



## Edmonton Food Resources

If you are in need of food during this time, please call Edmonton Foodbank Client Services team at 780-425-4190. Because of the closure of some of the community depots, all clients must call in for food services; the online ordering form has been temporarily discontinued.



## Utility payment deferral

Residential customers can defer electricity and natural gas bill payments for the next 90 days to ensure no one will be cut off, regardless of the service provider. This program is available to Albertans who are experiencing financial hardship as a direct result of COVID-19. For example,

those who have lost their employment or had to leave work to take care of an ill family member.

Call your utility provider directly to arrange for a 90-day deferral on all payments.



## Edmonton Expo Centre - Temporary Community Support Facility

The Edmonton EXPO Centre will be activated as a temporary overflow day programming facility for vulnerable populations whose access to services have been impacted by COVID-19. This space will be operated by Homeward Trust, the Bissell Centre, Boyle Street Community Services and several other organizations. The drop-in space will be available to those without access to housing from 8 a.m. – 8 p.m., 7 days a week until further notice.

In a separate space, the Boyle McCauley Health Centre, with the support of Alberta Health Services, is activating the Edmonton EXPO Centre as a temporary 24/7 medical isolation facility for vulnerable community members who have been exposed to or are experiencing symptoms of COVID-19 with nowhere to self-isolate



## Financial benefits

[https://www.canada.ca/en/departement-finance/economic-response-plan/covid19-individuals.html#extra\\_time\\_income\\_taxes](https://www.canada.ca/en/departement-finance/economic-response-plan/covid19-individuals.html#extra_time_income_taxes)

**EMPLOYMENT INSURANCE:** To apply for EI benefits, call the government's toll-free number at 1-833-381-2725, or teletypewriter at 1-800-529-3742. For Canadians without paid sick leave (or similar workplace accommodation) who are sick, quarantined or forced to stay home to care for children, the Government is waiving the requirement to provide a medical certificate to access EI sickness benefits.



## The new Emergency Care Benefit

Introducing the Emergency Care Benefit providing up to \$900 bi-weekly, for up to 15 weeks. This flat-payment Benefit would be administered through the Canada Revenue Agency (CRA) and provide income support to:

- Workers, including the self-employed, who are quarantined or sick with COVID-19 but do not qualify for EI sickness benefits.
- Workers, including the self-employed, who are taking care of 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 care or supervision due to school or daycare closures, and are unable to earn employment income, irrespective of whether they qualify for EI or not.





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Application for the Benefit will be available in April 2020, and require Canadians to attest that they meet the eligibility requirements. They will need to re-attest every two weeks to reconfirm their eligibility. Canadians will select one of three channels to apply for the Benefit:

- by accessing it on their CRA MyAccount secure portal;
- by accessing it from their secure My Service Canada Account; or
- by calling a toll free number equipped with an automated application process.

**Mortgage Assistance**

**ATB financial customers**

Personal banking customers can apply for a deferral on their ATB loans, lines of credit and mortgages for up to 6 months.



**Alberta Credit Unions**

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. Contact your credit union to work out a plan for your personal situation.

**ETS Services**



ETS is temporarily suspending fares for all transit users at this time, effective March 21, 2020. Transit users do not need to pay fares until further notice. This applies to LRT, conventional bus, DATS service, Route #747 to the airport, and regional service provided by ETS. Reduced Transit Service: LRT and buses are using an enhanced Saturday service schedule until further notice. Extra peak service schedule is now available. Peak service is approximately 6-9 am and 3-6 pm. For the health and safety of our operators, and to keep our service running, customers are asked to board and exit using the back doors only. Customers requiring the use of ramp deployment or the bus to kneel are still allowed to board or disembark at the front of the bus. While fare enforcement is paused during this time, Peace Officers will continue to regularly patrol transit property and vehicles to ensure customers' safety and security.



**Critical medicine**

Alberta pharmacists see high demand, but no shortage of prescriptions amid coronavirus concerns. Pharmacists are now urging patients to avoid stockpiling drugs, as COVID-19 puts a strain on the medication supply chain.



**Have your prescriptions delivered right to your home**

Getting your medication on time is important. Ask your pharmacy about the availability and convenience of home delivery of medications if you are unable to make it for in-store pickup. The following are a few places that deliver:

- London Drugs
- iCare Pharmacy
- Medicine Place
- RX Delivery
- PharmaCare Pharmacy
- Costco
- Shoppers Drug Mart

**Pandemic Measures**

**Hand hygiene**

Refers to hand washing with soap and water or hand sanitizing with alcoholic solutions, gels or tissues to maintain clean hands and fingernails. It should be performed frequently with soap and water for at least 15-20 seconds:

- Before and after preparing food;
- Before and after eating;
- After using the toilet;
- After coughing/sneezing into a tissue (or if non compliant with respiratory etiquette);
- Before and after using a surgical/procedure mask and after removing gloves;
- After handling body fluid-contaminated waste or laundry;
- Whenever hands look dirty.

