

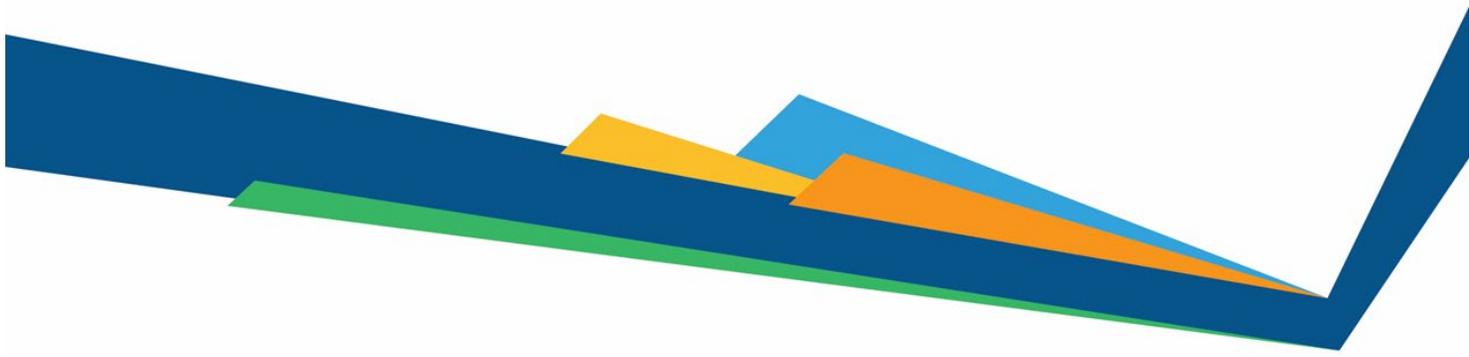
COVID-19 RESPONSE – EXTERNAL RESOURCES

Table of Contents

General Assistance, Support and Research	1
Food and Basic Needs Assistance	3
Regional campus locations.....	7
Income Support/Financial Incentives	7
Job Protection, Employment Standards and Future Employment Opportunities.....	14
Payment Deferrals and Additional Financial Supports	14
Indigenous Resources	17
International Student Resources	19
People with Disabilities.....	20
Mental Wellness and Personal Wellbeing Support and Community Connections.....	21
Resources for Remote Learning.....	25
Resources for Remote Work.....	26
Appendix I: Mental Health (Counselling) Services in Calgary	28

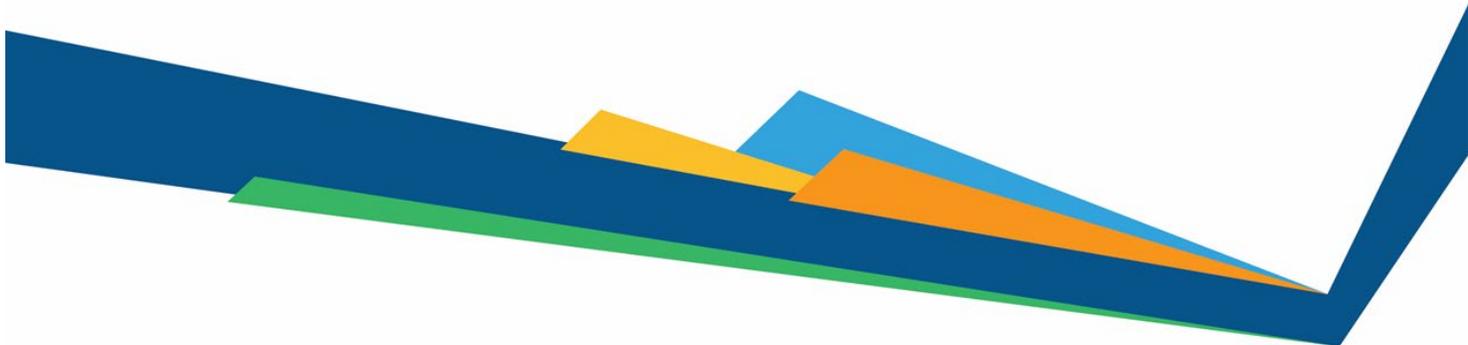
General Assistance, Support and Research

- The Alberta Government has released ABTraceTogether, a voluntary cellphone app to aid in COVID-19 contact tracing. The app which use Bluetooth to note whether you came into contact with someone who tested positive for COVID-19 has been released. The app is available for download at the following link: <https://www.alberta.ca/ab-trace-together.aspx>
 - **NEW.** The federal government will soon be "[strongly recommending](#)" that Canadians download a to-be-determined contact tracing app to help identify any possible contacts of confirmed COVID-19 cases.
- Alberta Health [COVID-19 Self-Assessment](#). Alberta has expanded testing and is testing anyone regardless of whether or not they have symptoms.
 - Alberta also announced a \$1.7-million donation from the Calgary Health Trust would help boost the province’s COVID-19 testing capacity to more than 16,000 tests a day by June.
 - Albertans should take the AHS online assessment in order to arrange testing. Calling 811 is not necessary.



COVID-19 RESPONSE – EXTERNAL RESOURCES

- [AHS](#) has gathered COVID-19 resources available in multiple languages including:
 - [عربي](#) (Arabic)
 - [简体中文](#) (Simplified Chinese)
 - [繁體中文](#) (Traditional Chinese)
 - [Français](#) (French)
 - [ਪੰਜਾਬੀ](#) (Punjabi)
 - [Español](#) (Spanish)
 - [ትግርኛ](#) (Tigrinya)
 - [Tiếng Việt](#) (Vietnamese)
- Calgary Economic Development has created a [guidance and resource page](#) that includes links to government websites, perspective from Calgary Economic Development and helpful articles.
 - Their [Connecting YYC](#) links Calgary job seekers to immediate opportunities in Calgary that have been posted by their members since the COVID-19 outbreak.
 - Calgary Economic Development has also shared information on a number of initiatives have been created to help support the Calgary community through the COVID-19 pandemic, including:
 - [YYC Business Marketplace](#)
 - [Alberta Biz Connect](#)
 - [COVID-19 business continuity and reopening resources](#)
 - [Cartoons for a cause](#)
 - [Fine-free public library](#)
- Trudeau and the premiers have released "a [set of common principles](#)" for restarting the Canadian economy. CTVNews.ca has created an [interactive report](#) to help track the phases of reopening across the country.
- Children's Services is working with child care providers to open up to 15,000 child care spaces to ensure child care is available for those providing services that Albertans rely on during the COVID-19 pandemic. Further details [here](#).
- Facebook group -[YYC COVID-19 Volunteers](#)
- The Government of Canada has introduced new digital initiatives to its suite of virtual tools for COVID 19 including:
 - [Get Updates on COVID-19](#) - a web-based email service that provides subscribers with critical information related to the pandemic.
 - [ArriveCan](#) app which allows travelers returning to Canada to input their 14-day isolation or quarantine information quickly, easily and securely upon arrival.



COVID-19 RESPONSE – EXTERNAL RESOURCES

- [Canada COVID-19 mobile app](#), which features a symptom tracker, a self-assessment tool, and information on mental health and substance use support through the [Wellness Together Canada](#) portal.

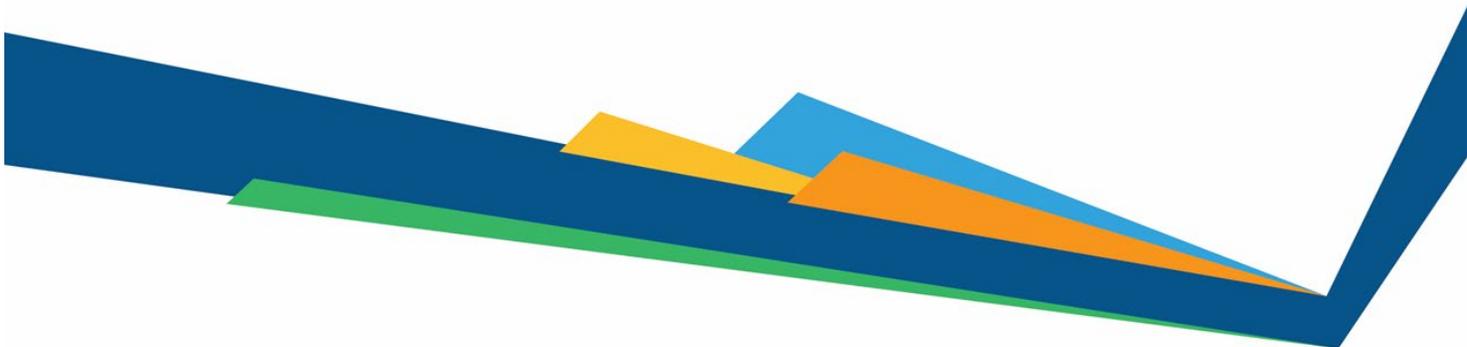
These apps are free and available on [Canada.ca/coronavirus](#) and through the Apple App Store and Google Play.

- Health Canada – general Covid information line - 1-833-381-2725
- [PurposeMed](#) – telemedicine platform - free to residents of Alberta, Monday – Friday from 8:00 a.m. – 4:00 p.m.
- Stats Canada has released their new study “Impacts of the COVID-19 pandemic on postsecondary students”. It is available to be read online [here](#). The study suggests that Canadian youth are more concerned about the [health of others](#) than their own during the pandemic.
- A new study out of the University of Alberta is looking at the public’s knowledge, attitudes and practices during the COVID-19 pandemic. The study is led by medical student Jack Underschultz who is looking at how people are reacting to public health messaging. The study has received about 900 responses so far and they are hoping to get as many as possible. Anyone interested can complete the survey at [www.surveymonkey.com/r/COVIDCanada](#).
- Health Canada has approved the first Canadian clinical trial for a potential [COVID-19 vaccine](#) at the Canadian Center for Vaccinology at Dalhousie University. The vaccine trials will be completed in three phases.
- [Vibrant Communities Calgary](#) offers a free weekly e-newsletter with information about free community helplines. In conjunction, with Enough for All, Calgary’s community-driven poverty reduction strategy. Its mission is to create opportunities to align and leverage the work of hundreds of organizations and thousands of Calgarians to reduce poverty in our city.
- [Your Weekly Dose of “Feel Good” Calgary News](#) - This week is all about our local businesses and facilities who have stepped up to serve their community.

Food and Basic Needs Assistance

Community Service Agencies

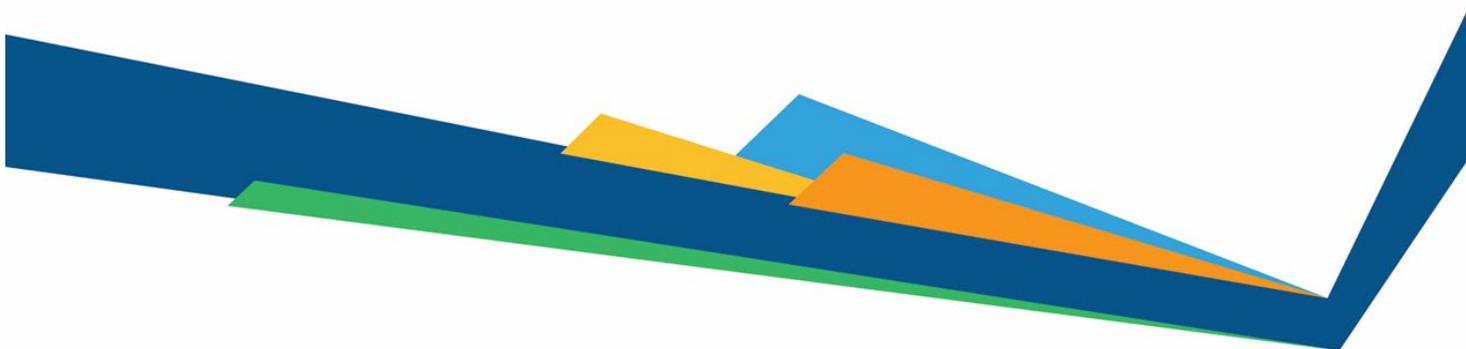
- [Brown Bagging for Calgary Kids](#) - For all families in need, BB4CK is offering a \$30 grocery gift card for each child in the K-12 age range. It has also reintroduced their Food Finders YYC initiative that has restaurants and individuals preparing meals and establishing safe pick-up sites so children have access to food. Text “food” to 587-318-0232 or chat with the Food Finder bot.
- **Updated.** [Calgary Food Bank](#) – hamper request line 403-253-2055 - emergency hamper distribution has been restarted. Calgary Food Bank has implemented a new third party ID validation system, learn more [here](#). Also, clients now only need to wait ten days between



COVID-19 RESPONSE – EXTERNAL RESOURCES

hamper requests, remember you must book by appointment only, please call 403-253-2055. More details [here](#).

