

# COVID -19 Resource Guide

A RESOURCE FOR THE INDIGENOUS COMMUNITY



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## COVID-19 INFORMATION LINKS

To make sure you have the resources and the most up to date information regarding the COVID-19 virus we have compiled a list of resources for you. Remember our best defence against this virus to practice social distancing and to stay home to help stop the spread of this virus. We hope these resources will provide easy access to relevant links and phone numbers and updates for Alberta Health Services, Government, First Nations and Metis communities, employment, monthly bills, banking, food, housing, justice, school, transportation and other information links. If you have a resource that is not list, feel free to [email](#) to provide the link. To download a copy, click [here](#). Please share with your family, friends and community.

1. COVID -19 Updates Reliable Information Links		
Service Provider	Phone	COVID-19
<a href="#">Alberta Health Services</a>	811	<ul style="list-style-type: none"> <li>▪ <i>"There are 97 cases in Alberta   <a href="#">Cases In Alberta &amp; Canada</a>   <a href="#">FAQs</a>   <a href="#">Visiting Patients</a></i></li> <li>▪ <i>Alberta declared a state of emergency under the Public Health Act. Learn more on <a href="#">Alberta.ca</a>.</i></li> <li>▪ <i><a href="#">Public Health Restrictions (Mass Gatherings &amp; School)</a></i></li> </ul> <p><a href="#">COVID-19 Online Screening</a> - Stop the Spread</p> <ul style="list-style-type: none"> <li>▪ <i>Identifying and isolating people infected with COVID-19 is the only way to stop the spread.</i></li> <li>▪ <i>The symptoms of COVID-19 are fever, dry cough or other cold or influenza-like symptoms. Use this online screening tool to determine whether you need to call 811 to get tested.</i></li> <li>▪ <i>If you are awaiting COVID-19 test results, please do not call Health Link. You will be called directly. It can take up to four days.</i></li> <li>▪ <i>NOTE: You do not need to be tested for COVID-19 if in the past 14 days you have not travelled outside Canada or have not had contact with someone diagnosed as having COVID-19."</i></li> </ul> <p><a href="#">Health Link</a></p> <ul style="list-style-type: none"> <li>▪ <i>Free nurse advice and general health information for Alberta, 24 hours. Do you have a health concern for yourself or a child? Call Health Link by dialing 811. They will ask questions, assess symptoms and determine the best care for you. Remember, in a medical emergency, always call 911 or visit the nearest emergency department. The top three reason people call Health Link last year: Respiratory problems, contagious diseases, and injuries/trauma."</i></li> </ul> <p><a href="#">Coronavirus COVID-19 Global Cases by the Centre for Systems Science and Engineering (CSSE) at John Hopkins University (JHU)"</a></p> <p><a href="#">Babylon by TELUS Health</a></p> <ul style="list-style-type: none"> <li>▪ <i>"The Alberta government announced an app Thursday that gives people the option of connecting with their physician using an app on their phone. It was launched as a new tool for Albertans to access health-care information and support in response to COVID-19 from anywhere in the province. Babylon by TELUS Health is a free healthcare mobile app that allows you to check symptoms, consult with doctors* and access your health records. Visit Alberta Health Services for updates.</i></li> </ul>
<a href="#">Government of Canada</a>	1-833-784-4397	<i>"Visit the Government of Canada's page for updates on the Coronavirus disease (COVID-19): Outbreak updates: <a href="#">Self-monitoring, self-isolation, and isolation for COVID-19</a>, <a href="#">Vulnerable populations and COVID-19</a>, <a href="#">Reduce the spread of COVID-19: Wash your hands and frequently asked questions</a>."</i>
<a href="#">Government of Canada, Indigenous Services Canada, First Nations and Inuit Health Branch</a>	1-877-784-4397	<i>"Updates on what Indigenous Services Canada is doing to support Indigenous peoples across Canada with respect to the COVID-19 response. While provinces and territories are generally responsible for the provision of direct health care services to Canadians, the Government of Canada is ensuring that well-coordinated, effective measures are in place to mitigate the impacts of COVID-19. The Government of Canada has dedicated resources to respond to the urgent public health response including for Inuit communities. We will continue to receive feedback provide guidance information and support communities. You can send your direct questions and requests to ISC Regional Medical Officers at: Alberta – Dr. Wadieh Yacoub, Indigenous Services Canada by email at <a href="mailto:Wadieh.yacoub@canada.ca">Wadieh.yacoub@canada.ca</a> or <a href="mailto:ab.emergency@canada.ca">ab.emergency@canada.ca</a> or by calling 780-495-7707. Other INAC resources include:</i>

		<a href="#">Emergency Management</a> and/or <a href="#">INAC National On-Reserve Emergency Management Plan</a> .
<a href="#">World Health Organization (WHO)</a>	1-202-974-3000	“ <a href="#">Coronavirus disease (COVID-19) outbreak latest updates and <i>Noval Coronavirus (COVID-19) Situation dashboard</i>; <i>Q&amp;A on coronaviruses (COVID-19)</i>; <i>Coronavirus disease (COVID-19) advice for the public: Myth busters</i>. For more information visit <a href="#">www.who.int</a> or visit the <i>Pan American Health Organization at paho.org</i>.”</a>

## 2. Treaty 6 Information Links

First Nation	Phone	COVID-19
Alexander First Nation	780-939-5887	<a href="#">www.alexanderfn.com</a>
Alexis Nakota Sioux Nation	780-967-2225	<a href="#">www.alexisnakotasioux.com</a>
Beaver Lake Cree Nation	780-623-4549	<a href="#">www.beaverlakecreenation.ca</a>
Cold Lake First Nation	780-594-7183	<a href="#">www.clfns.com</a>
Enoch Cree Nation	780-470-4505	<a href="#">www.enochcdev.ca</a>
Ermineskin Cree Nation	780-585-3741	<a href="#">www.erminekin.ca</a>
Frog Lake First Nation	780-943-3737	<a href="#">www.froglake.ca</a>
Heart Lake First Nation	780-623-2130	<a href="#">www.heartlakefirstnation.com</a>
Kehewin Cree Nation	780-826-3333	<a href="#">www.kehweincreenation.ca</a>
Louis Bull Tribe	780-585-3978	<a href="#">www.louisbulltribe.ca</a>
Montana First Nation	780-585-3744	<a href="#">www.montanafirstnation.com</a>
O'Chiese First Nation	780-989-3943	<a href="#">www.ochiese.ca</a>
Paul First Nation	780-892-2691	<a href="#">www.paulfirstnation.com</a>
Saddle Lake Cree Nation	780-726-3829	<a href="#">www.saddlelakecreenation.ca</a>
Samson Cree Nation	780-585-3793	<a href="#">www.samsoncree.com</a>
Sunchild First Nation	403-989-3740	<a href="#">www.sunchildfirstnation.com</a>
Whitefish Lake First Nation (Goodfish)	780-636-7000	<a href="#">www.wfl128.ca</a>

