

Deep River - Chalk River

Local Online Supports

- Facebook Group: Caremongering Renfrew County
People volunteering to bring food to others, make food for others, support our community
- Facebook Group: 11th Hour-Survival and Supply
For vulnerable individuals during the COVID-19 Pandemic to ask for help for someone in the community to bring them their groceries, medications etc.

Foodbanks/Grocery Stores

- Jan's Value Mart
IN-STORE shopping with added precautions including limited cashes open and tape near cashes to mark 6ft distance.
DELIVERY option by emailing: mon0273@loblaw.ca or by calling 613-584-3893 if the person does not have access to email.
- Giant Tiger
IN-STORE shopping still available
DELIVERY option by calling 613-584-3048
- The Deep River and Area Food Bank
Began accepting new clients in need of assistance- Clients not allowed in the building, volunteers will bring groceries out to clients
Monday 10am-1pm
613-584-3333 Ext 7910

Transportation

- Carefor
Transportation to essential appointments only i.e. chemo/dialysis

Financial Support

- Ontario Works- ****EMERGENCY FUNDS AVAILABLE**** 613-732-2601
Financial assistance can be provided to individuals through local Ontario Works offices.
Emergency funds are available for those in financial crisis who have no access to other supports
CLOSED TO WALK-IN TRAFFIC. Please do not drop off any documents at this time as the office is unable to respond to them. Please call the office regarding forms and documents.
Offering services by telephone and email only.
Applications for Ontario Works, Emergency Assistance and Homelessness Prevention Programs will continue - contact the local office to discuss an over-the-phone application or issues regarding these programs

Housing Services and Home Supports

- Renfrew County Housing
Offices closed to public
Clients will be assisted over the phone

If it is an emergency, contact 613 735 0782 and press “0”

- CCAC

Still taking referrals - only service that has changed is beds for convalescent care as they are being used for patients in hospital at this time.

Addiction Support

- Addiction Treatment Services (ATS)

Intake, assessment and outpatient services for substance abuse/opioid and gambling are being done by telephone at this time.

Smoking cessation services are still being provided for enrolled clients but not opening any new intakes for smoking cessation

Groups: weekly Aftercare and monthly Parent Lifelines of Ontario support group are being offered through ZOOM

Strengthening families group slated for April 14th 2020 start date has been postponed and any Seeking Safety groups as well.

There are staff at main office in Renfrew, Pembroke site and OATC in Pembroke.

- MacKay Manor Residential Supportive House

Programming remains - somewhat modified as some staff are off in self-isolation

New intakes are still accepted - but not taking any new residents into the house at this time

Clients on wait list are being supported via telephone

- Addiction Supportive Housing Program (ASH)

New intakes are still being accepted

Case managers are working from home and clients are supported via telephone

- Community Withdrawal Management Program

New intakes are still being accepted

Case managers are working from home and clients are supported via telephone

There are a number of resources for individuals with addictions

I.e. CACCF has put together a virtual support system for those who need counselling, webinars and online AA meetings.

- OATC

Business as usual

- Alcoholics Anonymous

24/7 Crisis Line: 877-746-7360

Caller will get connected with a local peer support person

ALL PHYSICAL LOCATIONS ARE CLOSED-ONLINE MEETINGS ONLY

Website Links where links to Zoom meetings can be found:

<http://renfrew-pontiacalcoholicsanonymous.org/meeting-list.html>

Mental Health/Counselling Support

- North Renfrew Family Services

OFFICE CLOSED - DO NOT ATTEND OFFICE UNDER ANY CIRCUMSTANCES.

Regular counselling appointments: will be conducted by phone, no home visits will take place until further notice.

PLEASE NOTE: you may receive your counselling phone call from a "No Caller ID" showing on your phone as our staff are working remotely. Please anticipate this ID on your phone.

WALK IN CLINIC sessions will be conducted by phone. Our Walk in Hours are Wednesday from 12:00 p.m. to 6:00 p.m. with our last appointment at 4:30 p.m.

If you would like a Walk In appointment, call office on the Tuesday prior, or Wednesday morning and we will return your call to set up an appointment.

