	Contact is limited to website only
Hours	Mon – Fri: 9am – 10pm Sat – Sun: 10am – 8pm
Service Description	<p>OHIP covered virtual walk-in care provided by Ontario doctors. Services include:</p> <ul style="list-style-type: none">• Prescription refills (no controlled or addictive substances)• UTI treatment• Cold and Flu Assessments• Eye infection, pinkeye, or styes• Doctors notes• Reproductive Health (Erectile dysfunction, contraceptives, etc) <p>Online consultation is required to match the client to a clinic. The clinic will contact the client to set up an appointment with a doctor.</p>
Fees	Free with OHIP Coverage

Target Population	Ontario residents
Areas serviced	Ontario

MEDVISIT

Organization	Medvisit
Website	https://homedoctor.ca/
Phone number	416-631-3000
Hours	Mon – Fri: 4pm – 3am Sat – Sun: 10am – 3 am
Service Description	OHIP covered telephone and home visits provided by Ontario doctors for acute episodic conditions such as: <ul style="list-style-type: none"> • Gastrointestinal illnesses • UTI • Migraine • Respiratory infections
Fees	Free with OHIP Coverage
Target Population	Frail elderly patients who is 65 years of age or over and/or homebound patients. See https://homedoctor.ca/about-us for criteria details
Areas serviced	Entire GTA: Toronto, Scarborough, Vaughan, Markham, Richmond Hill, Brampton, Mississauga, and Etobicoke

Emergency Dental Visits

Organization	Dental Emergency Services
Address	1650 Yonge Street, Toronto
Phone number	416-485-7121
Hours	6:00 a.m. to 10:00 p.m.
Service Description	Regular dental needs
Fees	As per regular fee schedule
Target Population	All ages
Areas serviced	GTA

Organization	Emergency Dental 365.com
Address	300 York Mills Road
Phone number	416-510-2253
Hours	6:00 a.m. to 10:00 p.m.
Service Description	Emergency dental of any kind
Fees	As per normal fees
Target Population	All ages
Areas serviced	GTA

Organization	Emergency Dental Care
Address	5080B Dundas Street West, Toronto
Phone number	647-830-4899
Hours	6:00 a.m. to 10:00 p.m.
Service Description	Emergency Dental of any kind
Fees	As per normal fee schedule
Target Population	All ages
Areas serviced	GTA

BSO Behavioral Supports

Organization	BSO Coordinating Office
Address	ProvincialBSO@nbrhc.on.ca to send an email
Phone number	1-855-276-6313
Service Description	Non Pharmacological Approaches to Behaviours During COVID 19
Target Population	Link to Detailed Document
Areas serviced	Ontario

RGP Wandering Guidelines during Social Isolation – Activities – Managing Delirium – Boredom

Organization	RGP and Baycrest
Address	Web addresses within the document posted under Service Description
Service Description	Link to Document with Detailed Information
Target Population	Seniors with wandering, social isolation, delirium – tips for caregivers/families
Areas serviced	Ontario

Alzheimer’s Society – Staying Connected and More – Various On Line Supports for Caregivers

Organization	Alzheimer’s Society
Website	online portal
Dates	<ul style="list-style-type: none"> • May 6, 13, 20 & 27 • June 3
Service Description	<p>Tips for Care Partners: Join the Mindfulness and Meditation Workshop - here to register</p> <p>Learn the 5 Elements of the Mindfulness Self-Care Model, mindfulness grounding techniques and supports, meditation basics and enjoy a guided secular meditation followed by a group discussion.</p> <p>Sessions will run every Wednesday from 2:00 pm - 3:00 pm on the following dates:</p>
Fees	Free
Target Population	Caregivers of Clients Suffering from Alzheimer’s
Areas serviced	GTA Toronto

Organization	Alzheimer's Society
Website	online portal
Dates	May 6 & June 9
Service Description	<p>Long Distance Caregiving Webinar – Register here</p> <p>This webinar will focus on providing care partners with strategies to providing care while in isolation. It will also highlight important COVID-19 precautions and guidelines along with the implications in caring for someone living with dementia.</p>
Fees	Free
Target Population	Caregivers of Clients Suffering from Alzheimer's
Areas serviced	GTA Toronto