## 3. Treaty 8 Information Links

First Nation	Phone	COVID-19
Athabasca Chipewyan First Nation	780-697-3730	<a href="#">www.acfn.com</a>
Beaver Lake Cree Nation	780-927-3544	<a href="#">www.beaverlakecreenation.ca</a>
Bigstone Cree Nation	780-891-3886	<a href="#">www.bigstone.ca</a>
Chipewyan Prairie First Nation	780-559-2259	<a href="#">www.cpfn.ca</a>
Dene Tha First Nation	780-321-3775	<a href="#">www.denetha.ca</a>
Driftpile First Nation	780-355-3868	<a href="#">www.driftpilecreenation.com</a>
Duncan's First Nation	780-597-3777	<a href="#">www.duncansfn.ca</a>
Fort McKay First Nation	780-828-4220	<a href="#">www.fortmckay.com</a>
Fort McMurray First Nation	780-334-2457	<a href="#">www.atc97.org</a>
Horse Lake First Nation	780-356-2248	<a href="#">www.westerncree.ca</a>
Kapawe'no First Nation	780-751-3800	<a href="#">www.kapaweno.ca</a>
Little Red River Cree Nation	780-759-3912	<a href="#">www.lrrcn.ab.ca</a>
Loon River First Nation	780-649-3883	<a href="#">www.loonriver.net</a>
Lubicon Lake Band	780-629-2356	<a href="#">www.lubiconlakeband.ca</a>
Mikisew Cree First Nation	780-697-3740	<a href="#">www.mikisewcree.ca</a>
Peerless Trout First Nation	780-869-3985	
Sawridge Band	780-849-4331	<a href="#">www.sawridgefirstnation.com</a>
Smith's Landing First Nation	867-872-4950	<a href="#">www.slfn196.com</a>
Sturgeon Lake Cree Nation	780-524-3307	<a href="#">www.sturgeonlake.ca</a>
Sucker Cree First Nation	780-523-4426	<a href="#">www.scfn.ca</a>
Swan River First Nation	780-775-3536	<a href="#">www.swanriverfirstnation.org</a>
Tallcree First Nation	780-927-3727	<a href="#">www.tallcreefirstnation.ca</a>
Whitefish Lake First Nation (Atikameg)	780-767-3914	
Woodland Cree First Nation	780-629-3803	<a href="#">www.woodlandcree.net/wp/</a>

## 4. Treaty 7 Information Links

First Nation	Phone	COVID-19
Blood Tribe	403-737-3753	<a href="#">www.bloodtribe.org</a>
Piikani Nation	403-965-3940	<a href="#">www.piikanination.com</a>
Siksika Nation	403-264-7250	<a href="#">www.siksikanation.com</a>
Stoney Tribe (Bears paw, Chiniki & Wesley)	403-881-3770	<a href="#">www.stoneynation.com</a>
Tsuu T'ina Nation	403-281-4455	<a href="#">www.tsuutinination.com</a>

## 5. Metis Settlements Information Links

First Nation	Phone	COVID-19
Buffalo Lake Metis Settlement	780-689-2170	<a href="#">www.buffalolakems.ca</a>

East Prairie Metis Settlement	780-523-5056	
Elizabeth Metis Settlement	780-594-5026	<a href="http://www.elizabethms.ca">www.elizabethms.ca</a>
Fishing Lake Metis Settlement	780-943-2202	<a href="http://www.flms.ca">www.flms.ca</a>
Gift Lake Metis Settlement	780-767-3794	
Kikino Metis Settlement	780-623-7868	
Paddle Prairie Metis Settlement	780-981-2227	
Peavine Metis Settlement	780-523-2557	

## 6. Government of Canada Information Links

Service Provider	Phone	COVID-19
<a href="#">Canada's COVID-19 Economic Response Plan: Support for Canadians and Businesses</a>		<p>"The Government of Canada is taking immediate, significant and decisive action to help Canadians facing hardship as a result of the COVID-19 outbreak. On March 18, 2020, the Prime Minister announced a new set of economic measures to help stabilize the economy during this challenging period. These measures, delivered as part of the Government of Canada's COVID-19 Economic Response Plan, will provide up to \$27 billion in direct support to Canadian workers and businesses. Some measures include:</p> <ul style="list-style-type: none"> <li>▪ emergency care benefit,</li> <li>▪ emergency support benefit,</li> <li>▪ GST credit,</li> <li>▪ enhanced Canada child benefit,</li> <li>▪ temporary business wage subsidy,</li> <li>▪ Canada student loan payments,</li> <li>▪ support for Indigenous communities,</li> <li>▪ Support for people experiencing homelessness (through Reaching Home),</li> <li>▪ support for women's shelters and sexual assault centres including on reserve,</li> <li>▪ lower registered retirement income fund minimum withdrawals amount, flexibility for individual and corporate taxpayers (tax payment deferral until September),</li> <li>▪ business credit availability program (BCAP) through BDC and EDC, Credit and liquidity supports through financial Crown corporations, Bank of Canada, OSFI, CMHC and commercial lenders (e.g., domestic stability buffer, insured mortgage purchase program, banker's acceptance purchase facility)."</li> </ul>

## 7. Government of Alberta Information Links

Service Provider	Phone	COVID-19
<a href="#">Emergency Isolation Support</a>		<p>"The Alberta Government will provide immediate financial relief to Alberta's families and vulnerable populations. Albertans should be focused on their health and not worry about whether they can pay their bills, so the government has put a number of options in place for those struggling financially. Emergency Isolation Support: \$50 million - This will be a temporary program for working adult Albertans who must self-isolate because they meet the Government of Alberta's published criteria for self-isolation, including persons who are the sole care-giver for a dependent who must self-isolate because they meet the public health criteria, and who will not have another source of pay or compensation while they are self-isolated. It will be distributed in one payment installment and will bridge the gap until the federal emergency payments begin in April. We expect the program to be available for a simple online application through Alberta.ca next week and that funds will be deposited in the accounts of eligible recipients beginning at that time. More information on how to apply will be available next week."</p>
<a href="#">Emergency Financial Assistance</a>	1-877-644-9992	<p>"Financial assistance for unexpected emergencies is available through the Emergency Needs Allowance. If you are facing an unexpected emergency, you can apply for emergency financial assistance. You can get help when: a situation is caused by unforeseeable circumstances beyond your control, and it presents a severe health risk, and you cannot access other resources or wait until your next pay-cheque or Income Support benefit cheque. This allowance can cover costs for: food, clothing, child care, transportation, damage deposit, temporary accommodation, utility arrears, you must repay this money if you need help with utility arrears more than once, eviction payments, you must repay this money if you need help with eviction payments more than once.</p> <ul style="list-style-type: none"> <li>▪ Emergency Needs Allowance rates are published on page two of the <a href="#">Financial Benefits Summary</a> (PDF, 228 KB). Costs that may be covered, but must be repaid include: essential home repairs and essential appliance repairs</li> <li>▪ Proof of need - You must provide proof of need, such as: an arrears statement or eviction notice a utility bill or statement for utility arrears, proof from a reliable source that the item is essential, like an unsafe wiring notice from the fire department</li> <li>▪ Eligibility - You can apply for the Emergency Needs Allowance if: you are a current Income Support client, you are an Albertan earning an income, but you do not have enough money to</li> </ul>