- Calgary United Way and the Canadian Poverty Institute have posted a list of resources and support for Canadians. This resource list is available at [this link](#).
- Inequality amplified by the Covid-19 crisis. "Governments across Canada are now moving with exceptional speed to slow the spread of Covid-19. The unprecedented measures being put in place to protect our health, safety and security go beyond what most of us could have ever imagined. Read the Chief Commissioner of the [Canadian Human Rights Commission](#), Marie-Claude Landry's statement [here](#).
- [City of Calgary's COVID-19 Supports for individuals page](#) includes information for specific populations as well as food, emotional wellness, and information for neighbours helping neighbours.
- [Immigrant Education Society](#) – offering some of their programs (such as LINC Literacy) online.
- [Kerby Centre](#) – help for adults 55+ years old – Closed but their Grocery Delivery Program is still operating (403-705-3250)
- [Meals on Wheels](#) - Volunteers will continue to deliver meals, while avoiding contact with clients as much as possible - (403) 243-2834, info@mealsonwheels.com. They are offering Calgary's a reduced rate on meal programs. Anyone interested can call 403-243-3201 or email relief@mealsonwheels.com for more information click [here](#).
- [Mustard Seed](#) - The Mustard Seed will continue to provide essential services such as food and shelter, hygiene supplies and sanitation items to hundreds of people in need. Phone: 403.269.1319 Email: info@theseed.ca
- [Resolve Legal](#) is offering free legal information (not advice) for urgent questions related to employment, applying for government benefits and renter rights. Resolve Legal's help line is 1-844-446-6622.
- The Salvation Army is closed, but for emergency food hampers and baby essential needs call 403-220-0432. The Family Resource Centre can be reached at (403) 930-2700
- [Sorco \(Safe Communities Opportunity and Resource Centre\)](#) – Various support to low income individuals – Phone support only. Please leave a message at 403-617-4183 or 403-608-5559.
- The Court of Queen's Bench will now permit counsel to submit master and justice consent orders for processing through email. For more information click the following link: <https://www.albertacourts.ca/qb/resources/announcements/processing-of-master-justice-consent-orders-by-email>.
- We would like to remind everyone to be mindful, careful and watchful of Covid-19 fraud scams. Check out the Canadian Anti-Fraud Centre for [updates](#).

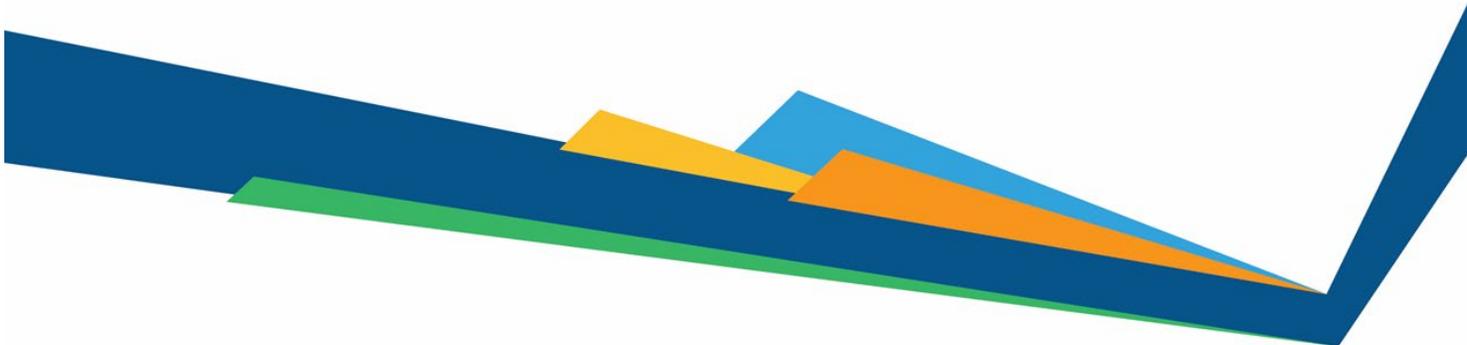


COVID-19 RESPONSE – EXTERNAL RESOURCES

- [Women In Need Society \(WINS\)](#) has temporarily closed its thrift stores due to the COVID-19 pandemic. WINS will continue to offer its free goods program, which supplies clothing, furniture and household basic needs for low-income women and their families for free. This will be offered by appointment only from their Dover location, with a curbside pick-up scenario, call 403-255-5102 ext. 226. Calgarians are encouraged to give to WINS in two ways, put aside clothing, furniture and soft goods as a future donation for WINS and make a cash donation to WINS.
- [Youth Centres of Calgary](#) is operating a curbside packed lunch program for anyone who needs a meal. They are giving out daily meals from 11 a.m. to 1 p.m. at the facility, located at 7400 23rd Street S.E.
- The [YWCA Calgary](#) Crisis Shelter and Transitional Housing programs continue to operate during the pandemic. Domestic Violence Outreach support continues virtually and over the phone, crisis line available at 403-266-0707. They are also providing childcare for essential workers, call 403-232-1594.

Retailers, Businesses and Educational Institutions

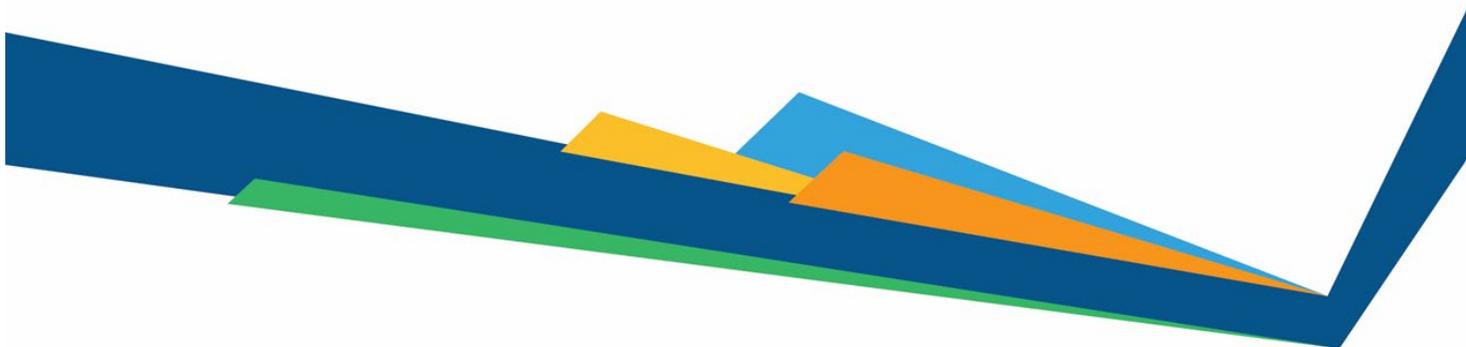
- All [Calgary Parking Authority](#) ParkPlus street-parking spots and permit-parking spaces now come with a 30-minute grace period for payment. This is to provide convenient curbside access for couriers and delivery vehicles in support of essential businesses which continue to operate through the pandemic. You do not need to pay or start a ParkPlus session if your trip is less than 30 minutes long. Parking rules are still in place in the interest of public safety; for example, no parking is permitted within 5m of crosswalks and fire hydrants.
- **Updated.** Calgarian's who have purchased a Fair Entry transit pass and a senior transit pass back in March, [Calgary Transit](#) is extending the grace period for the use of these passes until May 2020. The transit pass extensions end on May 31. Low-income transit passes can be purchased online [here](#), however, it may take 5-10 business days to arrive through Canada Post. Alternatively, passes can be purchased in person at Customer Service Centre [locations](#) or the [City Hall Cashiers](#),
 - Calgary Transit has [released a list](#) of cancelled routes as COVID-19 forces further service reductions.
- [Fresh Routes](#) will deliver groceries in emergency situations only.
 - [Emergency delivery hampers](#) to those in isolation or emergency financial situations.
- [Leftovers Foundation](#) - Any bakeries or restaurants that are closing temporarily that have surplus food, please contact their team. Email Heidi@rescuefood.ca – coordinating routes via



COVID-19 RESPONSE – EXTERNAL RESOURCES

the app in order to get food to those who need it most. They are also looking for volunteers to help collect food.

- [Rogers](#) has waived data caps for internet plans, as well as long distance charges and roaming fees, in response to COVID-19 for internet customers. All of this also applies to Fido customers.
- SABVC members are still eligible to apply for the Open Cupboards Emergency Food Hamper program. To apply, just fill out the emergency food hamper request form on sabvc.ca/services/open-cupboards-emergency-food-hamper-program/ and email it to opencupboards@sabvc.ca. Be sure to also attach your current class schedule as well as your student ID number in the email. In lieu of non-perishable food items, SABVC will provide virtual \$25 grocery Walmart gift cards. Applicants will be responsible for purchasing their own groceries with the gift card. Please note that students are eligible to access the program only once per semester. Online gift cards will be available Tuesdays and Thursdays: <https://sabvc.ca/services/open-cupboards-emergency-food-hamper-program/>
- [Shaw](#) has opened up Shaw Go Wi-Fi to everybody. Shaw will give everyone complimentary and unrestricted access to [Shaw Go Wi-Fi](#) network hotspots regardless of whether or not they're a Shaw customer. They have also have no data caps on Internet plans.
- [TELUS](#) will waive home internet overage charges through until the end of April for customers who are not on unlimited plans and have overage charges.
 - They will waive all Easy Roam and Pay Per Use mobility roaming charges for TELUS and Koodo customers stuck in areas with Level 3 advisories, such as China and Italy until the end of April.
 - TELUS will also provide flexible payment options so that customers don't have to worry about paying their bill on time if they are financially impacted by the outbreak.
 - TELUS is in the process of developing telemedicine and virtual healthcare solutions for Canadians, including home health monitoring and access to one-on-one video consultations with a licensed doctor at no cost on their smartphone and from the comfort and safety of their own home.
 - TELUS is offering free Internet to low-income Canadians amid COVID-19 pandemic via its Internet For Good program. This will include Internet free of charge to customers for a period of two months. The regular cost of the service is \$9.95 per month. According to statistics, more than 200,000 Canadian families, who receive the maximum Canadian Child Benefit, qualify for TELUS' Internet For Good.
 - TELUS is expanding its \$9.95 Internet program to K-12 students in need during the COVID-19 crisis.
- [Sobey's](#), [Shoppers Drug Mart](#), [Loblaws](#) - Senior shopping hours; reducing fees for grocery delivery, no fees for pick-up, online doctor consultations, free home delivery for medication.



COVID-19 RESPONSE – EXTERNAL RESOURCES

- Shopper's Drug Mart is offering the 20% seniors discount for the first hour on Tuesdays.
- [Yegna Ethiopian restaurant](#) is donating food to those affected by COVID-19.

Religious Organizations

- [BowWest Community Resource Centres](#) (offices in Ranchlands & Bowness closed; consult by phone - Besrat: (403) 874-8291; Douw: (403) 804-2908; Rose: (403) 804-9826; Victoria: (587) 892-9999; Germaine: (403) 874-6809

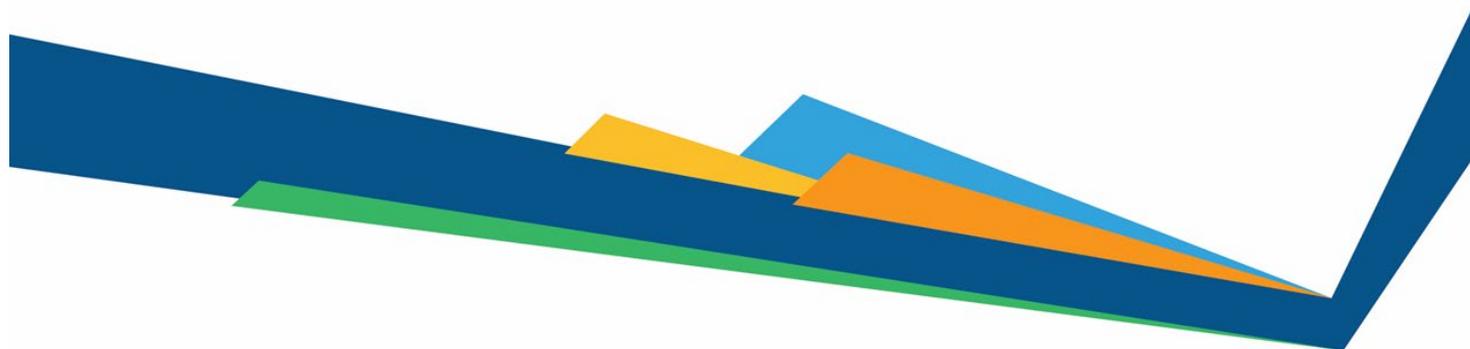
Regional campus locations

- As part of City of Airdrie's COVID-19 response, a [Community Resource](#) document has been created that lists the contact information, hours of operation and currently offered services of local social service agencies.
- [Okotoks Food Bank](#) - Bags of food will be prepared beforehand and handed out to Help Yourself Shelf clients at the front door entrance. The number of bags has been reduced from three to two to help deal with the current demand for food. For clients receiving a food hamper, the individual will be asked to make their food selections at the front desk and wait in their vehicles for the hamper to be brought to them. To make a hamper appointment, calling the office is preferred over a drop-in visit (403-651-6629).
- [Wheatland Food Bank](#) (Strathmore) – 403-324-4335- call to request a hamper; Application booking line hours: Mon-Wed 12-4PM, Thursdays 12-3pm

Income Support/Financial Incentives

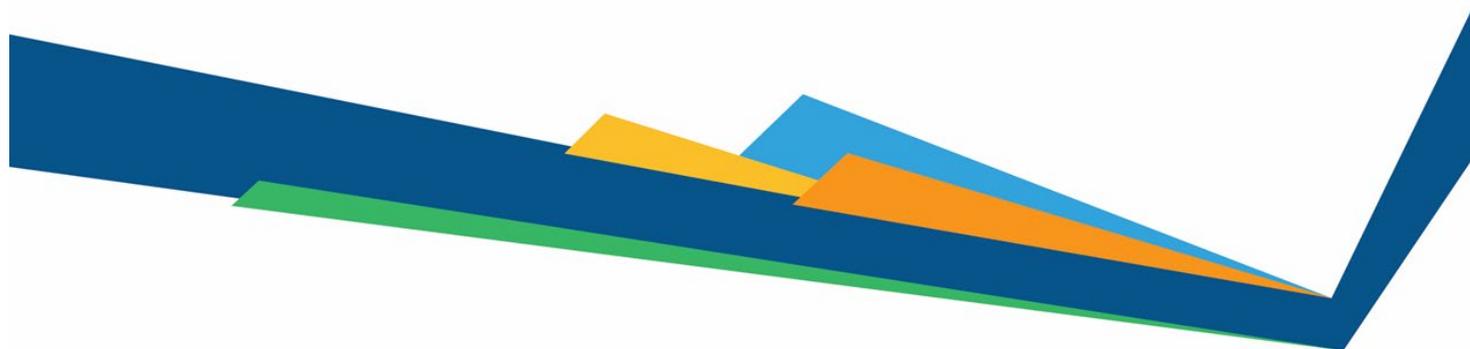
Canada

- **NEW.** [Basic Income Calgary](#) will be exploring basic income on May 26 at 10:00 a.m. with breakout room sessions followed by Keynote speaker Todd Hirsch, Vice President and Chief Economist for ATB Financial. Register [here](#).
- **NEW.** Listen in - Tamarack Institute is hosting a webinar on May 27 at 10:00 a.m. on Basic Income and Youth. Register [here](#).
- **NEW.** [Calgary Dollars](#) is a complementary currency in Calgary to encourage people to buy local and create community connections. Their digital marketplace still active via mobile app. Anyone can be a member of Calgary Dollars for free and members are mailed \$20 in Calgary Dollars on sign up and can generate more Calgary Dollars by offering up services or items for sale.
- **NEW.** Government of Canada announces online tool, "[Find financial help during COVID-19](#)" to assist Canadians in accessing financial support.
- **NEW.** YYC Student Connection helps business students connect to small businesses that need support. More information [here](#).



