

COVID-19 Lambton County Community Resources Updates 2021

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 – **519-344-2062** 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 Department at **519-344-2062**. 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, direct bank deposit or reloadable payment cards. Notify your caseworker about any changes to your address or banking information immediately.

If you do not have direct bank deposit or reloadable payment cards 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>

Lambton County Housing Services Department:

Please be advised that the Social Services Division is currently restricting public access to Lambton Shared Services and has moved to a required services model. At this time do not attend the office in person unless you have a scheduled appointment and have confirmed your appointment prior to arriving at the facility. Customer service will be completed through mail, telephone calls and email.

Maintenance calls are currently on an emergency basis only.

We appreciate your patience and understanding while we all work through this time of significant change.

If you require immediate assistance **please call: 519-344-2062 ext. 2200.**

Lambton County Children's Services update:

To support health care and front line workers during the extended school closure, the emergency child care program for school-aged children has been extended and expanded.

The province has extended the program until **January 22, 2021** and has expanded eligibility for the program to include more frontline workers.

The complete list of eligibility requirements can be found on the Province of Ontario website. [COVID-19: provincewide shutdown | Ontario.ca](https://www.ontario.ca/covid-19-provincewide-shutdown)

School aged child care spaces are limited at each site. Eligible families must follow the steps outlined below to apply for emergency child care:

Step 1: From the list of agencies above, contact the child care provider of your choice to register and determine if a space is available that meets your needs.

Step 2: Complete a simplified application for emergency child care by emailing childcareadmin@county-lambton.on.ca or by calling the County of Lambton Children's Services Department at: 519-344-2062 extension 2201.

Step 3: A Children's Services Department staff will follow up with you within 2 business days to confirm eligibility. Department staff will also confirm your eligibility with the child care operator.

For more information on child care in the County of Lambton: visit:

www.lambtononline.ca/childcare

Lambton Circles:

Program is being provided virtually.

For more information or to contact please visit: www.lambtoncircles.com

Aamjiwnaang First Nations Social Services

Please call: **519-336-8410**

Kettle & Stony Point First Nations Social Services

Inquires during this time email: Cindi George at: cindi.george@kettlepoint.org

Call: **519-786-2125**

Walpole Island First Nations Social Services

Please call **519-627-3583**

The Inn of the Good Shepherd - 519-344-1746

115 John St, Sarnia, N7T 2Z1

8:30am – 3:30pm, staff available until 4:30pm

Emergency Shelters

The Good Shepherd's Lodge - 519-344-1679, operating and providing shelter 24/7 (for adults/families)

The Haven – **519-336-5941**, operating and providing shelter 24/7 (for youth)

We have an overflow program available when The Lodge or The Haven is full.

Food Bank – open Monday - Friday from **9:30am – 11:15am** each morning, where individuals can choose their own items through a grocery-store model

Soup Kitchen – hot meals are served via take-out, every day of the week,

Monday – Friday lunch is served from **1:00pm-2:00pm**

Saturday & Sunday dinner is served from **4:30pm – 5:30pm**

Genesis – open every Tuesday from **1:00pm – 2:00pm**,

We are not currently receiving donations other than winter wear.

RedPath – currently running with virtual sessions Tuesday & Thursday, afternoon and evening sessions available

Rent/Utility Bank – call-in supports available, including over-the-phone intakes

Income Taxes – currently accepting new drop-offs at John St. location and preparing for new tax season, will be running clinics both attended and for drop-off

Birthday Club – available for households needing support in providing for a child's birthday

Lambton County Food Banks

Brooke Alvinston 3236 River Rd. Telephone: **519-898-2173**
Wednesday 11:00am - 1:00pm

Forest

Contact House Food Band 6276 Townsend Line **519-786-5692**
Tuesday 9:30am - 11:15am

Corunna

St. Andrew's Presbyterian Church Community Food Bank 437 Colborne Drive
519-862-3641
Wednesdays from 6pm to 7pm and Thursdays 9am to 11:45am

Petrolia 4156 Petrolia Line **519-882-3950**
Every Mondays 9am - 11:30am

Watford United Church 555 Ontario St, **519-876-2837**
Wednesday at 11:00am - noon

