

Resources: YYC Community Response to COVID-19

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Updated 11am April 1, 2020. S. Tse

Resources: YYC Community Response to COVID-19

1. WELCOME MESSAGE

Hi, Calgary Friends & Neighbours!

This document is the Calgary version of a document made by a group in Edmonton in Response to COVID19. This is a living document in which we can keep building and adding on an ongoing basis. So far, what we have heard from the community that there is a need for food, emergency items and helpers/volunteers, but needs might change or grow with time.

*This is intended to be a crowdsourced and shared living document. [We invite YOU to continue to add resources and comments to the document](#) so that we can keep our community up to date. **Copy and share** whatever information that benefits your networks!*

To receive updated information from Provincial and Federal Governments, join these email subscriptions

Alberta: <https://tinyurl.com/vur2qggq>

Canada: <https://tinyurl.com/wrnrl8k>

Thank you for your support!

2. WANT TO HELP?

Support Food Banks:

- [Donate to Calgary's Food Bank](#)
 - [Volunteer as a Hamper Builder, in the call centre, in distribution, or more](#)
- [Donate to Meals on Wheels Calgary](#)

Donations & Offers:

- [Alberta Emergency Management Agency Unsolicited Offers Program](#): If you are offering your support during times of disaster or emergency submit this form with details of your product or service. Should there be an emergency requirement for your product or service, you will be contacted by a representative of the Government of Alberta.

Help Add To This Living Document!

If you come across helpful resources and have a url link please email me at stridecalgary@jhcentre.org and I will do my best to add them to this document.

3. MEDICAL HELP

Get Help Now:

Emergency- 911

[Health Link](#) – 811

For up to date information please refer to these Covid-19 links:

- [Information for Albertans - Alberta Health Services Covid-19 Updates](#)
- [Information for Calgarians - City of Calgary Covid-19 Updates](#)

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- [Government of Canada - Covid-19 Updates](#)
- [World Health Organization \(WHO\)- Advice for the Public](#)

COVID-19 Online [Assessment Tool](#):

AHS has developed a simple online assessment tool to help you decide whether you need to call 811 to be tested for COVID-19. It'll guide you to answer questions about your symptoms & take you through steps to help determine whether you need testing. [More info at AHS](#)

Online Access to Doctors:

**NOTE* If you are WITHOUT a physician and need care you can consider access to online services, if you HAVE A FAMILY DOCTOR please call their office. Not only does your doctor know you best, they have access to your health information, but Family Physicians are small business owners and have significant overhead to pay (staff salaries, rent etc) during this time of pandemic. Family doctors are making every effort to see you in person if necessary or call you to facilitate social distancing.*

Privacy considerations: Please make sure you understand the privacy terms before you sign up for any online services. [CBC article \(March 23\): "No privacy review completed of controversial Telus Health Babylon app"](#)

[Purpose Med](#): Free (Video/Call) Access To Healthcare For All Albertans

[Shoppers Drug Mart](#) and Maple have partnered to provide free access to Canadian doctors online, 7am-9pm, March 16-23.

[Telus Health Babylon App](#): Doctor consultations are available in BC, Alberta, and Ontario. Residents in these provinces who are covered under MSP, AHCIP, or OHIP can access virtual appointments at no direct cost. Alternatively, patients without provincial health insurance in these provinces can access virtual appointments for \$65 per Physician appointment.

Free Medicine Delivery Services:

- [Calgary CO-OP Pharmacy](#) offers free prescription delivery contact your CO-OP Pharmacy to arrange delivery
- [Costco Pharmacy](#) offers mail delivery for prescription
- [MarketMall Pharmacy](#) is offering free delivery services
- [MyHealthCare Pharmacy](#) provides free city-wide prescription delivery services (Marlborough) 403-455-1505 (Bowness Rd) 403-453-4700
- [Pharmasave](#) is in many communities and offers free delivery city-wide Delivery
- [The Medicine Shoppe Pharmacy](#) provides free prescription city-wide delivery 403-455-9939

[How to Care for a COVID-19 Patient at Home](#) (Alberta Health Services)

- [Info on visiting patients](#)

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4. FINANCIAL HELP

- [City of Calgary COVID-19 Emergency Supports](#) (updated 4/06/20): Information on Federal, Provincial, and Calgary supports.
- [March Low Income Transit Passes extended until the end of May](#) Additionally, CTS is [reducing their services and limiting their seating](#) they are also asking that all customers board using rear doors
- [Momentum](#) is an organization that offers free helplines for money management and coaching

Alberta Info:

- [Alberta Income Support Information](#)
- [Alberta Supports Contact Centre](#): 1-877-644-9992 province wide
- [COVID-19 Support for Albertans](#): Immediate relief for families and vulnerable populations
- [Support for Employers and Employees](#): Immediate funding and supportive measures to support local businesses, employers and employees
- [Workers' Compensation Board \(WCB\)](#): healthcare workers who get ill while working may qualify. [Link to Worker Fact Sheet](#)

Canadian Info:

[Canada's COVID-19 Economic Response Plan](#): The Government of Canada is taking immediate, significant and decisive action to help Canadians facing hardship as a result of the COVID-19 outbreak. [Click the link](#) to find more info on support for individuals and businesses.