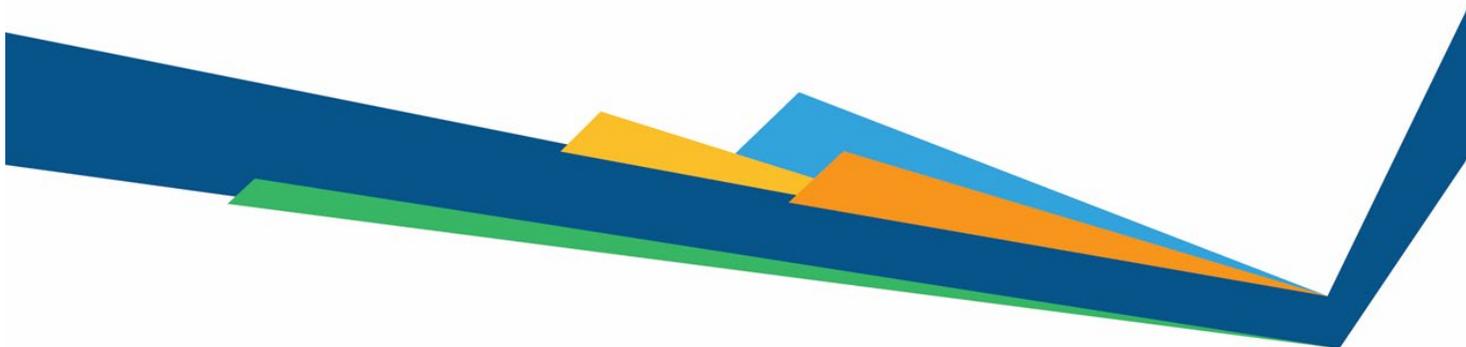
COVID-19 RESPONSE – EXTERNAL RESOURCES

- [Summary of existing programs to assist Canadians impacted by COVID-19](#), as provided by RBC.
- Prosper Canada's tip sheet which includes [10 ways of trimming expenses](#), their [guide of financial help for Canadian affected by COVID-19](#) and [an overview of tax benefits and other support](#).
- Prosper Canada has launched the [Financial Relief Navigator \(FRN\)](#), an online tool that provides Canadians access critical emergency benefits and financial relief from governments, financial institutions, telecoms and internet providers. FRN is a one-stop portal where Canadians can access relief measures. The Financial Relief Navigator will be available in French in early June.
- [New wage boost for essential workers](#): The federal government, provinces and territories will spend \$4 billion to increase the wages of essential workers (earning under \$2500 a month), during the COVID-19 pandemic.
- [COVID-19: Emergency Measures Tracker](#) - The following summarizes the emergency measures that have been imposed in each jurisdiction as of April 28.
- [Overview of Government of Canada's Benefits, credits and financial support: CRA and COVID-19](#)
- Seniors to receive up to \$500 in a one-time payment through GST credit and reduction of minimum withdrawals from registered retirement income funds by 25 per cent in 2020 to offset added costs due to COVID-19. A CBC news release relating to this is [here](#) and a CTV news release regarding eligibility and process for receiving the benefit is available [here](#).
- [Overview of Government of Canada's support for Students](#)
 - Spring 2020 suspension of repayment of Canada Student Loans.
 - Fall 2020 to 2021 support for post-secondary students
 - Doubling of Canada Student Grant amounts
 - Exemption from student and spousal contribution
 - Increasing the cap on Canada Student Loans
 - Application process
 - [Backgrounder on the Support for Students and Recent Graduates Impacted by COVID-19](#)
- Students may be eligible for \$1,250 a month from May through August. Students who have disabilities or are caring for dependents will now receive an additional \$750 a month, bringing their total to \$2000, the same as the Canada Emergency Response Benefit. See also: [Students Who Get The CESB Will Also Be Required To Look For A Job](#).
 - The CESB opened for applications on May 15, 2020. The link to "How to Apply" page is: <https://www.canada.ca/en/revenue-agency/services/benefits/emergency-student-benefit/cesb-how-apply.html>
- Other measures announced for students include:
 - Raising the maximum weekly amount that can be provided through the Canada student loans program in 2020-2021 to \$350 from \$210.



COVID-19 RESPONSE – EXTERNAL RESOURCES

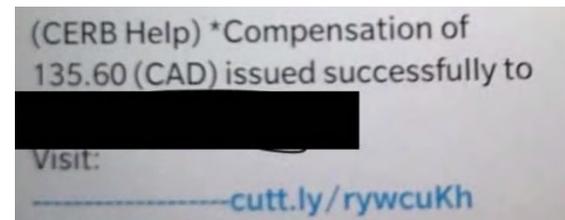
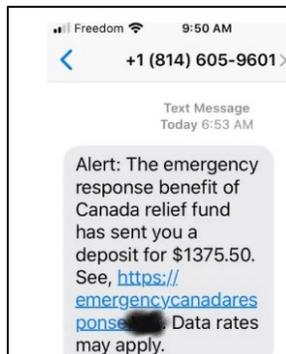
- Students who volunteer over the summer will be paid between \$1,000 and \$5,000, depending on the hours they work.
- Doubling student grants for eligible students — up to \$6,000 for full-time students and up to \$3,600 for part-time students.
- Prime Minister Justin Trudeau has announced a \$82-billion aid package to help Canadians and businesses cope with the global COVID-19 pandemic, including income supports, wage subsidies and tax deferrals. Details on the emergency aid plan includes:
 - Extra support to **Canada Child Benefit payments** (\$300 per child). One-time increase will occur on the regular May payment. The increase will be in place for the 2020-21 benefit year, and will raise the maximum benefit to \$6,765 per child under age 6, and \$5,708 per child aged 6 through 17.
 - For individuals not already receiving Child Benefit payments, apply online through My Account (your personal CRA account):
<https://www.canada.ca/en/revenue-agency/services/e-services/e-services-individuals.html>
 - **Canada Emergency Response Benefit** (merger of previously announced Emergency Care Benefit and Emergency Support Benefit) will provide income support to workers, including the self-employed, who have to stay home and don't qualify for paid sick leave or employment insurance. This taxable benefit of \$2000/month for up to 4 months.
 - The third phase of CERB is about to start. [Calgary Herald article](#) outlining details and criteria.
 - People who receive the \$2,000/month Canada Emergency Response Benefit (CERB) as well as back-pay benefits from the new wage subsidy program won't be able to keep both. These are two different measures that aim to do the same sorts of things. It is one or the other. Canada Emergency Response Benefit (CERB) is also a taxable benefit. CRA says it will contact everyone "in the future" who has received payments to which they are no longer deemed eligible to let them know they'll have to return some money and how to do so.
 - Canadians who were among the first to receive the Canada Emergency Response Benefit must now reapply. CERB offers \$500 per week for Canadians who lost work due to the COVID-19 pandemic, but recipients must confirm their eligibility for the program every four weeks. Recipients can reapply for the benefit either [online](#) or by calling 1 (800) 959-2019.
 - Calgary Emergency Management Agency warned of a new text message scam related to COVID-19 on Twitter. The text of the NOT legitimate message reads "ALERT: It has been determined through contact tracing that you and/or your



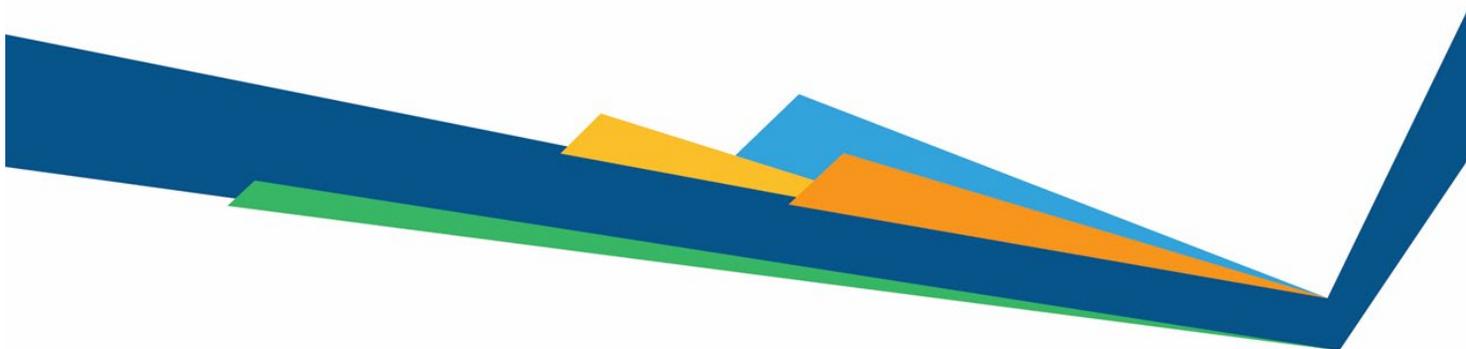
COVID-19 RESPONSE – EXTERNAL RESOURCES

child(ren) have recently been exposed to someone who has tested positive for COVID19. It is necessary for you and/or your child(ren) to self-isolate for 14 days. If you develop symptoms call 811.”

- The Canadian Anti-Fraud Centre and Prime Minister Trudeau have warned Canadian about a "text scam" which is trying to exploit Canadians requiring support from the new emergency response benefit. Texts such as the image below are fakes/scams and advises NOT to click on the links.

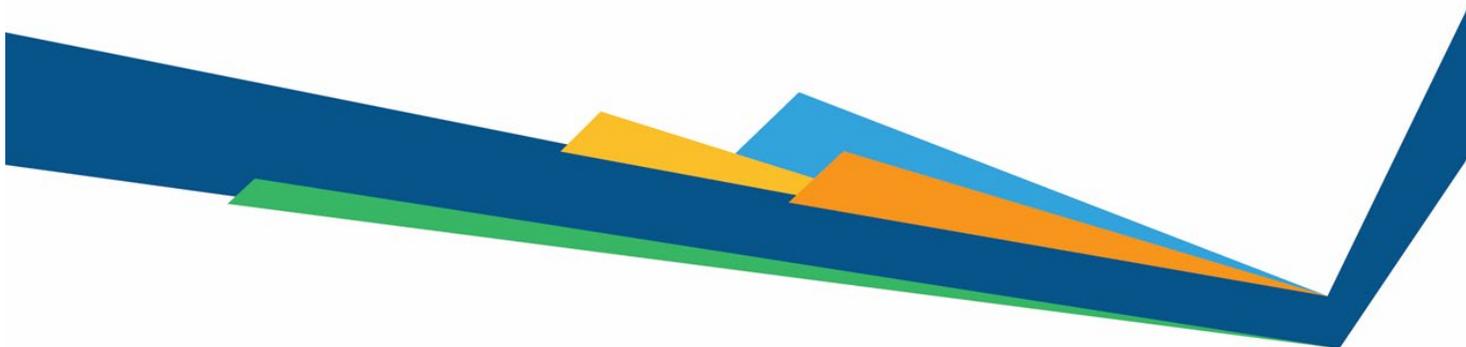


- GST credit top-up payment for low-income Canadians by early May 2020. This will be an average increase of close to \$400 for single individuals and close to \$500 for couples. No application necessary, if you are eligible, you will receive it automatically when you file your taxes for the 2019 tax year.
 - *Note: Canada Revenue Agency has deferred the filing due date for 2019 tax returns until June 1, 2020. However, it is recommended that you do not delay filing your return to ensure that your GST credit payments and Canada Child Benefit are properly determined.
- Allowing taxpayers to defer until after Aug. 31 tax payments that are due after today and before September.
- Waive the 1 week waiting period for EI sickness benefits for workers in imposed quarantine and who have been directed to self-isolate. The medical certificate requirement is also being waived.
- An immediate 10% wage subsidy will be available to small business for the next 90 days – up to a maximum of \$1,375 per employee and \$25,000 per employer.
- Reduced minimum withdraws from Registered Retirement Income funds by 25% for 2020 immediately



COVID-19 RESPONSE – EXTERNAL RESOURCES

- Special support for the homeless and shelters helping people escaping gender-based violence.
- Insured Mortgage Purchase Program to purchase up to \$50 billion of insured mortgage pools through CMHC.
- Tax filing deadline extended to June 1 and payment deferral to August 31, 2020. Canada Revenue will temporarily recognize electronic signatures. CRA Outreach program will be available through phone or webinars.
 - Free tax clinics have gone virtual. A list of these clinics is available [here](#).
 - [3 Tax Filing Changes that Everyone Should Know](#):
 1. Deadline to file taxes is now June 1, 2020
 2. Get help with your taxes online and via phone, not in person - full list of CRA contact numbers [here](#).
 3. Some benefits have changed and new ones are available. To find out about all of the benefits and programs you can access, check out the Government of Canada's [Benefits Finder](#).
 - [Further information](#) on their specific response plan.
- Temporary Wage Subsidy for Employers - The federal wage subsidy program will be extended through to the [end of August](#).
- Temporary salary top-up for low-income essential workers. The Government of Canada will have a new transfer to the provinces to cost-share a temporary top up to the salaries of low-income workers (those who earn less than \$2,500 per month on a full time basis), that the provinces and territories have deemed essential in the fight against COVID-19 – including those on the front-line in hospitals, those caring for seniors in long-term care facilities, those working at food stores, and others. More details will be released by the Government of Canada shortly.
- Benefit Information [Online survey](#) to quickly learn what Canadian government support programs you qualify for amidst of the Covid-19 crisis and [changes to the Canada Emergency Response Benefit](#).
- [Comprehensive list](#) of common benefits and credits offered provincially and federally.
- Increase support for Canadians experiencing homelessness, and provide help for women and children fleeing violence. As announced on March 18, 2020, the Government of Canada will provide an additional \$157.5 million to address the needs of Canadians experiencing homelessness. The government will also provide up to \$50 million to women's shelters and sexual assault centres, including facilities in Indigenous communities, to help with their capacity to manage or prevent an outbreak.