		<p>cover this one-time, short-term emergency that will last no longer than a month, you meet the Income Support program eligibility requirements.</p> <ul style="list-style-type: none"> <li>How to apply General information - For general information on Income Support benefits, you can call the Alberta Supports Contact Centre: Hours: 7:30 am to 8:00 pm (Monday to Friday, closed statutory holidays). Toll free: 1-877-644-9992 Email: <a href="mailto:css.ascc@gov.ab.ca">css.ascc@gov.ab.ca</a></li> <li>Albertans - If you aren't receiving Income Support, you can still apply. Visit your nearest <a href="#">Alberta Supports or Alberta Works centre</a>."</li> </ul>
<a href="#">24-hour Emergency Income Support Contact Centre</a>	1-866-644-5136	<p>"There are some benefits that the 24-hour Income Support Contact Centre can assist with by phone see details below. Income Support Contact Centre - If you are facing an emergency need for the following: food, medication, clothing, temporary shelter, emergency basic dental."</p> <ul style="list-style-type: none"> <li>Income Support clients - Contact your Income Support worker. If an emergency occurs outside regular hours, you can call the 24-hour Contact Centre toll free at 1-866-644-5135. See below for the items that can be issued by the 24-hour Income Support Contact Centre.</li> </ul>
<a href="#">Bill-9 Emergency Management Amendment Act</a>		<p>"Emergency response bill passes - Shortly after question period, a provincial bill to help coordinate local emergency responses across Alberta as it tackles the COVID-19 got unanimous support. This advertisement has not loaded yet, but your article continues below. "Municipalities deserve the freedom and opportunity to make the choices that fit them best," Government House Leader Jason Nixon said in the house. Bill 9, the Emergency Management Amendment Act 2020, sped through all stages of debate before 12:30 p.m. As of Thursday, there were at least 18 local states of emergency declared by communities and First Nations throughout the province, so the bill would help coordinate those efforts with those of the province, NDP municipalities critic Joe Ceci said in the legislature. "We appreciate the very close cooperation and strong leadership of municipal governments helping to cope with the coronavirus crisis," said Kenney."</p>
<a href="#">Alberta Ombudsman</a>	780-427-2756	<p>"Your Voice of Fairness. What does the Ombudsman do?"</p> <ul style="list-style-type: none"> <li>The Alberta Ombudsman responds to complaints of unfair treatment by provincial government authorities, municipalities, the Patient Concerns Resolution Process of Alberta Health Services, health professions and other designated professional organizations."</li> </ul>

## 8. Employment Information Links

Service Provider	Phone	COVID-19
<a href="#">Service Canada, Employment Insurance</a>	1-833-381-2725	<p>"Service Canada is ready to support Canadians affected by COVID-19 and placed in quarantine, with the following support actions:</p> <ul style="list-style-type: none"> <li>The one-week waiting period for <a href="#">EI sickness benefits</a> will be waived for new claimants who are quarantined so they can be paid for the first week of their claim</li> <li>Establishing a new dedicated toll-free phone number to support enquiries related to waiving the <a href="#">EI sickness benefits</a> waiting period</li> <li>People claiming EI sickness benefits due to quarantine will not have to provide a medical certificate</li> <li>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</li> </ul> <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>

## 9. Monthly Bill Information Links

Service Provider	Phone	COVID-19
<a href="#">ATCO Gas and Electric</a>	1-403-292-7500	<p>"ATCO Gas Emergency Link – 780-420-5585 (Edmonton and area). As outlined as well on the Alberta Governments <a href="#">website</a> – "Utility payment holiday – 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. For more information visit website."</p>
<a href="#">EPCOR</a>	310-4300	<p>"The impacts of the COVID-19 pandemic are wide reaching, and many individuals and companies have had their incomes disrupted. Customers who expect to have difficulty paying their bills are encouraged to contact. EPCOR Power Trouble Line – 780-412-4500 or visit their website at <a href="http://epcor.com/poweroutages">epcor.com/poweroutages</a> or EPCOR Water Trouble Line – 780-412-6800 or visit their website at 780-412-6800. As outlined as well on the Alberta Governments <a href="#">website</a> – "Utility payment holiday – 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. For more information visit website."</p>
<a href="#">Direct Energy Natural Gas or Electricity Plan</a>	1-844-807-7070	<p>"As outlined as well on the Alberta Governments <a href="#">website</a> – "Utility payment holiday – 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. For more information visit website."</p>

<a href="#">Shaw</a>	1-888-472-2222	<i>"During times like these, your Internet, TV and phone services keep you connected to your family, your community and the world. With recent upgrades to our network, we can handle any additional increase in usage without compromising the quality of your services. This is what it means to have a strong network on your side. For more information visit website."</i>
<a href="#">Telus</a>	1-877-627-0504 or 611	<i>"At TELUS, our customers and our team are our top priority. We're taking all of the appropriate safety precautions to protect and support you. Fast and reliable access to information and health services has never been more essential, and we're here to help. For more information visit website."</i>
<a href="#">Virgin Mobile</a>	1-888-999-2321	<i>"To protect the health and safety of the public and our team members while ensuring our Members continue to receive the essential communications services they rely on, we will be keeping a reduced number of retail locations open. For more information visit website."</i>
<a href="#">Bell</a>	<a href="#">Request a callback</a>	<i>"At Bell, we are closely monitoring the COVID-19 situation and are putting in place measures to protect the health and safety of the public and team members. In addition, to assist Canadians working from home because of COVID-19, we will be waiving extra usage fees for all residential Internet customers until April 30th. This will be applied automatically. No action is required by our customers. For more information visit website."</i>
<a href="#">Rogers</a>	1-877-559-5202	<i>"We know that there is a lot of uncertainty in your daily life right now. One of the things you don't have to worry about is staying connected. During this time, we will help keep you connected to the information and technology you need, and to the people you love the most. For more information visit website."</i>
<a href="#">Freedom Mobile</a>	1-877-946-3184	<i>"Since the start of the COVID-19 pandemic, we have been carefully monitoring the situation. During this time, the health and safety of our employees, customers and communities is our number one priority. We have temporarily closed corporate Freedom Mobile stores until March 27th. If you are having any concerns about paying your monthly Freedom Mobile bill due to hardship resulting from the COVID-19 pandemic, we will work with you to find a flexible payment arrangement that considers your financial and connectivity needs. For more information visit website."</i>
<a href="#">Chatr Mobile</a>	1-514-734-7232 or 611	<i>"We are in the midst of a situation that touches us all on a very personal level. Our heartfelt concern goes out to all families directly impacted by COVID-19. We know that staying in touch with friends and family across the country is especially critical at this time. In order to help you stay connected, chatr will be waiving long distance charges for phone calls to anywhere in Canada, including calls made from out of zone, until April 30, 2020 so our customers can contact loved ones during these uncertain times. These changes have been automatically applied and customers are not required to take any action. For more information visit website."</i>