- Robbie Dean Centre

NOT ACCEPTING NEW REFERRALS AT THIS TIME

Counselling via telephone for existing clients

No walk-in clinic

- Phoenix Centre

Only Pembroke site is open - business hours are weekdays 9am - 3pm

Over the phone, walk-in type assistance with therapist only - referrals made by calling: 1-800-465-1870

No new intakes will be processed - current clients to be contacted for check-ups via telephone

After hours - Child and Youth Crisis Line for Eastern Ontario: 1 877 377 7775

Legal Services

- Renfrew County Legal Clinic

No in person meetings or appointments

Limited staff at this time.

Abuse Services

- Bernadette McCann House for Women

The following have been cancelled at this time: all groups, visitors, meetings, tours

Shelter: we continue to provide services through the Shelter. Direct clients to call the Crisis Support Line at 613-732-3131 or 1-800-267-4930

Outreach Program: phone contact is first preferred option. Sadly, many women do not have enough minutes on their phones, or prefer to meet face to face.

- Women's Sexual Assault Centre

No face-to face support available. Peer counselling available by phone: 613-735-5551

In some circumstances support via Zoom may be available

Crisis Line: 1-800-663-3060

Housing Services and Home Supports

- Renfrew County Housing

Offices closed to public

Clients will be assisted over the phone

If it is an emergency, contact 613 735 0782 and press "0"

- CCAC

Still taking referrals - only service that has changed is beds for convalescent care as they are being used for patients in hospital at this time.

Family Services

- Family and Children's Services of Renfrew County

Groups and non-essential programming are cancelled until further notice

Office is open - appointment only (613-735-6866) - if client shows up without appointment, their name and number will be taken to contact and schedule appointment unless it is urgent

24/7 services

- CPAN

No face-to-face support.

Will attempt to connect those with resources via telephone -613-735-9579

Medical Services

- Renfrew County Virtual Triage and Assessment Centre 24/7

Phone: 1-844-727-6404

For those who do not have a family doctor or are not able to reach their family doctor.

- LifeLabs

It appears most local LifeLabs are still operating. For an up-to-date inquiry copy and paste the URL below into a browser. Then, use the location finder to enter in a location and this will provide hours of operation, wait times, and a phone number.

<https://locations.lifelabs.com/>

- Renfrew County and District Health Unit

COVID-19 SELF-SCREENER and guide on next steps: <https://www.rcdhu.com/>

Petawawa

Local Online Supports

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Foodbanks/Grocery Stores

- Petawawa Pantry Food Bank
613-687-1616
Tuesday's 1-4 & Thursday's 6-8
Clients do not have to be registered. 4 week allotment – items pre-packaged- Food distributed outside the pantry
- Hyska's Independent Grocery
Limiting number of customers in store
8am-9am reserved for those most vulnerable

Transportation

- Carefor
Transportation to essential appointments only i.e. chemo/dialysis

Financial Support

- Ontario Works- ****EMERGENCY FUNDS AVAILABLE**** 613-732-2601
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- OATC

Business as usual

- Alcoholics Anonymous

24/7 Crisis Line: 877-746-7360

Caller will get connected with a local peer support person

ALL PHYSICAL LOCATIONS ARE CLOSED-ONLINE MEETINGS ONLY

Website Links where links to Zoom meetings can be found:

<http://pembrokeaa.org/meetings/>

Mental Health Support

- Robbie Dean Centre

NOT ACCEPTING NEW REFERRALS AT THIS TIME

Counselling via telephone for existing clients

No walk-in clinic

- Phoenix Centre

Only Pembroke site is open - business hours are weekdays 9am - 3pm

Over the phone, walk-in type assistance with therapist only - referrals made by calling: 1-800-465-1870

No new intakes will be processed - current clients to be contacted for check-ups via telephone

After hours - Child and Youth Crisis Line for Eastern Ontario: 1 877 377 7775

Legal Services

- Renfrew County Legal Clinic

No in person meetings or appointments
Limited staff at this time.

