



COVID-19: **Resources for Linked Together Participants**

This document includes:

1. Ways to be Social and Feel Less Isolated at home
2. Mental Health Resources
3. Grocery and Meal Delivery/Pick-Up Services
4. General Info on COVID-19/Hand-Sanitizer Options for Drop-Off

**If you require any assistance with the below resources, do not hesitate to phone your Linked Together Coordinator, Andrea, at 250-861-6180, ext. 204.*

1. Ways to be Social and Feel Less Isolated at Home

Being on your own at home can trigger some negative feelings. To prevent or alleviate feelings of boredom, loneliness and/or depression during self-isolation, try to do activities at home (or, if safe to do so, outside in nature).

Practice *physical distancing* rather than social distancing. Physical distancing doesn't mean you have to be socially distant from the resources in your community.

Some ways to be physically distant without being socially distant:

- If you feel your health won't be compromised by going outdoors, go for a walk and take deep breaths of fresh air.
- Phone up a friend or family member and try to ask and answer at least 4 questions (minimum).
- E-mail a friend or family member.
- Read or listen to a book.
- Watch or listen to a silly or light-hearted movie or T.V. show.
- Channel your inner artist and draw or paint a picture.
- Write a poem or a story.

- Play solitaire or other card games.
- Play online games (chess, checkers, etc.).
- Knit or do another activity while listening to some upbeat music.

If you're feeling isolated or lonely, call Seniors Outreach & Resource Centre at 250-861-6180, or connect with one of the mental health resources below (*see resources below*):

2. Mental Health Resources

If you're feeling overwhelmed and isolated during this frantic time of COVID-19, please phone any of the following numbers below for emotional support.

***Kelowna Crisis Line (24 hr): 1-888-353-2273**

***Seniors Mental Health: 250-870-5777**

***Mental Health Line BC: 310-6789** (do not add 604, 778, or 250 behind number)

***811 (Non-Emergency Health Line)**

***Suicide Line: 1-800-784-2433**

***Mental Health Line: 250-868-7788**

***Kelowna Mental Health: 250-469-7070**

***Non-Emergency Police/Wellness Check Line: 250-762-3300**

***Canadian Mental Health Association Kelowna: 250-861-3644**

***Hope for Wellness Crisis Line** (24 hr, Indigenous Peoples Across Canada): 1-855-242-3310

***SAGE LGBT Elder Hotline** (24 hr, English and Spanish, translation in 180 languages): 877-360-(5428)

Registered Clinical Counsellors (over the phone services) with Sliding Scale Fees

- **Kylie Feller** (BA Psych., MACP-RCC):
1-604-679-1350, info@kyliefeller.com
- **Alisha Kandler** (BHK-RPK, MACP-RCC):
250-681-0382, alishakandler@gmail.com

3. Grocery and Meal Delivery and/or Pick-Up

For sanitary purposes, I encourage you to pre-pay over the phone and/or ask delivery person to leave grocery items at the front door for pick up. If you need assistance with phoning the grocery store, or ordering groceries online, please contact Andrea at Seniors Outreach & Resource Centre at 250-861-6180.

Before delivery, request that the delivery person please wear gloves when dropping items off.

- For online ordering from a variety of grocery shops in Kelowna (both delivery and pick-up), you can use Insta Cart online (you need an e-mail address to sign up). Look up Insta Cart on the Internet, or, click/type in the link below:

<https://www.instacart.ca/grocery-delivery/kelowna-bc>

Insta Cart online allows you to order from: Superstore, Wal-Mart, Independent Foods, Shopper Drugs Mart, and M&M Food Market.

a) Grocery Delivery and/or Pick-Up

Costco: No delivery or pick-up service, but seniors shopping hour 8 A.M to 9 A.M on Tuesdays and Thursdays.

Farm Bound Kelowna: Delivery (236)-426-4408

Ordering online option: <https://www.farmbound.ca/>

Fresh Valley Farms: Pick-Up (various locations; phone to order and see which location is closest to you). 1-250-540-7500

Ordering online option: <https://www.freshvalleyfarms.ca/store>

IGA: Delivery and pick-up at all IGA locations, as well as “Golden Hour” for seniors to grocery shop at any IGA, from 7 A.M. to 8 A.M on Wednesdays and Fridays.

Ordering online option: https://www.iga.net/en/online_grocery

Rutland: (250)-762-9234.

Glenmore: 250-868-3009.

Independent Foods: 250-860-1512: Delivery or pick-up service, as well as seniors shopping hour from 7 A.M. to 8 A.M. on Wednesdays and Fridays.

Online ordering option: <https://www.yourindependentgrocer.ca/online-grocery-shopping>

Lakeview Market: Delivery or pick-up (250)-762-2913.

