

A dark blue banner with white and pink text. On the right side, there are several red and white virus-like icons. The text on the left reads: "Services provided by: Eastern York Region North Durham Ontario Health Team COVID-19 SUPPORT SERVICES". The text on the right reads: "Do you need to talk with someone? Do you need help with getting food and groceries? Do you need help with getting to your medical appointments? We provide essential services to vulnerable people in our community. Visit eyrndoht.covidresponse.ca or call 1-877-452-4287 to learn more".

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MEDIA RELEASE

April 16, 2020
For Immediate Release

Eastern York Region North Durham Ontario Health Team provides access to essential services for community

Building on their strong history of local collaboration to deliver community support services to the most vulnerable individuals, the Eastern York Region North Durham (EYRND) Ontario Health Team (OHT) partners and other local agencies have launched a support program that provides essential services to vulnerable populations in the Markham, Stouffville, Thornhill, Uxbridge and Brock communities.

The EYRND OHT partners and other local agencies have come together to create one-stop-shop of services for the communities most vulnerable people. Services include providing local transportation to medical appointments, telephone security and wellness checks, social work and counselling services as well as caregiver support services, Meals on Wheels, grocery and pharmacy pick-up and delivery, personal support and homemaking services, all are available by simply calling 1-877-452-4287.

The services are available to seniors and frail elderly including those who are isolated, marginalized people in quarantine and self-isolation including adults and families, newly discharged patients and clients at risk of returning to hospital, older adults who become ill while in the community and informal caregivers overwhelmed by additional challenges of caring for loved ones while sheltering at home.

“This Ontario Health Team initiative really helps simplify things for primary care providers and patients,” says Dr. Emilie Lam, the Chair of the EYRND OHT’s Primary Care Advisory Council. “Instead of figuring out which organization to contact for help, there is a single streamlined referral point and a coordinated effort to match the patient with the right services in the community.”

To access the service, vulnerable persons or caregivers can call 1-877-452-4287 or visit eyrndoht.covidresponse.ca to make a referral. An intake specialist will assess the request and refer individuals to the appropriate agencies based on client need, language and geography. People will be connected with their service within one business day. For increased access, the website is available in French and traditional Chinese. In addition, services are available in several languages. For some services, a nominal fee may be charged.

Participating agencies include Alzheimer Society of Durham Region, Alzheimer Society of York Region, Brock Community Health Centre, Carefirst, CHATS – Community & Home Assistance to Seniors, Community Care Durham, Durham Region, Entité 4, Krasman Centre, LOFT Community Services, Markham Stouffville Hospital, Region of York, SE Health, and York Support Services Network.

“The hospital is committed to working with our local partners and agencies to provide access to the necessary supports and services for our most vulnerable populations,” says, Elena Pacheco, Vice President, Planning and Transformation, and Markham Stouffville Hospital’s OHT lead. “We are all in this fight against COVID-19 together. By making it easier for those in need to access essential services, during this challenging time, we are helping those that cannot help themselves, as well as keeping the larger community safe, in their homes and not in the hospital.”

“CHATS is excited to be part of this diverse group of agencies responding to the need to make essential services easily accessible to our communities’ most vulnerable persons during the COVID-19 pandemic,” says Christina Bisanz, CEO of CHATS. “In this time of uncertainty, people rely more on trustworthy community support services, making this response site is so crucial. Our intake specialists will ensure that vulnerable older adults and their caregiver are connected to the appropriate services in their area, to meet their social support and language needs.”

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About the EYRND OHT:

The Eastern York Region North Durham (EYRND) Ontario Health Team (OHT) is a collaboration of people with lived experience of dementia, and mental health and addictions, caregivers, residents, primary care partners and community service providers. Under this new OHT plan, health care providers (including hospitals, doctors and home and community care agencies) will work as one coordinated team to meet the needs of our community. For more information visit:

<https://www.msh.on.ca/about-us/eastern-york-region-north-durham-ontario-health-team>