

Coronavirus (COVID-19) – Support for Children, Youth and Families

At the Child Witness Centre, our primary concern is the health and wellbeing of children, youth and their families.

During this unprecedented time, the amount of news and information coming at you can be overwhelming and challenging to navigate. We're sharing the following resources to help make it easier for you to know where to turn when you have questions or need assistance.

What to do if you are experiencing Coronavirus symptoms

If you're experiencing symptoms or have been in contact with someone who has Coronavirus, complete the [self-assessment](#). If you are having difficulty breathing or experiencing other severe symptoms, call 911 immediately. Advise them of your symptoms and travel history.

Who to contact for guidance if you think you're experiencing symptoms:

- [Telehealth Ontario](#): 1-866-797-7000; TTY 1-866-797-0007
- [Public Health & Emergency Services, Waterloo Region](#): 519-575-4400
- [Wellington-Dufferin-Guelph Health Unit](#): 519-822-2715
- [Find your local public health unit.](#)
- Call your primary health care provider.

Please do not visit an assessment centre unless you have been referred by a health care professional.

Do not call 911 unless it is an emergency.

Learn More about COVID-19 – Government Websites

- [Region of Waterloo Public Health](#)
- [Government of Ontario](#)
- [Government of Canada – Public Health Agency of Canada](#)

Learn More about COVID-19 – Additional Resources

- Public Health Ontario: [How to self-monitor](#)
- Public Health Ontario: [How to self-isolate](#)
- Public Health Agency of Canada: [Know the Difference: Self-monitoring, self-isolation, and isolation for COVID-19](#)

Parenting Resources

- New York Times - Parenting: [How to Talk to Kids About Coronavirus](#)
- Canadian Paediatric Society: [How Can We Talk to Kids About COVID-19?](#)
- Canadian Paediatric Society: [Caring for Kids](#)
- World Health Organization: [Healthy Parenting Tips](#)
- Canadian Centre for Child Protection: [Personal & Online Safety Resources](#)
- Waterloo Regional Police Service: [Online Safety Tips](#)

Child Welfare

- [Family and Children's Services of the Waterloo Region](#) (Cambridge, Kitchener, North Dumfries, Waterloo, Wellesley, Wilmot, Woolwich): 519-576-0540
- [Family and Children's Services of Guelph & Wellington County](#): 519-824-2410 or 1-800-265-8300
- [Ontario Association of Children's Aid Societies](#)
- [Canadian Centre for Child Protection](#)

Support and Crisis Lines – Available 24 hours/day, 7 days/week

- [Front Door – Access to Child and Youth Mental Health Services](#): 519-742-2932, press 1
- [Here 24Seven – Addictions, Mental Health and Crisis Services Waterloo-Wellington](#): 519-821-3582 or 1-844-437-3247 **TTY**: 1-877-688-5501
- [Kids Help Phone](#): 1-800-668-6868
- [First Nations & Inuit Hope for Wellness](#): 1-855-242-3310 and online chat
- [Talk 4 Healing – Crisis Services for Aboriginal Women](#): 1-855-554-4325
- [Sexual Assault Support Centre of Waterloo Region](#): 519-741-8633
- [Waterloo Region Sexual Assault and Domestic Violence Treatment Centre](#)
- [Guelph-Wellington Women in Crisis](#): 1-800-265-7233
- [Support Services for Male Survivors of Sexual Abuse](#): 1-866-887-0015
- [Trans Lifeline](#): 1-877-330-6366
- [Good2Talk – For college & university students in Ontario](#): 1-866-925-5454 or text GOOD2TALKON to 686868
- [Victims Services of Waterloo Region](#): (519) 585-2363 or after hours 519-570-5143

Additional Support – Hours vary

- [LGBT Peer Support Youthline](#): Call 1-800-268-9688, text 647-694-4275 or online chat
- [Naseeha Youth Helpline – Peer Support for Muslim youth](#): Call or text 1-866-627-3342
- [KW Counselling Services](#): 519-884-0000
- [Carizon Counselling](#): 519-743-6333
- [Interfaith Counselling Centre](#): 519-662-3092
- [Shalom Counselling Services](#): 519-886-9690
- [Woolwich Counselling Centre](#): 519-669-8651
- [Family Counselling Centre of Cambridge & North Dumfries](#): 519-621-5090 x 0
- [Family Counselling & Support Services for Guelph Wellington](#): 519-824-2431
- [Victims Services Wellington](#): 519-824-1212 x 7304
- [The Healing of the Seven Generations](#): 519-570-9118
- [By Peaceful Waters](#): 519-886-8577

Police Services – Available 24 hours/day, 7 days/week

- [Waterloo Regional Police Service](#) non-emergency: 519-570-9777; TTY: 1-888-420-1777
- [Guelph Police Service](#) non-emergency: 519-824-1212; TTY: 1-866-513-8062
- [Ontario Provincial Police](#) non-emergency: 1-888-310-1122; TTY: 1-888-310-1133
- Each police service's website has an online reporting tool for non-emergencies.
- Emergency police and first responder services: 911