## 10. Banking Information Links

Service Provider	Phone	COVID-19
<a href="#">ATB</a>	1-800-332-8383	<i>"As COVID-19 continues to impact our communities, we're taking every precaution to safeguard the health and safety of our team members and customers. Read <a href="#">a message to our customers from our President &amp; CEO, Curtis Stange</a>. Relief programs - ATB is here for you. Read more about how we can help with our <a href="#">customer relief programs</a>. Branch closures and reduced hours - ATB branches are not offering evening or weekend hours at this time. With the cancellation of classes for all students across the province, some of our locations will have staff shortages while team members take care of children at home. Some team members are also self-isolating after returning from travel outside Canada. Unfortunately, this means these locations are now temporarily closed: Alix, Alliance, Barons, Beaumont, Bruderheim, Carmangay, Champion, Edmonton - Century Park, Edmonton - Kingsway, Edmonton - Lynnwood, Edmonton - Norquest College, Fox Creek, Grassland, High River, Holden, Kitscoty, Morrin, New Norway, Penhold, Plamondon, Ryley and Stirling." As outlined on the Alberta Governments <a href="#">website</a> "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."</i>
<a href="#">Bank of Montreal</a>	1-877-788-1923	<i>"In recent weeks, we have seen a heightened level of concern related to the spread of novel coronavirus (COVID-19). We recognize that this may be an unsettling time and want to provide an update on the actions BMO is taking to safeguard the health and well-being of our customers, our employees and their families. Due to an increase in COVID-19 related inquiries, you may experience longer wait times when you call our Contact Centre. We appreciate your patience and have created an FAQ to answer some commonly asked questions. You can also bank securely anytime using BMO Online Banking and Mobile Banking. For tips on using these services, please visit Ways to Bank or watch our online banking demos.</i>  <i>If you're impacted, we're here to help: To help alleviate some of the financial pressures that Canadians may be facing, BMO has introduced a financial relief program for clients impacted by COVID-19. The financial relief program is tailored to each individual's circumstances and needs and could include deferral of payments on mortgages for up to six months as well as deferral of payments on loans and credit cards. The program also includes accommodations for BMO Small Business and Business Banking clients. Please contact us at 1-877-788-1923 to speak with a BMO representative.</i>  <i>Finding your Nearest Branch: To help limit the spread of COVID-19 and protect the health and safety of customers, team members, and the communities where the bank operates, BMO will temporarily close lobby access at select branches. These changes will take effect March 19 and will be in place until further notice. In the event of a branch closure, customers can find the closest open branch by</i>

		visiting the BMO branch locator. The branch locator will have updated information on whether a branch is open or closed.”
<a href="#">CIBC</a>	1-877-454-9030	<p>“We’re furthering financial assistance to help clients facing hardships. Recognizing the financial challenges being experienced by some individuals and families, including business owners, we’re offering assistance to clients impacted by job loss or other circumstances as a result of COVID-19. We will work with clients on a case-by-case basis to provide flexible solutions to help manage these challenges, including up to a 6-month payment deferral for mortgages and the opportunity for relief on other credit products. Clients experiencing financial hardship are encouraged to talk to their CIBC Advisor or call Opens your phone app 1-877-454-9030. Opens your phone app. to discuss their individual situation. We remain ready to help clients with their banking needs, and we’re proud to support our clients and community as we work through the current situation together.”</p>
<a href="#">National Bank of Canada</a>	1-888-835-6281	<p>“In response to the economic and financial situation caused by COVID-19, National Bank announces a series of measures to support its Personal and Commercial Banking clients experiencing difficulties. Our experts are committed to supporting our clients and answering their questions in these uncertain times,” said Louis Vachon, President and Chief Executive Officer of National Bank. We’ve always been there to help our clients when things are going well, but we are also there when things get tough. That is the heart of our commitment. I’m fully confident that the right actions have been taken by financial institutions and governments alike to ensure that the financial and economic support offered is in line with what the circumstances require. By limiting the spread of the virus, we’ll all be investing in resolving the situation, regaining our health and getting back to normal.</p> <p>Measures for Personal Banking clients -Clients who are directly affected by the current situation and may have difficulty making their payments could be eligible for special measures on different products. We’re asking any affected clients to contact National Bank so we can work out solutions, on a case-by-case basis, depending on their personal situation. These measures may include payment deferrals of up to six months on mortgages, for example, or longer amortization periods. Special loans to cover living expenses may also be offered.”</p>
<a href="#">Peace Hills Trust</a>	1-855-801-5769	<p>“Our Response to COVID-19 Updated March 16, 2020 - Peace Hills Trust is closely monitoring the dynamic situation of COVID-19 and its potential impacts. We want you to know that we are committed to ensuring we provide the financial services you need. First and foremost, the health and well-being of our employees and customers remain top of mind and our highest priority. We have advised our employees to follow health and hygiene precautions and have increased the cleaning of our branches to daily disinfecting of high traffic areas with high grade disinfectants. Our branches are open and our ATMs are fully operational.”</p>
<a href="#">RBC Royal Bank</a>	1-800-769-2511	<p>“We remain committed to keeping you informed about actions we’re taking, to support you during this time.</p> <ul style="list-style-type: none"> <li>▪ “Branches: Putting the health and safety of our clients and employees first, RBC has <a href="#">announced</a> plans to temporarily close select branches nationally. This is advanced notice and we ask that you check the <a href="#">branch locator</a> for the most current information prior to your visit.</li> <li>▪ RBC Rewards: Our primary focus is the safe return of our clients currently travelling and needing to get home. For this reason, our Travel Rewards Call Centre is prioritizing calls from clients currently away. If you are calling about an upcoming trip, please call at a later date or <a href="#">click here</a> for more information related to RBC Rewards points, changes, cancellation policies and travel insurance.</li> <li>▪ Insurance implications: Please be advised that travelling to destinations under a travel advisory can have implications on emergency medical coverage. If you travel to a destination that the Government of Canada has advised Canadians to “Avoid all Travel” or “Avoid all non-essential Travel”, and you contract COVID-19, you will not be covered under emergency medical insurance. This is effective as of the travel advisory issued March 13, 2020 at 5:30pm (EST). Visit <a href="#">www.rbcinsurance.com</a> for more information.</li> </ul> <p>If you have questions specific to:</p> <ul style="list-style-type: none"> <li>▪ Investments: <a href="https://www.rbcroyalbank.com/investments/index.html">https://www.rbcroyalbank.com/investments/index.html</a></li> <li>▪ Mortgage: <a href="https://www.rbcroyalbank.com/mortgages/index.html">https://www.rbcroyalbank.com/mortgages/index.html</a></li> <li>▪ Credit cards: <a href="https://www.rbcroyalbank.com/credit-cards/index.html">https://www.rbcroyalbank.com/credit-cards/index.html</a></li> <li>▪ Travel: <a href="https://www.rbcroyalbank.com/ann/covid/covid-advisory.html">https://www.rbcroyalbank.com/ann/covid/covid-advisory.html</a></li> </ul>
<a href="#">Scotiabank</a>	1-800-472-6842	<p>“Scotiabank is here to help our customers navigate this uncertain time. We have announced additional measures to reduce and delay the transmission of COVID-19 and to provide financial relief to those who need it most. As every situation is different, we are committed to trying to work with all our customers on a case-by-case basis to help understand, and hopefully alleviate, financial hardships you may be experiencing as a result of COVID-19. Our support measures are flexible, including payment deferrals for mortgages and relief on credit products for those who qualify. Please contact us (or your Advisor or Relationship Manager) and we will work together to find a solution that will hopefully meet your unique needs. Right now, response times in our Contact Centre are slower than usual due to a high volume of calls, and some customers are having trouble connecting with us. Rest assured that we are committed to providing you with the best service we can as we assist all our customers. If you have an urgent need (for instance, you have a payment due within the next 7 days) please call us right away. Otherwise, we’d ask you to please give us a few days before reaching out to us so we can help our customers with the most immediate needs first.”</p>



