

Ontario Health Care

for Ukrainian arrivals under the
Canada-Ukraine Authorization
for Emergency Travel

What you need to know

Welcome to Ontario. This contains important information for you to understand how to access health care in Ontario. In Canada, health care is managed by each province or territory. This guide and directory of services is designed to help you understand Ontario's health care system as you settle in. There are some key things that you should know about health care coverage, health services like seeing a doctor, dentistry, accessing medication, mental health support, immunizations for school and more.

Call 911 in a Medical Emergency

In a medical emergency, call **911**. Examples of a medical emergency include if you or somebody in your family suddenly feels very sick (has severe pain, is unconscious, cannot breathe, is bleeding a lot, has a seizure or has a serious accident). If you do not speak English, just say "Help!" and tell the operator the language you speak. They will get an interpreter who speaks your language.

When you call **911**, you will need to tell the operator: what is happening, where you are, your name, address and telephone number. Stay on the phone until the operator tells you to hang up.

Important Step:

Immigration, Refugees and Citizenship Canada (IRCC) Medical Exam

As a condition of your recent entry to Canada, you are required to undergo a medical assessment within 90 days from the date of entry. Book an appointment as soon as possible. Your medical diagnostic test **must be performed by a doctor from the IRCC list of Panel Physicians** found here: www.cic.gc.ca/pp-md/pp-list.aspx

For more information about this exam, please visit: canada.ca/en/immigration-refugees-citizenship/services/application/medical-police/medical-exams/requirements-temporary-residents

Medical Insurance in Ontario – OHIP

Do I need medical insurance?

Ontario has a universal, publicly funded health care system available through the Ontario Health Insurance Plan (OHIP). OHIP pays for medically necessary services.

If you have been granted an emergency authorization to enter or remain in Canada for humanitarian reasons, such as the Canada-Ukraine Authorization for Emergency Travel (CUAET), and you move to Ontario, you are eligible for OHIP.

Health Care without OHIP

Even before you get your OHIP card, do not hesitate to go to a hospital in case of an emergency. Hospitals will not refuse care.

Community Health Centres have doctors and other health providers available to those without OHIP **at no charge**. Please call the Refugee HealthLine at [1-866-286-4770](tel:1-866-286-4770) for more information including other services available. This free, secure, and confidential service is available 24 hours a day, 7 days a week. Help is available in Ukrainian and Russian. You can also visit ontario.ca/healthconnectontario

Applying for OHIP

You must apply for OHIP in person at a full service, ServiceOntario location. Find one near you: www.services.gov.on.ca/sf/#/oneServiceDetail/13400/ip/sr/

You can also call ServiceOntario INFOLine at [1-866-532-3161](tel:1-866-532-3161) for help in multiple languages including Ukrainian and Russian.

Details regarding the OHIP application process and the requirements can be found through the following link: ontario.ca/page/apply-ohip-and-get-health-card

Bring these documents with you:

- a completed [Registration for Ontario Health Insurance Coverage](#) form for yourself and for each member of your family, including each of your children (this form will be available for you to fill out in person)
- three separate documents from the **List of qualifying identification documents** found here: ontario.ca/page/documents-needed-get-health-card (photocopies not accepted):
 1. one original document that proves your **OHIP-eligible immigration status**: such as a CUAET document issued by Immigration, Refugees and Citizenship Canada (IRCC) that grants emergency authorization to enter and remain in Canada for humanitarian reasons (e.g., visitor visa, study permit, open work permit, issued under CUAET), and
 2. one document (original, printed, or digital/electronic document as noted on the list of qualifying identification documents) that proves your **residency in Ontario**. This may include a letter from a settlement agency on their official letterhead, or a guarantor form (note your guarantor must accompany you to apply in person), and
 3. one original document that proves **your identity**.

Your OHIP coverage will match the duration of your immigration document (e.g., visitor visa, study permit, open work permit, issued under CUAET). If you receive another emergency authorization allowing you and your children to stay longer in Canada, you must return to a full service ServiceOntario location with your new documentation. Your health coverage and your children's health coverage will be extended to match the new documentation if you continue to meet all the requirements.