Organization	Alzheimer's Society
Website	online portal
Dates	Sessions begin Monday, May 4 until June 29. - Click here to register!
Service Description	<p style="text-align: center;">Online Program: Come Sing with Us!</p> <p>Come sing with us! Join Certified Music Therapist, David Macintosh from Miya Music Therapy, every Monday from 2:00 pm - 3:00 pm for 8-weeks of Online Music Therapy!</p> <p>Music therapy supports health and wellbeing through the purposeful use of music and the therapeutic relationship. Sessions will consist of singing, movement to music, breathing, discussion, and reflection. We cannot wait to share the joy of music with you.</p> <p>Click here to register!</p>
Fees	Free
Target Population	Caregivers of Clients Suffering from Alzheimer's
Areas serviced	GTA Toronto

Organization	Alzheimer's Society
Website	online portal -
Service Description	<p style="text-align: center;">Zoom Resources are Now Online!</p> <p>With many community organizations, including the Alzheimer Society, transitioning to online programming delivery on Zoom, there are many questions surrounding this increasingly popular digital platform and how to use it.</p> <p>In partnership with Tech Coaches, we bring you a series of video tutorials and tip sheets on installing and using Zoom on your PC or iPad.</p> <p>If you are looking for some technical help, click here to get started.</p>

Organization	Alzheimer's Society
Website	online portal
Dates	May 31, 2020
Service Description	<p style="text-align: center;">IG Wealth Management Walk for Alzheimer's is Moving Online!</p> <p>Mark your calendars! The first-ever online IG Wealth Management Walk for Alzheimer's is on Sunday, May 31! While we cannot physically walk together right now, we can still connect virtually and have fun as a group! Do a dance, walk the stairs, jump rope, walk around the block. Challenge friends, family, neighbours and co-workers to join you and let us show the world that our connections matter.</p> <p>On May 31, we will make a move to strengthen the roots of our community and bring hope to those facing isolation and loneliness. Now is the time to come together in the face physical isolation with kinship. Now more than ever, our connections matter. Please join us and register today.</p>
Fees	Free
Target Population	Caregivers of Clients Suffering from Alzheimer's
Areas serviced	GTA Toronto

Organization	Alzheimer's Society
Website	online portal
Dates	May 13, 2020
Service Description	<p style="text-align: center;">Patient Ombudsman Workshop</p> <p>Join us for the Patient Ombudsman online workshop on May 13 from 10:30 to 11:30am. We understand that these are extremely stressful times and it may be helpful for some to learn about COVID-19 related complaints.</p> <p>Patient Ombudsman understands how frustrating it can be to not feel heard or understood, especially when it comes to your care or the care of a loved one. This session will cover Patient Ombudsman's role in resolving complaints about hospitals, home care and long-term care, and how Patient Ombudsman can help if a complaint is not within its jurisdiction.</p> <p>Click here to register.</p>
Fees	Free
Target Population	Caregivers of Clients Suffering from Alzheimer's
Areas serviced	GTA Toronto

Tips for Care Partners - Quick Stress Relieving Techniques

Organization Alzheimer's Society

Service Description

As we continue to navigate our way through these uncertain times, it can be easy to feel overwhelmed, which can lead to feeling more stressed than we are used to. We have put together some 'sense' focused techniques to allow you to destress.

1. SIGHT

- Look at a photo or picture that means something to you.
- Find beauty in nature, wildlife, your backyard, and flowers.
- Close your eyes and picture a place that makes you feel good.

2. SMELL

- Take joy inhaling the scent of fresh coffee or tea.
- Put on your favourite perfume or cologne.
- Light a scented candle.
- Bake a fragrant treat.

3. TOUCH

- Place a blanket or scarf around your shoulders to feel cozy.
- Find a texture that makes you feel good and spend time playing with it.
- Wear soft clothing.
- Give yourself a hand massage.

4. TASTE

- Indulge in your sense of taste by consuming food mindfully and in moderation.
- Enjoy healthy crunchy snack like carrots, celery, or nuts.
- Sip on a hot beverage.
- Cut your food into smaller pieces to help savour the taste.

i. MOVEMENT

- Get going! It doesn't matter what, but a simple shoulder shimmy or tapping your feet is a good place to start!
- Flex and extend your hands and feet.
- Put on some music and dance around.
- Go for a walk around the house or march on the spot until you feel lighter.

i. SOUND

- Immerse yourself in what you can hear. For example, traffic passing, people talking, the fridge humming.
- Listen to your favourite music.
- Call or listen to someone whose voice you find soothing.
- Chime into the sounds of nature. The sound of the [ocean](#), [rainforest](#), or [birds singing](#). Each offer beautiful imagery too!