<a href="#">Servus Credit Union</a>	1-877-378-8728	<i>"With the continued effects of COVID-19, the health and safety of our members and employees is top of mind. We know COVID-19 has had, and will continue to have, a big impact on many members and we're here to support you with banking services and financial advice, anytime. During this time, you can expect the continued ability to bank with us by phone through our Member Contact Centre (1.877.378.8728) or through digital channels. We are developing measures to provide financial relief to help our members who are experiencing financial hardship during this tough time. We haven't confirmed exact details yet but are working hard to get a program in place. We know COVID-19 has had, and will continue to have, a big impact on many of our members and Albertans."</i>
<a href="#">TD Bank</a>	1-888-720-0075	<i>"With your health in mind, many branches will be temporarily closed, and all are operating under reduced hours effective March 19. Please use the branch locator to find out which branches are closed and to find alternative locations. Please note that changes to branch operations continue to develop, so be sure to check back. In response to the rapidly evolving COVID-19, TD announced additional proactive measures to further support our customers, colleagues and communities. Alongside Canada's six largest banks, TD has announced 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; childcare disruption due to school closures; or those facing illness from COVID-19. This support will include up to a six-month payment deferral for mortgages, and the opportunity for relief on other credit products. If you are directly impacted by COVID-19 and as a result are facing financial challenges, let us know by reaching out to us. We are prepared to help you find a solution to meet your needs. You'll have a lot on your mind, and we want to be there for you."</i>
Alberta Credit Unions		<i>As outlined on the Government of Alberta's <a href="#">website</a> – "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."</i>

## 11. Emergency Food Information Links

Service Provider	Phone	COVID-19
<a href="#">Food Bank</a>	780-425-4190	<ul style="list-style-type: none"> <li>▪ <i>"Clients: If you are in need of food during this time, please call our Client Services team at 780-425-4190. Because of the closure of some of our community depots, all clients must call in for food services; our online ordering form has been temporarily discontinued.</i></li> <li>▪ <i>Volunteers: We have cancelled all large volunteer groups (5+ people) scheduled to come in until April 30. Individual volunteers or small groups (2-4 people) are still welcome to come in and help us meet the need at this time. Any volunteer who is sick, or has been exposed to someone who is, must stay home.</i></li> <li>▪ <i>Donors: We are still accepting monetary and non-perishable food donations. You can donate here on our website or by texting FEEDYEG to 20222. These funds will be important for us to buy essential food items and continue operations. Our most needed food items have not changed at this time. Donations of non-perishable food are still being collected at major grocery stores.</i></li> </ul> <p><i>If you have recently, or are currently, running a food drive, please call 780-425-2133 for information."</i></p>
<a href="#">The Mustard Seed - Edmonton</a> <a href="#">inforAlberta.ca</a>	780-426-5600	<p><i>"Service provided – Food Bank Depot. Administration building closed. Call and leave a voicemail with your information and inquiry or email <a href="mailto:morgan.shott@theseed.ca">morgan.shott@theseed.ca</a> for information."</i></p> <p><i>"For a list of providers visit <a href="#">Free Food in Alberta: Edmonton Zone</a>." Note each provider has its own website and may or may not be providing this service.</i></p>

## 12. Housing Information Links

Service Provider	Phone	COVID-19
<a href="#">Guidance for Providers of Services to Alberta's Experiencing (or at-risk of) Homelessness: 2019 Noval Coronavirus (COVID-19) Prevention and Preparation</a>		<i>"A guidance document has been developed to support providers of services for Albertans experiencing (or at-risk of) homelessness. The document outlines general recommendations to prevent COVID-19 in these settings."</i>
<a href="#">Homeward Trust &amp; Edmonton Expo Centre</a>		<i>"There are more than 1,600 people dealing with homelessness in Edmonton, according to the most recent data. Kenney said government officials have been working on the province-wide homeless response plan for days. He identified the Edmonton Expo Centre as a designated overflow location. In a Friday meeting, Edmonton council said the Expo Centre plan would be in partnership with Homeward Trust and local shelters, who would provide input on how and when to activate it. The plan is to have the centre ready to accept people on Monday, council said."</i>
<a href="#">Capital Regional Housing</a>	780-420-6161	<p><i>"COVID-19 Update - The current public health emergency in Alberta with the COVID-19 virus is concerning for everyone – tenants, our staff, partner agencies, applicants, etc. Capital Region Housing wants to re-assure you we are taking steps to protect the health and safety of our tenants, staff, partner agencies and contractors. We continue to maintain operations, but we are suspending in-person visits to our customer service area in our downtown office at 10232-112 Street.</i></p> <ul style="list-style-type: none"> <li>▪ <i>Our service at the Northeast Hub at Ubuntu in Bannerman is also suspended until further notice. This suspension took effect Monday, March 16. Our staff continue to work remotely and remain open for business. This is a precautionary measure to prevent the further spread of COVID-19 amongst</i></li> </ul>