Abuse Services

- Bernadette McCann House for Women

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Shelter: we continue to provide services through the Shelter. Direct clients to call the Crisis Support Line at 613-732-3131 or 1-800-267-4930

Outreach Program: phone contact is first preferred option. Sadly, many women do not have enough minutes on their phones, or prefer to meet face to face.

- Women's Sexual Assault Centre

No face-to face support available. Peer counselling available by phone: 613-735-5551

In some circumstances support via Zoom may be available

Crisis Line: 1-800-663-3060

Medical Services

- Renfrew County Virtual Triage and Assessment Centre 24/7

Phone: 1-844-727-6404

For those who do not have a family doctor or are not able to reach their family doctor.

- LifeLabs

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Family Services

- Family and Children's Services of Renfrew County

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24/7 services

- CPAN

No face-to-face support.

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Pembroke

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For vulnerable individuals during the COVID-19 Pandemic to ask for help for someone in the community to bring them their groceries, medications etc.

Foodbanks/Grocery Stores

- St. Joseph's Food Bank Pembroke
613-732-3807
Monday's 930-1230
No transportation provided at this time.
ROP Pembroke will pick up for clients and deliver to door. Clients must be registered by 4:00 PM
Thursday the week before so that the order can be placed and ready for staff to pick up on Monday. Call 613-732-8770 ext 8151

- The Grind - 613-631-0201
Providing take-out meals between 11 and 1 Tuesday to Friday

- St. Vincent du Paul
No one is allowed to enter the Church. Bagged Lunches 11:30 to Noon offered on weekends, unclear if this is being offered every weekend--see their Facebook page for updated dates.
Phone: 613-732-8513

- Bruham Food Mart
Reduced hours : 8am-6pm.
Curbside pick-up Wednesday and Friday between 7am-8am (CASH ONLY)
Call 613-732-4185 to place order previous day by 4pm

- Metro
Phone: 613-735-4136
Delivery available - \$6 charge

- Walmart Pick-up
Those who attempt are having difficulty accessing pick-up times due to the high need

- Carefor Frozen Meals
Delivery Only

Transportation

- Carefor
Transportation to essential appointments only i.e. chemo/dialysis

Financial Support

- Ontario Works- ****EMERGENCY FUNDS AVAILABLE**** 613-732-2601

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- ODSP Pembroke

Limited hours 9am-3pm

If someone has questions they must call their caseworker and must **NOT** come into the local office
Phone: 613-735-1073

Housing Services and Home Supports

- Renfrew County Housing

Offices closed to public

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- CCAC

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Business as usual

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Mental Health Support/Counselling

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In some circumstances support via Zoom may be available

Crisis Line: 1-800-663-3060

Medical Services

- Renfrew County Virtual Triage and Assessment Centre 24/7

Phone: 1-844-727-6404

For those who do not have a family doctor or are not able to reach their family doctor.

- LifeLabs

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- Renfrew County and District Health Unit

COVID-19 SELF-SCREENER and guide on next steps: <https://www.rcdhu.com/>

- Rexall (215 Pembroke Street E)

2 hour senior's hour from 8:00am -10:00am everyday

Weekdays 8:00 AM - 8:00 PM

Saturday/Sunday 8:00 AM - 6:00 PM

- Rexall (Pembroke Mall)

1 hour senior's hour at the beginning of shift each day

Weekdays 9:00am - 7:00pm

Saturday 9:00 - 5:00pm

Sunday 12:00pm - 4:00pm

- Shoppers

8:00am to 9:00am everyday allotted for seniors and other high-risk populations (ie pregnant woman)

Everyday 8:00am - 8:00pm

- Mulvahill's West

Weekdays shortened - open until 7pm

Encouraging people to use drive-through services by calling ahead to request supplies needed (613) 735-1079 and pick up at drive-through window

Family Services

- Family and Children's Services of Renfrew County

Groups and non-essential programming are cancelled until further notice

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24/7 services

- CPAN

No face-to-face support.

Will attempt to connect those with resources via telephone -613-735-9579

Renfrew - Cobden - Eganville

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For vulnerable individuals during the COVID-19 Pandemic to ask for help for someone in the community to bring them their groceries, medications etc.