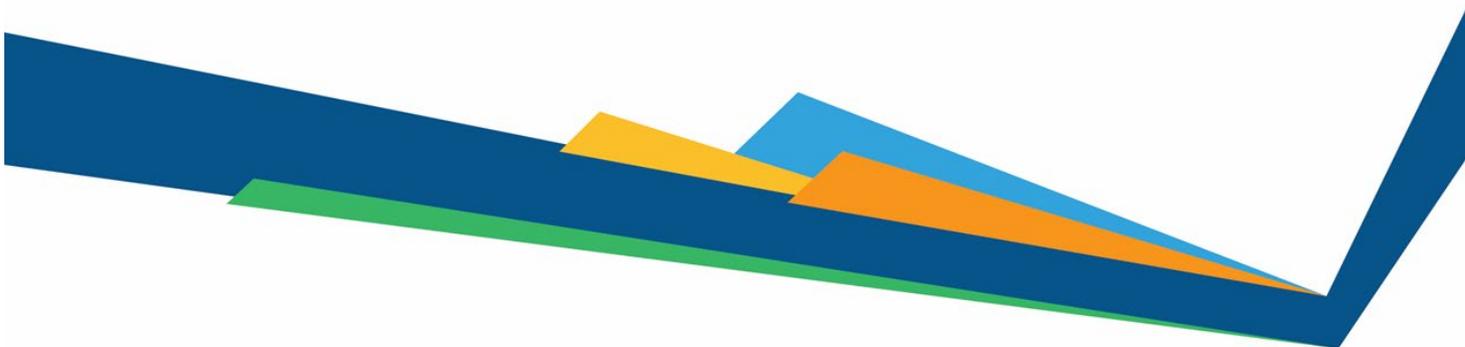


COVID-19 RESPONSE – EXTERNAL RESOURCES

- Provide support for counselling services to children and youth. As a result of school closures and reduced access to community resources, Kids Help Phone is experiencing increased demand for its 24/7 confidential online, telephone, and text counselling services across Canada. The Government of Canada will give \$7.5 million in funding to Kids Help Phone to provide young people with the mental health support they need during this difficult time.
- Provide immediate essential services to Canadian seniors impacted by COVID-19. The Government of Canada will contribute \$9 million through United Way Canada for local organizations to support practical services to Canadian seniors. These services could include the delivery of groceries, medications, or other needed items, or personal outreach to assess individuals' needs and connect them to community supports.
- The federal government is [rolling out a suite of programs](#) for small- and medium-sized businesses including 75% wage subsidies, \$40K loans.
 - [Business Link](#) provides a directory of government resources for small businesses.
- The [Financial Supports for people impacted by Covid-19](#) information sheet contains information about the different financial resources that are available in response to COVID-19.
- [The link](#) to the Government of Canada's website with an overview of the \$2B strategy for emergency support.
- For more information on Employment Insurance programs and eligibility, click on the following benefits:
 - [Regular Employment Insurance Benefits](#)
 - [Employment Insurance Sickness Benefit](#)
 - [Employment Insurance Caregiving benefits](#)
 - [EI special benefits for self-employed people](#)

Alberta

- Alberta Works - [Emergency Needs Allowance](#) - 1-866-644-5135 (24 hour Income Support Contact Centre) toll-free
- Alberta income support – [how to apply](#)
- EI Claim Line - 1-833-381-2725 - one-week waiting period to receive EI benefits has been waived.
- The Alberta Child Benefit and the Alberta Family Employment Tax Credit will be consolidated into a single program. The new [Alberta Child and Family Benefit](#) (ACFB), beginning in July 2020, will provide direct financial assistance to lower-income families with children under 18.
- Upcoming expiry dates for Alberta drivers' licenses, vehicle registrations, other permits and certificates are being extended until May 15.

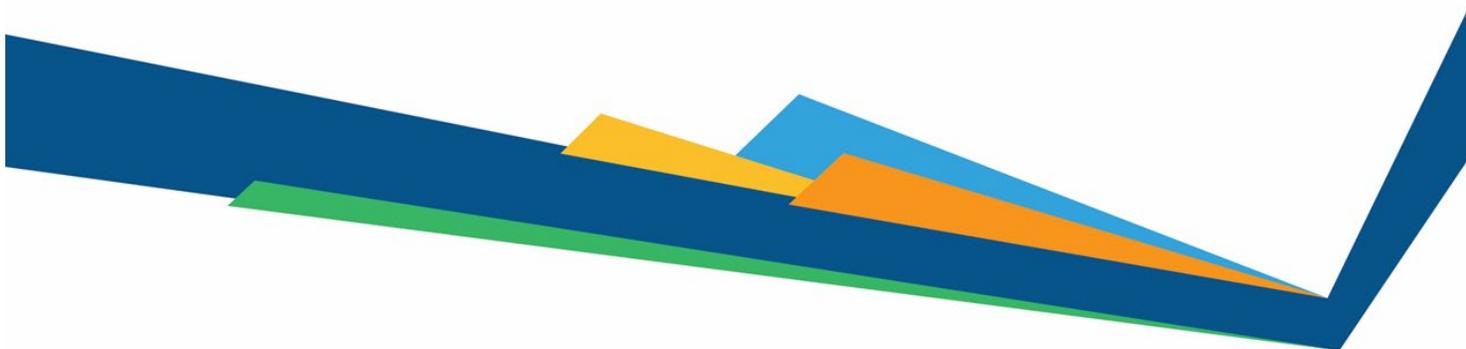


COVID-19 RESPONSE – EXTERNAL RESOURCES

- Additional support and protection for the homeless are being implemented. There will be support of an expansion of network of homeless shelters across Alberta to help cope safety with COVID-19. The Mustard seed and Drop-In Centre are seeking additional sites to meet the short fall of social distancing.
- Student loans repayment holiday. The government will implement a six-month, interest-free moratorium on Alberta student loan payments for all individuals who are in the process of repaying these loans.
- Government of Alberta Support for Employers and Employees. The Alberta government will provide immediate funding and supportive measures to support local organizations, employers, and employees. Currently, this support includes tax deferrals, job-protected leave, employment insurance benefits, business continuity, and other resources. Please visit the Government of Alberta website for more information, and check back regularly as more updates are made available.
- Premier Kenney announced that no one will be evicted April 1 for non-payment of rent, a rent freeze while Alberta is under a state of public health emergency, suspending late fees for missed rent and that landlords will be obliged to negotiate with renters on payment plans. Companies like [Boardwalk](#) had already committed to not raising rents for the duration of the COVID-19 crisis. They have posted an additional list of [helpful links](#) re: using technology, financial supports and mental health resources.

Calgary

- The Basic Needs Fund (Through 211 and the Distress Centre Calgary) Regional - Other Local Government Funding – contact 211
- City of Calgary has announced that March [low-income](#) bus passes can be used until April 30th.
- [Financial Supports for People Impacted by COVID-19](#) - article from Momentum that lists what you can do, and who you can call, based on different scenarios.
- [Hospital parking fees are temporarily suspended during the pandemic.](#)
- [Money Mentors](#) has moved their counselling sessions to phone or Skype.
 - They are offering a [\\$500 Incentive Program](#) with monthly draws which are available for eligible individuals who have successfully completing their [free online courses](#) on budgeting, tackling debt, planning for retirement, surviving a layoff or understanding credit and financial literacy.
 - For parents looking for ways to enrich their children’s financial education during this time, they are offering a free online course, [Enrich Your Kids](#), which focuses on effective ways to teach children about money and set them up for financial success. They also have an online [Youth Spending Plan](#) to help your children manage their money better and an [online game](#) designed to teach youth the importance of making sound financial



COVID-19 RESPONSE – EXTERNAL RESOURCES

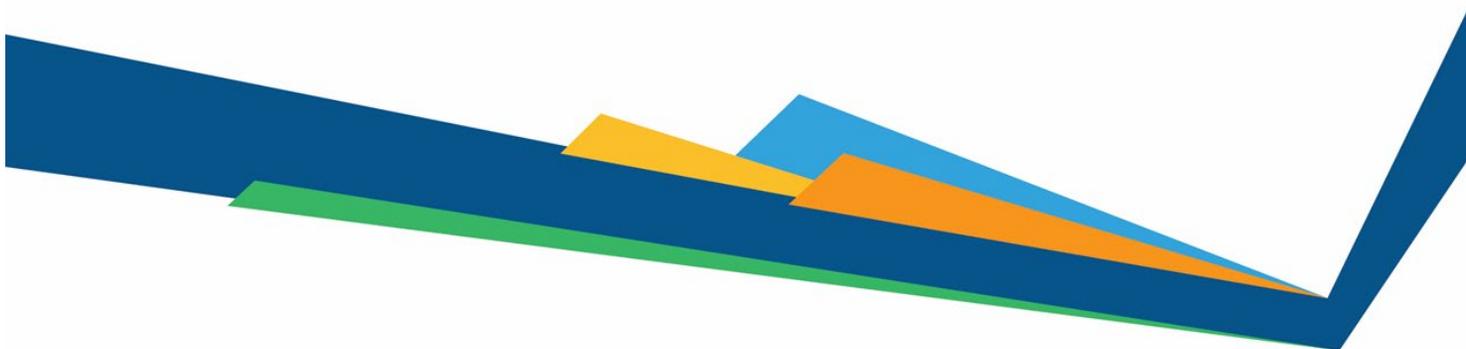
decisions. In addition, to explore ways to increase children’s financial education while aligned with the Alberta school curriculum, they have free [extension activities](#) for students from Kindergarten to Grade 12.

Job Protection, Employment Standards and Future Employment Opportunities

- Learn more about your [Employment Rights and dealing with COVID-19](#). For example, if you, or a child or adult that you care for is required to self-isolate due to COVID-19 [you can take up to 14 days of job protected leave](#). If the quarantine, illness, or recovery period lasts longer than 14 days, you may be eligible to access [other job-protected leaves](#).
- If you believe you contracted COVID-19 at your workplace, you may be eligible for compensation. Check out the [Workers’ Compensation Board Fact Sheet](#) for more information.
- [Temporary changes to Canada Summer Jobs program](#) to help businesses and young Canadians affected by COVID-19. This program will help create up to 70,000 jobs for youth between 15 and 30 years of age. The temporary changes to the program for this year include:
 - An increase to the wage subsidy, so that private and public sector employers can also receive up to 100 per cent of the provincial or territorial minimum hourly wage for each employee
 - Job placements could begin as early as May 11, 2020, and end as late as February 28, 2021.
 - Allowing employers to adapt their projects and job activities to support essential services
 - Allowing employers to hire staff on a part-time basis
- [YYC Student Connection](#). This site connects the YYC business community with post-secondary students in a business program to help businesses tap into one of our best resources and to provide students with practical volunteer experience in their field of study.

Payment Deferrals and Additional Financial Supports

- 90-day Utility Deferral: Albertans who are experiencing financial hardships can defer their electricity and natural gas bill payments from any service provider for the next 90 days and are ensured that no services will be cut off.
 - Call your electricity or natural gas service provider directly to apply:
 - Atco: (403) 292-7500
 - Direct Energy: 1-855-461-1926
 - Enmax: (403) 310-2010 or 1-877-571-7111

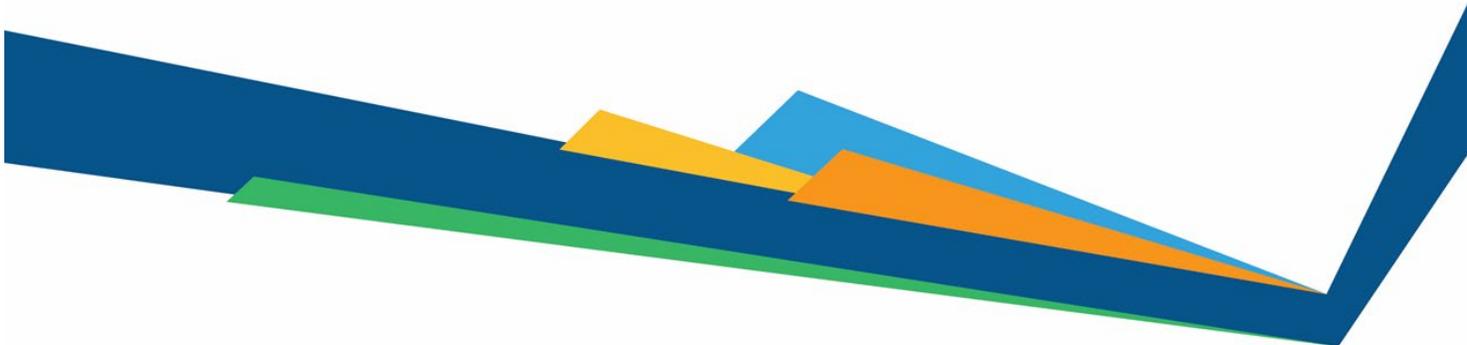


COVID-19 RESPONSE – EXTERNAL RESOURCES

- Just Energy: 1-866-283-3108
- Spot Power: (403) 450-3458
- Alberta Credit Union members will have access to a variety of programs and solutions designed to ease difficulties with loan payments and short-term cash flow.
- ATB Financial will allow customers to apply for deferred payments for mortgages as well as personal and business loans, starting immediately.
- Canada’s six largest banks (Bank of Montreal, CIBC, National Bank of Canada, RBC Royal Bank, Scotiabank and TD Bank) made a commitment to work with personal and small business banking customers on a case-by-case basis to provide flexible solutions to help them manage through challenges such as pay disruption due to COVID-19. Their support will include up to a six-month payment deferral for mortgages, and the opportunity for relief on other credit products.

