

COVID-19 COMMUNITY SERVICES AND EMERGENCY SUPPORTS

This document is a list of currently **available** community services and emergency supports in Calgary. *Updated: March 23, 2020*

FOOD

TRANSIT

SHELTER

REFERRALS

UTILITIES

CLOTHING

FINANCIAL

ADDICTION

DISABILITY SUPPORT

HEALTH

SENIORS

OTHER

HELPLINES

FOOD:

The Calgary Food Bank

- New safety protocols and procedures are going to be put in place for patrons, staff, and volunteers.
- Contact: [\(403\) 253-2055](tel:4032532055)

Drive Thru Model to increase social distancing protocols.

Distribution shifts will be in half-hour increments from 8:30am-10:30am primarily for Emergency pickups (15 hampers/shift) client hamper pickups 10:30am-7:00pm for service users only with a maximum of 20 hampers/shift.

SERVICE USERS AND AGENCIES MUST ARRIVE IN THEIR ASSIGNMENT PICK UP WINDOW. THEY ARRIVE EARLIER THEY WILL BE ASKED TO MOVE BACK IN THE QUEUE. IF THEY ARRIVE LATER THAN THE ASSIGNED PICK UP SHIFT, THEY WILL BE ASKED TO RESCHEDULE

Care connect is business as usual.

Other Food bank locations besides the main depot is closed for the week. (3/18/2020)

Van deliveries are business as usual but with a new depot code: Van MC 1.

NO FOOD LINK – IT IS NOT OPERATING AT THIS TIME.

Kerby Centre

- The Kerby Centre Programs are now open to any senior Regardless of Income.
- Is closed to the public but outreach programs are still running.
- Grocery Delivery Program is expanding. If you are a senior who is in imminent risk please contact them directly to receive delivery grocery or medications.
- The following Outreach Services are still operating as of (03/17/2020)

Grocery Delivery Program (Thrive) (403)-234-6571

Made by Momma:

- Please send in an online form. Made by Momma does not have a staffed phone line:
<https://madebymomma.org/contact-us-2/>
- Please be patient as they are volunteer run with limited resources currently.
- Pre-made meals for new mothers and expecting mothers.

Salvation Army

Forest Lawn Location: Emergency Food, Formula, and Food Bank Referrals. By Appointment Only.

[Community Support Services](#)

1826 36 Street SE

Calgary, AB

T2B 0X6

P: 403-220-0432

F: 403-220-0470

cssinfo@salvationarmycalgary.org

Calgary Meals on Wheels

- From Calgary Meals on Wheels: Effective Immediately, our volunteers will be minimizing their contact with clients by leaving meals hanging on clients' doors, ringing the doorbell to alert clients, and promptly leaving.

<https://www.mealsonwheels.com/>

5759 80 Ave SE, Calgary, AB T2C 4S6

Phone: [\(403\) 243-2834](tel:(403)243-2834)

Fax: (403)-243-8438

info@mealsonwheels.com

Please Pre-Pay for meals online and call the center before picking up.

Calgary Co-op

FREE

Calgary Co-op Care Package containing food essentials, **free of charge**, to anyone required to be quarantined as directed by a public health agency

Various locations

For individuals affected by the COVID-19

<https://www.calgarycoop.com/covid19/>

403-219-6064 or memberengagement@calgarycoop.com

Bridgeland Community Centre

- Fresh Routes Market Currently working on a solution (03/17/2020)
- No in-person markets but currently working on Order Forms opportunities.
- Delivery and/or pick up options coming soon.
- Contact Information: (403)-703-5104.

Angels Café

- 4105 Montgomery View NW, Calgary, AB T3B 3E8
- Donations and requests for meals can be made between 10 a.m. and 5 p.m. by calling the cafe at 403-425-0164 or by calling or texting Cathy at 403-807-0379.

TRANSIT

Transit

- Fair Entry Bus Pass for March will be good for April as well.
- <http://www.calgarytransit.com/service-updates>
- All School Express routes are cancelled.

SHELTER

The Calgary Drop In Centre

- Still Open. No Food services.
- No donations to shelter directly, only to the donations center.

Centre of Hope: Still open/accepting people for intake. Men's Shelter.

Centre of Hope

420 9 Avenue SE

Calgary, AB

T2G 0R9

P: 403-410-1111

F: 403-410-1096

info@salvationarmycalgary.org

Discovery House

- Still accepting women and families if there are beds. Victims of Domestic Violence only.
- Over the phone services emphasized.
- Shared intake. Minimal capacities.
- Anyone who is interested can still get on the waitlist.
- Food room is available to current residents only.

