

COVID-19 RESOURCES FOR CLIENTS

Who	What	How	Notes
GENERAL INFO ABOUT COVID-19			
Government of Alberta COVID-19 Web Page	Learn about the novel coronavirus (COVID-19) and actions being taken to protect the health of Albertans.	https://www.alberta.ca/coronavirus-info-for-albertans.aspx	
Government of Canada COVID-19 Web Page	Updates on the situation across Canada, including current cases, the risk to Canadians, and travel advisories, as well as information on symptoms, prevention and treatment, and printable resources and downloads.	https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html?utm_campaign=not-applicable&utm_medium=vanity-url&utm_source=canada-ca_covid19	
Government of Canada COVID-19 Information Line	A toll-free phone line providing information to Canadians about COVID-19.	1-833-784-4397	
World Health Organization COVID-19 Web Page	The latest updates and guidance from the World Health Organization (WHO) about the current outbreak of coronavirus disease world-wide.	https://www.who.int/emergencies/diseases/novel-coronavirus-2019	
HEALTH RESOURCES			
Alberta Health Services (AHS)	AHS has developed a simple online assessment tool to help you decide whether you need to call 811 to be tested for COVID-19. It will guide you to answer questions about your symptoms and instruct you on next steps to take.	https://www.albertahealthservices.ca/topics/Page16944.aspx	

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PurposeMed	A new telemedicine service providing Albertans with access to a licensed physician online. It's free of charge at this time to reduce the impacts of COVID-19.	https://purposemed.com/	Monday to Friday 8:00 am – 8:00 pm *Requires an email address and Alberta Health Care number
MENTAL HEALTH RESOURCES: CRISIS LINES			
The Distress Centre	24-hour crisis line, counselling and resources.	403-266-1601 Online chat: https://www.distresscentre.com/ Email: help@distresscentre.com	
Crisis Services Canada	Suicide prevention and support.	Call: 1-833-456-4566 Crisis line available 24/7/365 Or Text Start to 45645 Available 4pm – Midnight ET	
MENTAL HEALTH RESOURCES: INFO & REFERRALS			
Government of Alberta Mental Health Help Line	Available 24/7 to provide advice and referrals to community supports near you.	1-877-303-2642	
211 Alberta	Info and referrals to community programs and services in all domains.	Dial 211 Text INFO to 211 Live chat online anytime 24/7 https://www.ab.211.ca/	

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Alberta Health Services Help in Tough Times Web Page	Web page containing many useful resources and services for stressful situations and emergencies.	https://www.albertahealthservices.ca/amh/Page16759.aspx	
MENTAL HEALTH RESOURCES: ONLINE SELF-HELP & APPS			
Centers for Disease Control and Prevention (CDC)	Online self-help concerning COVID-19 and mental health.	Mental health and coping with COVID-19: https://www.cdc.gov/coronavirus/2019-ncov/prepare/managing-stress-anxiety.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fabout%2F coping.html Talking with children about COVID-19: https://www.cdc.gov/coronavirus/2019-ncov/community/schools-childcare/talking-with-children.html	
7 Cups	7 Cups connects you to caring volunteer listeners for free 24/7 emotional support.	Connect through their web page: https://www.7cups.com/ Or download 7 Cups from the app store.	Volunteers are trained in active listening.
Calm	Mobile app for sleep, meditation and relaxation.	Download from the app store. Info: https://www.calm.com/blog/about	
Headspace	Mobile app for mindfulness techniques and meditation.	Download from the app store. Info: https://www.headspace.com/	
EMPLOYMENT RESOURCES			
Service Canada	Employment Insurance (EI) sickness benefits provide up to 15 weeks of income replacement and is available	Contact the new dedicated toll-free phone number if you are in quarantine and seeking to waive the one-week EI sickness benefits waiting period: 1-833-381-2725	

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	for eligible claimants who are unable to work because of illness, injury or quarantine , to allow them time to restore their health and return to work.	https://www.canada.ca/en/employment-social-development/corporate/notices/coronavirus.html	
BASIC NEEDS RESOURCES			
Government of Alberta 24-hour Emergency Income Support Contact Centre	Get emergency financial assistance to help with basic needs like shelter, food, clothing and transportation.	Toll free: 1-866-644-5135 Email: css.iscc@gov.ab.ca	
COUNSELLING RESOURCES FOR FAMILIES WITH KIDS UNDER 14 <i>Children under 14 cannot access CFS' current video counselling offerings</i>			
Eastside Family Centre	No-cost single session counselling for individuals and families of all ages, email counselling and 24/7 crisis line.	For a counselling appointment call: 403-299-9696 24/7 crisis line: Call 403-299-9699 or 1-800-563-6106 Text 587-315-5000 For info on email counselling: https://www.woodshomes.ca/programs/eastside-family-centre/	*Used to be walk-in, now counselling sessions are by appointment due to COVID-19
Immigrant Services Calgary Mosaic Multicultural Counselling Program	Counselling for immigrant or refugee individuals, couples and families (all ages).	403-444-1508 Or email: counselling@immigrantservicescalgary.ca	Moved to online service
CHILDCARE RESOURCES			
Child Development Dayhomes	Resource for finding available dayhomes near you.	To get a list of available dayhomes in your area or to be put on a waitlist call: 403-230-2233 If you prefer to be emailed, please fill out the	As of Tuesday March 17, Calgary