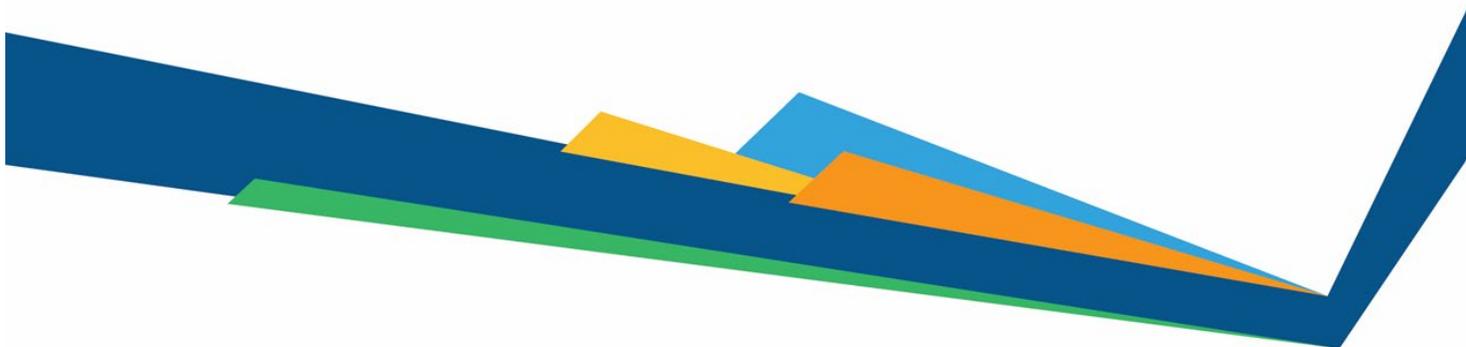
General information can be found below:

- BMO: <https://www.bmo.com/main/personal/bmo-branches-coronavirus-update/>
 - Contact [BMO Online Banking](#) provides access to payment relief. Help is also available through their safe and secure Message Centre.
- CIBC: <https://www.cibc.com/en/personal-banking/advice-centre/covid-19.html>
 - CIBC has set up an [online form](#) for requesting assistance. CIBC also announced fully digital application process for the new Canada Emergency Business Account, expects over 150,000 eligible small business clients to apply. The CEBA is designed to support small business owners in meeting their immediate cash flow needs and includes:
 - A \$40,000 interest-free, government-guaranteed loan to help pay for operating costs that can't be deferred as a result of COVID-19.
 - \$10,000 (25%) of the \$40,000 loan is eligible for complete forgiveness if \$30,000 is fully repaid on or before December 31, 2022.
 - If the loan cannot be repaid by December 31, 2022, it can be converted into a 3-year term loan at an interest rate of 5%.
 - To be ready to apply for a CEBA as soon as it becomes available, clients should ensure they have registered for [CIBC Online Banking for Business](#) and have their T4 Summary of Remuneration Paid available to supply key information for their application.
- National Bank: <https://www.nbc.ca/personal/notice.html>
 - National Bank’s [online portal](#) for requesting mortgage loan deferrals.
- Scotiabank



COVID-19 RESPONSE – EXTERNAL RESOURCES

- Scotiabank provides access to mortgage payment deferrals via [this link](#). For all other financial relief measures, contact your financial advisor or call 1-800-4-SCOTIA.
- RBC: <https://www.rbc.com/covid-19/>
 - RBC has put in place flexible financial relief programs for personal and business clients who may experience financial hardship resulting from COVID-19.
- TD: <https://www.td.com/ca/en/personal-banking/covid-19/>
 - TD customers directly impacted by COVID-19 and as a result facing financial challenges, can contact 1-888-720-0075.
- Information is now available online and has been translated into five languages including [Arabic](#), [Chinese \(Mandarin\)](#), [Spanish](#), [Tagalog](#), and [Tigrinya](#)
- [First Calgary Financial](#), [Mountain View Financial](#), [Legacy Financial](#) and [Chinook Financial](#) - are offering the option to skip up to 3 monthly payments on all mortgage, line of credit, loan and car payments. Terms and conditions apply; however, this offer is available to all types of members including Commercial, Agriculture, Small Business and Retail who are facing financial challenges as a result of either the COVID-19 virus or the recent economic downturn, including reduced hours or layoffs.
- Kind Wealth is offering [pro-bono personal finance consultations](#) to anyone struggling with financial stress and anxiety at this time.
- **NEW.** [Momentum](#) has launched three new helplines to help Calgarians who are suddenly without work, struggling small-business owners, or those looking for employment. These financial, business and employment helplines and coaching services are free and open to the public, Monday – Friday 8 a.m. – 8 p.m. They are offering weekly webinars, featuring keynote speakers about money management and employment readiness. Learn more [here](#).
- Money Mentors is offering personal money management programs, and during the COVID-19 pandemic, its credit counsellors are available for appointment by phone, toll-free at 1-888-294-0076, or by Skype.
- The Provincial Court has posted the [COVID-19 Criminal Fine Payment Extension Process](#).
- [This Ministerial Order](#) allows emergency protection orders under the Protection Against Family Violence Act and Regulation to be done via telecommunication.
- New protections are in place for residential and mobile homes site tenants facing financial hardship due to COVID-19. For more information click [here](#).
- Check out the [Information Sheet for Employees, Renters, and Utility Customers in Alberta](#), there are links about [Information for Tenants and Landlords](#), [Suspending Eviction Enforcement](#), and [Rent Payment Plans COVID-19](#). Also, the [Residential Tenancy Dispute Resolution Service](#) is a



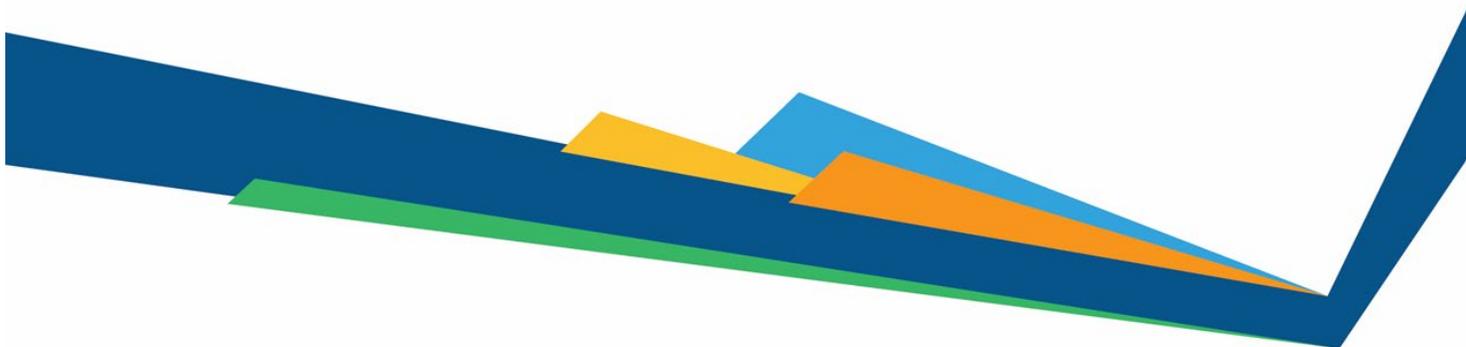
COVID-19 RESPONSE – EXTERNAL RESOURCES

faster, less formal and less expensive service than going to court. For more information, email rtdrs@gov.ab.ca, or call 310-0000 then dial 780-644-3000.

- The Calgary Residential Rental Association urges renters to work out a payment plan with landlords. See [media release](#) for more details.
- **City of Calgary:** Calgary residents will be allowed to delay payments on utility bills for next three months. The City will still send out water, wastewater, sewer, waste, recycling and composting bills in April, May and June — but people can choose to pay just part of it or none at all. The amount they don't pay will be spread across their utility bills for the last six months of the year, without penalty or accrual of interest.
 - Call 211 or visit [their website](#) to be connected with social and community resources (including food) for support.
 - Property tax payment delay program. Calgarians will have until Sept. 30 to pay their property taxes — three months later than the typical June 30 deadline. People can also swap to paying their bill in monthly instalments without a filing fee and choose to pay a portion or none of what they owe each month.
- Residential customers can defer electricity and natural gas bill payments for 90 days between March 18 and June 18, 2020.
- United Way of Calgary's information sheet on [employee, renter and utility customers rights](#) in Alberta.

Indigenous Resources

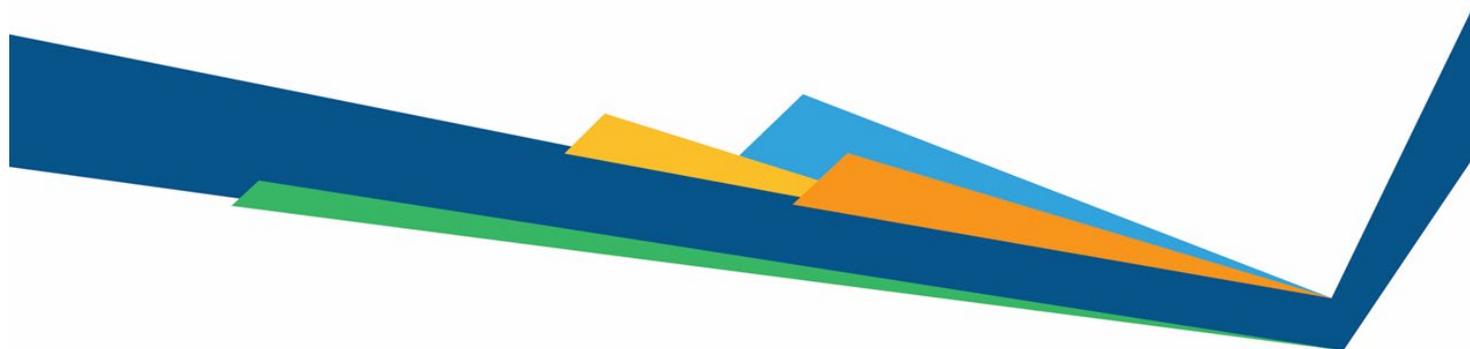
- Aboriginal Friendship Centre of Calgary (AFCC) for remote supports and service inquires please contact Krista White at kjwhite@afccalgary.org. The [Indigenous COVID-19 Task Force](#) is helping community members fill out applications for provincial and federal emergency supports and raising education and awareness around COVID-19 transmission, symptoms and protective measures. Staff are helping individuals access additional emergency supports with partnering agencies and AFCC Elders are on hand to provide cultural counselling. Community support is available Monday to Friday from 9 a.m. until 4 p.m. For more information about the services provided by the Task Force, call 403-370-6422 or email ictf@afccalgary.org.
- Aboriginal Futures offices are closed until further notice, please note that they are still available for remote support via email. If you would like to communicate with one of their career counselors or staff members, please visit their website at www.aboriginalfutures.com for the staff directory.
- Assembly of First Nations (AFN) is providing this overview of [Mental Health and Wellness](#) during the COVID-19 pandemic for First Nations. As the situation is evolving rapidly, they



COVID-19 RESPONSE – EXTERNAL RESOURCES

encourage everyone to visit the AFN COVID-19 webpage to access up to date information and resources at www.afn.ca/coronavirus.

