Bridging Digital Gaps

Presented By: The 519 & RIWC

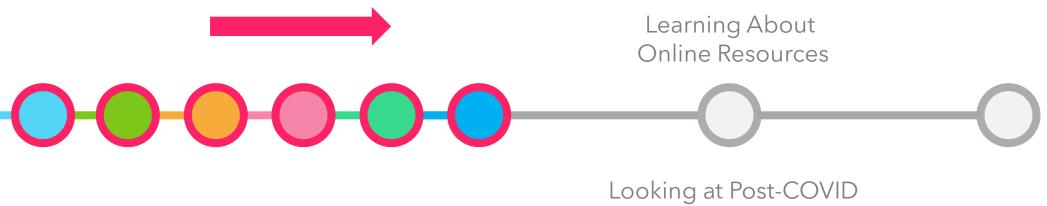
Land Acknowledgement

We acknowledge that we are on the traditional territory of many nations including the Mississaugas of the Credit, the Anishinaabe, the Chippewa, the Haudenosaunee and the Wendat peoples and is now home to many diverse First Nations, Inuit and Métis peoples. We also acknowledge that Toronto is covered by Treaty 13 signed with the Mississaugas of the Credit, and the Williams Treaties signed with multiple Mississaugas and Chippewa bands. This land is also governed by the dish with one spoon wampum belt convenient: an agreement between allied First Nations to peaceable share and care for the land around the Great Lakes.

The City of Toronto has been acknowledging the traditional territory since March 2014. Due to conversations with Indigenous leaders, including the Aboriginal Advisory Committee as part of the 2018 Toronto for All Campaign, the language the City of Toronto uses has evolved.

Series Progress





support and other online resources

Today's Agenda

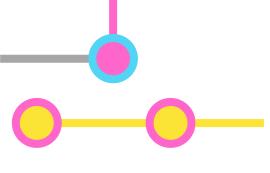
Learning about currentstate of pandemic

2. Learning about post COVID support





Let's talk about COVID-19

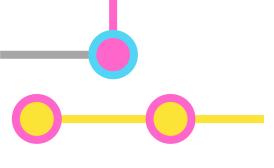


How has COVID affected people?

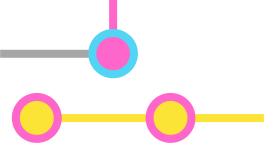
- A survey on COVID-19 and Mental Health, conducted February to May 2021, can be found on the Statistics Canada website
- Fall 2020 to spring 2021 higher proportions of adults aged 25 -64 experienced mental health symptoms related to depression, anxiety, or PTSD

How has COVID affected people?

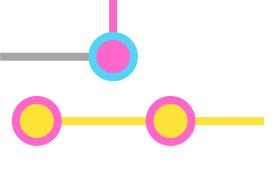
- Within the 25 to 44 age group, the percentage of people screening positive for major depressive disorder increased from 18% in fall 2020 to 23% in spring 2021
- The proportion screening positive for generalized anxiety disorder increased from 15% to 20%



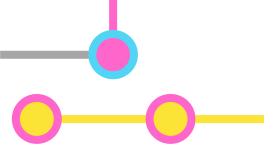
- Even if restrictions have mostly lifted, COVID-19 and the influences it has on our wellbeing continue to exist
- It's still important to keep up-todate with the data surrounding COVID as infections constantly fluctuate



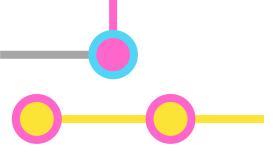
- CAMH reports that levels of anxiety, depressive symptoms, loneliness and binge drinking remain nearly as high as they were in late May 2020
- Gender gaps were also found within the survey results



- 24.4% of women versus 17.3% of men reporting anxiety
- 21.3% of respondents reported that they felt lonely - again there was a significant gender gap, with 24.25 of women feeling lonely compared to 18.3% of men



- For more up-to-date information, you can head over to www.publichealthontario.ca
- Week of October 8^{th -} 8,929 new cases have been reported in Ontario
- Ontario experiences an approximate 13.5% weekly positivity rate of COVID infections



- New COVID variants continue to develop and affect people in stranger ways
- Recently, major outbreaks have occurred within long-term care homes
- Death rates from COVID have also increased

- The Public Health Ontario website can show us more recent statistics related to COVID deaths, vaccination rates, and other related trends
- Left-click the search bar and type "COVID data"
- Press the **enter key**



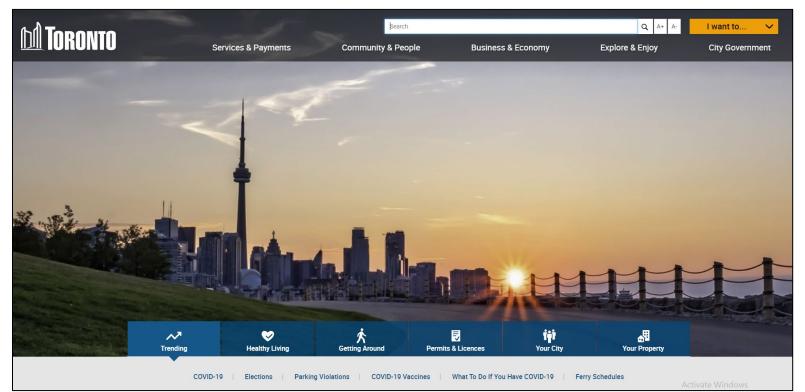
- You will see various links related to your search - leftclick the Ontario COVID-19 data tool link
- Note that you can also add different filters to your search to find what you're looking for more easily by tinkering with the "filter by" menu on the right