Oil Springs Oil Heritage Family Church 2554 Elizabeth Street **519-834-2984**
Mondays 10:30am - 1:00pm

Aamjiwnaang First Nation Food Bank 1300 Tashmoo Avenue **519-332-6770**
Monday 9:00am - noon & Thursday 1:00pm - 4:00pm

River City Vineyard Food Bank 260 Mitton Street N, Sarnia. **519-383-8463**
Open daily 10am - 9pm

Salvation Army

Emergency shelter, rent and utility will be open but our food bank will be closed due to restructuring. **519-344-1142**

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

Currently only open to clients **one day per week on Fridays**

- Clients need to call for an appointment to **519-337-1058** or email us stvincefb@gmail.com

Health and COVID-19 Testing sites

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>

Rapids Family Health Team Access to Care Centre - 519-491-6188

481 London Rd. Sarnia.

Open for episodic medical conditions. If you are unable to secure a timely appointment with your primary care provider for episodic conditions you can be seen by a Nurse Practitioner. To book a same day appointment at the Access to Care Centre, log onto getcorigan.ca or call **519-491-6188**.

The Rapids Respiratory Assessment and COVID Testing Centre 1150 Pontiac Drive Clinic is by appointment ONLY for those experiencing respiratory issues or COVID symptoms. To book your appointment log onto getcorgian.ca or if you absolutely cannot log on call **519-491-5395**.

North Lambton Community Health Centre

All programs and services continue to be offered virtually and by phone:
Forest **519-786-4545** and West Lambton (Sarnia) **519-344-3017**

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

Sarnia-Lambton Native Friendship Centre

Contact: **519- 344-6164**

Assisting Indigenous clients with transportation, grocery food cards.

Offering: RedPath for Addictions, Youth and Living without Violence programs.

Programs are offered virtually with online events and zoom meetings.

Canadian Red Cross - 519-332-6380

A volunteer based, community organization offering a range of humanitarian and emergency services.

Local community programs include:

Transportation, Meals on Wheels, Nutritional Networking, Homeward Bound, Emergency Management and RespectED (Violence Prevention Program). Offer courses on First Aid and CPR, Swimming and Water Safety.

Meals on Wheels:

Affordable, nutritious meals are delivered to members of the community who are unable to prepare their own food. Seniors, convalescent, and chronically ill individuals may benefit from this program. Hot meals are offered Monday through Friday. Volunteers deliver the meals during the hours of 10:30 to 1 p.m. Frozen meals are delivered once per week on Tuesdays.

Transportation:

Provides transportation for the frail, elderly and disabled in the community. During COVID, transportation is being provided for medical appointments only. Out of town transportation to medical appointments only with destinations along the London-Windsor corridor.

Homeward Bound:

This program provides services to eligible seniors, who due to lack of resources or appropriate supports, require assistance in returning home after a hospital stay. The goal is to support the client's independence by providing transitional support services from hospital to home. During COVID, services may include transportation, meals, grocery shopping and wellness calls.

www.redcross.ca

Safety & Security

Women's Interval Home

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

Operate 24 hours a day, 365 days a year

- 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

Counselling will continue virtually or by phone

Public Education and Awareness Groups are available as scheduled on website

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**

Sarnia-Lambton Children's Aid Society:

- Emergencies and/or calls for assistance **519-336-0623**.

Victim Services of Sarnia-Lambton Call **519-344-8861 ext. 5238**

- 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

Alzheimer's Society Sarnia-Lambton

- Contact: **519-332-4444**

Huron House Boys Home

For information call: **519-869-4000**

Please visit: [Huron House Boys Home \(hhbh.ca\)](http://HuronHouseBoysHome(hhbh.ca))

Employment Services

The WorkPlace Group

General Inquiries and Client Support: **519-337-7377** or info@theworkplacegroup.ca

Job Board and Website: www.theworkplacegroup.ca

We remain open providing **all services** virtually.

The Lambton Works Centre in the Lambton Shared Services Centre

The Lambton Works Centre in-person services are currently unavailable but we are still here to help. We are offering virtual employment support services through Zoom, phone and email. Our friendly and knowledgeable team is ready to assist with resume and cover letter advice, interview tips, access to local jobs and referrals to education and training options. Email us to book your virtual one-on-one appointment today:

lambtonworks@county-lambton.on.ca.