Fees	Free
Target Population	Caregivers of Clients Suffering from Alzheimer's
Areas serviced	GTA Toronto

Organization	Alzheimer's Society
Website	online portal
Dates	May and June
Service Description	<p style="text-align: center;">Fun Online Activities</p> <p>The Daily Caring Website</p> <p>The Internet has been a treasure trove of engaging and unique activities to do at home during COVID-19. The Daily Caring website has published a comprehensive list of fun ways to entertain yourself and your loved ones, while staying safe at home. Games, puzzles, cooking shows, music, crafts, relaxation, exercise all at your fingertips! Click here to get started!</p> <p>TED Talks: A Series of 'Warm, Fuzzy Feeling' Talks</p> <p>Are you looking for inspirational and uplifting stories celebrating the best of humanity? TED Talks has put together a curated talk series that promise to give you 'a warm, fuzzy feeling.' Click below and enjoy and be sure to browse their library https://www.ted.com/talks of talks covering a wide range of subjects.</p> <p>Watch 'Warm and Fuzzy' TED Talks here.</p>
Fees	Free
Target Population	Caregivers of Clients Suffering from Alzheimer's
Areas serviced	GTA Toronto

Women and Their Families

Organization	Jean Tweed Centre for Women and Their Families (Virtual)
Address	215 Evans Avenue, Toronto, Ontario M8Z 1J5 jeantweed.com
Phone number	416-255-7359
Hours	Regular business hours – OTN or Phone
Service Description	Variety of services for women and their families – including issues with addictions, gambling, wrap around services, parenting support - tashapalmer@jeantweed.com
	 Jean Tweed Centre Covid-19 services (1)
Target Population	Women and Their Families
Areas serviced	Toronto

Grocery Delivery

FRIENDLY NEIGHBOUR HOTLINE

Organization	University Health Network
Website	http://uhnopenlab.ca/hotline
Phone number	1-855-581-9580
Hours	Call Centre: Monday – Friday: 9 AM to 5 PM Deliveries: 8 AM – 1 PM
Service Description	<p>A phone line that connects Toronto seniors living in low income housing who need help accessing groceries and household essentials with vetted volunteers who can deliver up to a maximum of <u>8 items</u>. For safety reasons, the volunteer delivers to the lobby only, and cannot deliver to specific units. Same day delivery can be accommodated if calls are received first thing in the morning, otherwise items will be delivered next day. The call centre will provide the senior a two-hour window for the delivery. The senior pays cash for the items. Service is available in 180 languages. Online orders now available at tinyurl.com/hotlineorder.</p> <p>Please instruct clients to prioritize list and to have back up items in case the volunteer cannot obtain their top 8 choices.</p> <p>Food bank pickup is also available for seniors with food bank cards.</p> <p><u>Medication pick up</u> can be arranged if pharmacy cannot deliver.</p>

Fees	Free
Target Population	Toronto seniors who live in low income housing, i.e. Toronto community Housing buildings
Areas serviced	Entire GTA

THE GOOD NEIGHBOUR PROJECT

Organization	Non-Profit Organization
Website	https://www.facebook.com/groups/GoodNeighbourProject/ (no formal website)
Contact	647-873-2230; info@goodneighbourproject.com
Hours	N/A
Service Description	A facebook group network of community members that are willing assist with delivering supplies and groceries to vulnerable individuals and healthcare workers across the GTA. A call centre matches the client to a volunteer, who makes individual arrangements for drop-off.
Fees	Free
Target Population	Vulnerable people of any age , including immunocompromised adults, pregnant women, single parents who cannot easily go out, isolation or quarantined individuals, the elderly, people with disabilities, compromised immune systems, accessibility barriers, and healthcare workers across the GTA.
Areas serviced	GTA

EASY PEASY GROCERY DELIVERY

Organization	Non-Profit Organization
Website	https://www.eateasyeasy.com/
Contact	hello@somertoncreative.com
Hours	Monday – Friday: 9am - 8pm Saturday: 9am - 8pm ; Closed Sundays
Service Description	Free 24-48hrs delivery of an essential grocery kit (\$70) consisting of bread, eggs, produce, and more to residents in the GTA area.
Fees	Free
Target Population	GTA residents
Areas serviced	Toronto (Etobicoke, North York, Downtown, Scarborough); Mississauga; Oakville

Food Security

OPERATION RAMZIEH

Organization	DreamMind
Website	https://operationramzieh.org/

Contact	1-800-321-5973
Hours	Telephone assistance available Monday – Friday: 9am – 5pm
Service Description	Free delivery of free crisis food kits (pre-packaged following all Public Health Standards) to front door of seniors in need. Kits are ordered online and will last 12-14 days.
Fees	Free
Target Population	GTA residents
Areas serviced	Toronto