		<p>our customers and employees. This is also consistent with recommendations provided by Alberta Health Services.</p> <ul style="list-style-type: none"> <li>▪ We can still provide customer service to you! Our Customer Relations and Maintenance teams remain available to assist you through our general information line (780-420-6161) or by emailing us at: <a href="mailto:inquiries@crhc.ca">inquiries@crhc.ca</a></li> <li>▪ Documents or Applications If you would like to submit documents for Annual Income Reviews or applications, please scan and email them to <a href="mailto:inquiries@crhc.ca">inquiries@crhc.ca</a> where they will be forwarded to your worker for processing without delay.</li> <li>▪ Rent Payment-Please use telephone and internet banking to continue to make rent payments.</li> <li>▪ Maintenance Maintenance requests can be reported by contacting your site manager or by calling 780-420-6161.</li> <li>▪ Subsidy Payments-If you are a rent subsidy recipient, please do not worry. We are committed to ensuring that you will receive your subsidy payment within the usual timeframe.</li> <li>▪ Security-Safety protocols have been put in place to make sure that after hours security will continue as normal. If you need help outside of business hours, we are still available to help. GardaWorld Security is our partner in safety &amp; security for all of our buildings. They are available to assist in emergencies after regular business hours during the week and over the weekend.</li> <li>▪ After-Hours Emergencies - If you experience a problem after business hours, call 780-420-6161. You will be redirected to the GardaWorld security line. They will help figure out if it is necessary to send a contractor or security staff. If it is not an emergency, you will be advised to contact your Site Manager the next business day. The After-Hours emergency line 780-420-6161 is in effect: from 6:00 pm to 8:00 am Monday to Thursday during the week and 6:00 pm Friday to 8:00 am Monday over the weekend."</li> </ul>
<a href="#">Metis Capital Housing Corporation and Metis Urban Housing Corporation</a>	780-452-6440	<p>"Our Nihgi Seniors Lodge is fully operational but is now closed to tours and visitors. If you have an elder/senior(s) at the Lodge, you have already been contacted with access details. If you have any further questions regarding Nihgi Seniors Lodge, please call 780-471-2443 or 1-877-458-8684. Our Head Office in Edmonton as well as all other offices will not be open to visitors. We are also limiting visitor access to Edmonton's Renaissance Tower and Calgary's Ephram Bouvier Manor to "vital support" visitors. A letter has been sent to all our tenants detailing a few minor changes but, other than this, it is business as usual.</p> <p>Official Statement from Métis Housing regarding COVID-19 - As we continue to serve our families and tenants across the province of Alberta, we are closely monitoring the COVID-19 pandemic to ensure those tenants, families and our staff are not put at additional risk. As an organisation, we have implemented some changes to our programs and services to ensure opportunities for risk of exposure is lessened. We have suspended quarterly home visits and our maintenance department is only addressing emergency maintenance calls until further notice.</p> <p>Although the current risk level for Alberta is low, we are doing everything we can to continue the containment and mitigation of risk. Our housing offices and all other services continue to operate normally and without interruption. We are implementing our corporate pandemic plan and have a dedicated internal team regularly monitoring developments and responding to issues. The situation is fluid and we are prepared to make any necessary changes to maintain the safety of staff and tenants accordingly.</p> <p>We encourage all Albertans to diligently follow precautionary measures outlined by Alberta Health Services as we all need to play a role in mitigating the spread of this coronavirus. We will continue to provide regular updates by mail, email, phone, website and our various social media platforms. Please contact us for any questions or concerns you may have at 1-877-458-8684 or visit our website: <a href="http://www.metishousing.ca">www.metishousing.ca</a> . As circumstances evolve, please know that all of us here at Métis Housing are doing everything we can to manage and respond to the COVID-19 pandemic with the safety of our tenants, employees and our communities as our core priority - The Management &amp; Staff of Métis Housing"</p>
<a href="#">Landlord and Tenant Advisory Board</a>	780- 496-5959	

### 13. Justice Information Links

Service Provider	Phone	COVID-19
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<a href="#">Alberta Court and Justice Services</a>	1-855-738-4747	<ul style="list-style-type: none"> <li>“Courts - The Alberta Court of Queen’s Bench, the Provincial Court of Alberta and the Alberta Court of Appeal are limiting services to essential and urgent functions.</li> <li>Alberta Court of Queen’s Bench - Alberta’s Court of Queen’s Bench has suspended all jury trials scheduled between March 16 and May 31. Jurors summoned to attend jury selection during this time are released and don’t need to attend. Current jury trials are proceeding, jurors for these trials must report to court. Crown prosecutors and defense counsel in all cases have been notified. Hearings are limited to emergency or urgent matters only. Emergency matters are those in which serious consequences to persons or harm to property may arise if the hearing does not proceed, or if there is a risk of loss of jurisdiction or expiration of an existing protection or restraining order. Any counsel or juror showing symptoms should contact the court to seek instructions from the judge presiding over their case. Find more <a href="#">Alberta Court of Queen’s Bench information</a>.</li> <li><a href="#">Provincial Court of Alberta</a> - The Provincial Court of Alberta is limiting all regular operations until further notice. Effective March 17: <ul style="list-style-type: none"> <li>All <a href="#">Traffic Courts</a> are closed -If you have an appearance, trial or application scheduled during the closure, do not attend court in person. <a href="#">Contact the court</a> handling your matter by telephone, e-mail or fax.</li> <li>You do not need to attend unless the matter is an in-custody, urgent criminal matter, or urgent family or child protection matter</li> <li>No members of the public are permitted unless they are required (i.e. counsel, parties, witnesses, media) Find more <a href="#">Provincial Court of Alberta information</a>.</li> <li>Alberta Court of Appeal - Only people necessary (counsel, litigants, and media) should attend court. No one who is ill or experiencing any COVID-19 related symptoms should attend. Filing deadlines have not changed. The Court’s <a href="#">Case Management Officers</a> remain available to consider requests for extensions, fiats and other administrative directions. Parties and counsel are encouraged to provide the Registry with an email address if they have not already done so. At this time, correspondence from and to this court may be sent by email instead of fax. The Court of Appeal Registry is operating on social distancing guidelines posted at the Court of Appeal Registry counters. Find more <a href="#">Alberta Court of Appeal information</a>.”</li> </ul> </li> </ul>
<a href="#">Legal Aid Alberta</a>	1-866-845-3425	“In response to the international outbreak of COVID-19, all LAA intake services at the Edmonton and Calgary courthouses will be closed effective Monday, March 16, 2020. Until further notice, all applications for LAA services must be completed by phone.”
<a href="#">Edmonton Community Legal Centre</a>	780-702-1725	“In order to maintain the health and safety of our clients, volunteers, and staff, we have chosen to close our office. If you need legal help, you can fill out our online <a href="#">Intake Form</a> . Legal matters that are deemed urgent will receive a call back from the Edmonton Community Legal Centre.”

