

55+ Frequently Asked Questions

Why are the Seniors Centre and Town of Whitby facilities closed?

The health and well-being of our staff and community is our top priority. Health officials have said that the best way to prevent the spread of COVID-19 is physical distancing, which means staying at least six feet apart from anyone else and not leaving your home unless it is essential. That is why all Town facilities are closed to the public.

When are programs cancelled from and to?

Programs are suspended until further notice in light of COVID-19. The need for the program suspension will be re-assessed as the situation continues to evolve.

When will the Centre and Town facilities be open again?

Facility openings and closures will be re-assessed in the coming weeks with more information to be communicated through the Town's website and social media channels. 55+ Recreation members who have shared their email address with us, will receive an electronic notice.

Will I receive a credit or refund for any cancelled Winter classes during the facility closures?

Credits for any missed winter session classes will automatically be reflected on your account.

If you would like your credit returned as a refund, please email parks.rec@whitby.ca and provide your name, address and phone number. Refunds by cheque will be provided when the refund amount is over \$20. Refunds of 19.99 or less will remain as a credit on the customer account to be used for a future program or service. Please note refunds can take up to two weeks to be processed.

Will the cancelled programs that were not completed in the Winter session be rescheduled?

Cancelled programs will not be rescheduled at this time.

When does the next session start?

Facility openings and closures will be re-assessed in the coming weeks with information to be communicated through the Town's website and social media channels.

Am I able to register now for Spring and Summer programs?

Spring programs have been cancelled and full refunds issued to the original form of payment. Cheque refunds will be sent via Canada Post. Registration for summer programs is currently suspended, registration will resume once it is confirmed programs will operate.

Are all rentals also cancelled?

Yes all rentals are cancelled at this time. We continue to monitor the situation and will re-open our facilities accordingly. If you have questions about your rental, please call 905-668-7765 or email facilities@whitby.ca.

I have an Income Tax appointment, can I still come to the appointment?

All income tax appointments have been cancelled.

My income tax appointment was cancelled, can I reschedule it?

We are not rebooking appointments at this time. We will start rebooking appointments when facilities are reopened. The Federal Government has extended the deadline for submission of tax returns until June 1.

I rely on the food services program, are there other options for people to get meals?

Pelican's Food Service is offering home meal delivery of frozen meals. To place an order you can contact Pelican's Catering at 905-260-2722.

As well you may contact Community Care Durham and sign up as a frozen meals on Wheels client by calling 905-668-6223.

I find going to the grocery store a challenge, especially when it's crowded. Is there anyone who can help?

There is a group of community volunteers who may be able to assist you. They are called the Durham Region Care Mongers and can be accessed by calling 1-888-573-0982 for Whitby residents. Also a group of Community Support agencies have partnered to help seniors in need for groceries and meals on wheels delivery. Their number is 1-888-332-3113.

If you have to go out yourself, there are many grocery stores and pharmacies that are offering Seniors Friendly hours one hour before the store opens. We suggest you call a store near you and ask if senior friendly hours have been put in place to enable proper physical distancing.

I am missing my friends and my activities, is there anything I can participate in from home?

There are many great activities for seniors online. See list below.

Reading

The Whitby Public Library has is open for business online with a library card. See all of the amazing resources you can access below.

If you don't have a library card, you can register for one online at www.whitbylibrary.ca/registration-form.

E-books:

E-books and E-audiobooks can be access through www.whitbylibrary.ca/ebooks-audio.

Digital Movies:

Thousands of digital movies can also be accessed online with your library card at www.kanopy.com.

Newspapers and Magazines:

Press Reader and RB Digital can give you access to 7000 newspapers and 2000 magazines. Visit www.whitbylibrary.ca/magazines.

Free Learning Opportunities:

www.lynda.com/portal/sip?org=whitbylibrary.ca

Dance and Seated Dance

The National Ballet School of Canada has a number of free dance routines offered online for kids, adults and seniors. The seniors dance routine is also offered fully seated in a chair.

Access these routines at: <https://www.nbs-enb.ca/Sharing-Dance/Bring-Dance-Into-Your-Home>

Animals

Canada Wildlife Camera: www.pc.gc.ca/en/nature/science/controle-monitoring/cameras

Watch San Diego Zoo Live Cams:

<https://zoo.sandiegozoo.org/live-cams>

Exercise

National Institute on Aging Videos:

<https://www.youtube.com/playlist?list=PLmk21KJuZUM7kDgg7EOsXqPKAoOnD5Q8N>

Museums

ROM Online Collection: <https://collections.rom.on.ca/>

Virtual Field Trips

https://docs.google.com/document/d/1SvIdgTx9djKO6SjyvPDsoG1kgE3iExmi3qh2KRRku_w/preview?fbclid=IwAR1Q9EI79C5JUqzcBh0B2gOCKr0AX82-bSF51BMWDxSLV4dCleRmKcPoyC4

Lifelong Learning

TED Talks: <https://www.ted.com/talks>