Public Santé Health publique Ontario Ontario		Login	${\cal O}$ where to get vaccinated	×
Search Results				
covid data		×		
Results 1-9 of 607 for covid data	Sort by RELEVANCY		Filter By	<u>Clear all</u>
Ontario COVID-19 Data Tool			Resource Type	+
Ontario COVID -19 Data Tool The Ontario COVID -19 Data Tool provides epidemiological information on COVID -19 activity in Ontario to COVID -19 vaccines status - Government of Ontario			Format	+
Webpage Data and Analysis Updated 18 Oct 2022			Торіс	+
COVID-19 Data and Surveillance				
COVID -19 Data and Surveillance Data and surveillance Vaccines Status - Government of Ontario	play a vital role in managing a pandemic.	COVID -19		
Webpage Data and Analysis Updated 16 Sep 2022				

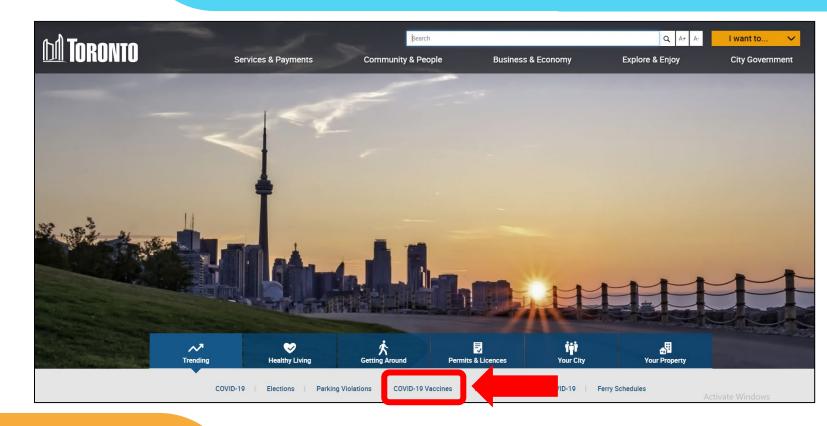
- Scroll down until you see the different tabs shown in the image to the right
- You can click on any of these to view different information related to COVID-19
- In this case, the most recent updates were made during the week of October 8th



- Additionally, you can go to <u>www.toronto.ca</u> for additional information on social support resources
- The city's website can redirect you to medical, financial, housing, and food support services



 For example, you can still book vaccine appointments by scrolling down on the homepage and leftclicking the "COVID-19 vaccine" button



- On this page, you will be given some additional information about the vaccines by clicking any of the blue text headings
- Left-click the "book appointment" button to proceed

COVID-19: Vaccines

Last updated: October 14, 2022 at 9:26 a.m.

Translate this site using <mark>Google Translate</mark> in 简体中文, 繁體中文, أون المروبة, Español, Português, Français, Русский, Italiano, 한국어, اردىر, and other languages.

Book a COVID-19 vaccine at a City-run or hospital immunization clinic using the Province's registration system or by calling 1-833-943-3900 (TTY 1-866-797-0007). Vaccines are also available at pop-up clinics, pharmacies ^[2] and some family doctors.

Book Appointment

Bivalent booster vaccines are now available for eligible individuals: Moderna Spikevax (18+) and Pfizer-BioNTech (12+). Starting Monday, October 17, the Pfizer-BioNTech bivalent booster will be available. Vaccines for children ages 6 months and up are also available. Book an appointment at a City-run clinic.

Novavax vaccine appointments can only be booked through the Toronto Public Health booking site 2.

Stay up-to-date with your vaccinations which includes getting all booster doses when **eligible**. Students in grades 7 to 12 can **book for school-based vaccination** ⁽²⁾ appointments (Hepatitis B, HPV and Meningococcal vaccines) being offered at City-run clinics.

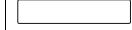
Vaccine Eligibility & Doses Learn more about vaccine eligibility criteria, doses, priority groups and more.	Where to Get Vaccinated Information about different locations where vaccinations take place, including homebound vaccinations and transportation to clinics.	Proof of Vaccination Information about the Provincial requirements, out-of-province vaccines, using City services and more.
Vaccines for Infants, Children & Youth	About the Vaccines Information about how the vaccines work vaccine benefits	Vaccine Data Find data about vaccine trends.

- Scroll down and begin entering all of the information that is asked of you to continue
- Once finished, click the "get results" button at the bottom of the page

Postal code (required)

If you do not have one or live in a recently built neighbourhood, use the postal code of a shelter, library, or other community space in your area.

Example: A1A 1A1



Health card type (required)

Your answer does not affect your eligibility, but it does affect how you can book.

Green Ontario photo health card (expired cards accepted)

Red and white Ontario health card

No Ontario health card

Do you identify as First Nations, Inuit, or Métis? (required)

If you are a non-Indigenous partner or household member of someone in this group, select "Yes."



Did you get a non-Health Canada authorized vaccine for any of your doses? (required)

These include vaccines such as Sputnik and Sinovac.

- The least confusing, and more reliable option to proceed with (in my opinion) is the "find pharmacy" option
- This tool will provide you with the location of pharmacies offering vaccinations based on your postal code

You can book COVID-19 vaccine appointments through either:

The provincial online booking system

Through this system, you can get a vaccine at an immunization clinic.

To book, you must:

Α

- have a green photo health (OHIP) card (you will need numbers on both sides of the card, expired cards will be accepted)
- have an email address (or can use the email of the person helping you)
- have a modern web browser (the booking site is not compatible with Internet Explorer 11 or earlier)

Vaccine available: Pfizer or Moderna.