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		<p style="text-align: center;">online inquiry form Website: https://www.childdev.com/calgary/find-a-dayhome</p>	<p style="text-align: center;">dayhomes remain operational.</p>
GROCERY RESOURCES			
Calgary Co-op	Calgary Co-op is offering a care package containing food essentials, free of charge , to anyone required to be quarantined as directed by a public health agency.	<p style="text-align: center;">To request a care package, please contact: memberengagement@calgarycoop.com with your name, address, phone number, the start and end date of your quarantine (as instructed by a public health agency), as well as your closest Calgary Co-op store.</p>	<p style="text-align: center;">Care packages will contain non-perishable food items. They will be delivered to those affected in the Calgary-area while supplies last.</p>
Grocery Link	Grocery delivery service.	<p style="text-align: center;">https://www.thegrocerylink.com/</p> <p style="text-align: center;">Also provide a call-in grocery service for seniors without a computer: 587-578-4197</p>	<p style="text-align: center;">Offers discounts for seniors and individuals with disabilities and critical or chronic illness.</p>
Grocery Services (various companies)	Grocery delivery and/or pickup services.	<p style="text-align: center;">Inabuggy (delivery) https://www.inabuggy.com/</p> <p style="text-align: center;">Instacart (delivery) https://www.instacart.com/</p> <p style="text-align: center;">Save On Foods (pickup or delivery) https://www.saveonfoods.com/shop-online-how-it-works/</p> <p style="text-align: center;">Spud (delivery) https://www.spud.ca/</p>	

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		<p>Sunterra Market (delivery) https://www.sunterramarket.com/ShopGrocery</p> <p>T&T (delivery) https://www.tntsupermarket.com/delivery-to-home.html</p> <p>Walmart (pickup and delivery) https://www.walmart.ca/en/grocery/N-117</p> <p>PC Express (pickup) https://www.pcxpress.ca/</p>	
UTILITIES RESOURCES			
Shaw & Telus	Internet	<p>Shaw and Telus have opened their Wi-Fi hotspots to everyone to help people stay connected during the pandemic. *You do not need to be an existing customer</p>	<p>Article with info: https://www.cb.c.ca/news/canada/calgary/shaw-wifi-free-1.5498349</p>
RESOURCES FOR LOUISE DEAN CENTRE CLIENTS			
Calgary Housing	<p>Clients can apply for housing online if we are unable to connect with them to provide support.</p>	<p>Calgary Housing online application: https://calgaryhousingcompany.org/wp-content/uploads/CHC-Subsidized-Housing-Application_08-2018-n2.pdf</p> <p>Application may be submitted by email to: chapplicant@calgary.ca or faxed 587-390-1251 *The CH website says that their customer service counters are currently closed.</p> <p><u>Declaration of No Income Form</u>: This form is not needed often</p> <p><u>Release of Information Form</u>: I've added my name and phone number (Rachael Flett). They can add the SW (if they're wanting to add us to their release – majority do).</p>	<p>Client will need access to a printer as these documents have to be signed.</p>

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		<p>*A CFS release form would be completed at a later date with the student, but not necessary on our end initially if the client is submitting on their own.</p> <p>Pregnancy Letter: Nurse Amanda is really quick at writing these letters and could easily email us a copy that we could forward to the student.</p>	
COMMONLY USED LDC RESOURCES: HOUSING			
Calgary Housing	For application status updates.	587-390-1200	
Consumer Contact Centre	Providing information on many topics related to landlords and tenants.	Toll free in AB: 1-877-427-4088 Edmonton: 780-427-4088	
Residential Tenancy Dispute Resolution Service	Info and assistance with resolving tenancy disputes.	Toll free in Calgary: 310-0000 then 780-644-3000 Edmonton: 780-644-3000	
COMMONLY USED LDC RESOURCES: IDENTIFICATION			
The Alex Youth Health Centre	Assistance obtaining identification.	403-520-6270	
COMMONLY USED LDC RESOURCES: TAXES			
Canada Revenue Agency (CRA)	Individual tax inquiries.	1-800-959-8281	
Canada Revenue Agency (CRA)	Canada Child Benefit (CCB) & the GST/HST credit.	1-800-387-1193	
Canada Revenue Agency (CRA)	Alberta benefit inquiries: Alberta family employment tax credit (AFETC), the Alberta child benefit (ACB) and the Alberta climate leadership adjustment rebate (ACLAR).	1-800-959-2809	*This is the fastest way to talk to CRA

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Salvation Army Taxes	Tax assistance Tuesdays and Thursdays.	403-220-0432	1826 36 Street SE
Salvation Army Taxes	Tax assistance Tuesdays and Thursdays.	403-930-2700	1731 29 Street SW
Sunrise Community Link	Tax assistance approximately once a month.	403-204-8280	
Women's Centre	Tax assistance.	403-264-1155	39 – 4th Street NE
COMMONLY USED LDC RESOURCES: UTILITIES			
Enmax		1-877-571-7111	
Direct Energy		1-866-374-6299	
Shaw		1-888-472-2222	
Telus		Mobility: 1-866-558-2273 Internet/TV/Home Phone: 1-888-811-2323	
Bell		Mobility: 1-800-667-0123 TV: 1-888-759-3474	