REFERRALS

Sunrise

- Over the phone and online.
- Basic Needs Referrals: 403-204- 8280
- Potential Tax help over the phone or online.
- Leave a Voicemail with your Name, Phone number, and how they can help.
- Connect over the phone: 403-204-8280
- Chat on Facebook or Twitter: @SunriseCLRC
- Reach us by email: info@sunriselink.org

UTILITIES

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Seniors Information Resources By phone (403)-703-3246

Volunteer Department (403)234-6570

Elder Abuse Resource Line (403)-705-3250

Kerby Rotary Shelter for Older adults fleeing Elder Abuse.

Salvation Army

- Salvation Army is still Open. Here operating capacity varies depending on location and imminent risk factors.
- Contact your community salvation army for more information regarding what each location is doing.
- Day cares and Child-care related services are closed.
- Shelters are still open.
- Food programs are maintaining alternative measures (Bag lunches).
- Online Resource: <https://salvationist.ca/articles/coronavirus-canada-bermuda-territory-frequently-asked-questions/>

Forest Lawn Location: Emergency Food, Formula, and Food Bank Referrals. By Appointment Only.

[Community Support Services](#)

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- and baby items for Pregnant, Mothers of New Borns, Moms of Babies/Toddlers.
- Post-partum support.

CLOTHING

WINS (Women in Need Society)

- Stores are still open by appointment.
- Our Family Resource Centres (FRC) Team will continue to provide services at our Dover location only, Monday to Friday (by appointments only screened clients). FRC team can be reached at 403.255.5102, ext. 226 or by email at frccoordinator@womeninneed.net.
- Retail Ready Employment Service has been temporarily suspended until further notice.
- WINS thrift stores (all locations) are operating as usual at this time.
- Delivery and pick up services are ceased temporarily until further notice.
- The Free Goods Referral Program (FGRP) will remain operating as usual, except for our delivery service which will cease until further notice. Our referring agencies are requested to encourage their clients to cancel their referrals if they or any member in their household are developing cold/flu like symptoms as described on the Alberta Health Services website and to call our office at 403.255.5102 ext. 224 for assistance.

FINANCIAL

Momentum

- Classes are on hold and building is closed to the public
- They are still offering on the phone and online resources.
- General Questions
Phone: 403-272-9323
Fax: 403-235-4646
Email: info@momentum.org

ADDICTION

Aventa

- Outreach Programs including Journeys and FASD Transitions will be providing telephone support only.

- Aventa continues to provide live-in treatment programs and services to our current Clients. Aventa will not be admitting any additional Clients in our 42 or 90 day live-in programs until further notice.
- Effective immediately we will not be doing in person assessments, only phone assessments.
- Aventa Contact Information: 403 -245-9050

Alberta Addiction Hotline:

- Open until further notice 1-866-332-2322.

DISABILITY SUPPORT

SCOPE

- Supporting Individuals with exceptionalities.
- Outreach and counsellors are over the phone. All age groups.
- Building is locked. Only over the phone services.

HEALTH

The Alex

- Medical Clinic is open by appointment only.
- Permanent Supportive housing programs are still running but with limited capacity and in person contact.

COVID-19 Screening Tool and COVID-19 information:

<https://www.albertahealthservices.ca/topics/Page16944.aspx>

SENIORS

Kerby Centre

- **RESOURCES FOR SENIORS OVER THE PHONE.**
- Thrive Grocery Delivery program \$8 flat rate grocery delivery: (403)-234-6571
- Seniors Information Resources By phone (403)-703-3246
- Volunteer Department (403)234-6570
- Elder Abuse Resource Line (403)-705-3250
- Kerby Rotary Shelter for Older adults fleeing Elder Abuse.

OTHER

CIWA – Calgary Immigrant Women’s Association

- Moving to remote services: Intake, settlement and referrals. Integration.
- These are programs accepting new people. I have not included programs not accepting new people.
- Legal clinic - Over the phone and email
- Financial coaching - Over the phone
- Tax clinic for Low income families – Phone and email
- Find me a Home-Intake over the phone
- My community my home: One on one support for immigrant senior women over the phone.
- Cross Cultural Parenting Program: Online, phone, and email.
- Family conflict and Prevention: Phone and email
- In home support: Phone and email
- One-on-One Counselling Services: Phone and email
- Supports for Immigrants with Mental health and addiction issues: Phone and Email
- Youth Program:
 - Career services online: Email: careerservices@ciwa-online.com

Phone: 403-444-1751

HELPLINES

Distress Centre

- If someone is struggling with the situation and needs support, they can contact us by phone 24/7 at 403-266-4357 or by online chat available at distresscentre.com. To connect with other resources in Calgary, 211 is available by phone text and chat: www.ab.211.ca.

