

Canadians returning from Lebanon

*A bulletin for
Healthcare Professionals
providing services to
Canadians returning from
Lebanon*

Information for Healthcare Professionals

Ontario has ensured that all Canadians returning from Lebanon in these difficult times will have immediate access to health care and social services.

At this point, the information received indicates that most evacuees will be landing at Toronto and Ottawa airports. There may be a surge in demand for health care, particularly in the acute and primary care sectors. Though we have not been advised of serious health issues among the evacuees, we feel it is prudent at this time to bring this matter to your attention. Some evacuees may not have the appropriate documentation, however, institutions are to continue to provide care to those who need it in the interim. The government is amending existing regulations in order to provide an exemption to the waiting period for OHIP coverage for Canadians returning from Lebanon. Support systems are in place to assist both patients and healthcare professionals to manage immediate needs.

A fact sheet provided to returning Canadians points out that they can visit an emergency room and Community Health Centres if they feel or have been told that their medical needs are urgent regardless of their OHIP status.

As you know, Ontario's policy provides medical attention to anyone in need that arrives at a hospital regardless of OHIP status. Immediate medical treatment is a priority while identity can be confirmed after the patient is stabilized.

How do I verify the patient's identity as a member of this group of returning Canadians?

Healthcare professionals providing medical triage and emergency treatment to people in this circumstance can verify the identity of patients through the OHIP verification line or through the passenger manifests by calling 1-800-228-6519. **DO NOT SHARE THIS NUMBER WITH THE PUBLIC.** It is intended for healthcare professionals only and not set up for public call volumes.

Important Numbers

To verify OHIP coverage for Canadians or Permanent Residents returning from Lebanon call
1-800-228-6519.

(HEALTHCARE PROFESSIONALS ONLY)

Regardless of a patient's OHIP status they can

- Call Telehealth Ontario
- Visit a Community Health Centre
- Visit a hospital Emergency Room if they feel or have been told that their health care needs are urgent

To find out about the **nearest Community Health Centre or hospital** they may call the following toll free number

1-866-255-2292.

For a patient in need of **crisis counseling** there is a service staffed by volunteer psychologists and can be reached by calling

1-866-255-2292.

What if a patient needs crisis counseling?

The Ontario Psychological Association (OPA), through a partnership with the Ontario government, will provide crisis counseling and emotional support to people returning from Lebanon. The service is staffed by volunteer psychologists and can be reached by INFOline at 1-866-255-2292.

Settlement and Support Services

Ontario wants to help Canadians returning from Lebanon with no connections in Canada to have immediate access to services that help them re-integrate to life in the province.

Settlement and community support services are available to help you find housing, a job, register your child in school and other links to community resources.

Who do I contact to get help to find a place to live or start to search for a job?

Several settlement agencies exist in Ontario:

- In Toronto:

Arab Community Centre of Toronto
555 Burnhamthorpe Rd, Ste 209
Etobicoke, ON M9C 2Y3
Phone: 416-231-7746
Fax: 416-231-4770

COST-IIAS Immigrant Services
1710 Dufferin St.
Toronto, ON, M6E 3P2
Phone: 416-658-1600

Centre francophone de Toronto
20 Lower Spadina Ave.
Toronto, ON M5V 2Z1
Phone: 416-203-1220
Fax: 416-203-1165

- In Ottawa:

Catholic Immigration Centre
219 Argyle Avenue
Ottawa, ON, K2P 2H4
Phone: 613-232-9634
Fax: (613) 232 3660

Ottawa Community Immigrant Services
Organization
959 Wellington Street
Ottawa, ON K1Y 2X5
Phone: 613-725-0202
Fax: 613-725-9054

Information and services available to clients include:

- Supportive counseling for adults, youth, individuals and families
- Interpretation
- Referrals to and information about housing, shelter hostels and subsidized housing
- Information about community resources and services such as banks, shops, health, cultural, educational, and recreational facilities
- Referrals to social, welfare, and legal services.
- Information and assistance in seeking employment
- Assistance with documents and applications
- Programs for children

In addition:

211 Toronto (dial 211 on any telephone in Toronto or 416-397-4636 in the Greater Toronto Area). This is an information/connection service that can provide information and referrals to a wide range of community, social, health and government services in the Toronto area.

Three websites with useful, comprehensive information are:

<http://www.ontarioimmigration.ca/index.asp>

<http://www.settlement.org/>

<http://www.211toronto.ca/index.jsp>