

NEWS

For Immediate Release
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Community services still available during COVID-19 Agencies from across Durham Region partner to support local residents

DURHAM REGION – Community support services agencies from across Durham Region have continued to provide essential services to their clients after the Province declared a state of emergency on March 17th in response to the COVID-19 outbreak. Seniors and other vulnerable individuals have been safely supported at home as programs moved online. Staff delivering in-home personal support services have donned personal protective equipment to protect themselves and their clients and innovative new programs have been launched to respond to people's immediate needs including food security and mental wellness.

To make it easier for people to access these vital services, Community Care Durham, together with the Alzheimer Society of Durham Region, the Oshawa Senior Community Centres, Brain Injury Association Durham and Personal Attendant Care Inc., are also staffing the new **Durham Region Community Services Support Line**.

By calling 1-888-332-3133, residents at risk can now be seamlessly connected to the important services provided by the five agencies and other partners. Staff are available from 8:30 a.m. to 4:30 p.m. Monday to Friday to take calls and messages can be left overnight and on the weekend.

Services can include:

- Grocery and pharmacy delivery
- Meals on Wheels
- Transportation
- Dementia Support Services
- Telephone Safety Checks
- Respite
- Home Maintenance
- COPE Mental Health Telephone & Virtual Support Groups

"Since the end of March we have seen a significant increase in the number of people requiring our support to live independently in their own homes. Our staff and volunteers responded quickly to ensure that we could meet their needs and we are proud of the important work we are doing with our partners and other community organizations." – James Meloche, CEO, Community Care Durham

"We had to close our office in March in order to support system-wide efforts to slow the transmission of COVID-19 in the community. We have been exploring new and creative ways to use telephone, video, online and virtual forums to reach our community and this new Durham Region Community Services Support Line is helping us connect with clients and support them through these challenging times." - Denyse Newton, Executive Director, Alzheimer Society of Durham Region



“Seniors in Oshawa are telling us how much they appreciate the services and support that we are continuing to provide as we work together to keep everyone safe and healthy. By partnering with other agencies we can continue to meet their varied needs quickly and cost-effectively.” – Sandy Black, Executive Director, Oshawa Senior Community Centres

“Navigating the system and finding out where services are available is challenging at the best of times. This new 1-888 number is an easy way for clients and caregivers to reach out and connect with one person who can help them get the services they need.” – Tanya Jewell, Client Support Coordinator, Brain Injury Association Durham

“Safely supporting people in their homes and in the community is a goal shared by all the agencies involved in this initiative. We know we are making a difference and providing a benefit to our clients, their caregivers and our health care partners.” – Jennifer Hammond, CEO, Personal Attendant Care, Inc.

LEARN MORE

Please click on the links below to visit the websites of the five agencies staffing the Durham Region Community Services Support Line:

- [Community Care Durham](#)
- [Alzheimer Society of Durham Region](#)
- [Oshawa Senior Community Centres](#)
- [Brain Injury Association Durham](#)
- [Personal Attendant Care Inc.](#)

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