Foodbanks/Grocery Stores

- Cobden and District Food Bank – 613-647-7801
Open most Monday's – 9-12
Call ahead – will meet at the door – items are pre-packaged
- Renfrew and Area Food Bank – 613-433-9216
Tuesday March 24 – 12-3
Tuesday March 31 – 3-6
NO ID is required this month.
- Eganville and District Community Food Bank – 613-401-5785
Open 3rd and 4th Wednesday from 9:30 -12
Do receive Emergency Calls and provide a hamper if needed.
- Sterling's NO FRILLS
ON-LINE ordering available via the PC EXPRESS App
One week+ wait from ordering
- Metro
Senior-only shopping Wed/Fri 8am-10am
Delivery option for \$10- CASH ONLY

Transportation

- Carefor
Transportation to essential appointments only i.e. chemo/dialysis

Financial Support

- Ontario Works- ****EMERGENCY FUNDS AVAILABLE**** 613-433-9846
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- ODSP Renfrew

Limited hours 9am-3pm

If someone has questions they must call their caseworker and must NOT come into the local office unless directed to

Housing Services and Home Supports

- Renfrew County Housing

Offices closed to public

Clients will be assisted over the phone

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- OATC

Business as usual

Mental Health Support

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Arnprior

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For vulnerable individuals during the COVID-19 Pandemic to ask for help for someone in the community to bring them their groceries, medications etc.

Foodbanks/Grocery Stores

- Arnprior and District Food Bank – 613-668-4462
Monday's 9:30 – 12; Need to call ahead
Still filling emergency orders - call 613-668-4462 to leave name and number when necessary.
- Marks No Frills
Tues and Thurs 7am-8am reserved shopping for seniors and vulnerable people- Transportation provided via Seniors at Home for those aged 55+ and/or disabled or compromised--Pre-book by calling 613-623-7981
- Metro
Seniors hour and those living with disabilities from 7am – 8am everyday
Current operating hours: Mon – Sun: 8:00am – 8:00pm
- Shoppers Drug Mart
First hour of each day dedicated to the most vulnerable; senior discounts to include first hour of each day (8am-9am) PLUS every Thursday seniors save 20%
- Seniors at Home for ages 55+ or those with a disability/ill/recovering from surgery
Phone: 613-623-7981
DELIVERY: Hot Meals on Wheels Program \$8/ Meal
DELIVERY: Frozen Meals \$5.50/ Meal

*Seniors at home and taxi services providing delivery options for grocery and other items.

Transportation

- Seniors at Home
Limited staff, no volunteer drivers at this time. Out of town medical, in town appointments for shopping, and ParaTransit (wheelchair) transportation. Copy and paste link below into the browser to view a full list of eligibility, fees and extra measures taken to increase sanitation measures during the COVID-10 pandemic.
<https://cssagency.ca/programs/transportation-programs-arnprior-braeside-mcnab-seniors-at-home-program-inc/>

Financial Support

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No face-to face support available. Peer counselling available by phone: 613-735-5551

In some circumstances support via Zoom may be available

Crisis Line: 1-800-663-3060

Medical Services

- Renfrew County Virtual Triage and Assessment Centre 24/7

Phone: 1-844-727-6404

For those who do not have a family doctor or are not able to reach their family doctor.

- LifeLabs

It appears most local LifeLabs are still operating. For an up-to-date inquiry copy and paste the URL below into a browser. Then, use the location finder to enter in a location and this will provide hours of operation, wait times, and a phone number.

<https://locations.lifelabs.com/>

- Renfrew County and Area District Health Unit

SELF-SCREENER and guide on next steps: <https://www.rcdhu.com/>

Family Services

- Family and Children's Services of Renfrew County

Groups and non-essential programming are cancelled until further notice

Office is open - appointment only (613-735-6866) - if client shows up without appointment, their name and number will be taken to contact and schedule appointment unless it is urgent
24/7 services

- CPAN

No face-to-face support.

