



STAYING SAFE AT HOME

WHERE TO GET HEALTH INFORMATION AND SERVICES

Navigating the health care system, at any time, can be challenging. During a pandemic, this becomes even more difficult as services may have changed. You may be wondering what is still available and how to call for help when you need it. Below is some information that may help you navigate the system during the pandemic.

I NEED SUPPORTS IN THE HOME FOR THE PERSON I AM CARING FOR

- [Home and Community Care - South West Local Health Integration Network](#)
Community health care services such as nursing, personal support workers, and various therapies. Anyone can make a referral: a family doctor, friend, family member, even you, yourself. To explore options and eligibility, call: 310-2222 (no area code required)

I NEED SUPPORTS IN THE HOME TO MANAGE DAY TO DAY ACTIVITIES

- **Community Support Services**
A collection of agencies that provide health and wellness services that includes transportation, meals and nutrition, education and supports, safety and reassurance, health and wellness, support in the home, intensive support programs and adult day services. For one-stop access in your community, call:
 - [Elgin](#) 1-888-866-7527
 - [Grey Bruce](#) 1-833-659-5491
 - [Huron Perth](#) 1-844-482-7800
 - [London-Middlesex](#) 519-673-6617
 - [Oxford](#) 1-888-866-7518

I AM CONCERNED ABOUT MANAGING MEDICATIONS

- If you are taking on the responsibility of managing someone's medication, speak to your **Local Pharmacist** about different kinds of medication packaging (e.g. blister packaging, dosette box) and strategies to keep everyone safe, reduce error and make this task easy for you.
- Pharmacies are recommended to dispense no more than a 30 days' supply of medications at a time. People using the [Ontario Drug Benefit Program](#) will not be required to pay any co-payment until July 1, 2020, for any prescription of 30+



Tips for Caregivers



days that is now being dispensed in installments. The Drug Benefit covers all seniors over 65 years of age, as well as those under the age of 25 not covered by private insurance, Ontario Works and Ontario Disability Support Program recipients, and anyone receiving in-home or institutional care. Consult your local pharmacy if you have questions.

I AM OVERWHELMED AS A CAREGIVER AND NEED SUPPORT

- **For 24/7 Mental Health Crisis Support**

- [Reach Out](#) (Elgin, Oxford, Middlesex and London): 1-866-933-2023
- [Huron Perth Helpline and Crisis Response Team](#): 1-888-829-7484
- [CMHA Grey Bruce Mental Health and Addiction Services](#): 1-877-470-5200

- **For Non-Crisis Caregiver Support Services**

There are a variety of supports and services designed to assist caregivers who may be struggling from burnout.

- Community Support Services (see above)
- [Ontario Caregiver Organization](#) is a provincial caregiver support service. They offer a provincial bilingual helpline that provides 24/7 support to all caregivers looking for support or have care questions: 1-833-416-2273. Additionally, online, they have support groups and a live chat option.
- [South West Behavioural Supports Ontario](#) : Education and support in managing or preventing responsive behaviours for older adults and their caregivers that may be associated with dementia, complex mental health, substance use, addiction, or neurological conditions. Responsive behaviours include aggression, wandering, physical resistance or agitation.
 - Elgin 519-631-2020 ext 2754
 - Grey Bruce 519-376-2121 ext 2436
 - Huron Perth 519-527-8421 ext 4818
 - London-Middlesex 519-667-6865
 - Oxford 519-421-4223 ext 4223

I NEED TO SEEK MEDICAL CARE

- **Urgent/Emergency medical care**

Whether or not it's related to COVID-19, if you are very ill or have a life-threatening medical emergency, **call 911** or head to your local [Emergency Department](#).

- **COVID-19 related medical concerns**

- Symptoms of COVID-19 range from mild to severe. The most common symptoms include fever, cough and difficulty breathing.



Tips for Caregivers



- If you think you have COVID-19 symptoms or been in close contact with someone who has symptoms, follow your local public health's recommendations and [self-isolate](#)
- Residents in southwestern Ontario can use the [Ontario Health West COVID-19 self-assessment tool](#) to determine how to seek further care.
- Local Public Health Agencies
 - [Grey Bruce Health Unit](#) 1-800-263-3456
 - [Huron Perth Public Health](#) 1-888-221-2133
 - [Middlesex-London Health Unit](#) 519-663-5317
 - [Southwestern Public Health](#) (Elgin and Oxford) 1-800-922-0096
- **Non-COVID-19 medical concerns**
 - Although it may look a little bit different than it has in the past, **Family Doctors/Nurse Practitioners** are still seeing patients. Be sure to call your Doctor's office to explain your situation. Many are offering virtual/phone visits.
 - Most [Walk-In Clinics](#) are continuing to operate, however it is recommended that you call ahead.
 - If you do not have a Doctor, or your current Doctor is not taking appointments, you can use the [Ontario Virtual Care Clinic](#) to connect to an on-call doctor by video or audio for simple health questions. You need to complete a simple registration form on-line.

Note: [Telehealth Ontario](#) can always be contacted for advice at 1-866-797-0000.

ENSURE THAT YOUR WISHES AND THE WISHES OF THE PERSON YOU ARE CARING FOR HAVE BEEN DISCUSSED

Advance Care Planning is a process of thinking about and sharing your wishes for future health and personal care. You never know when someone will have to speak for you or you will need to speak for someone else. In Ontario, there are specific laws about when and who can make health care decisions when someone becomes incapable of doing so. It can help you tell others what would be important if you were ill and unable to communicate. To learn more, check out [Speak Up Ontario](#).

WHERE CAN I GET UP-TO-DATE AND MORE INFORMATION ONLINE?

- Local Public Health Agencies (see above)
- [COVID-19 Public Resources](#), Public Health Ontario
- [Coronavirus disease \(COVID-19\)](#), Public Health Agency of Canada