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.

Please visit for updates:

Goodwill Career Centre

- For program updates: **519-332-4333** and virtual services
- Please visit: [Home - Goodwill Industries](#)

Lambton College Community Employment Services

In person services are suspended; job seekers and employers are being assisted through telephone **519-312-3189** or email: ces@lambtoncollege.ca

Please check our website for job postings and resources: www.lambtoncollege.ca/ces/

Mental Health & Wellness

CMHA Lambton Kent

In response to yesterday's news of a second declaration of emergency in Ontario, **CMHA Lambton Kent is OPEN**. Mental health and addiction supports are considered ESSENTIAL and will continue.

Where possible, programs have been shifted to virtual, where in-person is necessary, we've implemented the proper safety protocols.

If you are feeling down, stressed or anxious and looking for supports, connect with CMHA Lambton Kent:

- 519-436-6100 (Chatham Kent)
- 519-337-5411 (Sarnia Lambton)

If you are in need of immediate assistance, please contact us 24/7:

- Mental Health First Response Team: **1-866-299-7447** (Chatham Kent) and **1-800-307-4317** (Sarnia Lambton)

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

- 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 open to the public.
- Virtual and Telephone counselling is available for new and existing clients. In-person counselling services available depending on the needs
- Tel-Check and Distress Line are fully operational.
- APSW's continue to connect with and advocate for clients
- Supervised Access Centre – open for Exchanges and Virtual Visits

Rebound

Rebound offices are all closed to the public but the Sarnia office has staff available Monday-Friday 9am-4pm to answer inquiries and set up services and programs (Including the county services). Programs are all currently virtual with emergency in person supports as needed. Call **519-344-2841** or email office@reboundonline.com

The HUB/r.Lounge programs (Ages 12-24) are not providing drop in services, but staff are available Monday-Friday 9am-6pm to answer inquiries, schedule appointments to pick up essentials, connect youth to community resources and/or just a wellness check in with Hub/r.Lounge staff. Call Hub cell (**519-381-2500**) or Hub phone (**519-491-5579**).

Community Living

- Service is 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**

Pathways Health Centre for Children

- **519-542-3471**
- Remains open for service. Virtual and in-person appointments available, depending on need.
- Visit Pathways Health Centre for Children Facebook:
<https://www.facebook.com/PathwaysHealthCentreforChildren/>
- Website: www.pathwayscentre.org.

Boys & Girls Club

- . [Boys and Girls Clubs of Sarnia-Lambton | Great Futures Start Here. \(bgcsarnia.com\)](http://bgcsarnia.com)

Sarnia-Lambton YMCA

- Sarnia-Lambton YMCA Jerry McCaw Family Centre | YMCA SWO

St. Joseph's Hospice

Referral Process:

- Individuals interested in any of our services can call one of our team members by telephone. They will be asked to leave a detailed message and a staff person will contact them within 2 business days to complete an intake.

Contact: 519-337-0537

Lisa Adams - Illness & Caregiver Support **ext.126**

Kayla Slegers - Adult Bereavement support **ext. 123**

Orley Culverhouse - Children & Youth support **ext.114**

All email inquiries regarding service can be directed towards:
supportiveservices@sjhospice.ca.

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

519-336-1020

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

Education & Literacy

Lambton College

[Welcome | Lambton College](#)

Organization for Literacy Lambton

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

Websites and information

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/>

[Ontario Disability Support Program: Who to contact for more information \(gov.on.ca\)](#)

For a full list of Lambton County Library locations and operation hours please visit:

www.lclibrary.ca

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

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

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>

SARNIA-LAMBTON LOCAL IMMIGRATION PARTNERSHIP (LIP)

[Local Immigration Partnership – Live in Lambton](#)

Information on COVID-19 and Masks in Multiple Languages



Image Credit: Ottawa Public Health

Ottawa Public Health has some excellent resources on COVID-19 for newcomers and those whose first language is not English. These resources include specific information on masks - we encourage all service providers, businesses and organizations to provide information on masks in different languages in order to help ensure that all local residents can stay safe and healthy. To access these

resources, please [CLICK HERE](#)

Coronavirus (COVID-19): financial assistance for newcomers, temporary residents and refugees

Information on COVID-19 for newcomers, refugees & temporary residents in multiple languages! This is a valuable and reliable resource available in dozens of languages including Arabic, Spanish, Italian and more. Just click [HERE](#) and then search the drop down menus under each section heading to see which languages are available.