Book appointment

Provincial Vaccine Contact Centre

You can also book your vaccine appointments at 1-833-943-3900 if you prefer to call (TTY for people

A participating pharmacy

To book, you must have an Ontario health (OHIP) card or another form of government-issued identification.



Additional resources

Public health units may also offer additional options for vaccination.

Visit City of Toronto Health Unit for more information.

- Enter your postal code by leftclicking the field shown next to the arrow
- Left-click the "search" button when you're ready to proceed
- A list of different pharmacies near the postal code you have entered will appear to the right, along with their contact information and address

COVID-19 pharmacy vaccine locations

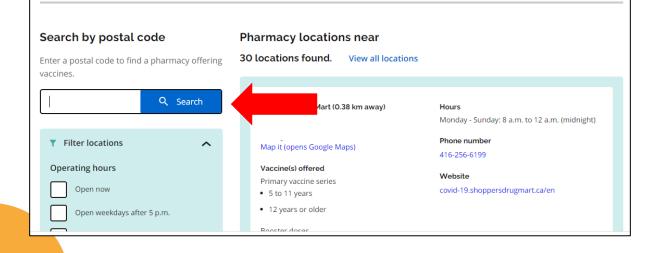
Find your closest pharmacy to get a COVID-19 vaccine.

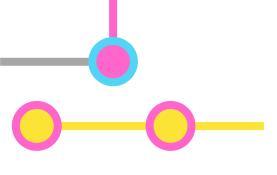
You can receive your COVID-19 primary vaccine series and/or booster doses at participating pharmacies. The vaccine types offered by specific pharmacies may change without notice. All vaccines provided by Ontario offer strong protection against COVID-19 and its variants.

Most pharmacies book appointments ahead of time and some allow walk-ins. Check with the pharmacy before you go.

Learn about:

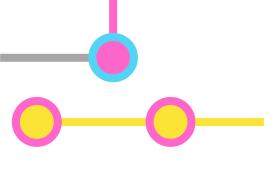
- the different vaccine types
- bivalent vaccines and who is eligible
- what it means to be immunocompromised





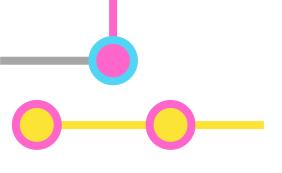
What does this all mean?

- A correlative relationship exists between COVID and rising mental health concerns
- Unfortunately, this also means that support is scarce due to the higher volume of demand within our communities



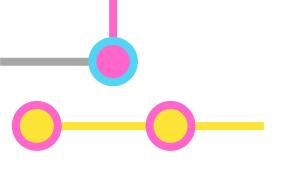
How can I tell if I've been affected?

- Sometimes, the symptoms are difficult to self-identify
- Our relationships may become strained
- Experiencing feelings of loneliness, sadness, fatigue, or anxiousness



What can I do?

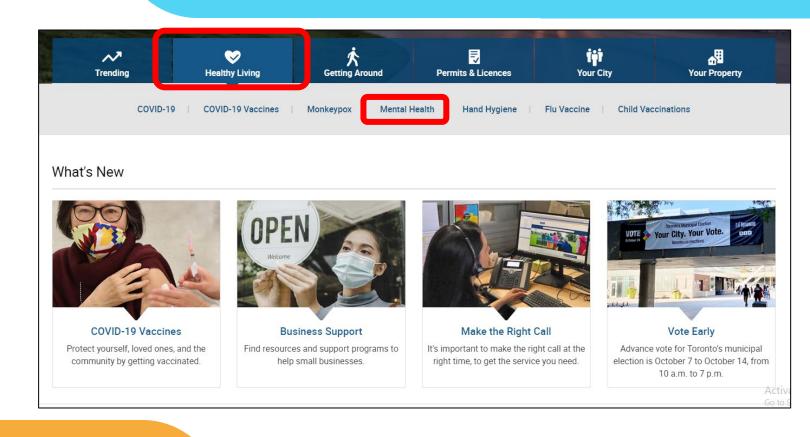
- While it is natural to have these feelings when adjusting to dramatic lifestyle and social changes, please seek professional help if symptoms persist or become worse
- Speak to your doctor and remain consistent with booster shots and regular check-ups



What else can I do?

- Rapid tests are still available at pharmacies and drug stores
- You can also receive rapid tests and advice from the 519's vaccine department and 2sLGBTQ+ older adult group staff

- If you return to the <u>www.toronto.ca</u> homepage you can also
 - find links to mental health support services
- Left-click the Healthy Living tab
- Next, left-click the Mental Health tab



- You will be brought to a new page that lists several links to mental health, crisis, and legal support services
- Click any of the blue names to be redirected to the website of the listed organization

Note: call 211 to connect with someone that can provide you with additional community support services

COVID-19: Mental Health Resources

Call 911 if you are in an emergency, immediate danger, or medical distress. For other needs, call 211 to be connected to mental health and other social services.

To close this web page quickly press Alt+F4 or Cmd+Q (Mac). Learn how to remove evidence of your visit to this page 2. Click on the Translate button at the bottom of this page for information in your language. Mental health supports are also available in many languages.

It's OK not to feel OK

Many people may feel sad, stressed, anxious, confused, scared or angry during the COVID-19 pandemic. These are normal and common responses to unexpected or stressful situations.