If you have children

You are required to provide the immigration documents for each one of your children to ServiceOntario. Children under 16 may be registered by their parent/guardian with the residency and identity documents of their parent/guardian.

Your Health Card

Your health card proves that you are entitled to have your health care services paid for by OHIP (there will be no fee that you will have to pay). You must show your health card (or that of your child) when you go for medical help. **Always have your health card with you.**

How can I show my residency in Ontario if I am just arriving?

It can take time to settle into a new country. There are options available to help prove your residency such as a letter of attestation from a settlement agency while you are in temporary housing or working with a guarantor (someone you live with like a host family).

Settlement agencies provide free support and services, in multiple languages, to help newcomers and refugees settle in their new communities. These organizations are found across Ontario and can help you find housing, a job or childcare, register your children in school, access programs (such as English or French classes, employment services, skills training, and foreign credential assessment), get information about health care and social services, find an interpreter or translator and more.

A settlement agency can help you prove your residency in Ontario for your OHIP application while you are in temporary housing by providing a letter on official letterhead, that attests that you will be living in Ontario and that allows you to use the settlement agency address if you do not yet have a document confirming your residential address.

The Canadian Ukrainian Immigrant Aid Society is one of many settlement agencies across Ontario. You can find settlement agencies close to you here: ontario.ca/page/getting-settled-ontario

Your health card will be sent to the address the settlement agency provides to ensure you receive it. When you have more permanent living arrangements, you will need to update your address online or at any ServiceOntario location and a new one will be mailed to you. Learn more here: ontario.ca/page/change-my-address-ontario-services#section-1 or call the ServiceOntario INFOLine: 1-866-532-3161.

You may also be able to apply for OHIP with the help of a guarantor (someone who you will be living with such as a host family) to prove residency. Your guarantor **must** accompany you in person to a ServiceOntario location to complete the required "Confirmation of Information Provided by Guarantor" form in the presence of a ServiceOntario staff member. This form will be provided to you in person at ServiceOntario. Your health card will be sent to the address you are living at with the guarantor. If you move, you will need to update your address online or at any ServiceOntario location and a new one will be mailed to you. Learn more here: ontario.ca/page/change-my-address-ontario-services#section-1 or call the ServiceOntario INFOLine: 1-866-532-3161.

Accessing health care in Ontario

If you or your children need medical care including health supports like talking to a nurse or breastfeeding help, there are health services available at no cost if you don't have OHIP yet. These supports will continue to be available to you when OHIP coverage begins.

Free health services available with or without OHIP

- 
1. The **Refugee HealthLine is available 24hrs a day, 7 days a week: 1-866-286-4770**. The Refugee HealthLine is a toll-free, multi-lingual service that offers support for refugees and people arriving through other exceptional humanitarian authorizations (such as the Canada-Ukraine Authorization for Emergency Travel). Help is available in Ukrainian and Russian. This service can help you find a health care provider near you that can provide interim health care and services such as initial medical assessments, (excluding the Federal Immigration Medical Exam), medical care and referrals to other health services. The call is confidential and does not require you to have an OHIP card.

The Refugee HealthLine may help connect you to other health care services such as:

- Community Health Centres
 - Refugee Health Clinics
 - Family Health Teams
 - Nurse Practitioner-Led Clinics
 - Midwifery practices
 - Physician practices and walk-in clinics
 - Specialists (e.g., obstetrics and gynaecology, paediatrics, and psychiatry)
 - Mental health service providers
 - Optometrists
 - other health professionals
2. The Ontario Refugee HealthLine is part of **Health Connect Ontario** - a free, secure, and confidential service to get health advice from a registered nurse or find health services or information - 24 hours a day, 7 days a week. You can access Health Connect Ontario by calling **811** or online: ontario.ca/healthconnectontario

When you call **811**, you will be able to speak to a qualified health professional, such as a registered nurse, day or night, in English and French, with translation support available in many languages including Ukrainian and Russian.

