

Appendix A: Summary of Impacts and Tools for Response

Impacts of COVID-19	Tools for Response
<p>Impact on Financial Insecurity:</p> <ul style="list-style-type: none"> ➤ Many individuals experienced lay-offs from their jobs or reduced hours as many workplaces closed ➤ The COVID-19 economic shutdown heavily impacted low-income and precarious workers, women, newcomers, and persons with disabilities ➤ Individuals and families experienced increased expenses to stock up on food or COVID-19 related supplies (PPE, hand sanitizer, cleaning supplies) ➤ Families may have had to purchase technology for their children to access education from home 	<p>Federal Financial Support:</p> <ul style="list-style-type: none"> ➤ Canada Emergency Response Benefit (CERB) provided \$2,000 per month for individuals that lost their jobs or were laid-off ➤ Canada Emergency Wage Subsidy (CEWS) helped businesses keep their workers if they experienced a decline in revenue ➤ Families with children received an additional \$300 on their May Canada Child Benefit payment ➤ Persons with Disabilities received a one-time payment of \$600 ➤ Seniors received up to \$500 (\$300 for those receiving OAS and an additional \$200 for those also receiving GIS) <p>Provincial Financial Support:</p> <ul style="list-style-type: none"> ➤ Support for Learners benefit provided \$200 for each child toward educational expenses (\$250 for children with disabilities) ➤ Additional \$200 available per child in December 2020; Benefit included children aged 13-17 in January 2021 ➤ OW and ODSP recipients were eligible for the COVID-19 Emergency Benefit of \$100 for individuals or \$200 for families <p>Local Financial Support:</p> <ul style="list-style-type: none"> ➤ Deferred property tax payments ➤ Hand sanitizer distribution ➤ Free Transit Windsor service (once it resumed in May, through October 2020) ➤ Relief on utilities payments
<p>Impact on Food Insecurity:</p> <ul style="list-style-type: none"> ➤ An increase in food insecurity was observed in Canada due to the pandemic 	<p>Food Security Support:</p> <ul style="list-style-type: none"> ➤ The WE COVID Care Coalition and Green Shield launched the <i>Windsor Essex Food</i>

Impact of COVID-19 on Marginalized Populations

<p>(14.7% reported in May 2020 vs. 10.5% in a 2017-2018 survey)</p> <ul style="list-style-type: none"> ➤ Families with children and families facing work disruptions more likely to be food insecure ➤ Higher rate of food insecurity among minority populations, including Black and Indigenous Canadians ➤ School closures impacted food security programs for children ➤ Observed decline in food bank donations and volunteers ➤ Closure of Transit services impacted ability to get to the grocery store or a food bank in the City of Windsor 	<p><i>Helpline</i> (now transitioned to 211) which provided information on local food hubs that were hosting a drive-thru or walk-through to pick up food and/or grocery gift cards</p> <ul style="list-style-type: none"> ○ Translation services were made available ○ Could request delivery of food <ul style="list-style-type: none"> ➤ The Windsor Essex Food Bank Association held four drive-thru food hubs across Windsor-Essex ➤ <i>Summer Eats for Kids</i> program provided drive-thru food hubs for families with children ➤ <i>Families-to-Families</i> initiative provided \$100 grocery cards to families on OW/low-income families in Windsor-Essex ➤ June 27th Miracle collected 2 million pounds of food donations in Windsor-Essex ➤ Several food banks and food drives were held by local community organizations
<p>Impact on Physical & Mental Health:</p> <ul style="list-style-type: none"> ➤ The physical distancing response to COVID-19 has increased feelings of isolation and has negatively impacted the mental health of many Canadians; Several vulnerable groups face increased risks ➤ Seniors are a high-risk group that may be heavily impacted by isolation and face concerns of remaining socially connected ➤ Youth (15-24) reported worsened mental health compared to other age groups. ➤ Children may be facing issues with isolation and declines in mental health due to a lack of socialization in school or with friends and extended family ➤ LGBTQ2S+ report decreased mental health and may struggle with isolating in an unsupportive environment ➤ Persons with disabilities may face other impacts and loss of in-person support programs; Parents of children with disabilities reported additional concerns 	<p>Community and Health Supports:</p> <ul style="list-style-type: none"> ➤ Accessible and remote counselling services were provided to Windsor-Essex during the COVID-19 pandemic ➤ The <i>Windsor-Essex Counselling Support Line</i> (WECSL) provided free 24/7 access to professional counsellors ➤ The CMHA increased mental health services with a Pandemic Response therapist and opened the Mental Health and Addictions Urgent Care Centre, in partnership with HDGH ➤ The Essex County Nurse Practitioner-Led Clinic (ECNPLC) launched the <i>WE Health Project</i> to maintain essential services for those in need ➤ Support for seniors was available through the <i>Windsor-Essex Seniors Call Assurance Program</i> (WESCAP) and the <i>Cyber Seniors</i> program was available to assist with technology; The WPL will also be assisting seniors with loaning out technology and providing assistance