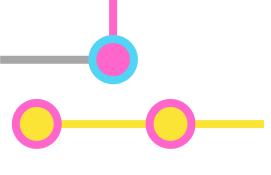
Support is available. At the beginning of the pandemic, the City of Toronto partnered with 13 organizations to help connect residents to free telephone, text and online mental health support during the COVID-19 pandemic. On April 16, 2021 the City announced partnerships with an additional 18 organizations to ensure that residents have increased access to mental health resources.

Through this partnership, the City's Mental Health Support Strategy responds to the needs of children and youth, seniors, frontline workers, as well as those with intersectional identities, such as Indigenous, Black, persons with disabilities and LGBTQ2S, who are struggling with isolation, stress and anxiety exacerbated by COVID-19 measures.

Our partners provide free mental health supports to diverse communities across Toronto:

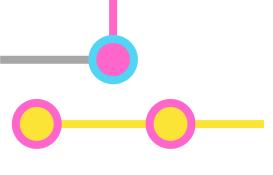
- Across Boundaries ^{III}
- Barbra Schlifer Clinic ^{II}
- Black Coalition for AIDS Prevention (BlackCAP) ²⁷
- Breakaway
- Caribbean African Canadian Social Services 🖻
- Centre for Young Black Professionals (CEE) ^I
- Crisis Text Line ²
- Distress Centre of Greater Toronto ^{II}
- Family Services Toronto ²
- Generation Chosen ²²

- LGBT Youthline ²
- LOFT Community Services ^{II}
- Native Child and Family Services of Toronto 2
- Ontario Psychological Association ²
- Stolen from Africa ^{II}
- Strides Toronto
- TAIBU Community Health Centre
 ^{I2}
- The Access Point ^I
- The Canadian Mental Health Association ☑
- Toronto Rape Crisis Centre ¹²



What does this mean for the future?

- The return to in-person activities has reduced reliance on virtual communication, but not by much
- A wide variety of businesses and social supports are still tailoring their services to accommodate virtual accessibility



What does this mean for the future?

 It is important to educate everyone on how to be able to use technology to meet recreational, banking, medical, and other personal needs

Let's talk about community support services

The City of Toronto's Hardship Fund can help pay for some specific medical items/services including eyewear, emergency dental work, medications, medical items (walkers, hearing aids, hospital beds and more) or funeral expenses

Hardship Fund

Highlights

Employment & Social Services may be able to help if you need to pay for special health-related items.

If you are receiving Ontario Works (OW) or Ontario Disability Support Program (ODSP), talk to your caseworker to request help with any required special health-related items.

If you are not in receipt of social assistance and you require special health-related items, you can call 416-338-8888 to apply for help.

Read a summary of the Hardship Fund and how to apply.

- To access this page, search the **Toronto.ca** website for info on the Hardship Fund using the same method in previous slides
- You can then click on the blue text labeled
 "Hardship Fund" to find out more information about how to apply

Hardship Fund

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Read a summary of the Hardship Fund and how to apply.

Note: sometimes the information for these programs is not updated so it is better to call

- You will then be brought to a new page that will provide you with additional information on the different types of coverage offered by this program
- Eligibility requirements are also listed

Help with Health-Related Expenses for Low-Income Residents

Funds may be available to pay for certain medically based items/services such as eyeglasses, emergency dental work, medication, medical items (walkers, hearing aids, hospital beds and more) or funeral expenses. Low-income Toronto residents who are not receiving assistance from Ontario Works or the Ontario Disability Support Program (ODSP) can apply regardless of their immigration status in Canada.

If you are not receiving social assistance, you can apply to see if you qualify for help with health-related expenses. It is important that you apply before paying for your medical items/services, as you may not be reimbursed for some items/services if you have already paid for them.

Who Can Apply

Low-income Toronto residents, who are not receiving assistance from Ontario Works or ODSP, who require help with a medically based item/service, may apply.

How to Apply

To apply, call 416-338-8888 (select option #3). You will need to provide information about your financial situation and have details and a cost estimate for the medically based item/service you need. It is important that you apply before paying for your medical items/services, as you may not be reimbursed for some items/services if you have already paid for them.

For more details about what information is required to apply for specific items, read about **eyeglasses**, **dental services**, **medication**, **medical supplies and devices** or **funeral expenses**.

If you do not speak English or French you will need an interpreter when you call to apply. For help finding an interpreter, visit 211Toronto ²⁷.

After Applying

Your eligibility will depend on the cost of the medically-based item/service you need, whether or not that item/service qualifies for funding, and your financial situation

Low-income residents who apply for help with the cost of health-related expenses will be told by the caseworker whether or not they qualify after all needed documents have been provided.

- There is also free dental care available for lowincome seniors in 24 clinics across Toronto
- Once again, search the Toronto website for "free dental clinics"
- Click on the option that reads "free dental care city of Toronto"

Search results for "free dental clinics"

1 to 10 (1,752 found)

Search Tips Advanced Search

Toronto Public Health to open new dental clinic - City of Toronto

https://www.toronto.ca/news/toronto-public-health-to-open-new-dental-clinic/

Oct 13, 2022 - Toronto Public Health to open new **dental clinic** Media Advisory July 25, 2022 Mayor John Tory...representative to unveil a new **dental clinic** in partnership with the Rexdale Community Health Centre...to the Rexdale Community Health Centre Remarks will be followed by a tour of the new **clinic**. Toronto is home...

Free Dental Care - City of Toronto

https://www.toronto.ca/?page_id=41319

Oct 13, 2022 - Good oral health is important for overall health. Yet, for some, regular dental care may not be affordable. You may be eligible for free dental services in our Toronto Public Health clinics. We offer dental services to eligible children and youth (0-17 years), adults enrolled in selected Toronto Public Health programs, and seniors (65 years and [...]