When you visit Health Connect Ontario online you can also:

- Chat online with a registered nurse
- Get help with finding a primary care provider if you don't have one
- Get an initial assessment and health advice
- Use a symptom assessment tool to understand your health concerns and how to access care

- Get connected to mental health and addictions services
- COVID-19 treatment and eligibility information
- Get connected to a specialized health professional if you have questions or concerns about breastfeeding, food and healthy eating, or how to quit smoking
- Find local health services, such as home and community care or caregiver support
- Get general guidance about your health care journey

3. **Community Health Centres**

A Community Health Centre can help you access health professionals like doctors, nurse practitioners (a special type of nurse), social workers, dietitians, and others. In addition to health care, Community Health Centres can provide education and advice, as well as access to resources from community agencies. They are an important support available to newcomers to Ontario. Learn more here: ontario.ca/page/community-health-centres

Find a Community Health Centre here: health.gov.on.ca/en/common/system/services/chc/locations.aspx or call the Refugee HealthLine: 1-866-286-4770

4. **Midwifery care**

A midwife is a primary care provider who is responsible for all the care necessary for a healthy expectant person and the baby throughout pregnancy, birth and for 6 weeks afterward. Midwives offer clients the option of delivering at hospital, at home or at 1 of 2 birth centres (Toronto and Ottawa). To learn more, including how to find a midwife, please visit:

health.gov.on.ca/en/public/programs/midwife

For more information about midwives at: ontariomidwives.ca

5. **Public Health Units**

Public Health Units offer healthy living programs and disease prevention information to all members of the community. They have offices and clinics throughout Ontario and offer many different programs.

They can help you find information and support for:

- Testing for infectious diseases
- Vaccinations - including COVID-19 vaccines for adults and children aged 5 and over
- Healthy growth and development of children
- Sexual health
- Addictions
- Routine dental services for eligible children and seniors

Learn more here: ontario.ca/page/public-health-units

Find the public health unit for your area here: ontario.ca/publichealth

Emergency care

In Ontario, no one will be refused hospital care needed to save someone's life. Hospitals are required to admit uninsured patients if their life is at risk.

Health care that may be partially covered by OHIP or other programs

Eye Care

Some optometry care is covered by OHIP. For children (up to 19 years) and seniors (aged 65 and over), OHIP covers one major eye exam (for vision and general eye health) every 12 months, plus any minor assessments you need.

If you are aged 20 to 64 and you have a specific medical condition affecting your eyes that requires regular monitoring, OHIP will cover a major eye exam for you once every 12 months and any follow-up appointments related to the condition. Covered conditions are diabetes mellitus, glaucoma, cataract, retinal disease, amblyopia, visual field defects, corneal disease, strabismus, recurrent uveitis and optic pathway disease.

OHIP may also cover a major eye exam if it has been requested for a specific reason by your doctor (they will need to give you a referral form).

Dental Care

Dental care is not covered by OHIP with the exception of some dental surgeries that need to be performed in a hospital because they are complex and/or you have another medical condition that needs monitoring during the procedure.

There are programs that may help with dental care if you have children (up to age 17) who need to see a dentist, or if you are a senior (aged 65 and over).

Healthy Smiles Ontario – children and youth up to age 17

Healthy Smiles Ontario is a government-funded dental program that provides free preventive, routine, and emergency dental services for children and youth up to age 17 from low-income households.

Healthy Smiles Ontario covers regular check-ups, preventive care, and treatment. The program includes regular visits to a licensed dental provider and covers the costs of treatment including: check-ups, cleaning, fillings (for a cavity), x-rays, scaling, tooth extraction, urgent or emergency dental care (including treatment of a child's toothache or tooth pain).

Children and youth up to 17 may be eligible if:

- They are residents of Ontario; and
- They are members of a household that meets the income requirements

To apply, you will need to show income below the threshold identified. A guarantor option is available. Learn more about the program and how to apply including working with a guarantor at: ontario.ca/page/get-dental-care

Your local public health unit can also help you with your application and may be able to assist in situations where emergency dental care is needed.