Please find below the “COVID-19: A Guide for Temporary Foreign Workers in Canada” from Employment and Social Development Canada (ESDC) in the following languages:

English version: <https://www.canada.ca/en/employment-social-development/campaigns/foreign-worker-rights/covid19-guide.html>

French version: <https://www.canada.ca/fr/emploi-developpement-social/campagne/droits-travailleurs-etrangers/guide-covid19.html>

Spanish version: <https://www.canada.ca/en/employment-social-development/campaigns/foreign-worker-rights/covid19-guide-spanish.html>

<https://www.canada.ca/en/employment-social-development/services/sin/apply.html>

Social Insurance Number (SIN) for Newcomers

What is a Social Insurance Number?

The **Social Insurance Number (SIN)** is a 9-digit number that you need to work in Canada. A SIN is issued to one person only and it cannot legally be used by anyone else.

What do I need to apply?

To apply for a SIN on-line, you must provide a valid primary document that proves your identity and legal status in Canada; a valid secondary document to confirm your identity; and a proof of address.

As a permanent resident, you will need to provide your Confirmation of Permanent Residence issued by Immigration, Refugees and Citizenship Canada (IRCC).

As a temporary resident, you will need to provide either your study permit, work permit or visitor record issued by IRCC, indicating that you are authorized to work in Canada.

Contact IRCC, online at canada.ca/en/services/immigration-citizenship or by telephone at 1 888 242 2100, to find out more information on your eligibility to work in Canada.

For more information about the documents required to apply for a SIN, visit [Canada.ca](https://canada.ca).

Where do I apply?

Apply online. For detailed instructions on the application process, visit canada.ca/en/employment-social-development/services/sin/apply



Service
Canada

Numéro d'assurance sociale (NAS) pour nouveaux arrivants

Qu'est-ce qu'un Numéro d'assurance sociale?

Le **numéro d'assurance sociale (NAS)** est un numéro de 9 chiffres dont vous avez besoin pour travailler au Canada. Chaque NAS est attribué à une seule personne et ne peut légalement être utilisé par une autre personne.

De quoi ai-je besoin pour présenter une demande?

Pour présenter une demande de NAS en ligne, vous devez fournir un document principal valide qui prouve votre identité et votre statut légal au Canada; un document secondaire valide qui confirme votre identité ; et une preuve d'adresse pour les demande en ligne.

En tant que résident permanent, vous devez fournir votre Confirmation de résidence permanente délivré par Immigration, Réfugiés et Citoyenneté Canada (IRCC).

En tant que résident temporaire, vous devez fournir soit votre permis d'études, permis de travail ou votre fiche de visiteur délivré par IRCC, indiquant que vous êtes autorisé à travailler au Canada.

Communiquez avec IRCC, en ligne à canada.ca/fr/services/immigration-citoyennete ou par téléphone au 1-888-242-2100, pour obtenir plus d'information sur votre admissibilité de travailler au Canada.

Pour plus d'information sur les documents requis pour déposer une demande de NAS, visitez Canada.ca.

Où puis-je présenter une demande?

Présentez votre demande en ligne. Pour des instructions détaillées sur le processus de demandes, consultez canada.ca/fr/emploi-developpement-social/services/numero-assurance-sociale/demande.



Service
Canada

Social Insurance Number (SIN) Information for Newcomers

Service Canada has some excellent information for newcomers on how to apply for a Social Insurance Number, in both French and English.



Image Credit: Canadian Mental Health Association

Building capacity to support the mental health of immigrants and refugees: A toolkit for settlement, social and health service providers

The Canadian Mental Health Association (CMHA) has created this toolkit for settlement, social and health service providers.

According to the CMHA, this [downloadable toolkit](#) "is designed to provide a snapshot of essential information, tools, resources and examples of promising practices that can be integrated into the daily work of settlement, social, and health service providers across Canada, with the aim of building the capacity to better support the mental health unique needs of immigrants and refugees."