Dental Clinics - City of Toronto

https://www.toronto.ca/?page_id=41392

Oct 13, 2022 - In addition to the clinics that are listed on this page, Toronto Public Health also has a fully-equipped Mobile Dental Clinic that travels to select community agencies across the city. It provides free dental care for eligible clients who have difficulty accessing dental services in the customary manner. For information to access this service, please call 416-338-7600.

Mayor John Tory opens new dental clinic in the Dixon/Rexdale community - City of Toronto

https://www.toronto.ca/news/mayor-john-tory-opens-new-dental-clinic-in-the-dixon-rexdale-community/

Oct 13, 2022 - Mayor John Tory opens new **dental clinic** in the Dixon/Rexdale community News Release July 26, 2022... **Dental** and Oral Health Services **Clinic** (DOHSC). The new **clinic** in the Dixon/Rexdale community..., **dental** assistants and clerical staff. The **clinic** will open to patients later this summer. Dixon...

Free & Lower-Cost Recreation Options - City of Toronto

https://www.toronto.ca/explore-enjoy/recreation/free-lower-cost-recreation-options/

Oct 13, 2022 - The City is committed to increasing access to recreation by offering free drop-in programs, free centres, subsidies and older adult discounts.

- Left-click on the **"Seniors Dental Program**" tab
- You can click on "how to apply" or call (416) 916-0204 for more information on this program or if you have any questions

Free Dental Care

Good oral health is important for overall health. Yet, for some, regular dental care may not be affordable.

You may be eligible for free dental services in our Toronto Public Health clinics. We offer dental services to eligible children and youth (0-17 years), adults enrolled in selected Toronto Public Health programs, and seniors (65 years and older).

Eligibility varies by clinic. For more information, please contact one of our clinics to determine if you are eligible.

If you have private insurance, search for a dentist ² through the Royal College of Dental Surgeons of Ontario.

If you are not eligible for free services, and you do not have private insurance, you may qualify for dental care at a low-cost dental facility.

Available Services		+
Seniors Dental Program		_

Expand All + Collapse All -

If you are 65 or older, you can get free dental care at a Toronto Public Health dental clinic if you are eligible.

Toronto Public Health is working with the Ministry of Health and local partners to provide dental care for eligible seniors through the new Ontario Seniors Dental Care Program (OSDCP).

The Ontario Seniors Dental Care Program is a Provincially funded dental care program that provides dental services for eligible low-income seniors who are 65 years of age or older. Learn more about this program and how to apply 2.

If you have any questions or need to replace your dental card, please contact the Ontario Seniors Dental Care Program:

Tel: (416) 916-0204 Toll-free: 1-833-207-4435 Toll-free TTY: 1-800-855-0511 www.ontario.ca/seniorsdental

Seniors residing in Toronto who have applied for OSDCP and deemed not eligible, may be eligible for Toronto's municipal dental program. If you require assistance in applying for the Ontario Seniors Dental Care Program (OSDCP), please contact (416) 338-7600.

Link to COVID-19 & Mental Health Survey

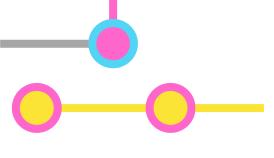
https://www150.statcan.gc.ca/n1/daily-quotidien/210927/dq210927a-eng.htm

Link to CAMH Article

https://www.camh.ca/en/camh-news-and-stories/one-in-five-canadiansreporting-high-levels-of-mental-distress

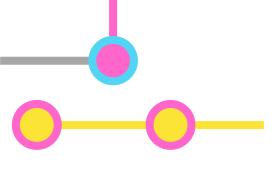
Let's take an intermission

Let's look at emerging needs



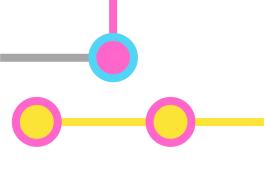
Why should I learn how to shop online?

- Online shopping is very convenient:
 - Larger variety of products
 - Fast shipping
 - Browse different brands from the comfort of home
 - Groceries can now be delivered
 - Access deal unavailable instores



Where should I shop online?

- Search for trusted brands you know and love
- Amazon, Best Buy, Canadian Tire, and Walmart are popular for online shopping
- Companies like Uber also offer grocery delivery



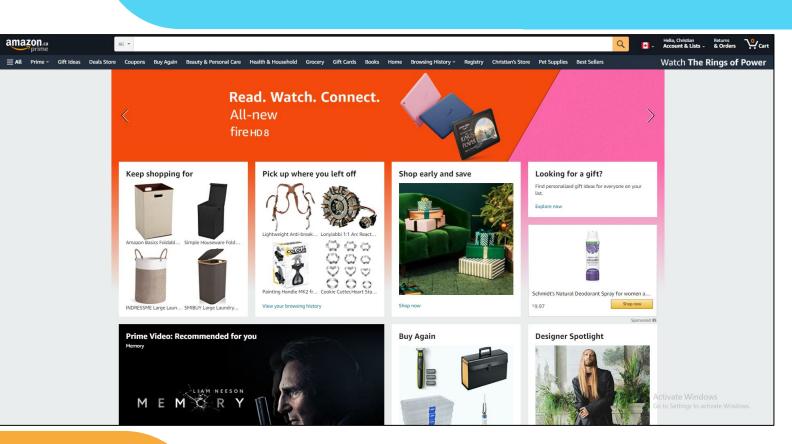
How can I shop online safely?