Find your local public health unit here: ontario.ca/publichealth

Ontario Seniors Dental Care Program – ages 65+

The Ontario Seniors Dental Care Program is a government-funded dental care program. It provides free, routine dental services for low-income seniors who are **aged 65 and over**.

Coverage includes: check-ups, including scaling, fluoride and polishing, repairing broken teeth and cavities, x-rays, removing teeth or abnormal tissue (oral surgery), anesthesia, treating infection and pain (endodontic services), treating gum conditions and diseases (periodontal services).

Ontario residents aged 65 and over who meet the income requirements and do not have other dental benefits, may be eligible for the program. Learn more, including how to apply and working with a guarantor: ontario.ca/page/dental-care-low-income-seniors

Your local public health unit can also help you with your application and may be able to assist in situations where emergency dental care is needed.

Find your local public health unit here: ontario.ca/publichealth

Assistive Devices Program

If you are eligible for the Emergency Assistance benefit, you may also be eligible for the Assistive Devices Program. This program provides financial assistance to individuals who have long-term physical disabilities and require assistive devices such as home oxygen, or prosthetic limbs. For more information about this program, please visit: ontario.ca/page/assistive-devices-program



You can learn more about what OHIP covers here: ontario.ca/page/what-ohip-covers

Medication

In Canada, medications are only available through pharmacies. For some medication, you or your children will need to see a doctor or nurse practitioner (a special class of nurse).

1. **Over-the-counter (OTC) medication:** These are medications that can be purchased by any consumer. Examples include some pain medication such as paracetamol, acetaminophen, or ibuprofen.
2. **Prescription medication:** These are medications that are only meant for use by the individual to whom they are prescribed. Some examples include antibiotics, asthma medication, drugs for high blood pressure or cholesterol, and birth control pills.

To access prescription medication, first you need to be assessed by a health care provider and then given a prescription. You would then take the written prescription to a pharmacy where you will be given the medication.

How can I check if medication for me or my children needs a prescription?

You can ask a pharmacist, doctor, or nurse practitioner if your medication needs a prescription.

Does the Ontario Health Insurance Plan (OHIP) also cover medication?

OHIP does not cover drugs. However, there are several programs available to help fund prescription medication:

- The government of Ontario has granted Emergency Assistance to eligible Ukrainians coming to Ontario. **You must apply for the Emergency Assistance program.** If your application is accepted and you are enrolled under this emergency assistance program, you will automatically be eligible for the **Ontario Drug Benefit Program** with or without OHIP coverage. You will need to show your emergency assistance drug card or Statement of Account at the pharmacy to confirm eligibility (these documents will be provided to you when you are enrolled in the program). To learn more and apply for the Emergency Assistance program please visit: ontario.ca/page/apply-emergency-assistance
- **Adults aged 25 to 64 years who do not qualify for the Ontario Drug Benefits program can receive assistance for medication costs by applying to the Trillium Drug Program.** The Trillium Drug Program is an income-based program. You must apply to the Trillium Drug Program by submitting a completed application providing your Social Insurance Number, Health Card number (more information below), and proof of income, which could include financial documentation if available, or an attestation letter indicating that you currently do not have an income. To learn more about what is covered by the Trillium Drug Program and apply, please visit the link below or call 1-800-575-5386. ontario.ca/page/get-help-high-prescription-drug-costs

Social Insurance Number - SIN

You and your children must have Social Insurance Numbers to receive benefits from the government of Canada and/or to work in Canada. You must apply for a SIN through Service Canada. Learn more here: canada.ca/en/employment-social-development/services/sin.html

