COVID-19 UPDATE

This Document is a list of current available Services and Emergency Assistance Programs.

- Started Document 3/17/2020
- Updated 3/18/2020

The Calgary Food Bank

- **Expected to be re-open on Thursday March 19th**
  - Booked Hampers for Monday and Tuesday have been notified.
  - New safety protocols and procedures are going to be put in place for patrons, staff, and volunteers.
  - Starting 3/19/2020 Pick up information is as follows:

  * **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 QUE. 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.

Transit

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

Federal Financial Support

Tax and Student Loans

- Deadline for submitting taxes has been extended till June 1st 2020.
- Increase the CCB payment amounts for the 2019-2020 benefit year by $300.00 per child. As part of their May payment. If you receive an average of $550.00 per child you will be entitled to the additional $300.00.
- For individuals (other than trusts), the return filing due date will be deferred until June 1, 2020. However, the Agency encourages individuals who expect to receive benefits under the GSTC or the Canada Child Benefit not to delay the filing of their return to ensure their entitlements for the 2020-21 benefit year are properly determined.
- You can defer your payment till August 2020 and receive no interest or penalties.
- Single Parent with two children or low or modest income should receive an extra $1500.00 in support.
• Placing a six-month interest free moratorium on Student loans. For all individuals in the process of paying these loans.
• Canada Revenue Agency will temporarily recognize electronic signatures on tax forms to avoid for people to meet each other.
• Financial Institutions
  • Some banks are working with customers to create flexible solutions on a case by case basis
  • Some of Canada’s Larger banks have included that this support will include up to a 6 month payment deferral for mortgages.
  • CMHC will also help homeowners find options for mortgage payments. For Individuals facing financial difficulty.
  • Potential opportunity for relief on other credit related items (ie credit card payments, lines of credit).

For Individuals Without Paid Sick Leave

• Waiving one week waiting period for those individuals in imposed quarantine that can claim EI sickness benefit.
• Temporary measure.
• Waiving the requirement to provide medical documentation.
• The Emergency Care benefit: $900.00 bi-weekly payment for up to 15 weeks. Flat payment benefit would be ministered through the CRA. Qualifications are as follows: Workers including self-employed who are quarantined or sick with COVID-19 but do not qualify for EI sickness benefits. (Start date April 2020)
• Workers including the self-employed with a family member who is sick with COVID-19 such as an elderly parent but do not qualify for EI sickness benefits.
• Parents with children who require core or supervision due to school closures and are unable to earn employment income, irrespective of whether they qualify for EI or not.
• Longer-Term Income Support for Workers: For Canadians who lose their job or face reduced hours as a result of COVID_19 impact the Government is introducing an emergency Support benefit delivered through the CRA. (March 11 2020)

The Calgary Drop In Centre

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

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

Enmax
• Increased Payment Flexibility.
• Suspended any disconnection to electricity.
• “If you have been impacted by COVID-19 and are experiencing hardship, call us today at 310-2010 to discuss what options are available,” - Enmax Statement.

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
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.

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.

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/


Community Support Services
1826 36 Street SE
Calgary, AB
T2B 0X6
Made by Momma:

- All in person fundraisers are cancelled.
- 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 at this time.
- Pre-made meals and baby items for Pregnant, Mothers of New Borns, Moms of Babies/Toddlers.
- Post-partum support.

PROVINCIAL FINANCIAL SUPPORT

Government of Alberta Fund Assistance Program:

If you are facing an unexpected emergency, you can apply for emergency financial assistance. You can get help when:

- a situation is caused by unforeseeable circumstances beyond your control, and
- it presents a severe health risk, and
- you cannot access other resources or wait until your next pay-cheque or Income Support benefit cheque.

What’s covered

This allowance can cover costs for:

- food
- clothing
- childcare
- transportation
- damage deposit
• temporary accommodation
• utility arrears
  o you must repay this money if you need help with utility arrears more than once
• eviction payments
  o you must repay this money if you need help with eviction payments more than once

You must provide proof of need, such as:

• an arrears statement or eviction notice
• a utility bill or statement for utility arrears
• proof from a reliable source that the item is essential, like an unsafe wiring notice from the fire department

Apply:

Hours: 7:30 am to 8:00 pm (Monday to Friday, closed statutory holidays)

Toll free: 1-877-644-9992

Email: css.ascc@gov.ab.ca

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.
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.

Calgary Meals on Wheels

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- 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

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

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
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.

SCOPE

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

Discovery House

- Still accepting women and families if there are bed. 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.

The Alex

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