- [COVID-19 Benefits & Services](#): List of information and changes specifically addressed to individuals and workplaces
- [Canadian Emergency Response Benefit \(CERB\) Announcement](#)
 - Community-driven [translated doc about the new CERB program](#)
- [Employment Insurance \(EI\)](#)
 1. [Sickness Benefits](#): [Apply](#) if you are unable to work due to illness, injury or quarantine
 2. [Regular Benefits](#): [Apply](#) if you've lost your job through no fault of your own
 3. [Financial Assistance](#) for Canadians with no available source of funds to return home

Helpful Checklists:

- [Employment questions answered by employment lawyer D. Lublin](#) (Globe & Mail, updated 3/25/20)
- [Financial Supports Document](#) (3/19/20) A list of support links, applications, and anticipated benefits.
- [Individual Assistance Programs/Services](#) (3/23/20) If you don't qualify for regular EI or looking for support, this reference lists what is available for AB. (Courtesy of [GPVSB](#))

Banking Info:

- [Canada's Big 6 Banks Helping Customers](#): BMO, CIBC, NBC, RBC, Scotiabank and TD providing flexible solutions to individuals and business owners to help them manage through challenges such as pay disruption due to COVID-19.

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- [List of Financial Institution's Customer Service Phone Numbers](#) (Click link or go to end)

5. FOOD OPTIONS

Calgary Food Security Services

- [Angel's Cafe](#) is preparing and delivering Meals for those in quarantine or who cannot leave their home. Requests can be made by calling 403-425-0164 from 10am -5 pm.
- [Calgary Co-op is Delivering Care Packages](#) for free, to those quarantined as directed by a public health agency. For a care package email memberengagement@calgarycoop.com with the subject line: Calgary Co-op Care Package. Make sure to include your name, address, phone number, the start and end date of your quarantine or call 403-219-6064
- [Calgary Drop in & Rehab Centre](#) Meals and snacks for workers and hampers available for those with permanent home address 403-266-3600
- [Calgary Food Bank](#) for Emergency Food Hamper call 403- 253-2055
- [Bro'kin Yolk](#) is providing a free lunch for children who are experiencing food insecurity. Call your desired location between Monday through Friday from 8:30AM-10AM. By 11:30AM the lunches will be ready and available for pickup. Creekside 587-317-5743 Mahogany 403-457-5955 Signal Hill 403-685-3316
- [Made By Momma](#) provides pre-made meals for new and expecting mothers
- [Salvation Army](#) is providing food hampers and essentials by appointment call 403-220-0432
- [Society of St. Vincient de Paul Calgary](#) provides food hampers for help call 403-250-0319

Grocery Store Information: (Seniors Hours | Regular Hours)

- [Calgary Co-op](#) all locations: **8-9am Mon, Wed & Fri** (seniors or disability) | 8am-8pm
- [Costco](#) (all locations): **8-9am Tue. Wed & Thu** (over 60+ age or disability) | 9am-8:30pm M-F, Sat 9am-6pm, Sun 9am-5pm
- [IGA Lakeview](#) (Crowchild Trail): **7-8am daily** | 8am-8pm daily
- [Italian Centre Shop](#): 9am-9pm daily
- [Lucky Supermarket](#): 9am-9pm daily
- [Safeway](#) (all locations): **8-9am weekdays** | 9am-8pm daily
- [Save On Foods](#) (all locations): **7-8am daily** | 8am-8pm daily
- [Sobeys](#) (many locations) **8-9am daily** | 9am-8pm daily
- [Superstore](#) (all locations): **7-8am daily** | 8am-8pm daily
- [T&T Supermarket](#): (Southside) 9am-9:30pm daily , (WEM) 9am-9:30pm Mon-Sat, 9-9 Sun, (Northside) 9am-9pm daily

Grocery and Meal Delivery/Pickup Services:

- [Calgary Meals on Wheels](#): No eligibility requirements. Prepaid service that provides nutritious and affordable meals.
- [Costco Wholesale](#) offers delivery services. If order is over \$75.00 there is no surcharge.
- [Italian Centre Shop](#) is offering curbside pick up for all locations 9am- 4pm 403-238-4869

