

## Resources and Support for HR Contacts and Cases

### **I do not have a car or do not have a driver's licence. How do I go for testing at the COVID-19 Assessment Centre (CAC)?**

- Ask a friend / family / neighbour to drive you
  - You should wear a mask
  - The driver should wear a mask / face covering
  - You should sit in the back seat with the windows down, if possible **OR**
- Call a taxi
  - When booking the taxi, you should tell them that you are going for a COVID-19 test
  - Taxis should have a plexiglass barrier in place and the driver should wear a mask **OR**
- Walk to the CAC, if possible
  - Please tell the CAC that you will be coming on foot if you chose to walk
- If none of these are possible, please call Belleville / Quinte West CAC hotline at 613-961-5544 to book an in-home appointment by a community paramedic.

### **What happens if I cannot self-isolate because there isn't enough room where I live, or I do not have my own place to live?**

- If you are a high-risk contact, you do **not** have any symptoms of COVID-19, and you cannot self-isolate because of your living arrangements, please leave a message for your Communicable Disease Investigator (CDI) at 613-966-5500 describing your situation, and we can help you to find somewhere to stay during your mandatory isolation.
- If you are a student at Loyalist, the college can assist you to find alternate accommodation.
- If you are not a Loyalist student, we are working with social services to reserve hotels on a case-by-case basis for circumstances where people are unable to isolate from one another in their homes and the risk of COVID-19 is high.

#### **Hastings County Residents:**

- If you live in Hastings County, you can call the Hastings County after hours emergency number at 1-877-528-9514. They operate starting after 4:30 pm and may be able to arrange for a hotel room.

#### **Prince Edward County Residents:**

- If you live in Prince Edward County, you can call Prince Edward Lennox and Addington Social Services at 1-866-667-1010. Their core business hours are Monday to Friday, 8:30am - 4:30pm (except stat holidays).
- After hours contact for Prince Edward County is the Salvation Army- Picton and can be reached at 1-613-921-0425 or 1-613-921-7470. In the event that an individual need to isolate due to Public Health recommendations after hours, service providers or individuals should contact Salvation Army to determine appropriateness of using an Emergency Motel stay.

#### **If you have symptoms:**

- We are **not** placing anyone who has symptoms in a hotel; instead they will be placed at the Quinte Secondary School isolation centre.

- If you develop symptoms, let us know, and you may be moved to Quinte Secondary School.

### **Are there any financial supports that I am eligible to apply for while I am isolating and unable to work?**

If you are isolating and do not have the money to make ends meet, you may be eligible for the following benefit programs.

- Ontario Emergency Assistance  
<https://www.ontario.ca/page/apply-emergency-assistance>
- COVID-19 Benefits and Services  
<https://www.canada.ca/en/services/benefits/covid19-emergency-benefits.html>.
- Canada Recovery Sickness Benefit (CRSB)  
<https://www.canada.ca/en/revenue-agency/services/benefits/recovery-sickness-benefit.html>

### **What if I need food and medication while I am isolating?**

- Call 211 to help you find services that can assist by getting groceries or running errands while you are at home sick or self-isolating.
- For more information visit <https://www.211oncovid19.ca/>.

### **All areas of HPEC**

- Grocery delivery with a fee:
  - Instacart <https://www.instacart.ca/>
  - Total Takeout <http://www.totaltakeout.ca/>

### **Belleville**

- Gleaners Food Bank - 613-962-9043

### **Quinte West**

- Trenton Care and Share - 613-394-5551

### **North Hastings**

- North Hastings Community Cupboard - 343-476-0177
- North Hastings Community Trust - 613-332-3657

### **Central Hastings**

- Central Hastings Support Network - 613-473-5255

### **Prince Edward County**

- Picton Food Bank - 613 476-8516
- County COVID help line - 1-833-676-2148
  - If you are in need of food, call at least 2 days in advance to order a food box from the County Food Depot (Delivery can also be arranged.)
- Prince Edward Community Care for Seniors - 613-476-7493
  - Call for assistance placing a grocery order by email or online (offered 5 days a week)

### **What other community services are available in my community?**

**Quinte Immigration Services** - For newcomers, Quinte Immigration Services will assist you. Please call for 613-968-7723 for more information.

**Community Advocacy & Legal Centre (CALC)** - Non-profit community legal clinic helping people living in Hastings and Prince Edward Counties. Please call 1-877-966-8686 for more information.