Emergency Food Program

Organization	Emergency Food Program
Website	https://www.toronto.ca/home/covid-19/covid-19-financial-social-support-for-people/covid-19-seniors-vulnerable-people/
Contact	1-833-204-9952
Hours	
Service Description	food hamper delivery – seniors and vulnerable people City of Toronto Website provided
Fees	Free
Target Population	Seniors and vulnerable people during COVID
Areas serviced	GTA

Equipment and Supplies

HOME CARE SUPPLIES

Organization	Private Company
Website	https://homecaresupplies.ca/
Phone number	1-855-581-9580
Hours	Monday – Friday: 8:30am – 4:30pm
Service Description	Online ordering and delivery of medical equipment and Supplies
Fees	Free delivery on all incontinence products and on specified equipment. Shipping & handling fee is \$15.00 per order inside the GTA on non-specified equipment. Outside of the GTA, courier charges may apply.
Target Population	All
Areas serviced	GTA and beyond

Free Incontinence Products

THE DIAPER BANK OF TORONTO

Organization	Registered charity
Website	http://www.thediaperbank.ca/
Phone number	1-855-581-9580
Hours	Monday – Friday: 8:30am – 4:30pm
Service Description	Free diapers distributed to low-income households in Toronto via existing service providers , including local food banks, daycare centres, social service agencies and shelters. Note that the Diaper Bank of Toronto does not distribute diapers directly to individuals.
Fees	Free
Target Population	All
Areas serviced	GTA

Mental Health Supports

THE WARM LINE

Organization	Progress Place
Website	http://www.warmline.ca/
Contact	Between 12pm - 8pm, Call 416-323-3721 Between 8pm - Midnight, Call 416-960-WARM (9276) Text 647-557-5882
Hours	Daily 12pm to Midnight
Service Description	A confidential & anonymous service for adults (18+). The Warm Line is not a crisis line.
Fees	Free
Target Population	Adults 18+
Areas serviced	Ontario

PROVINCIAL PEER SUPPORT PROGRAM

Organization	Mood Disorders Association of Ontario (MDAO)
Website	https://mooodisorders.ca/program/provincial-peer-support-program
Contact	416-486-8046 or Toll Free 1-888-486-8236; info@mooodisorders.ca
Hours	Monday – Friday: 9:30am – 5pm
Service Description	Trained volunteers provides callers with local support group details, guidance on how to find a doctor as well as offering peer-to-peer support.
Fees	Free
Target Population	Ontario residents
Areas serviced	Ontario

SINGLE SESSION VIRTUAL COUNSELLING

Organization	Family Services Toronto
Website	https://familyservicetoronto.org/our-services/programs-and-services/walk-in-clinic/
Contact	416-595-9618
Hours	Monday – Friday: 9am – 6pm
Service Description	Counsellors offer a single telephone session (~50 minutes). As available, a counsellor will return the call between 11:30 a.m. and 6:30 p.m. daily. Any callers who may need crisis support will be directed to the appropriate service.
Fees	Free
Target Population	Adults 18+


Areas serviced	Ontario
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Organization	City of Toronto Mental Health Strategy Website
Website	https://www.toronto.ca/home/covid-19/covid-19-protect-yourself-others/covid-19-mental-health-resources/
Contact	The Mental Health Support Strategy's section of the City of Toronto website is now live.
Hours	24/7
Service Description	<p>It includes information about how to get immediate supports, information & resources for things people may be worried about, tips on how to support others, and community/population specific agencies and resources. Please see the link above.</p> <p>NOTE: There is a translate button at the bottom of the page as well so that this information can be translated into multiple different languages (done through Google Translate).</p>
Fees	Free
Target Population	Adults 18+
Areas serviced	Toronto, Ontario

Virtual Substance Use Wellness Support Group

Organization	Ongoing Virtual Substance Use Wellness Support Group
Website	Here is the video with instructions on how to join: https://support.zoom.us/hc/en-us/articles/201362193-Joining-a-Meeting .
Contact	Join Zoom Meeting https://us04web.zoom.us/j/3026083804?pwd=cmQxVTIIZmNrY2I0R1ZOME1NMFNwdz09 Meeting ID: 302 608 3804 Password: 486168 One tap mobile +15873281099,,3026083804#,,#486168# Canada +16473744685,,3026083804#,,#486168# Canada
Hours	1:00 p.m. every Friday
Service Description	Topic: Substance Use Wellness Support Group Time: Ongoing – Fridays at 1:00 PM Eastern Time (US and Canada) - 8-week series started on May 1, 2020, but sessions are also stand-alone - Participants are welcome to join in at any point during the series
Fees	Free
Target Population	Adults 18+
Areas serviced	Toronto, Ontario

