

# Coronavirus Resources and Supports for Vulnerable Canadians

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## Informal or Private Business Support

Resource	Support	Contact
<a href="#">First Calgary Financial</a>	“Loan payment relief is available to members for up to three months to help lessen the financial impact from business slowdown, reduced hours or layoffs. The relief extends to members, small business members and commercial members in good standing who are feeling a financial impact and are looking for a temporary relief from mortgage, line of credit, loan and car payments*”	Call your nearest First Calgary Financial Branch
Financial support	“Effective immediately BMO, CIBC, National Bank, RBC, Scotiabank, and TD offer support for Canadians impacted by Covid-19 including a 6-month payment deferral for mortgages, and opportunity for relief on other credit products.”	Call your nearest Banking Branch
<a href="#">Calgary Co-op</a>	“free care packages for people who are required by a public health agency to be quarantined. The packages will contain non-perishable food essentials like canned meat, pasta sauce and juice, and will be delivered up until April 15.”	To request a care package, you can email your name, address, phone number, the start and end of your quarantine, and your closest Calgary Co-op store to <a href="#">this email</a> .
Shaw Communications	Shaw announced it will open up its more than 100,000 WiFi hotspots across Canada <a href="#">for free</a> to the public to help people stay connected during the coronavirus pandemic. The company also gave its TV customers access to free channels, including news and children's TV, to help families stay informed and entertained if they are self-isolating or quarantined.	Call Shaw customer service  A list of hotspot locations is available <a href="#">on the company's website</a>
The Next Page	free book deliveries for people in the Calgary area.	create an account <a href="#">online</a> or call the store at 403-452-6550
<a href="#">Calgary Facebook Group</a>	Over 2.500 people have joined a Facebook group to find ways to help each other, from people offering to deliver supplies to strangers to shovelling their sidewalks.	Join by visiting the <a href="#">facebook page</a>
Scholastics	Scholastic has set up a free “learn at home” website with four categories: pre-K to grades 6 and up. Each section has one week of content for students with 15 additional days coming soon.	<a href="#">You can visit the website by clicking here.</a>
Free meals for children With purchase of adult meal	Restaurants that allow kids to eat for free with purchase of adult meal	Visit <a href="#">list</a>
Grocery Store dedicated shopping Hours	Grocery stores have dedicated shopping hours for customers who need assistance or consideration, including seniors and people living with disabilities.	Visit or call your local grocery store

	<p>Superstore: 6am to 7am on Tuesdays and Fridays. Check with your local store to confirm operating hours. Lowered prices on home-delivered goods and eliminated fees for delivery and pick up.</p> <p>Loblaws, No Frills, and Sobeys: open 1 hour before regular hours</p>	
Non For Profit Resources		
<a href="#">Al-Qaim Charity Foundation</a>	offering help to those who are isolated or need assistance with food hampers, etc.	Call 403 999 4614 or visit <a href="http://www.AI.QAIM.ORG">www.AI.QAIM.ORG</a>
<a href="#">Fresh Routes</a>	Developing a delivery system to limit social contact for vulnerable people who need access to healthy food. The mobile grocery store offers produce at a reduced cost, and will bring food straight to seniors' complexes and affordable housing units	Contact Fresh Routes <a href="#">Here</a>
<a href="#">Brown Bagging for Calgary's Kids</a>	Response Fund that will offer grocery gift card funding directly to the families as a temporary solution.	<a href="#">Donate today</a> <a href="#">Get gift card support</a>
<a href="#">Calgary food bank</a>	Drive-thru distribution is being rolled out on Thursday so there is less contact between staff and clients while at the building, located at 5000 – 11 Street S.E	Sign up to receive a hamper at 403-253-2055
The Society of St. Vincent de Paul	Helps economically-vulnerable people with emergency food hampers and assistance meeting basic needs.	E: <a href="mailto:ssvp.cdcc.president@outlook.com">ssvp.cdcc.president@outlook.com</a> T: 403-250-0319
Calgary Public Library	no fines are being accrued on any overdue item and all due dates have been extended until April 30, 2020.	<a href="#">Library Resources that can be accessed from hom</a>
The Distress Centre	Provides counseling and support service.	403- 266-4357
Canadian Mental Health Association	Peer Support service through email and phone	phone (403-297-1402) and email ( <a href="mailto:peer@cmha.calgary.ab.ca">peer@cmha.calgary.ab.ca</a> )
Government Resources		
<a href="#">Government of Alberta - Emergency financial assistance</a>	<p>Financial assistance for unexpected emergencies is available through the Emergency Needs Allowance if:</p> <ul style="list-style-type: none"> <li>• A situation is caused by unforeseeable circumstances beyond your control, and</li> <li>• it presents a severe health risk, and</li> <li>• you cannot access other resources or wait until your next pay-cheque or Income Support benefit cheque.</li> </ul> <p>You can apply for the Emergency Needs Allowance if:</p> <ul style="list-style-type: none"> <li>• you are a current Income Support client</li> <li>• you are an Albertan earning an income, but you do not have enough money to cover this one-time, short-term emergency that will last no longer than a month</li> <li>• you meet the Income Support program eligibility requirements</li> </ul> <p>If you aren't receiving Income Support, you can still apply.</p>	<p>For general information on Income Support benefits, you can call the Alberta Supports Contact Centre:</p> <p>Hours: 7:30 am to 8:00 pm (Monday to Friday, closed statutory holidays) Toll free: <a href="tel:1-877-644-9992">1-877-644-9992</a> Email: <a href="mailto:css.ascc@gov.ab.ca">css.ascc@gov.ab.ca</a></p> <p>If you aren't receiving Income Support, you can still apply.</p> <p>Visit your nearest <a href="#">Alberta Supports or Alberta Works centre</a>.</p>

Employment Insurance Sickness Benefits	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 <a href="#">EI sickness benefits</a> page to apply.
Are you wanting to get involved?		
Help your neighbours	Crescent Heights community association has a <a href="#">printable flyer</a> you can post in your building to offer support to your neighbours	View <a href="#">printable flyer</a>
Distribute flyers	Inglewood Community Association is looking for volunteers to deliver flyers sharing support information	View <a href="#">post</a> for more information
<a href="#">Calgary Facebook Group</a>	<a href="#">2,500 people</a> have joined a Facebook group to find ways to help each other, from people offering to deliver supplies to strangers to shovelling their sidewalks.	Join by visiting the <a href="#">facebook page</a>