- Don't overshare information to eretailer (social security, passport number, etc....)
- Regularly check your bank statements if your credit card information is saved anywhere
- If you're shopping on the go, connect to a trusted, secure Wi-Fi

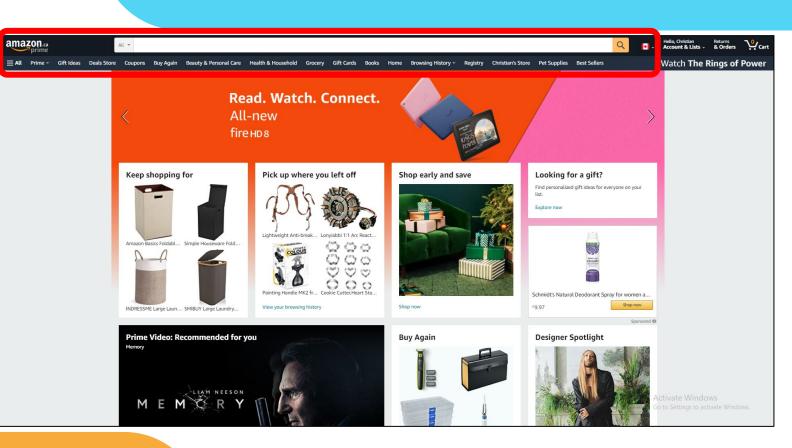
How to use Amazon

https://www.youtube.com/watch?v=vhpC4m61w-o

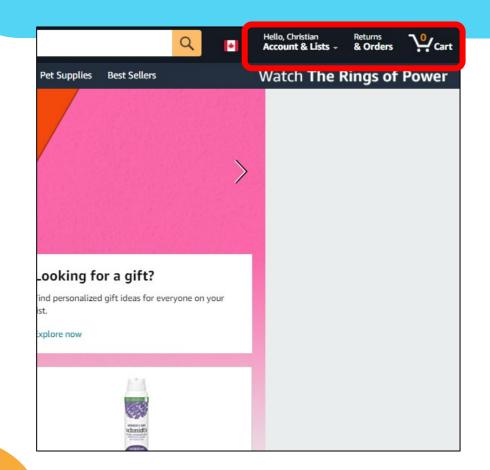
- Ensure that when you search for Amazon on your browser, you type it as
 "www.amazon.ca"
- If you've entered it as "amazon.com" you will instead be brought to the American site
- Prices and shipping options will differ on the US site



- At the very top of the Amazon homepage, you will notice a search bar as well as different categories you can use to filter through products
- You also have the option to purchase things like gift cards and use coupons



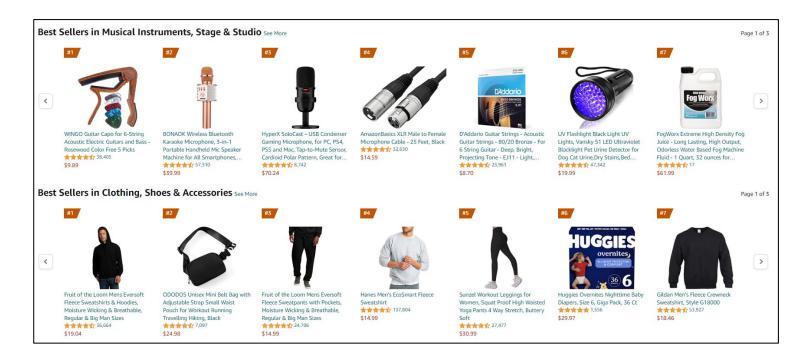
- At the top-right, you can find additional buttons that will bring you to the sign-in page, your recently placed orders, and shopping cart
- Keep in mind you need to create an **Amazon account** to use the platform – refer to the earlier video for details on how to do this



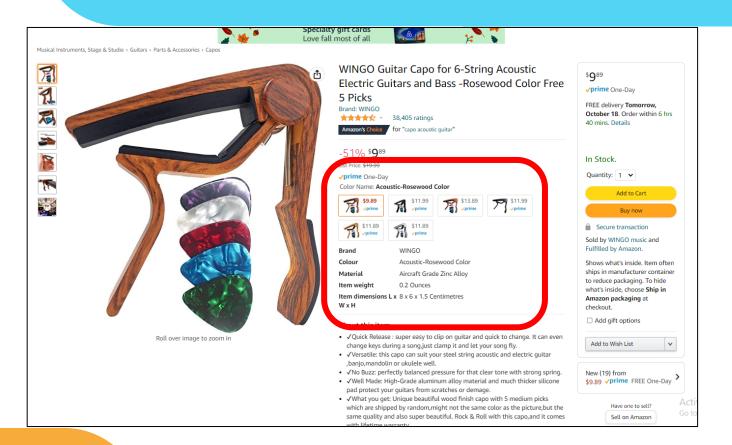
- Looking back all the way to the left side, you can also left-click the "all" button to view more product categories
- Pick a category by leftclicking and we can look at what the product pages on Amazon are like

	🕑 Hello, Christian	
	Trending Best Sellers	Â
	New Releases Movers & Shakers	
amazon.ca	Digital Content And Devices Echo & Alexa	>
	Fire Tablets & Fire TV Kindle	> >
	Audible Audiobooks Amazon Prime Video	> >
	Amazon Music Appstore for Android	> >
	Shop By Department	
	Books Video Games & Prime Gaming	> >
	Music, Movies & TV Shows	>
	Electronics, Computers & Office	>
	Programs & Features	