If soap and water are not available, hands can be cleaned with



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an alcohol-based hand sanitizer (ABHS) that contains at least 60% alcohol, ensuring that all surfaces of the hands are covered (e.g. front and back of hands as well as between fingers) and rubbed together until they feel dry. For visibly soiled hands, soiling should be removed with an alcohol-based hand wipe first, followed by use of ABHS. Touching one's eyes, nose, and mouth with unwashed hands should be avoided.



**Respiratory etiquette**

Describes a combination of measures intended to minimize the dispersion of large particle respiratory droplets when an ill person is coughing, sneezing and talking to reduce virus transmission.



- Cover coughs and sneezes with a surgical/procedure mask or tissue.
- Dispose of tissues in a lined waste container and perform hand hygiene immediately after a cough or sneeze
- Cough/sneeze into the bend of your arm, not your hand

**Important Phone Numbers**

**Addiction Services Helpline**

Help for problems with gambling, alcohol, tobacco, and other drugs. **1-866-332-2322** 24 Hours

**Bullying Helpline**

Advice or support on bullying. [www.bullyfreealberta.ca](http://www.bullyfreealberta.ca)  
**1-888-456-2323** 24 Hours



**Child Abuse Hotline**

Call if you think a child is being abused or neglected by a parent or guardian. **1-800-387-5437** 24 Hours

**Family Violence Info Line**

Call if you (or someone you know) are going through family violence or abuse if you have questions or want to find out about programs, resources, and services.  
**310-1818** 24 Hours

**Income Support Contact Centre**

Financial help for Albertans who don't have resources to meet their basic needs (e.g., food, clothing, shelter).  
**1-866-644-5135** 24 Hours

**Kids Help Phone**

Free, anonymous, confidential telephone and web counselling for youth in Canada. [www.kidshelpphone.ca](http://www.kidshelpphone.ca)  
**1-800-668-6868** 24 Hours

**Mental Health Helpline**

Offers help for mental health concerns for Albertans.  
**1-877-303-2642** 24 Hours

**Poison & Drug Information Service**

Confidential advice about poisons, chemicals, medicines, and herbal products. **1-800-332-1414** 24 Hours

**Sexual Assault Services in Alberta**

Available to anyone who is looking for support or referrals to specialized sexual assault service providers. Call or text **1-866-403-8000** 24 hours

**Health Link**

Free nurse advice and general health information for Albertans. **811** 24 Hours



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## COVID-19 info for Albertans

[www.alberta.ca](http://www.alberta.ca) [Alberta.ca/COVID19](http://Alberta.ca/COVID19)

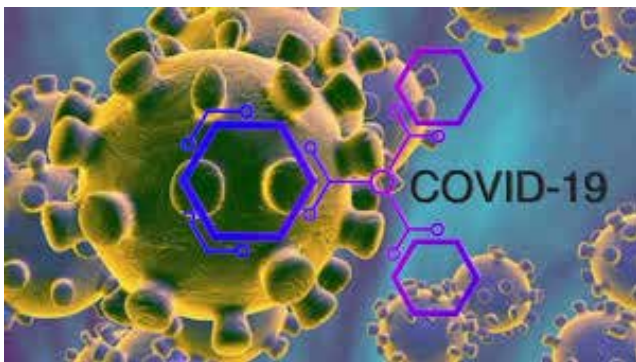
### What are the symptoms of COVID-19?

Symptoms for COVID-19 are similar to those for influenza or other respiratory illnesses. The most common symptoms include:

- fever
- cough
- extreme tiredness
- Most people (about 80%) recover from this disease without needing special treatment.
- However, it can cause serious illness. Those who are older, and those with other medical problems are more likely to develop serious illness, which can include:
  - difficulty breathing
  - pneumonia
- There is a risk of death in severe cases.
- Older persons and persons with pre-existing medical conditions (such as high blood pressure, heart disease, lung disease, cancer or diabetes) appear to develop serious illness more often than others.

### How is COVID-19 spread from person-to-person?

- COVID-19 is spread mainly by coughing, sneezing or direct contact with a sick person or with surfaces



they have recently touched.

## Self-Isolation

**Self-isolation** means avoiding situations where you could infect other people. You should, (where possible) not use public transportation including buses, taxis, or



ride sharing. As much as possible, you should limit your contact with people and avoid having visitors to your home, but it is okay for friends, family or delivery drivers to drop off food or other things you may need. You can also use delivery or pick up services for errands such as grocery shopping. If you need to leave your home for an urgent errand, such as picking up essential medication, as a precaution to further reduce risk of spread, you can wear a surgical mask while you are out.



## Seniors Shopping Hours

Amid the COVID-19 pandemic, various grocery stores across Canada have adopted a bright idea from Edmonton, rolling out special dedicated shopping hours for seniors and people with mobility issues. Contact your local grocery store to find out what the ‘golden hour’ is in your community.

## Community Support

During this time of crisis, here are a few ways to support your community:

- Offer assistance with prescriptions, groceries
- Donate to a food bank
- Boost neighborhood morale by hosting virtual gatherings
- Support local businesses
- Stay informed



## We want to hear from YOU!

<https://www.surveymonkey.com/r/PRSWL28>

Please complete this survey (linked below) and let us know what you’re thinking and how you’re feeling in regards to the COVID-19 health crisis. We are here to support you the best we can, so never hesitate to reach out!

Please share this with your friends and family

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