



Who can I speak to for support?

Families who are struggling to find community resources, or who are dealing with stress or anxiety related to school closures and COVID-19 should ***feel free to reach out to our Family School Liaison Workers (FSLW).***

They can help you access these resources, answer questions, and provide support during these changing times. Call your school during business hours to find out how to access your FSLW.

Community Resource Contact Information

| Resource Name | Contact Information |
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| 211 – Social Service Navigation Line for Albertans | Call or text: 211 https://www.ab.211.ca/ Live Chat also available |
| 811 – Health Link for Albertans | A telephone service, which provides free 24/7 nurse advice and general health information for Albertans. If you have symptoms such as fever, cough and difficulty breathing and have travelled outside Canada or have been exposed to someone who has COVID-19, stay home and call Health Link 811. If you are not seriously ill, do not go to a physician’s office, a health care facility or a lab without consulting with Health Link 811 first. |
| Employment Insurance – Gov of Canada https://www.canada.ca/en/employment-social-development/corporate/notices/coronavirus.html | Employment Insurance (EI) sickness benefits provide up to 15 weeks of income replacement and is available to eligible claimants who are unable to work because of illness, injury or quarantine, to allow them time to restore their health and return to work. Canadians quarantined can apply for Employment Insurance (EI) sickness benefits. If you are eligible, visit the EI sickness benefits page to apply. Service Canada is ready to support Canadians affected by COVID-19 and placed in quarantine, with the following support actions: <ul style="list-style-type: none"> • The one-week waiting period for EI sickness benefits will be waived for new claimants who are quarantined so they can be paid for the first week of their claim • Establishing a new dedicated toll-free phone number to support enquiries related to waiving the EI sickness benefits waiting period • Priority EI application processing for EI sickness claims for clients under quarantine |

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| | <ul style="list-style-type: none"> • People claiming EI sickness benefits due to quarantine will not have to provide a medical certificate • People who cannot complete their claim for EI sickness benefits due to quarantine may apply later and have their EI claim backdated to cover the period of delay <p>Contact the new dedicated toll-free phone number if you are in quarantine and seeking to waive the one-week EI sickness benefits waiting period so you can be paid for the first week of your claim:</p> <ul style="list-style-type: none"> • Telephone: 1-833-381-2725 (toll-free) • Teletypewriter (TTY): 1-800-529-3742 <p>If you are experiencing symptoms such as cough, fever, difficulty breathing or you are in self-isolation or quarantine, do not visit or enter any Service Canada office. As an alternative, you may access our services online or by calling 1 800 O-Canada.</p> |
| <p>Emergency Financial Assistance – Alberta Works https://www.alberta.ca/emergency-financial-assistance.aspx</p> | <p>If you are facing an unexpected emergency, you can apply for emergency financial assistance. You can get help with:</p> <ul style="list-style-type: none"> • 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. <p>What’s covered, This allowance can cover costs for:</p> <ul style="list-style-type: none"> • Food, clothing, childcare, transportation, damage deposit, temporary accommodation, utility arrears, eviction payments <p>Hours: 7:30 a.m. to 8:00 p.m. (Monday to Friday, closed statutory holidays)</p> <p>Toll free: 1-877-644-9992 Email: css.ascc@gov.ab.ca 24-hour Contact Centre toll free at 1-866-644-5135</p> |
| <p>Family Violence Hotline</p> | <p>Phone: 780-310-1818 Get help anonymously in more than 170 languages</p> |
| <p>Children Mobile Mental Health</p> | <p>Children Youth and Families Addiction Mental Health Mobile Response Team: new phone number is 780-407-1000 effective March 2, 2020 Old Phone #: 780-427-4491 (only effective for a few more months) Mon – Fri 8:00 a.m.-11:45 p.m., Sat – Sun 10:00 a.m.-11:45 p.m.</p> |
| <p>Adult Mental Health Helpline</p> | <p>Phone: 1-877-303-2642</p> <p>Provides toll-free, 24/7 telephone service help for mental health concerns for Albertans</p> |

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| | <ul style="list-style-type: none"> • confidential, anonymous service • crisis intervention • information about mental health programs and services • referrals to other agencies if needed |
| Distress Crisis Line CMHA | Phone: 780-482-HELP (4357) Available 24 hours |
| Kids Help Phone | https://kidshelpphone.ca/ (information, resources, and live chat) Text CONNECT to 686868 Phone: 1-800-668-6868 |
| Access 24/7 – Adult Mental Health Crisis Team | Phone: 780-424-2424 The Crisis Response Team can be reached at 24/7 |
| Catholic Social Services – Council Line | Phone: 780-420-1970 Provides individual and family grief counselling |
| Community Counselling Centre | Phone: 780-482-3711 Individual, couples and family counselling in grief, loss and other issues. |
| Hope for Wellness Help Line – Indigenous Peoples across Canada | The Hope for Wellness Help Line offers immediate help to all Indigenous peoples across Canada. It is available 24 hours a day, 7 days a week to offer: <ul style="list-style-type: none"> • counselling • crisis intervention Call the toll-free Help Line at 1-855-242-3310 or connect to the online chat at hopeforwellness.ca . |
| AHS – Help in Tough Times: Comprehensive List of resources | https://www.albertahealthservices.ca/amh/Page16759.aspx |

Online Resources to Help You and Your Children Through COVID-19

How to Support Children’s Mental Health During the Coronavirus Pandemic

<https://www.cbc.ca/news/canada/edmonton/children-anxiety-pandemic-1.5497338>

Parent/Caregiver Guide to Helping Families Cope With the Coronavirus Disease 2019 (COVID-19)

https://www.nctsn.org/sites/default/files/resources/fact-sheet/outbreak_factsheet_1.pdf

Social Story to help explain COVID-19 and discuss feelings around the virus for children 7 and under

<https://www.mindheart.co/descargables>