Impact of COVID-19 on Marginalized Populations

<ul style="list-style-type: none"> ➤ Isolation and closure of school has placed additional stress in the home for many families; Women report higher levels of stress ➤ Many families and children struggled with online learning ➤ Victims of domestic violence (GBV, child abuse) may be stuck at home in an unsafe situation and increased family stress may contribute to domestic violence issues; Both CAS and Hiatus House reported a drop in calls during the pandemic ➤ People living in homelessness are not able to practice measures necessary to reduce the spread of COVID-19 and are at increased risk ➤ Isolation poses increased risks for people struggling with substance use and addiction; An increase in opioid overdoses have been reported in Windsor-Essex; People may increase alcohol or drug use to cope 	<ul style="list-style-type: none"> ➤ Caremongering groups helped out seniors, and persons with disabilities or other health concerns, by getting groceries, prescriptions, or running errands ➤ The W.E. Trans LGBTQ Community Health and Wellness Centre increased their access to services by phone and curbside pickup ➤ Hiatus House remained open to women and families experiencing domestic violence ➤ The City of Windsor provided Isolation and Recovery Centres for people experiencing homelessness to self-isolate; Shelters remained open and increased safety measures to reduce risk of COVID-19 ➤ The Homelessness & Housing Help Hub (Windsor Water World) day program provided a safe space for people experiencing homelessness to go during the day ➤ The WECHU launched a campaign to address problem drinking; the CMHA and HDGH also increased awareness that addictions services remained available ➤ Virtual addictions services were available with the House of Sophrosyne and the STAGES group support program moved to virtual meetings
<p>Impact on Diverse Populations:</p> <ul style="list-style-type: none"> ➤ Research has shown that COVID-19 has disproportionately impacted communities with ethno-culturally diverse populations ➤ Visible minority Canadians have reported increased racial discrimination and an increase in personal safety concerns within their communities ➤ Anti-Asian racism has been an issue during the pandemic ➤ Indigenous Canadians have reported worse mental health and higher concerns of family stress compared to non-Indigenous Canadians 	<p>Support for Diverse Populations:</p> <ul style="list-style-type: none"> ➤ The national advocacy campaign #HealthNotHate was launched in Canada to address the anti-Asian racism experienced by Asian Canadians during the pandemic ➤ The WECSL was available in both English and French and translation services were also available to support people that speak other languages ➤ W5 started a Newcomer Mental Wellness Support hotline, with services available in Arabic and Mandarin ➤ SOAHAC remained open to provide health services and COVID-19 testing for

<ul style="list-style-type: none"> ➤ Newcomers are facing increased isolation and decreased mental health compared to Canadian-born and established immigrants; There may be cultural stigmas associated with seeking help ➤ International students remain vulnerable during the pandemic as campuses shut down and they may be exempt from financial benefits ➤ GARs face increased isolation and may experience a decline in mental health ➤ Migrant workers have been a vulnerable population in Canada as they live in work in conditions that make them more vulnerable to risk 	<p>the Indigenous population in Windsor-Essex</p> <ul style="list-style-type: none"> ➤ Virtual programs to support newcomers to Windsor-Essex were made available with several organizations, including WEST, MCC, NCCE, W5, SECC, and the YMCA ➤ The government removed restrictions on work hours for international students ➤ The WECHU, Erie Shores Health Care, Red Cross, County of Essex and City of Windsor worked to get migrant workers tested and provide proper accommodations for isolation; Grassroots organizations reached out to provide migrant workers with adequate food, self-care products, and PPE; the organization Conquer COVID-19 donated 120,000 pieces of PPE to local migrant workers
<p>Impact of COVID-19 on Access to Technology and Information:</p> <ul style="list-style-type: none"> ➤ Lower income and marginalized families may not have access to technology or internet in their homes, contributing to a growing “digital divide” ➤ Lack of access impacts education and academic success for low-income children and youth that may not have the opportunity to participate in online learning, or may have to share devices among others in the home ➤ Vulnerable populations may not be able to access virtual health or addictions services if they don’t have internet or phone, or a safe space to connect to services remotely ➤ GARs may not have access to technology to be able to communicate with settlement providers ➤ Language barriers may pose challenges for immigrants and newcomers whose first language is not English or French; COVID-19 information, precautions, and restrictions need to be available in multiple languages 	<p>Providing Access during COVID-19:</p> <ul style="list-style-type: none"> ➤ The P2P community partner Computers for Kids continued to provide laptops to families in need during the pandemic ➤ Local schoolboards in Windsor-Essex worked to provide laptops and tablets to students in need so that children were able to access online learning from home <ul style="list-style-type: none"> ○ The WECD SB provided approximately 1,700 devices and the GECD SB provided approximately 1,600 devices to students ➤ The WPL began to reopen some branches for public computer use in late July, with physical distancing measures in place ➤ The cities of London and Toronto were able to partner with wireless providers and provide internet access to low-income families; A similar program for Windsor-Essex would benefit low-income communities ➤ The South Essex Community Council (SECC) is providing refurbished laptops to newcomer families in need

Impact of COVID-19 on Marginalized Populations

<ul style="list-style-type: none">➤ Settlement workers assisting GARs have noted difficulty providing current COVID-19 information in a timely manner to their clients➤ People without access to appropriate information face increased risks of contracting COVID-19 and are more likely to receive fines for breaking by-laws	<ul style="list-style-type: none">➤ The Community Refugee Fund and Diocese of London Refugee Ministries and YMCA of Southwestern Ontario also purchased refurbished laptops for refugee claimants➤ WEST is providing the <i>RentSmart</i> course virtually to their clients➤ The WECHU has provided COVID-19 information in multiple languages and access to the <i>BrowseAloud</i> translation feature on their website➤ The Government of Canada provided multilingual COVID-19 resources on their website (e.g., how to properly wear a mask, apply for financial support)
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