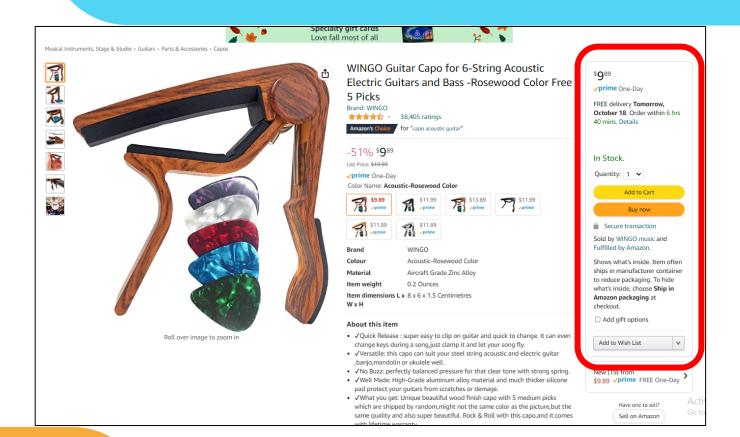
- Product pages will look similar to this one
- Amazon will usually show you the most popular items first as well as provide a brief description and user rating on each product
- Go ahead and click on one of the items that interests you



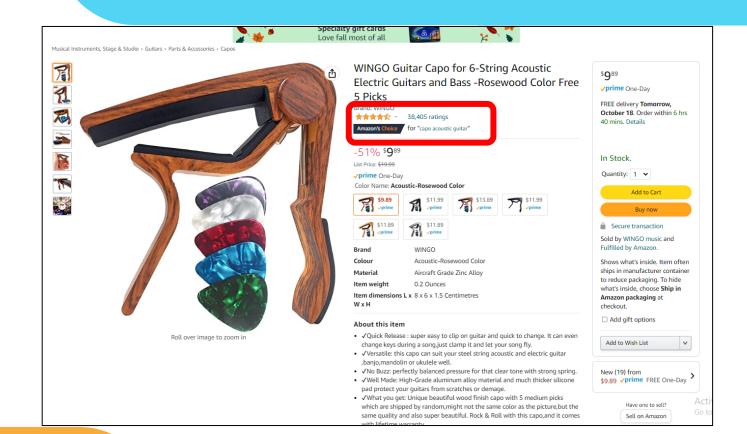
- This page tells you everything you need to know about the product you want to buy
- Depending on the product, you may see different color options or models available to the right of the main image



- You can also find out some information about when the product will be delivered to you and whether or not it is available for **"Prime Shipping"**
- Prime shipping refers to a subscription in which Amazon expedites your package for "free" within 1-2 business days

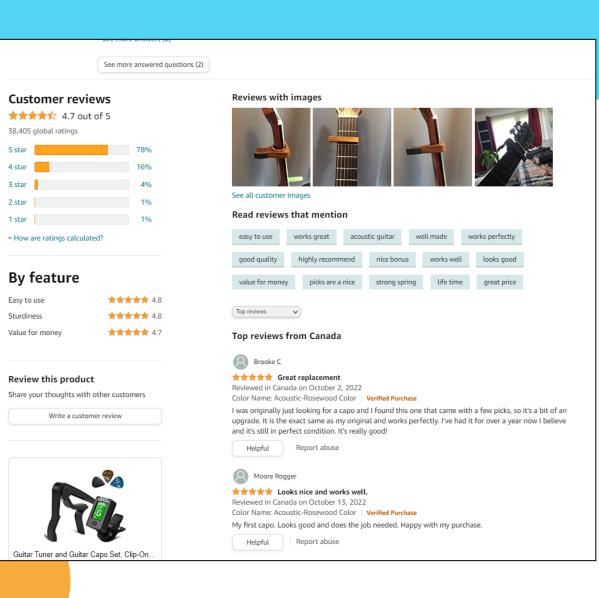


- If you want to know what other people's experience with the product has been, click on the number of ratings found in blue text next to the stars
- Generally, the ratings will give you a good sense about how good the quality of the product as well as how respondent the seller is



- A new page will open, bringing you to the reviews section
- You can sort reviews based on date as well as average rating

 some review include pictures
- Seek out products that have an average star rating of 4 stars or more to ensure a good shopping experience



• If you return to the previous page, where the product information is shown, please pay attention to the highlighted area in the images

2

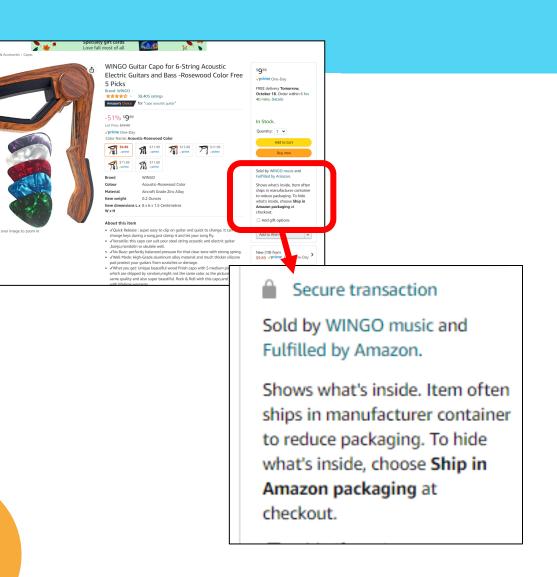
70

2

1

- Amazon is a marketplace where almost anyone can sell their products
- Products may at times be sold by companies other than Amazon