#### 14. School Information Links

Service Provider	Phone	COVID-19
<a href="#">Edmonton Catholic Schools</a>	780-441-6000	“Alert: COVID-19 – Classes cancelled indefinitely for all students in Alberta. The Government of Albert has cancelled all classes from kindergarten to Grade 12 schools to children in the province. See <a href="#">COVID-19 – Letter to Parents</a> ; <a href="#">COVID-19 Division Info</a> ; <a href="#">Indigenous Learning and School Directory</a> ”
<a href="#">Edmonton Public Schools</a>		“Health and Wellness: <a href="#">Coronavirus Update</a> ; <a href="#">Classes Cancelled</a> , <a href="#">First Nations, Metis and Inuit Education</a> , <a href="#">Find a School</a> ”
<a href="#">Government of Alberta Minister of Education</a>	780-427-5010	<ul style="list-style-type: none"> <li><a href="#">Continuing Student Learning</a></li> <li><a href="#">Letter from Education Minister Adriana LaGrange To Parents March 20, 2020</a></li> <li><a href="#">Ministry FAQs Education Continuity Plan QAs March 20, 2020</a></li> <li><a href="#">Learn Alberta</a></li> </ul>
<a href="#">The Canadian Encyclopedia, Collection Indigenous Peoples</a>		<ul style="list-style-type: none"> <li>Resources from artists, colonial history, conflict, culture, government, land, language, leaders, music, film and entertainment resources.</li> </ul>
<a href="#">Child Care Subsidy</a>	780-644-9992	

#### 15. Transportation Information Links

Service Provider	Phone	COVID-19
<a href="#">Registry Services</a>	780- 427-7013	<p>“Upcoming expiry dates for Alberta <a href="#">drivers’ licenses</a>, <a href="#">vehicle registrations</a>, other permits and certificates are being extended until May 15.</p> <ul style="list-style-type: none"> <li>Vehicle registration - Vehicle registrations expire on an assigned month based on the registrant’s surname or a company name. Albertans with surnames or company names beginning with B, D, G, Y will now have until May 15, 2020 to renew their vehicle registrations.</li> <li>Driver’s licenses - Driver’s licenses expire on the holder’s birthday in the year noted on the card.</li> </ul> <p>Albertans who have birthdays between March 17 and May 15 and whose cards expire this year, now have until May 15, 2020 to renew. Expiry dates can be found on your card and Albertans</p>

		with birthdays between March 17 and May 15 are encouraged to confirm whether or not they need to renew this year. <a href="#">Find a registry agent</a> "
<a href="#">Edmonton Public Transit (ETS), City of Edmonton</a>	780-496-1600	<p>"Effective March 17, 2020, The City announced adjustments to the changes made yesterday to Edmonton Transit Service. These new changes are effective immediately and will respond to the unexpected demand for service during this morning's commute. In response to what the City learned Tuesday morning, the following changes were made by the afternoon:</p> <ul style="list-style-type: none"> <li>▪ Additional buses will be added to the 1, 2, 4, 5, 6, 8, 9, 15, 17 and 112 routes</li> <li>▪ Peak-level services will be added back to the 16 Express, 80, 83, 84, 92, 95, 122, 137, 182, 331 routes</li> <li>▪ Earlier morning service will be added to the 100 route</li> <li>▪ More standby buses in various locations across the city will be added to address crowding issues</li> </ul> <p>The City will monitor morning and afternoon rush hours and use those insights to help plan for the next cycle. Adjustments will be made as necessary. By reducing service yesterday, the City is able to rotate buses and train cars regularly to clean them even more often. This new practice will continue. The City also announced that holders of March low-income Ride Transit Program passes will be able to use their passes throughout April. Decisions about other transit passes are expected in the coming days. For information, visit <a href="#">ETS</a>."</p>

### 16. Elder Information Links

Service Provider	Phone	COVID-19
<a href="#">Edmonton Meals on Wheels</a>	780-429-2020	<p>During the COVID-19 situation, Edmonton Meals on Wheels is committed to maintaining our core meal services and delivery to vulnerable, homebound, and isolated Edmontonians. We are closely following the advice of our respected health authorities, expanding our facility sanitation and ensuring practices in delivery like social distancing are in place to minimize the risk of spreading the virus to our volunteers and clients. Our resourceful and responsive staff are rolling out a plan during the next days as circumstances evolve. We have and will continue to communicate with our volunteers and clients when changes occur.</p> <p>We strongly encourage those who are ill to remain at home. Meals on Wheels is very fortunate to be a part of a strong city-wide voluntary network and we will continue conversations within the senior's sector and with others to support us when needed going forward. We encourage the community to connect with us through social media or email at <a href="mailto:emow@mealsonwheelsedmonton.org">emow@mealsonwheelsedmonton.org</a>. This leaves our phone lines free for those who have no other means but telephone contact. We apologize in advance if there is a delay in responding to your inquiry.</p> <p>You can support Edmonton Meals on Wheels' emergency meal programs by making an <a href="#">online donation</a> or call 780.429.2020. Your generosity in this time of need is greatly appreciated.</p>