- Awo Taan Healing Lodge Society Family Wellness Centre is here to support families in need. Through Awo Taan Healing Lodge's connection with the Indigenous Task Force, the lodge has delivered over 200 emergency packages to women and their children at the lodge, including food, personal care items, and diapers. They are also assisting with food supplies due to lay off, isolation, lack of income, etc. and providing emotional supports – for support, please reach out to their workers at <https://www.awotaan.org/>.
- Blood Tribe COVID-19 Hotline for Blood Tribe Band Members:403-737-8411
- City of Calgary's Aboriginal Services Guide: https://www.calgary.ca/csps/cns/documents/aboriginal_services_guide.pdf?noredirect=1
- [Hope for Wellness](#): Mental health counselling and crisis intervention for Indigenous Peoples is available by calling the toll-free Help Line, 1-855-242-3310, or through the chat box.
- United Way of Calgary, Pembina and First Nations Health Consortium stepped up to help deliver over 500 food hampers and 100 emergency care packages.
- Métis Housing is offering an [Emergency Housing Rent Subsidy](#).
- The [Metis Nation of Alberta](#) (MNA) is offering interim Covid-19 supports to Métis in Alberta through their support plan. They have created a culturally relevant activity booklet for kids. Download and print off the Children's Booklet and learn about Métis culture and your family history while you stay safe at home. [Click here](#) to download the PDF of the children's booklet.
- The [Métis Nation of Alberta \(MNA\)](#), [Rupertsland Institute \(RLI\)](#), and the [College of Alberta School Superintendents](#) have launched a province-wide initiative to provide Chromebook devices to help K-12 Métis students participate in virtual classrooms during the COVID-19 pandemic.
- [Native Women's Association of Canada's](#) President Lorraine Whitman has a message to the community and is working with Provincial and Territorial Member Associations (PTMAs), their NWAC elders and youth and communicating with Indigenous Services Canada to keep you informed and updated about COVID-19. Click [here](#) to read her message and to access online resources.
- Rupertsland Institute (RLI) is continuing to monitor the ongoing situation around COVID-19 and provide updates to staff, clients and stakeholders. For more information, visit rupertslandinstitute.org or call us toll-free at 1-888-48-MÉTIS (1-888-486-3847).
 - Rupertsland Institute (RLI) is currently offering two wage subsidy programs to employers in Alberta: The Métis Youth Summer Placement Program (MYSPP) and The Métis



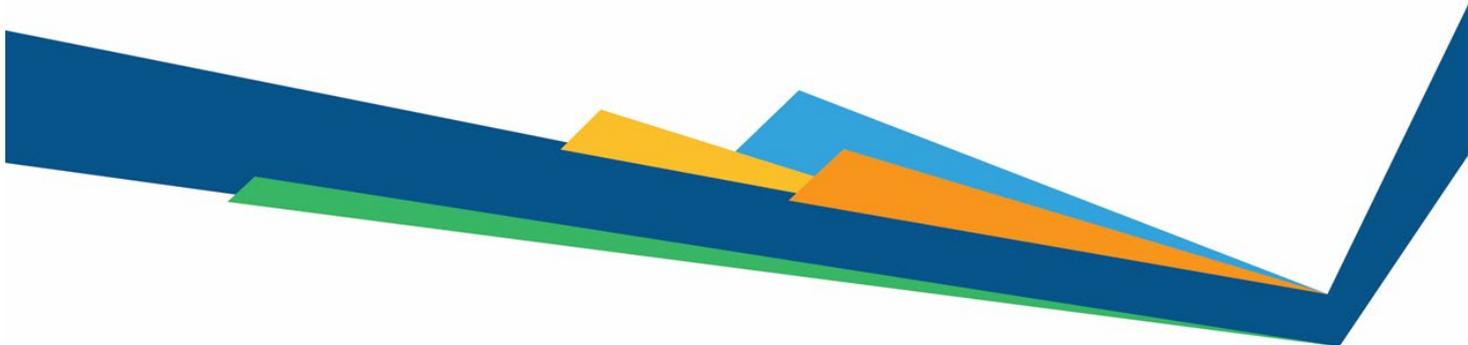
COVID-19 RESPONSE – EXTERNAL RESOURCES

Employment Partnerships Program (MEPP). Contact Rupertsland Institute at 1-888-48-MÉTIS (1-888-486-3847) for more information.

- Siksika Health Services launched a new COVID-19 Response Unit. It will operate 24/7 to assess anyone self-isolating in their homes, and offer testing when appropriate. The following services are available through the CRU:
 - For information about COVID-19, contact the Call Centre Line, open from 9am-9pm, 7 days/week: 403-734-5706 (Blackfoot Translation: 403-734-5717)
 - If you're feeling anxious or stressed about COVID-19, call the Mental Health Support Line: 403-734-5660
 - If you're experiencing symptoms of cough, fever, or shortness of breath, call the Clinic: 403-734-5690/5691 (DO NOT GO TO THE CLINIC without calling first. Please be patient if you are kept on hold; your health professionals are doing their best to assist you.)
- [Sahwoo mokhaak tsi ma taas](#) are offering legal representation, information, education, and cultural support to Indigenous people who need help accessing the justice system. If you or your organization are in need of legal advice, reach out to liaison Lana at 403-716-6491 or their lawyer Sarah at 587-349-7998.
- Ti'nu Apartments. The Banff Housing Corporation (BHC) is offering rent deferrals and reductions for Ti'nu residents affected by the current emergency. If at least one leaseholder listed on the lease has been laid off or had work hours reduced due to the COVID crisis, rent for April, May and June will be reduced to 30% of gross household income. (For example, 30% of \$1,500/month will be \$450/month rent.) Ti'nu residents must contact the BHC office by email or phone (403.762.1115) to arrange the deferral.

International Student Resources

- Action Dignity Society has compiled a [community resource package](#) to support Calgary's ethno-cultural communities.
- Canadian Bureau for International Education – [free webinars](#) on e-learning, academic advising, self-care, and other topics related to international students and education.
- The Government of Canada has issued a temporary ruling change which will remove the restriction that allows international students to work a maximum of 20 hours per week while classes are in session, provided they are working in an essential service or function, such as health care, critical infrastructure, or the supply of food or other critical goods. International students and their employers should consult [Public Safety and Emergency Preparedness Canada's Guidance on Essential Services and Functions in Canada During the COVID-19 Outbreak](#) to determine if the work the student is doing would allow them to work more than 20 hours per



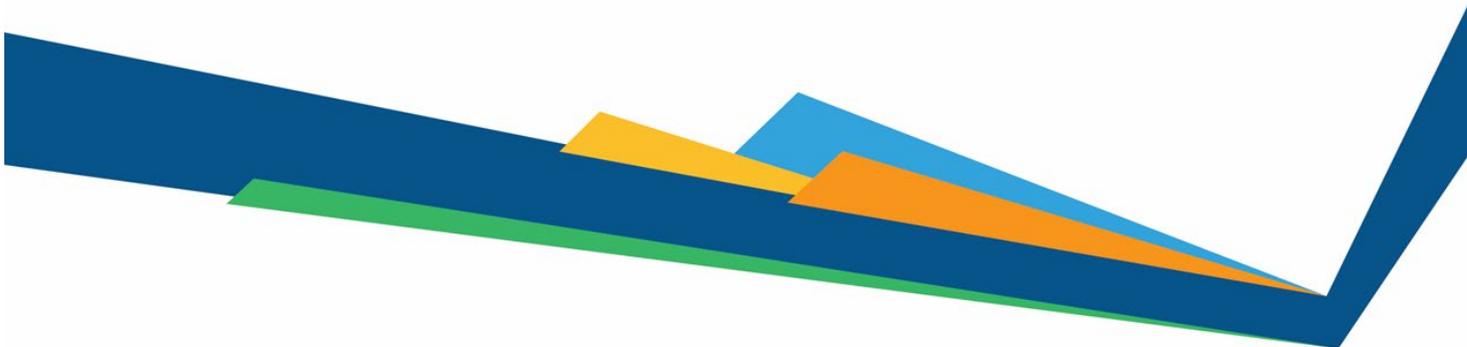
COVID-19 RESPONSE – EXTERNAL RESOURCES

week during the academic session. This temporary rule change will be in place until August 31, 2020.

- [Guard.me International](#):
 - [Urgent Update](#) re: Covid-19 for students insured by guard.me International in Canada
 - [Useful links](#) from guard.me International.
 - [Mental Wellness Webinars Calendar](#).
- [Online Delivery and PGWP eligibility](#) – New measures announced for international students starting in May or June. Immigration, Refugees, and Citizenship Canada (IRCC) has extended online delivery exemptions with respect to Post-Graduate Work Permit eligibility for international students.
- Calgary post-secondaries are adjusting policies for international students. Calgary’s five biggest post-secondary institutions — the University of Calgary, Mount Royal University, SAIT, Bow Valley College and St. Mary’s University — are all adjusting plans and programs for students from abroad to continue their studies if they have remained in the city or have chosen to return home. Highlights of these changes can be found at this Calgary Herald news article [here](#).
- [Update from IRCC – Implied Legal Status for in-Canada Work Permit and Study Permit Extension Applicants](#) - Immigration, Refugees, and Citizenship Canada have advised international students with temporary resident status to [apply online for an extension](#).
- Immigration, Refugees, and Citizenship Canada have announced changes to its [Post-Graduate Work Permit](#) policies, allowing some international students to complete up to 50% of their degree online without impacting eligibility for a work permit. International students who have a study permit or have been approved for a study permit for a program beginning May or June can begin and complete up to 50% of their program online from abroad.

People with Disabilities

- [CNIB](#) is providing information, virtual programming and Blogs for people with vision loss during the pandemic.
- The [Calgary Ability Network](#) (CAN) is sharing information from a cross-disability perspective
- People who are Deaf or Hard of Hearing can access information in ASL on the [Deaf & Hear Alberta](#).
- Recreational Respite is offering [virtual engagement and social connectivity programs](#) with recreation therapists for children, youth and adults with disabilities and mental health concerns.



COVID-19 RESPONSE – EXTERNAL RESOURCES

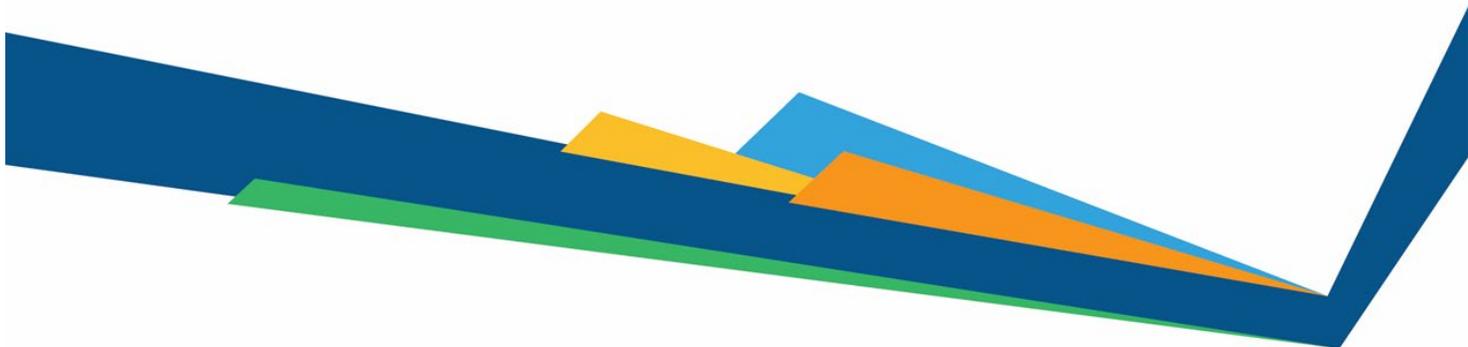
Mental Wellness and Personal Wellbeing Support and Community Connections

Community Organizations

- [Inglewood Community Association](#) – offering shopping/transportation/income support/support to vulnerable groups
- [Silvers Springs Neighbor Network](#) - 403-288-2616 or buildings@silverspringscommunity.ca to be matched up with a volunteer who can help out with errands for those in self-isolation.
- [University Heights Community Association](#) - UHCA COVID 19 Community Help System – webmaster@UHCACalgary.org -pet supplies and help with errands.

Community Service Agencies

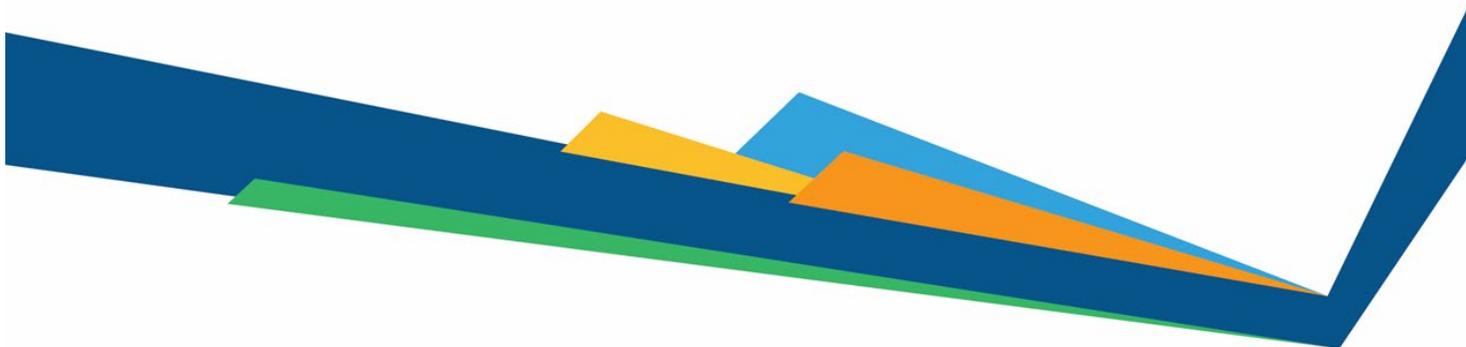
- Ahmadiyya Muslim Youth Association launched “Neighbourhood Helper” campaign in which Muslim youth will be offering their services to help Canadians who need assistance with picking up groceries, filling prescriptions and providing overall moral support. Canadians who require assistance are encouraged to call 1-855-HELP811 or sign up on www.helpingneighbours.com.
- **NEW.** [Alberta Health Services](#) is offering virtual workshops to teach people how to identify and manage stress. Register by clicking the links below:
 - [May 26 from 10:00 to 11:45 a.m.](#)
 - [May 27 from 1:00 to 2:45 pm](#)
 - [June 3 from 7:00 to 8:45 p.m](#)
- [Alberta Health Services](#). Contact information for mental health, social and community support, such as [Text4Hope](#)(Albertans can text “COVID19HOPE” to 393939 to subscribe) as well as a variety of online resources to help individuals and families being impacted by COVID, job loss and stress.
 - Alberta Health Services has compiled a Calgary [resource guide](#) of mental health and psychosocial supports available to individuals (updated March 30).
 - A weekly digest of the latest literature and resources regarding the effect of COVID-19 on addiction and mental health is being compiled by the Knowledge Exchange team of Alberta Health Services Provincial Addiction & Mental Health. [Subscribe to receive weekly updates.](#)
- [Alcoholics Anonymous](#) will be offering online meetings to its Calgary members every Sunday.
- [CAMH: COVID-19 and Mental Health](#) - resources and suggestions to help support mental health at this time of uncertainty.
- Calgary Chinese Community Service Association (CCCSA) has compiled a list of Mental Health (Counselling) services in Calgary during COVID-19 – see Appendix for a copy of this list.
- [The Calgary Women's Emergency Shelter](#) has temporarily expanded their 24-Hour Family Violence Helpline to accommodate email (help@cwes.ca) and text (403-604-6689), for those



COVID-19 RESPONSE – EXTERNAL RESOURCES

who can't use a phone during isolation. Remember those fleeing domestic violence and in need of safe housing can call the shelter's 24-Hour Family Violence Helpline - 403-234-SAFE (7233). If you are in danger, call 911.