Heart and Stroke – Survivor Supports

Organization	Ontario Regional Stroke Community
Website	 Virtual Supports for Survivors & Caregive
Contact	Various web sites and connections provided in the attached document
Hours	Various schedules posted within document
Service Description	

The resources on these pages have been collected by the Regional Stroke Network's Community and LTC Coordinator Group to share with persons living with the effects of stroke, families/informal caregivers and health professionals

- ☐ These pages contain links to information, materials and other content that may provide support to persons living with the effects of stroke and their families/informal caregivers during isolation due to the pandemic
- ☐ Please note these are suggestions ONLY and have not been reviewed or endorsed and some may include a cost

Fees	TBD by organization
Target Population	Survivors and families of stroke
Areas serviced	GTA


Social Isolation Prevention

SENIORS ISOLATION PREVENTION PARTNERSHIP (SSIP)



Organization	University of Toronto & UHN Toronto Western Family Health Team
Website	https://www.ssipp.info/ssipp-x-covid-19
Contact	ssippvolunteer@gmail.com For information only
Service Description	An initiative partnering medical and undergraduate students in Canada to visit or call an elderly person within the Toronto community. The program enables students to be a part of fostering a society that promotes the well-being of older adults, while helping older adults feel valued and included.
Referral Process	Provide client's first and last name, phone number, and preferred language (if they do not speak English) here (hyperlinked) in Sharepoint. Catherine Savoy will email an updated list to ssippvolunteer@gmail.com in a password protected document every Monday at 9 AM.
Fees	Free
Target Population	Socially isolated seniors or other vulnerable individuals
Areas serviced	Chapters located across Canada, including Ontario, Manitoba, Alberta, and BC.

Progress Place – Virtual Activities Helping to Deal with Isolation

Organization	
Website	https://www.progressplace.org/virtual.html
Contact	
	<p>virtual - Progress Place</p> <p>Due to the popularity and increased demand for our Virtual Meetings and Activities, we're excited to announce that Progress Place will be introducing an additional meeting every day that will be open to the community!</p> <p>www.progressplace.org</p>
Service Description	Free virtual activities every day – check out the program through the links provided
Referral Process	


<p>CLICK HERE TO LEARN ABOUT THE WARM LINE'S EXTENDED HOURS</p> 	<p>Progress Place PLEASE CLICK HERE FOR UPDATES ABOUT OUR SERVICES DURING THE COVID-19 PANDEMIC www.progressplace.org</p>
Fees	
Target Population	
Areas serviced	

Autistic Adult Support


Organization	Azrieli Neurodevelopmental Center Centre for Addiction and Mental Health CAMH
Website	https://www.camh.ca/
Contact	Brianne.redquest@camh.ca
Service Description	<p>Mindfulness Mondays As part of this research, we are holding a free web-based mindfulness group that will teach some new ways to better cope with these feelings. We are evaluating the outcome of these groups. The group will take place weekly for 6 weeks Time & Dates: May 7, 14, 21, 28, June 4 & 11 from 4:00pm to 5:00pm (EST) You will be able to participate in the group virtually, using video conferencing to connect with the group facilitators and other participants.</p>
Referral Process	  Flyer for group for autistic adults pareradults_May2020 (4).j
Fees	Free
Target Population	Autistic adults trying to cope with stress and anxiety.
Areas serviced	Toronto Ontario

Practical Guide to Death Practices in Ontario from COVID 19

Organization

Guide	 Practical guide to death in Ontario du
Service Description	This Guide includes information about changes to death practices (funerals, accessing funding, etc.) during the COVID-19 outbreak, as well as resources to support healthy grieving that are also available online.
Fees	Free
Target Population	Families Who Lose a Loved One During COVID19
Areas serviced	Ontario

Financial Assistance – Toronto Rent Bank

Organization	
Website	www.torontorentbank.ca
Contact	416-397-RENT (7368) – Mon-Fri 8:30-4:30
Service Description	 Rent Bank Flyer.pdf
Referral Process	Interest Free Loans – Behind in Your Rent – City of Toronto
Fees	Interest Free for 12 Months
Target Population	Social assistance clients can contact their OW or ODSP office to ask about the Housing Stabilization Fund
Areas serviced	City of Toronto