### 17. Other Information Links

Service Provider	Phone	COVID-19
<a href="#">Edmonton City Police</a>	911 or Non-Emergency Line 780-423-4567 or mobile access #377	
<a href="#">Crime Stoppers</a>	1-800-222-8477	<ul style="list-style-type: none"> <li>▪ <i>Crime Stoppers is a non-profit organization funded by people like you. The Edmonton Police Service, in cooperation with Crime Stoppers, is looking for assistance in solving crimes and identifying the individuals depicted in surveillance still photos. By clicking on the links to the right, you the public can view these crimes and photos. Download the P3 Tips smartphone application to submit via app on <a href="#">iPhone</a> or <a href="#">Android Applications</a></i></li> <li>▪ <i>Neighborhood crime is more than just numbers; it's about knowing where crime is happening in the area you live. Knowing the real picture of neighborhood crime is the first step in doing something about it. By accessing this timely information on reported crime, you will be able to know what is happening in your neighborhood. By knowing what is going on, we can work together to reduce and prevent crime. <a href="#">Neighborhood Crime Map</a></i></li> </ul>
<a href="#">Alberta Poison and Drug Information Services (PADIS)</a>	1-800-332-1414	"PADIS is currently affected by the nation-wide Telus toll free service outage. If you are trying to reach PADIS and receiving a busy signal, please hang up and dial 403-592-2036."
<a href="#">Emergency Preparedness Guide for People with Disabilities/Special Needs</a>	1-888-795-7635	"This guide was prepared by Public Safety Canada in collaboration with Emergency Management Ontario. It is based on the Government of Ontario's publication, Emergency Preparedness Guide for People with Disabilities/Special Needs – a cooperative effort between twenty public and private organizations who were consulted for their subject matter

		expertise and special insights. For a copy of the Ontario guide, please visit <a href="http://www.ontario.ca/emo">www.ontario.ca/emo</a> or call 1-888-795-7635.”
<a href="#">Jordan's Principle</a> , Government of Canada	1-855-572-4453	<p>“Submit a request under Jordan’s Principle:</p> <ul style="list-style-type: none"> <li>▪ What is covered? Health - Mobility aids, wheelchair ramps, addiction services, services for Elders, mental health services, specialized hearing aids, traditional healing services, services for children in care, assessments and screenings, transportation to appointments, medical supplies and equipment, long-term care for children with specialized needs, therapeutic services for individuals or groups (speech therapy, physiotherapy, occupational therapy) and other <a href="#">social</a> and <a href="#">education</a> examples</li> <li>▪ Who is covered? A child under the Age of Majority in their province or territory of residence can access Jordan’s Principle, if they permanently reside in Canada and are: <ul style="list-style-type: none"> <li>• a First Nations child registered under the Indian Act living on or off reserve</li> <li>• a First Nations child entitled to be registered under the Indian Act including: those who became entitled to register under the amended provisions of the Indian Act, under Bill S-3 infants under 18 months</li> <li>• an Indigenous child, including a non-status First Nations child who ordinarily lives on reserve</li> </ul> </li> </ul> <p>Ordinarily resident on reserve means that an Indigenous child:</p> <ul style="list-style-type: none"> <li>• lives on reserve</li> <li>• normally lives on reserve even if the child or one of the members of their household (i.e. sibling, parent, extended family living with child) may have been required to spend some time away temporarily from the community to access services such as health care or education where there are no other comparable services available in the community</li> <li>• was ordinarily resident on reserve immediately prior to accessing Jordan’s Principle</li> <li>• is a dependent of a family that maintains a primary residence on-reserve</li> <li>• returns to live on reserve with parents, guardians or caregivers during the year, even if they live elsewhere while attending school or to receive medical care or other services</li> <li>• meets student eligibility requirements in Yukon Territory</li> <li>• A child taken into care of a Child and Family Services Agency or into a kinship or informal agreement is considered ordinarily resident on reserve where: <ul style="list-style-type: none"> <li>• the child’s parent or guardian lived on reserve at the time the child was taken into care; or</li> <li>• a child goes into the care of a guardian who lives on reserve.</li> </ul> </li> </ul> <p>Requests for Inuit children can be made through the <a href="#">Inuit Child First Initiative</a>. Please <a href="#">contact us</a> if you’re not sure how to help an Indigenous child who needs access to products, supports and services.”</p>
<a href="#">Drug Shortages Canada</a>	<a href="#">Contact Us</a>	<p>“Welcome to Drug Shortages Canada, the website for reporting drug shortages and discontinuations in Canada. The Food and Drug Regulations require drug sellers to report when they are not able to meet demand for a product or when they stop selling a product. Information about the website and the regulations can be found on the <a href="#">About &amp; Resources Page</a>. A shortage means, in respect of a drug, a situation in which the manufacturer to whom a document was issued under subsection C.01.014.2(1) that sets out the drug identification number assigned for the drug is unable to meet the demand for the drug. Below are the newest and most recently updated Shortage and Discontinuation reports <a href="#">here</a>.”</p>
<a href="#">Mental Health Help Line</a>	1-877-303-2642	<p>“Mental health and coping - The COVID-19 pandemic can have a significant impact on Albertans’ mental health. Resources are available if you, or someone you know, is struggling or needs a little extra support.</p> <p>Help Line - The Mental Health Help Line is available 24/7 to provide advice and referrals to community supports near you. Online resources</p> <p>For helpful advice on handling stressful situations and ways to talk to children.</p> <ul style="list-style-type: none"> <li>▪ <a href="#">Mental health and coping with COVID-19 (CDC)</a></li> <li>▪ <a href="#">Talking with children about COVID-19 (CDC)</a></li> <li>▪ <a href="#">Help in Tough Times (AHS)</a>”</li> </ul>
<a href="#">Alberta Student Aid</a>	1-855-606-2096	<p>As outlined on the Government of Alberta’s <a href="#">website</a> – “Student loans repayment holiday We are implementing a six-month, interest free, moratorium on Alberta student loan payments for all Albertans in the process of repaying these loans. Alberta Student Loan repayments will be paused for 6 months, beginning March 30, 2020. Interest will not accrue during this period. This mirrors the approach of the Canada Student Loans Program.</p>

		<p><i>Students do not need to apply for the repayment pause. Borrowers may continue making payments during this period if they choose and this will not affect their eligibility to receive the benefit.</i></p> <p><i>With the COVID-19 outbreak, Alberta Student Aid is encouraging students to use our online services as it will result in faster processing times.</i></p> <ul style="list-style-type: none"> <li>▪ <i>If you are a first-time applicant, see instructions on <a href="#">how to set up your account</a></i></li> <li>▪ <i>If you are a continuing student, <a href="#">log in to your account</a></i></li> <li>▪ <i>Make changes to your existing application through <a href="#">Request for Review</a></i></li> <li>▪ <i>Apply online for the <a href="#">Alexander Rutherford Scholarship</a></i></li> <li>▪ <i>Submit required documents through "eDocuments Upload" feature after signing into your account."</i></li> </ul>
<a href="#">City of Edmonton Garage &amp; Recycling Collection Days</a>	311	<i>"Search your address in the WasteWise tool below to confirm your collection day. Garbage and blue bags must be out by 7am."</i>
<a href="#">Canada Post</a>	1-866-607-6301	<i>"As the situation caused by the coronavirus (COVID-19) quickly evolves, we want to assure you that all of us at Canada Post are doing everything we can to keep our employees, customers and the communities we serve safe. <a href="#">Get details on the steps we are taking to keep deliveries and our employees safe.</a>"</i>

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