- **NEW.** The [Calgary Women's Emergency Shelter](#) (CWES) has partnered with a hotel chain in Calgary — kept confidential for safety reasons — to offer shelter for women escaping domestic violence. More details in this [Calgary Herald article](#).
- [Children's Grief Centre](#) launched a Text and Chat service to provide emotional support to children and teens.
- [CUPS](#) is working to provide the majority of their services remotely by phone for the health and safety of clients and staff, they will be opening the CUPS Health Clinic for limited access from 10:00 a.m. to 2:00 p.m., Monday to Friday. In order to access the facility, they ask that clients call the clinic first for health needs at 403-221-8797 or the main line for non-health needs at 403-221-8780 to determine if it's necessary to be seen in person.
- [Distress Centre Calgary](#) - 24-hour crisis line - 403-266-HELP and [online chat](#); [Tips for managing stress and anxiety](#).
- **NEW.** In conjunction with [Drug Free Kids Canada](#), Enough for All has created an [infographic](#) as well as resources and useful strategies to help talk to kids about coping with stress and avoiding substance abuse.
- Even if the gyms are closed, Énergie Cardio has made a wide variety of [training videos](#) available on their website.
- [Immigrant Services Calgary](#) has made several services available online to the public, including therapy and counselling, interpretation and translation services. Their in-home support program and employment-bridging services can also be accessed online.
- In response to added pressures on essential workers during COVID-19, the Mental Health Commission of Canada (MHCC) has developed a trio of free crisis response training programs designed to help front-line workers deal with the stress of these exceptional circumstances. The three new online programs: Caring for Yourself, Caring for Your Team, and Caring for Others are designed to help people deal with these new challenges and are based on the MHCC's successful in-person courses: Mental Health First Aid and The Working Mind. [Registration](#) for these time-limited courses is on a first-come, first-served basis. For [essential workers](#), as defined by the government of Canada, they are being offered at no cost.
- Psychology Today is a resource database that offers a searchable tool to view profiles, specialties and sort by location. [Click here](#) to review the Psychology Today database.
- [Punjabi Community Health Services \(PCHS\) Calgary](#) (587 999-9312) is providing support to the community and our clients with counselling through video calls, email and phone.



COVID-19 RESPONSE – EXTERNAL RESOURCES

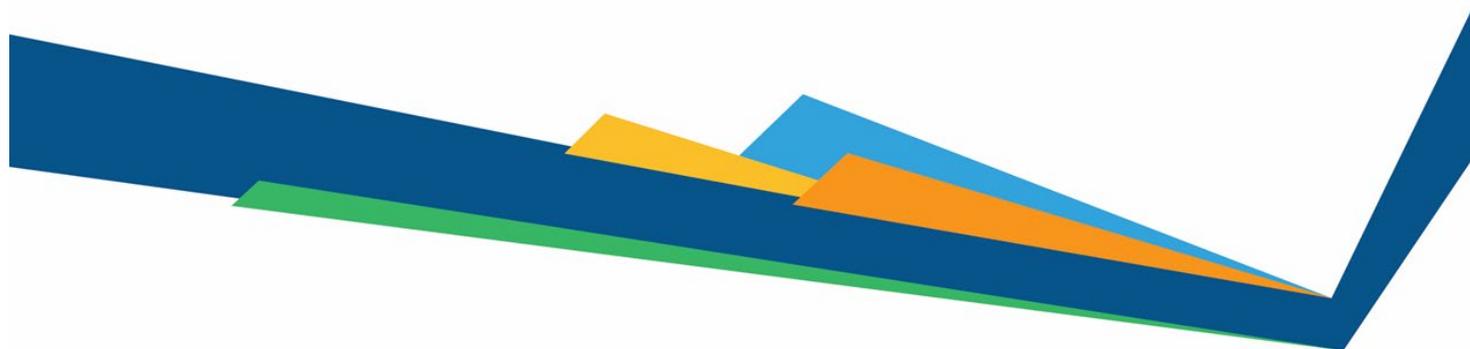
- **NEW.** [Rehabilitation Advice Line](#) is an Alberta only line that provides free rehabilitation advice and general health information for Albertans, available daily from 10:00 a.m. to 6:00 p.m. For more information, click [here](#) or call 1-833-379-0563.
- All Albertans are impacted by domestic violence in their communities, this is an issue that cannot be ignored. Check out the Stand By Online Support events on Wednesday evenings from April 8 to May 6 [here](#). Also, the [Sagesse](#) office remains open to clients, and have available online and phone support. To connect contact the client services team at program@sagesse.org or call them at 403-234-7337.
- United Way of Calgary and Area is hosting a free webinar on Mental Health and Well-Being. The Link to register [here](#).
- [Wellness Together Canada](#) offers Mental Health and Substance Use Support, including the following at no cost to Canadians:
 - Wellness self-assessment and tracking.
 - Self guided courses, apps, and other resources.
 - Group coaching and community of support.
 - Counselling by text or phone.
- [Women's Centre of Calgary](#) staff and volunteers will be available from 9:30 a.m. to 3:30 p.m. by phone for referral assistance 403-264-1155.
- [Wood's Homes](#) is offering crisis and counselling support to children, adolescents and families via e-therapy (ecounselling@woodshomes.ca), phone (403-299-9699, 1-800-563-6106), text (587-315-5000) and email (crtsupport@woodshomes.ca).

Religious Organizations

- [Altadore Baptist Church's](#) Pastor Judy is available on phone and will also be delivering messages online by sending a YouTube link. Here is the link:
- [Calgary Chinese Baptist Church](#)- (403)590-4349. Online service recording in English or Chinese.
- [Hillhurst United Church](#) is holding online services. They have put photos on their pews as well as offering live stream recordings.
- The Roman Catholic Diocese of Calgary is providing [Mass Livestream](#) from St. Mary's Cathedral as well as other Calgary catholic churches. Masses available in English and other languages including Portuguese, Vietnamese, Spanish and Italian.

Retailers, Businesses and Educational Institutions

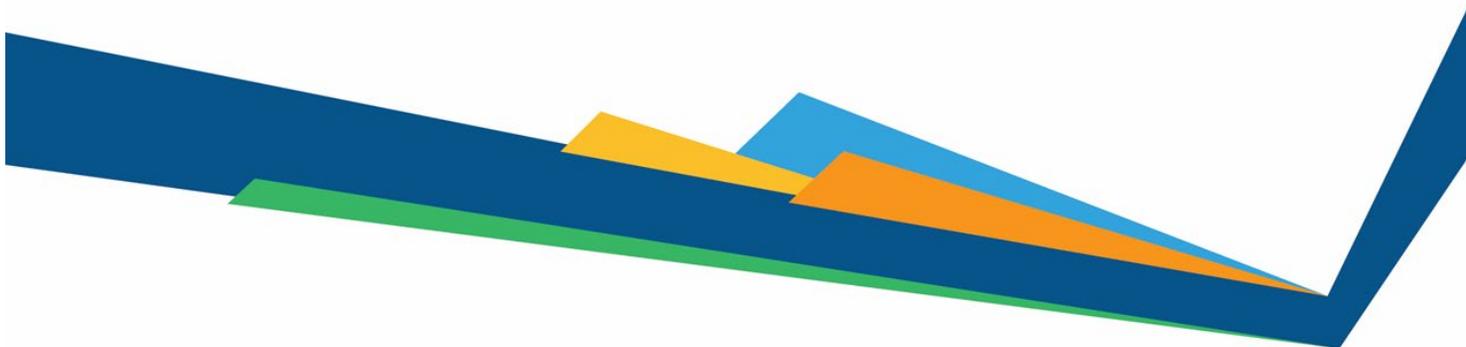
- [BEACON's Stronger Minds](#) is a free digital program launched on April 6 that is providing mental health support for Canadians through the Covid-19 crisis.
- Calgary Zoo has started sharing [Daily Dose at Home](#) videos on its Instagram page. The videos offer behind-the-scenes zoo activity during the temporary closure to keep people engaged with



COVID-19 RESPONSE – EXTERNAL RESOURCES

the zoo’s conservation and animal care programs. The videos can also be viewed on [Calgary Zoo’s YouTube page](#), for those who don’t have Instagram.

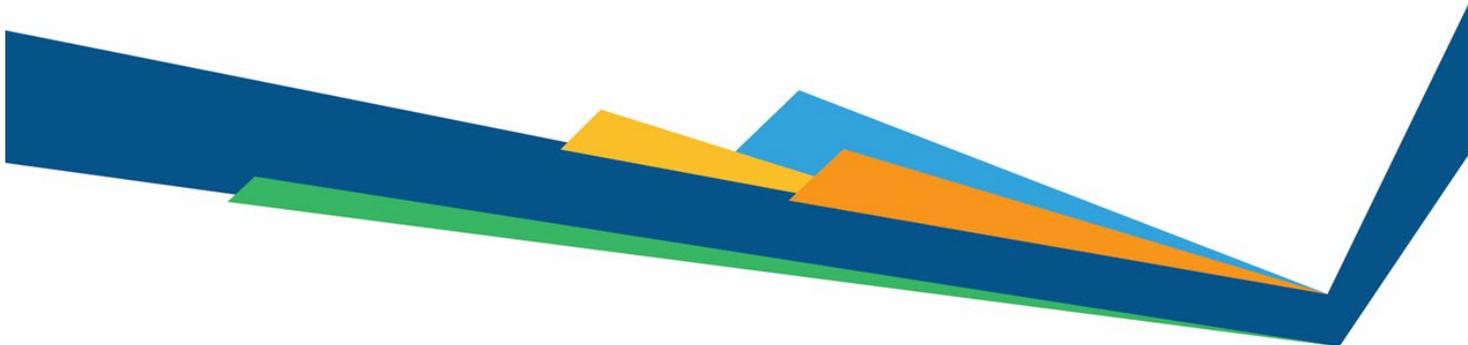
- Dave Whamond, a talented cartoonist/illustrator is creating free downloadable colouring sheets for all the bored kids stuck at home. He’s also going to post some fun mini-workshops. Go to [@DaveWhamond](#) on Twitter for information.
- Music to Stir the Soul. A group of musicians from the Calgary Philharmonic Orchestra and Edmonton Symphony Orchestra are virtually performing together. [Watch here](#).
- [My Body Couture](#) is offering online live classes and pre-recorded movement classes.
- Online directory of local businesses supporting social distancing. [AID LOCAL](#) and [come together](#) and [BE Local Network](#) are online directory of local businesses open for business online, offering gift cards for sale or delivering during the COVID-19 pandemic.
- Online Fitness. Several studios across Calgary are hosting online fitness classes during city-wide closures due to COVID-19. The classes are available through Youtube, Instagram, Facebook and websites. For a full list of online classes, [click here](#).
- Post-secondary specific resources. [University of Calgary](#) is offering staff and student online wellness supports during the pandemic as well as [webinars](#). Mount Royal University is offering [live webinars](#) from student counselling via zoom. These webinars seem to be accessible to the public.
 - The province’s post-secondary institutions are postponing convocation ceremonies.
 - Bow Valley College nursing students whose graduation was cut short by the cancellation of instruction are hoping to continue their hands-on practicums in hospital and clinics — both to finish their education and lend a hand when it’s urgent.
 - University of Calgary Medical Students volunteers have been enlisted to track down potential carriers of COVID-19. They are contacting the infected by phone, tracking their previous whereabouts and people they were in contact with. They then instruct them to self-isolate so that they don’t spread the virus. They are also running errands for medical staff — such as picking up groceries for those who can’t leave home — reducing their contacts.
- RBC Future Launch has launched a new, online resource hub dedicated to youth-focused virtual programming and learning opportunities – [RBC Future Launch at Home](#). Examples of available programs and resources include, but are not limited to, the following:
 - Mental health and well-being
 - Job readiness
 - Skills
 - Online learning
 - STEM



COVID-19 RESPONSE – EXTERNAL RESOURCES

Resources for Remote Learning

- **Updated.** Bow Valley College, via BVC Green, will be hosting a number of sustainability webinars and online courses. These sessions are open to staff, learners, and alumni:
 - **Summer Eco-Learning Series** - BVC Green and the Intercultural Centre are hosting the Summer Eco-Learning Series. Upcoming presentations include:
 - June 5, Discover Parks! - with Canadian Parks and Wilderness Society
 - July 10, Cut Your Plastic Waste – with Plastic-Free YYC
 - August 14, Calgary’s Water System – with City of Calgary Water Services
 - Full calendar for other presentations, and sign up is available [here](#).
 - **Food Fridays** - The Intercultural Centre is planning fun online events for students this summer. This includes 'Food Fridays,' which is like a mini virtual cooking show. To register, click [here](#).
 - **Sustainability 101 Course** - BVC Green is offering an online co-curricular course about sustainability. The course is free and open to students and staff (AUPE, Faculty, Management, and Exempt). Course details and a launch date are still being finalized, but if you are interested in signing up, please fill out [this form](#), and more information will be sent to you shortly.
- [Calgary Board of Education](#): Learning at Home provides a number of supports for kindergarten to Grade 12.
- Calgary Public Library offering story time via YouTube. Episode series is available [here](#).
- Charity Village report, [“Canadian Employees Share Views On Current And Post-Pandemic Workplace”](#). Robert Half surveyed 500 professionals in Canada to find out more about their current situation, concerns for the future at work, and what they see changing the most.
- [Classroom Champions](#) is making its Classroom Champions SEL Foundations curriculum free and available to everyone. The organization is also creating a toolkit for families that includes lessons and activities. Classroom Champions will also host live chats every day with Olympic and Paralympic athlete mentors.
- [Directory of Educational & Wellness Websites](#) for kids in quarantine.
- [LearnAlberta.ca](#): more than 4,000 digital resources aligned with Alberta's K-12 curriculum.
- The Ontario government has launched [Learn at Home](#) and [Apprendre à la maison](#), a new online portal that will provide resources for families so students can continue their education while schools are closed due to the ongoing COVID-19 situation. These resources are accessible to the public (including to non-Ontario residents) and are general educational resources (versus Ontario curriculum specific).