Will attempt to connect those with resources via telephone -613-735-9579

Killaloe - Barry's Bay -Golden Lake

General Supports

- Facebook Group: Caremongering Renfrew County
People volunteering to bring food to others, make food for others, support our community
- Facebook Group: 11th Hour-Survival and Supply
For vulnerable individuals during the COVID-19 Pandemic to ask for help for someone in the community to bring them their groceries, medications etc.

Foodbanks/Grocery Stores

- Killaloe food bank
Friday March 27 3:30-5:30
Monday April 06 3:30-5:30
- Madawaska Valley Food Bank
Tuesdays starting at 8:30. Upon arrival, no earlier than 8:30 am Tuesday, clients will be asked to form a line with their vehicles through the St Lawrence' O'Toole parking lot. Clients are asked to stay in their vehicles. Each client will be asked, from a safe distance, for their name and household number (verified by a paper list) and then a prepackaged box and bags of perishable food will be placed in the back of their vehicles. New clients will be registered on site. Walkers will be accommodated as they arrive.
- Barry's Bay Home Support
Meals on Wheels hot meals is currently suspended
Delivering their frozen meals-drop off at door. Clients call them to order at 613 756 2772
- Valumart
Senior's hours 7:00am - 8:00am
- Metro
Seniors/at risk hours 8:00am - 9:00am

Financial Support

- Ontario Works- ****EMERGENCY FUNDS AVAILABLE**** 613-757-0770
Financial assistance can be provided to individuals through local Ontario Works offices.
Emergency funds are available for those in financial crisis who have no access to other supports
CLOSED TO WALK-IN TRAFFIC. Please do not drop off any documents at this time as the office is unable to respond to them. Please call the office regarding forms and documents.
Offering services by telephone and email only.
Applications for Ontario Works, Emergency Assistance and Homelessness Prevention Programs will continue - contact the local office to discuss an over-the-phone application or issues regarding these programs

Housing Services and Home Supports

- Renfrew County Housing

Offices closed to public
Clients will be assisted over the phone
If it is an emergency, contact 613 735 0782 and press "0"

- CCAC

Still taking referrals - only service that has changed is beds for convalescent care as they are being used for patients in hospital at this time.

Addiction Support

- Addiction Treatment Services (ATS)

Intake, assessment and outpatient services for substance abuse/opioid and gambling are being done by telephone at this time.

Smoking cessation services are still being provided for enrolled clients but not opening any new intakes for smoking cessation

Groups: weekly Aftercare and monthly Parent Lifelines of Ontario support group are being offered through ZOOM

Strengthening families group slated for April 14th 2020 start date has been postponed and any Seeking Safety groups as well.

There are staff at main office in Renfrew, Pembroke site and OATC in Pembroke.

- MacKay Manor Residential Supportive House

Programming remains - somewhat modified as some staff are off in self-isolation

New intakes are still accepted - but not taking any new residents into the house at this time

Clients on wait list are being supported via telephone

- Addiction Supportive Housing Program (ASH)

New intakes are still being accepted

Case managers are working from home and clients are supported via telephone

- Community Withdrawal Management Program

New intakes are still being accepted

Case managers are working from home and clients are supported via telephone

There are a number of resources for individuals with addictions

I.e. CACCF has put together a virtual support system for those who need counselling, webinars and online AA meetings. (URL to find local zoom meetings) <http://aamadawaskavalley.org/meetings/>)

Alcoholics Anonymous

- 24/7 Crisis Line: 877-746-7360

Caller will get connected with a local peer support person

- OATC

Business as usual

Legal Services

- Renfrew County Legal Clinic

No in person meetings or appointments

Limited staff at this time.

Abuse Services

- Bernadette McCann House for Women

The following have been cancelled at this time: all groups, visitors, meetings, tours

Shelter: we continue to provide services through the Shelter. Direct clients to call the Crisis Support Line at 613-732-3131 or 1-800-267-4930

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- Lorraine's Pharmasave

Senior's 65+ hours: 9:00am - 10:00am

- Aikenheads pharmacy

Will deliver medications in town to clients.

Monday-Wednesday 9am to 6pm, Thursday-Friday 9am to 8pm

Saturday 9am to 5pm

Sunday 10am to 2pm

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