- **Children and Youth:** OHIP+ covers medication for children and youth up to age 24 who have OHIP coverage and do not have a private drug plan. You do not have to apply for OHIP+. Learn more about what is covered by OHIP+ here: ontario.ca/page/learn-about-ohip-plus
- **Persons aged 65 and over who have OHIP coverage.** If you are aged 65 and over, there is a program in place to help you pay for prescription drugs. Your eligibility automatically begins the first day of the month following your 65th birthday. You pay a \$100 annual deductible in drug costs at the pharmacy counter. After this initial \$100 deductible amount, you would pay up to \$6.11 per prescription at the pharmacy counter for eligible medications.
- You can apply for help with these costs through the **Seniors Co-Payment Program (SCP)**. Under this program, your co-payment will be \$2 or less and you pay no yearly deductible. Eligibility for this program is based on income. To apply, you will need to provide your OHIP (Ontario Health Insurance Plan) number, Social Insurance Number and proof of income, which could include financial documentation if available, or an attestation letter indicating that you currently do not have an income.

Apply for the Seniors Co-Payment program here: ontario.ca/page/get-coverage-prescription-drugs

For more information on the Seniors Co-Payment Program or for help with your application, you can call: 1-888-405-0405.

Immunizations (including the COVID-19 vaccine)

Childhood Immunizations are needed to attend Ontario schools and child care centres.

Immunization protects children from many serious diseases that are easily spread in schools. Under Ontario law, **all children attending child care, elementary school or high school need to have proof of immunization** against: diphtheria, tetanus, polio, measles, mumps, rubella, meningococcal disease, pertussis (whooping cough), and varicella (chickenpox) to attend school.

Through grades 7 to 12 (ages 12 to 18) students are eligible to receive HPV, Hepatitis B and meningococcal vaccines, but these are not mandatory for attendance at school. All these vaccines are available for children at no cost. Please contact a Community Health Centre, or your local public health unit. Please visit: ontario.ca/publichealth

Adult Immunizations

While children aged 5 and under are at greatest risk of vaccine preventable diseases, all susceptible individuals are at risk of contracting and potentially spreading diseases. Please contact your local public health unit for advice and support to ensure you have received the immunizations you need to stay healthy at no cost.

To find your local public health unit, visit ontario.ca/publichealth

COVID-19 vaccination

Getting vaccinated and staying up to date with your COVID-19 vaccines is the best way to protect yourself, your loved ones and your community from severe illness and hospitalization due to COVID-19 and its variants. Only vaccines that Health Canada has approved and determined as safe and effective are administered in Ontario.

The COVID-19 vaccine is available at no cost to anyone aged 5 and over who lives, studies, works in Ontario or who visits Ontario, regardless of citizenship or immigration status. You can get the vaccine even if you do not have an Ontario health card.

If you do not have a health card, your local public health unit can help you provide another form of identification. The public health unit can confirm your eligibility for vaccination, help book your appointment or give you a COVID-19 ID, which you can use to book your appointment. To find your local public health unit, visit ontario.ca/publichealth

For more information about COVID-19 vaccines:

- Please visit ontario.ca/covidvaccine to learn more about COVID-19 vaccines. Use the drop-down menu to see additional webpages with detailed information, including COVID-19 vaccines for children and youth.

- The **Provincial Vaccine Contact Centre** to speak to an experienced agent or health specialist at **1-833-943-3900** (TTY for people who are deaf, hearing-impaired or speech-impaired: **1-866-797-0007**). This service is available in more than 300 languages including Ukrainian and Russian, 7 days a week from 8:00 a.m. to 8:00 p.m.
- **SickKids COVID-19 Vaccine Consult Service** for questions about COVID-19 vaccines for children, youth and those who are pregnant, breastfeeding or planning to conceive. Book a confidential phone appointment with a SickKids paediatric Registered Nurse through sickkids.ca/vaccineconsult call **1-888-304-6558**. This service is also available in multiple languages including Ukrainian and Russian using over-the-phone language interpretation.
- **The Scarborough Health Network (SHN) VaxFacts Clinic** for a one-to-one phone consultation with a qualified SHN doctor to get the facts you need to make an informed decision about COVID-19 vaccines. Book an appointment through shn.ca/vaxfacts or call **416-438-2911, ext. 5738**. Appointments are available 7 days a week, from 9:00 a.m. to 8:00 p.m. in over 200 languages.