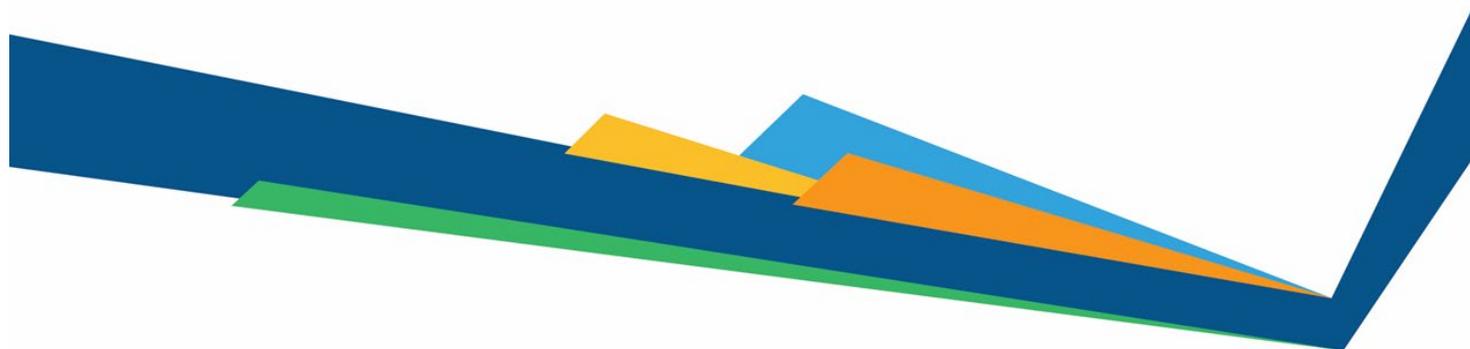


COVID-19 RESPONSE – EXTERNAL RESOURCES

- Moving Minds YYC provides free one-on-one or group tutoring sessions in Zoom video conferences, to support Alberta course work from Kindergarten to Grade 12 in all subjects. Students can get a one-hour session each week per subject; they can sign up for tutoring in up to two subjects. More details are at movingmindsyyc.com.
- [My Child's Learning: A Parent Resource](#): provides Alberta parents with information specific to each grade level.
- National Film Board of Canada offers free online learning resources for parents and teachers. Parents can access a special collection of acclaimed NFB films and learning resources at NFB.ca/education. All teachers across Canada, from now until June 30, 2020, have FREE access to [CAMPUS](#), the NFB's online media portal.
- Learn at home with [Noodle-Do-a-Day](#) by [Calgary Reads](#). Every day during recommended self-isolation, Calgary Reads will be sharing a new and free resource for families with young children to help develop their physical health and well-being, emotional maturity, social skills, language and cognition skills, and communication skills and general knowledge.
- Learn a new language this year while self-isolating. Picking up new skills is fun with free resources like [Rosetta Stone Library Solution](#). Learn over 30 languages, including Spanish, Italian, Japanese, Chinese, Hindi, and Persian, or improve your English skills with interactive lessons.
- Scholastic Education is providing [free access to its Scholastic digital platforms](#) for a limited time for free at home use to keep children reading, thinking, and learning. Complimentary access available until June 30, 2020.
- [Sprawl Kids](#) is offering free daily online workshops. The classes are to help parents occupy their children with daily tasks during school closures due to COVID-19.
- Telus Spark launched 'Spark Science from Home' program. Free programming is available [here](#).
- Wize (Wizedemy.com), the online learning platform for first-year university and college students, is making its entire library of Exam Prep content and its Homework Help services available for free to help students who have had their academic year upended by the coronavirus pandemic. Full access to the Wize course library would usually cost \$19.99 per month or \$119.98 billed annually. The service will be free until May 31, 2020 (the last day of the semester at most schools).

Resources for Remote Work

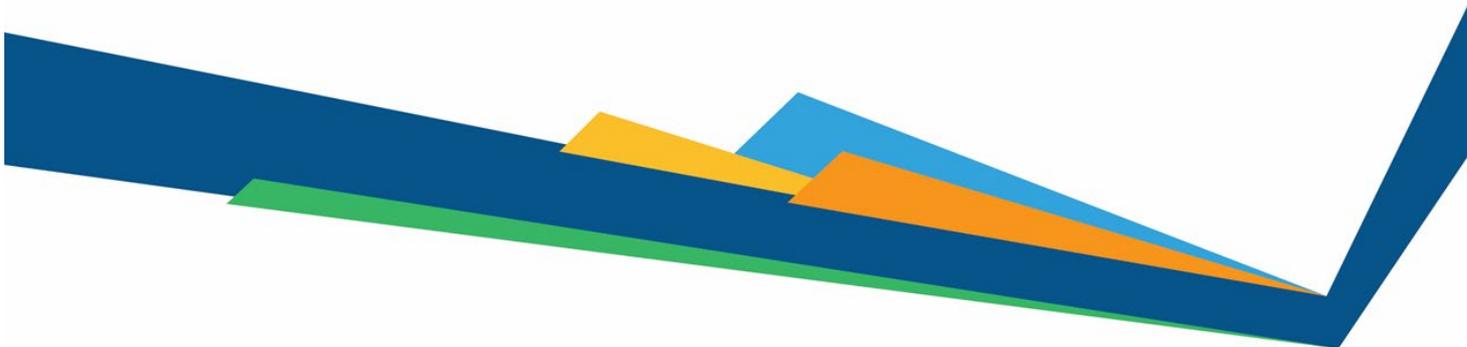
- CASE Library has assembled a helpful [Subject Guide](#) as a resource for member institutions that are dealing with COVID-19 and related issues.
- [CPHR Alberta Webinar Series](#): HR Pandemic Essentials - CPHR Alberta is offering a free webinar series for HR professionals in Alberta, Nunavut, and the Northwest Territories who are navigating work during the pandemic to help employers manage workplaces as effectively and



COVID-19 RESPONSE – EXTERNAL RESOURCES

empathetically as possible. From March 31 to April 23, CPHR is hosting two webinars per week with experts who will speak on relevant topics to address common industry concerns.

- [EverTrue](#). Resource hub for working remotely and managing teams during the pandemic. Some resources are role-specific (post-secondary, fund development, etc.).
- [Government of Canada: COVID-19 and Mental Health @ Work](#). Guidance on how best to support employees who may be experiencing a high degree of uncertainty, worry, anxiety, and stress about the health and safety of their loved ones, and how COVID-19 may disrupt their work and personal lives.
- [Peninsula Webinar: Crisis Management in Your Workplace](#) - A webinar to educate organizations on how best to manage during this challenging time. In this 30-minute webinar, learn about: the facts on COVID-19 and what to do now to protect your organization; how to meet new employment laws and manage your workplace in a rapidly changing legal landscape; how to update your workplace policies on sick pay and remote work rules; and how to support your employees during this time. Please enter code CCVO01 when registering.



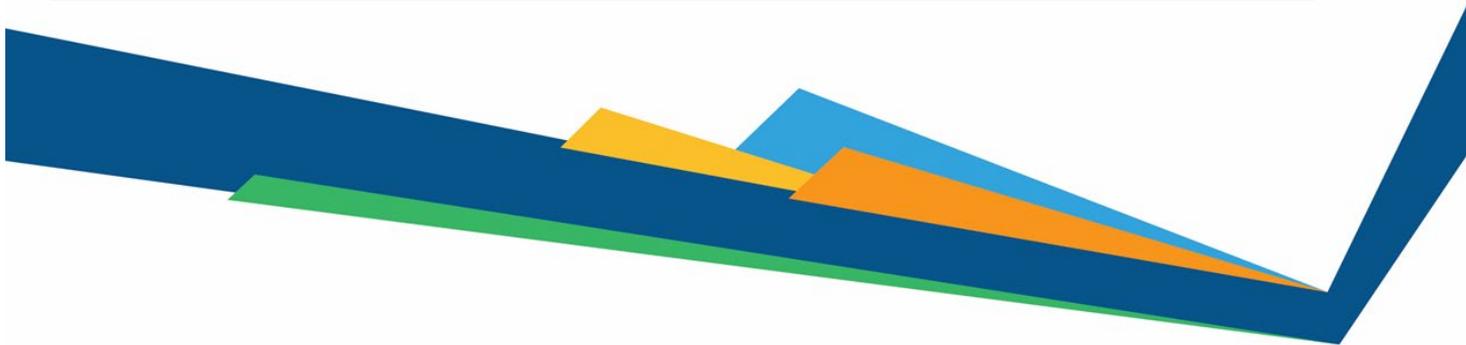
COVID-19 RESPONSE – EXTERNAL RESOURCES

Appendix I: Mental Health (Counselling) Services in Calgary

Mental Health (Counselling) services in Calgary during COVID-19

Agency	Service description	Front desk	Contact
CCCSA Calgary Chinese Community Service Association	Provide a variety of service cater to your needs; also collaborating with CIWA to provide FREE Supportive Counselling service	English Cantonese Mandarin	Office closed, please call (403)265-8446 coco.yuen@cccsa.ca or find us on FB/WeChat
CCECA Calgary Chinese Elderly Citizens' Association	Counselling service is available upon request	English Cantonese Mandarin	Office closed, please call (403)269-6122
CCRFV Chinese Community Response to Family Violence	Counselling and Family Violence related service is available	English Cantonese Mandarin	(403) 261 -7956 (403)991-3255
CIWA Calgary Immigrant Women's Association	Free Supportive Counselling service in different languages	English	Office closed, please call (403)263-4414 ext.121 yuchenz@ciwa-online.com
CCC Calgary Counselling Centre	Clinical Counselling service in different languages; as low as \$8/session	English	Office closed, please call (403)691-5991 or do the intake form at https://onlineintake.calgarycounselling.com/
CCM Chinese Christian Mission of Canada	Clinical Counselling service; \$25/75 mins	English Cantonese Mandarin	Office closed, please call (403)233-8763 or find us on Facebook
Manna Counseling and Education Centre	Clinical Counselling service	English Cantonese	(403)287-3621 ext. 1
AHS Alberta Health Services	Clinical Counselling service	English	Referred by Doctor
Catholic School Board	Clinical Counselling service for children	English	Referred by Doctor
Distress Centre Calgary	24/7 Free brief counselling sessions for anxiety or depression, up to 6 sessions	English	Office closed, please call (403)266-4357 or fill out the intake form at https://www.preenrollment.info/form/distresscentrecalgary
Access Mental Health	Free information and support on mental health in different languages	English	(403)943-1500 ext. 2

Updated Mar. 2020 compiled by (CCCSA) Calgary Chinese Community Service Association



COVID-19 RESPONSE – EXTERNAL RESOURCES

AHS Mental Health Help Line	7days a week free information and support on mental health in different languages	English	+1(877)303-2642 (7am-11pm)
Adult Addiction Services Calgary	7days a week free information and support on addiction in different languages	English	+1(866)332-2322 (7am-11pm)
CCASA Calgary Communities Against Sexual Abuse	Free information and support on sexual abuse; up to 12 sessions	English	Service suspend until Mar. 31, 2020 (403)237-6905
Family Violence Info Line	24/7 free information and support on domestic violence in different languages	English	170+ languages, 24/7 phone line: 310-1818 Chat online in English (8am-8pm): http://alberta.ca/SafetyChat +1(888)456-2323
Bullying Help Line	24/7 free information and support on bullying in different languages	English	+1(888)456-2323
Carya	6-8 sessions of counselling service; fees are subsidized according to income, \$5 - \$125	English	Office closed, please call (403)269-9888 or email info@carvacalgary.ca
Catholic Family Services	Nondenominational service; fees are subsidized based on income, as low as \$2/session	English	Office closed, please call (403)205-5294 or email intake@cfs-ab.org
Wood's Homes Eastside Family Centre	We provide no-charge, walk-in, single-session counselling to individuals, couples and families. No appointment is necessary. Up to 5 sessions	English	Office closed, please call (403)299-9696 or visit https://www.woodshomes.ca/
Wood's Homes Community Resource Team (CRT)	Crisis counselling via telephone; Home visits, school visits, hospital visits.	English	24/7 Crisis Services (403)299-9699 +1(800)563-6106
Jewish Family Service	Nondenominational service; fees are subsidized based on income, as low as \$5/session	English	Please call (203)287-3510
Women's Health Collective	Counselling service; fees are subsidized based on family situation, as low as \$35/session	English	Please call (403)265-9590

Updated Mar. 2020

compiled by (CCCSA) Calgary Chinese Community Service Association