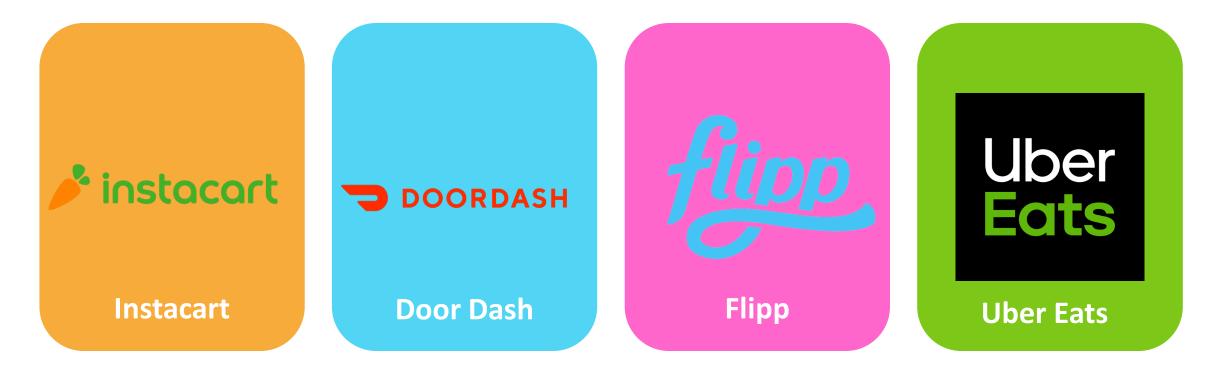
Note: keep an eye on who is selling the product - every seller has different return policies



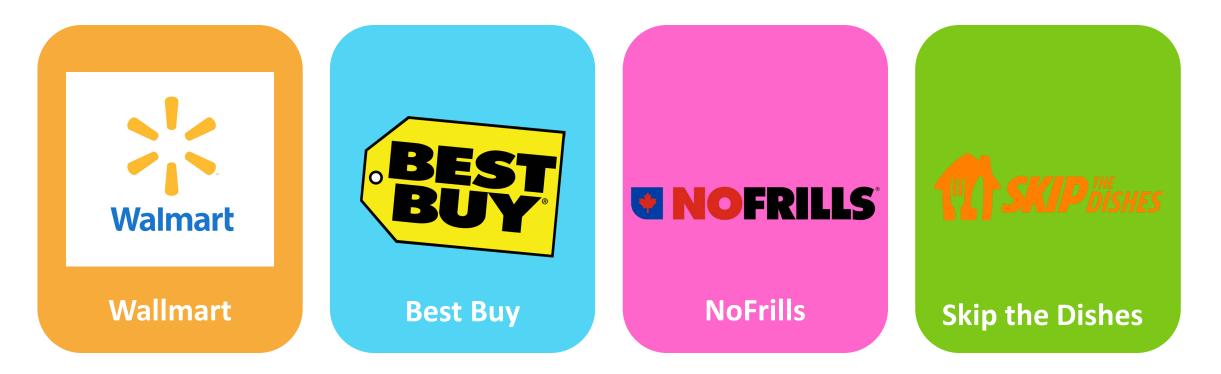
- You should also keep in mind that Amazon conveniently delivers certain types of groceries
- But, the range is limited to pre-packaged items

RESULTS Price and other details may vary based on pro	oduct size and colour.		
CHEEREALT CRUNCH CRUNCH CHEDDAR	RXDAR 1.2 g PROFEIN 2.3 g DR PROFEINER 3.3 g DR PROFEINER 3.4 g Drates - solid ed Grandele 4.5 Cathewer - solid ed Grandele 4.6 Cathewer - solid ed Grandele 4.7 Dates - detter 1.8 Dates - detter 1.9 Dates - detter 1.	Encarge and the second se	COFFEE CO BALASTERS BOASTERS
Sponsored 🕜	Sponsored 👩	Sponsored 🕜	Sponsored 🕥
Cheez-It Baked Snack Crackers	RXBAR Banana Chocolate Walnut,	Bear Paws Dare Banana Bread	Balzac's Coffee Roasters Farmer
Crunch Original Cheddar 191 Gram	Protein Bar, Breakfast Snack, 12ct, 52	Cookies, Family Size 480g (12	Blend Whole Bean Coffee 12oz,
* * * * * × 347	Grams	Pouches)	Farmer's Blend, 12 Ounces
^{\$} 2 ⁹⁷ (\$1.55/100 g)		A second state	
buy 5 to get 5% off	\$ 30 ⁸⁹ (\$2.57/count) \$35.00	^{\$} 5 ⁹⁹ (\$1.25/100 g)	\$ 16 ⁹⁹ (\$49.97/kg)
✓prime FREE One-Day	\$29.35 with Subscribe & Save discount Save \$0.89 with coupon	buy 5 to get 5% off	\$16.14 with Subscribe & Save discou Shop on app and save
Get it tomorrow, Oct 18	vprime FREE One-Day	vprime FREE One-Day Get it tomorrow, Oct 18	shop on app and save yprime FREE One-Day
	Get it tomorrow, Oct 18		Get it tomorrow, Oct 18
tinner and a court of	VARIETY PACK CUSHIN GRAFE CILICIC CILIFAVOURS G STRAVEERVY SPLASE	Cheeseer tromage Cheeseer tromage Cheeseer tromage Cheeseer Cheeseer Cheeseer Cheeseer Cheeseer Chees	Bestseller

Here are some trusted goods and grocery delivery platforms...



Here are some trusted goods and grocery delivery platforms...



How to use Uber Eats

https://www.youtube.com/watch?v=43iPV5YSDuE

How to use Door Dash

https://www.youtube.com/watch?v=F3uRbXg46vM