Where to get your COVID-19 vaccine

You can book a vaccination appointment:

- at participating pharmacies covid-19.ontario.ca/vaccine-locations
- through the COVID-19 vaccination portal at covid-19.ontario.ca/book-vaccine
- by calling the **Provincial Vaccine Contact Centre** at **1-833-943-3900** (TTY for people who are deaf, hearing-impaired or speech-impaired: **1-866-797-0007**)
- with the **GO-VAXX bus** ontario.ca/page/go-vaxx-bus-schedule
- directly through public health units
 - some use their own booking system
 - some offer mobile pop-up or other walk-in vaccination clinics
 - look for your local public health unit here: ontario.ca/publichealth
- at **hospital clinics** if available in your region. Visit your local hospital website or public health unit for booking details

If you received one or more of your COVID-19 vaccine doses outside of Ontario

If you received doses of the COVID-19 vaccine out of province, contact your local public health unit to record your information and receive proper documentation:
ontario.ca/publichealth

COVID-19 Treatment

There are some treatments for COVID-19 that are available if you are high-risk. Call Health Connect Ontario at **811** or **1-866-797-0007** (toll-free TTY) for more information on antiviral treatments, assistance, or eligibility for virtual care options. You can also learn more here: covid-19.ontario.ca/covid-19-treatments

Mental Health Support

For all adult mental health and substance use programs, **ConnexOntario** provides free, confidential information and access to translation services for 170 languages, including Ukrainian and Russian, to people experiencing problems with mental health, alcohol, or drugs, and/or problem gambling.

Many community-based programs and services specific to immigrant and refugee mental health are available, including:

- The **Canadian Centre for Victims of Torture (CCVT)** is a non-profit organization that can help refugees integrate into Canadian society. CCVT provides treatment, tools and support that allow refugees to heal from trauma and become active community members.
 - Phone: [416-363-1066](tel:416-363-1066)
 - Website: ccvt.org
- **Distress and crisis support** in your region can be found here dcontario.org
- **ConnexOntario's** system navigator specialists are trained in emergency mental health interventions and answer calls, e-mails or web-chat requests 24 hours a day, 7 days a week.
 - Website: connexontario.ca (web-chat, directory of services and direct email)
 - Telephone: [1-866-531-2600](tel:1-866-531-2600)
 - Text/SMS: CONNEX to [247247](tel:247247) or the
 - ConnexGO app, available on Android (Google Play) or iOS (App Store).

Mental Health Support for Children and Youth

If you have concerns about your children's mental health, please contact **ConnexOntario**.

Community Health Centres can also provide mental support to you and your family at no cost while you await OHIP coverage to begin and after your OHIP coverage is in place. The Refugee HealthLine can help connect you to Community Health Centres and health service providers, please call: [1-866-286-4770](tel:1-866-286-4770).

The **Kids Help Phone's Around Me** online web portal, provides information about publicly funded child and youth mental health, addictions, and related services across the province. This is offered in English and French kidshelpphone.ca/resources-around-me

Help for Sexual and Physical Violence

Support is available for sexual and physical violence.

Assaulted women's helpline - Get 24 hour a day, 7 day a week crisis counselling and referrals to shelters, legal advice and other help. Support is available in over 200 different languages, including Ukrainian and Russian.

- In the GTA (Greater Toronto Area): [416-863-0511](tel:416-863-0511)
- Outside the GTA: [1-866-863-0511](tel:1-866-863-0511)

Learn more about the assaulted women's helpline visit: awh.org

The **Canadian Centre for Victims of Torture (CCVT)** is a non-profit organization that can help refugees integrate into Canadian society. CCVT provides treatment, tools and support that allow refugees to heal from trauma and become active community members.

- Phone: [416-363-1066](tel:416-363-1066)
- Website: ccvt.org