

Niagara Regional Housing/Niagara Prosperity Initiative Project

Update Apr 1/21: This project is now over. If a senior calls for a free device, please ask them to call INCommunities at 905-682-1900 ext 321.

If the senior asks what the project is about, you can explain that NRH received funding to help the seniors in their buildings to get on the Internet. The Cyber-Seniors phone number is on the flyer because we provide tech support to seniors over the phone for free. Emphasize “over the phone”, and “free”.

(Wi-Fi information on next page)

If the senior just wants tech support, book a call for them for the next time slot that’s convenient for them.

In the call booking screen:

If the senior doesn’t have an email, enter scheduling@cyberseniors.org in the email box.

In the referring community or organization box, enter NRH.

If a senior calls regarding the receipt they received with their device, it was provided to show proof of value of the device. It is NOT a bill. They do not owe anything.

If a senior calls about a hardware problem with their laptop or desktop they have already received, please refer them to the supplier, RCT. They’re open 8-4 and their number is 905-682-3883.

If a senior has a laptop without a webcam, get their name and phone number and then email it to nancy@cyberseniors.org referencing “webcam”.

If they have any further questions about WiFi in their building or anything else to do with amenities in their building, please direct them to call Niagara Regional Housing at 905-682-9201.

Wi-Fi INFORMATION

4900 Buckley Avenue Niagara Falls

The Niagara Falls Public Library at 4848 Victoria Avenue (is walking distance) 905-356-8080; find out more at my.nflibrary.ca

- Social distancing and PPE required to access building, all regulations regarding time limits and social distancing must be respected.
- The library is close to the building, and suitable for you to use for your

mentoring session appointments or for your webinars. Please bring your cell phone with you; also bring earbuds/earphones with you if you are participating/watching a webinar.

- Free wi-fi is available outside of the building as well as inside, you don't need a password as it's open to everyone and you can drive to the library and use the wi-fi in your car.
- The library is currently allowing people access to the wifi in the La Marsh Room, they have set up 9 comfy chairs, all socially distanced, and people can use them if there is an opening for up to an hour. If there is a line up you must go at the end of the hour; if there is no line up you can stay for longer than the time limit.
- Library is open Wednesdays 10 to 7pm; all other weekdays open 10-4, Saturdays 11-3; Sundays closed.
- Starting December 1st, the library will make "Study Spaces" available. These can be booked for up to 3 hours, starting December 1st. A Library card is not needed to reserve this workspace; up to 3 people can use the space; again, masking and all other regulations about social distance and time limits are required.
- Tim Horton's coffee 4835 Victoria Avenue and other locations in vicinity but this is closest; Wendy's restaurant locations (there are 2 close by) As always, masks are required and social distancing and time limitations for your visit must be respected.

Stamford Court 3874 Portage Road, Niagara Falls

Stamford Centre Library 3643 Portage Road (**under renovation** at the moment, with renovations scheduled to wrap up Spring 2021. Please use the Victoria Avenue Branch) 905-357-0410

You must wear a mask and social distance while inside the library, but access is very limited, "you can browse, borrow, and go".

There is some wifi access from outside the library, and no password is required.

Other locations in the Stamford Court Vicinity:

- Tim Horton's 6161 Thorold Stone Road
- McDonald's on Thorold Stone Road

124 and 140 Elmview St; 235 Fitch St; 211 King St, Welland

- Welland Public Library Main Branch, 50 The Boardwalk, Welland 905 - 734-6210
 - Open Mon-Thur 9am-8pm; Fri and Sat 9-5; Sun closed
 - Free wifi in building, no password required via WPL guest
- Seaway Mall branch at 800 Niagara Street
 - Open Mon-Thur 10am-7pm; Fri and Sat 10-5; Sun closed
- Diamond Trail School-- 316 Southworth Street
 - Open Mon-Thur 4-8; Fri closed; Sat 11-3; Sun closed
- The Main branch has 2 plug in wi-fi hot spot devices that they loan out for a

week at a time, but there is a waiting list. You can put a hold on them with your library card so that you can take them out to use at when your turn comes up.

- Main Library has tables and chairs spread out throughout the library and they have 2 study rooms that can accommodate 2 people each safely. There is a time limit of an hour or so, but they are flexible about that. They also have a limit of the number of people in the building (15 maximum), but currently the libraries are not very busy.
- Outside of the libraries:
 - Any Wendy's or McDonald's or Tim Horton's (along Niagara Street both are located)

30 Robinson Street North, Grimsby Ontario

Grimsby Library and Art Gallery, 18 Carnegie Lane 905-945- 5142

Station One Coffeehouse, 28 Main Street (has 2 patios open)

McDonald's on Livingston Street

479 Carlton Street St Catharines

Dr. Huq Family Library Branch 425 Carlton Street (walking distance, about 2 minutes away)

- Open 9-5 Mon, Tue, Thur, Sat; limit of 15 people at any one time.
- Open Wed 9-8; Closed Sun
- Fri: skeleton staff for seniors 2-4pm, starting Dec 4, 2020, ...by appointment only. Call 905-934-7511 to book appointment. If you don't make an appointment for a Friday but do want to use the library, let the staff know you are with Cyber-Seniors. They are expecting you and will let you in if there is room.
- Bring your cell phone with you to have your mentoring session; bring your ear buds/phones with you to participate in a webinar or study in a webinar from our archives.
- Wear a mask and be prepared to respect social distancing and time limit regulations.

Other public Wi-Fi locations (masks, social distancing, time limits):

- Wendy's and Tim Horton's restaurants at Grantham and Welland,
- Arby's on Welland
- Walmart on Welland
- Popeye's on Welland
- Laura Secord High School
- Fairview Mall Chapters and Starbucks, Starbucks on Lake Street
- 479 Carlton Building D should also have Internet service available

4278 Queen Street, Beamsville

- Adult Literacy Centre on Beam Street; (1 minute walk)

- Spark Lincoln on Mountain Street (1 minute walk)
- Fleming Centre and Fleming Library on Serena Street (2 min drive, 15 min walk) open 10-8 Mon-Thur; Fri 1-5; Sat 10-5. Closed Sunday
- PPE and social distancing plus library patron limit for time (1 hour) and number (no more than 15 people at one time).
- Moses F. Rittenhouse Library, 4080 John Charles Boulevard Vineland (hours are the same as Fleming branch).
- Conversations Cafe (2 minute walk) ask for Internet password from staff on duty
- The Watering Can in Vineland, 905-562-0088 ask for Internet password from staff on duty
- MacDonald's, Wendy's, Tim Horton's all have accessible free Wi-Fi.