Online ordering option: Send an e-mail to Ed, the store Manager of Lakeview Market. Type out the grocery items you'd like delivered or ready for pick-up. Fast99@telus.net.

Follow-up with a phone call to Ed to say you've e-mailed your order in.

Save On Foods: Delivery or pick-up.

Online ordering option: <https://www.saveonfoods.com/shop-online-how-it-works/>

Rutland: (250) 765-5690

Orchard Plaza: (250) 860-1444

Mission: (250) 860-7787

North Glenmore: (250) 712-9581

West Kelowna: (250) 768-2944

Lake Country: (250) 766-9009

Superstore: Delivery or pick-up (250) 717-2536

Ordering online option: <https://delivery.realcanadiansuperstore.ca/>

Urban Harvest Organic Delivery: (250)-868-2704

Ordering online option: <https://www.urbanharvest.ca/customer/new/signup/>

Unearthed Fine Veggies & Herbs: Delivery (250)-767-6636

Ordering online option: <https://www.unearthedfarm.com/purchase>

Walmart: Delivery or pick-up, (250) 860-8811

Ordering online option: <https://www.walmart.ca/en/grocery/N-117>

b) Meal Delivery and/or Pick Up

Home for Dinner: Delivery or pick-up, (778) 478-0343

If doing pick up, please phone beforehand as they are limiting the number of customers in the store.

Menu: <https://homefordinner.info/pages/menu>

May Bennett Meal Program: Delivery, 250-860-3378

M&M Food Market: Delivery or pick-up.

Highway 97 Location: (250)-862-2366

Lakeshore (Mission) Location: (250) 861-8818

Ordering online options:

Delivery: <https://www.mmfoodmarket.com/en/delivery>

Pick-Up: <https://www.mmfoodmarket.com/en/clickcollect>

Smart Start Meals: Delivery, 250-869-7678

Ordering online option: <https://www.smartstartmeals.ca/choose.php>

Souk Market: Delivery or pick-up, 250-864-3491

Ordering online option: <https://www.soukmarket.ca/collections>

Tasties Kitchen: Delivery, jasmine@tasties.ca

Ordering online option: <https://www.tasties.ca/shop/>

The Bike Shop Café and Catering Co.: Delivery or pick-up, 250-861-6858

c) Cheaper Food/M meal Options for Seniors

All Are Family Outreach: Delivery or pick-up, 1-250-503-4983

Better Meals Kelowna: Delivery, 1-888-838-1888

Ordering online option: <http://bettermeals.ca/index.php/cart/index>

Central Okanagan Food Bank: Pick-up, (250) 763-7161

Gospel Mission Kelowna: 250-763-7161

Hands in Service (under age 65): Delivery or pick-up. Only Food Bank Hampers available at this time, (250) 861-5465.

Meals on Wheels: Delivery, (250) 763 2424

Metro Community Church: 778-478-9727

Rutland Community Food Centre: 250-762-9559, ext. 210

Salvation Army Kelowna (Community Life Centre): Pick-up, 250-765-3450 (option 2)

Pre-packed food hampers will be provided, and the 'free-shelf' items will be distributed from the Reception Window.

4. General Info on COVID-19

What is Social Distancing?

Social distancing includes ways to stop or slow the spread of infectious diseases. It means less contact between you and other people while you are out at work, volunteering, or at home.

Social distancing is important because COVID-19 is most likely to spread from person-to-person

Some ways of social distancing include:

- Avoiding handshaking and kissing
- Visiting shops sparingly and buying more goods and services online or over the phone
- Considering whether outings and travel, both individual and family, are sensible and necessary

What is Self-Isolation?

Self-isolation means staying indoors and completely avoiding contact with other people. You will need to do this if you have symptoms of coronavirus. This is to stop other people from getting it.

You will need to self-isolate:

- if you have symptoms of coronavirus
- before you get tested for coronavirus
- while you wait for test results

What does Quarantine mean?

Governments use quarantines to stop the spread of contagious diseases.

What is the difference between Self-Isolation and Quarantine?

While self-isolation serves the same purpose as quarantine, quarantining is designated for those who have tested positive for COVID-19. It keeps **infected** people away from healthy people to prevent the sickness from spreading to others.

Before getting tested for COVID-19...

Phone 811 (Nurses Line) or the Nurses COVID-19 Line, 250-469-6985 to have your symptoms assessed. If advised to do so, book an appointment at **Capri Mall Medical** 250-717-3211 or **Urgent Primary Care Centre** 250-469-6985 between the hours of 4:30 and 8:30 P.M. and phone beforehand.

Hand Sanitizer Drop-Off

Okanagan Spirits & Distillery: 778-484-5174

Wise Acre Distillery: 250-469-2203

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