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- [Kerby Centre - Thrive](#): Will pick up and deliver groceries and prescribed medications to any senior in Calgary 403-234-6517
- [Men in Kilts](#) - is trying to focus on helping those who CANNOT leave their home due to increased risks, and who have no other help available to them. Lastly, please continue to send all requests to CALGARY@MENINKILTS.COM..
- [Fresh Routes](#): If you are in isolation and are unable to get food, Fresh Routes delivers food baskets at no to low cost depending on eligibility. For help, call Steve 403-249-8350
- [Good Food](#): Meal ingredients and recipes delivered weekly contact via email: chef@makegoodfood.ca
- [Instacart](#): Grocery delivery service, their shoppers will buy food and deliver to your door. Not for all of Calgary, make sure to check if their service can deliver to your area.
- [Save on Foods Online](#): Pick up & Delivery options
- [Superstore PC Express](#): Order online, grab and go at store or pick up locations
- [T&T Supermarket](#): Deliveries \$6.99 (under 20lbs), \$11.99 (20lbs+). Deliveries take 3-5 business days

Recommendations for Food & Delivery

*To do our part to fight this pandemic we recommend that if you don't have to go out, it's best to stay home. Try to limit your visits to grocery stores to once a week or choose grocery delivery services. If you want to order food, check to see if they can deliver or are listed on food delivery services (Doordash, Foodora, SkiptheDishes, UberEats, etc.). **All restaurants have closed dine-in but may offer takeout/pick-up services so we recommend you to contact them first.***

[AB restrictions on gatherings & businesses](#) (3/27/20)

[Foodsearchinc.com](#): Website directory of pickup/delivery for Calgary

6. EDUCATIONAL RESOURCES

For Learners:

- [Calgary Zoo](#) is live streaming its pandas from 9am- 6pm MST
- Cincinnati Zoo's [Home Safari Facebook Lives](#) is a live event showcasing their zoo animals everyday from 1-1:15pm MST
- [Coronavirus Social Story](#): Useful online story book for children to learn about COVID-19.
- [Coursera](#): Free online courses
- [edX](#): Online continuing education. Free & Paid Courses
- [Free Footie Soccer Society \(YEG\)](#): Offering free Facebook live videos around sports/wellness to improve skills
- [Indigenous Canada Online Course](#): Free, certificate, University credit options from Faculty of Native Studies through University of Alberta
- [Josh Gad reading books](#): Read-aloud picture books with Josh Gad every night on Twitter
- [Khan Academy](#): Nonprofit with the mission to provide a free education. You will need to set up an account

Resources: YYC Community Response to COVID-19

- [National Film Board of Canada](#) - Films on this site can be streamed free of charge, or downloaded for your personal use for a small fee
- [Prodigy](#): Curriculum-aligned math platform for 1st-8th graders. No cost, sign-up required
- [Scholastic Learn From Home](#): Free online courses for kids while schools are closed
- [Uke 101 \(Digital Music School\)](#): Learn Ukulele, \$5 course (COVID 95% off)
- [Virtual Museum Tours](#): 12 world famous museums offering free virtual tours

For Caregivers:

- [6 free online speech therapy resources for kids](#)
- [Birth & Baby Education](#): Alberta Health Services
- [Calgary Board of Education](#) support for learning at home
- [Calgary Reads](#) shares a daily activity to help engage and bond with your children
- [Homeschool Resources](#): A small collection of anti-oppressive, anti-racist homeschool curriculum ideas and resources for families impacted by closures
- [Open Culture](#): Free educational resources for K-12
- [OST Collaborative](#): Resources that will be useful for families during this period of social isolation
- [Pregnancy & Parent Tools](#): Alberta Health Services
- [Prenatal Class Videos](#): Uploaded by Maternity Care Midwives, Thunderbay ON (2015)
- [WVest Science/Engineering Resources](#) (SFU): Student/Teacher/Parent resources & publications

Apps:

- [ABC Mouse](#) is offering free membership using code: SCHOOL7771
- [Adobe CC](#): 2 months free for multimedia design apps (Photoshop, Premiere, etc.)
- [Audible](#) (Audio Books Online): Hundreds of titles now completely free
- [Duolingo](#): Learn a new language free (with ads)
- [Photomath](#): Math learning app free and paid versions
- [Quizlet](#): Flashcard learning app for many subjects
- [Scratch 2.0](#): Free program to create your own interactive stories, games and animations
- [Synth Music Apps](#) are being offered free for iOS & Android devices till March 31

7. MENTAL HEALTH RESOURCES

Mental health can be equally as important to take care of in these difficult times.

Get Help Now:

Emergency- 911

[Health Link](#) – 811

Important Phone Numbers:

- [Alberta Council of Women's Shelters](#)- 1-866-331-3933 (24/7)
- [Addiction Helpline](#) – 1-866-332-2322 (24/7)
- [Calgary Communities Against Sexual Abuse](#) 1-877-237-5888 or 403-237-5888
- [Canadian Mental Health Association](#) 1-833-456-4566 or 403-297-1402

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- [CASASC Sexual Assault Crisis Line](#) - call or text 1-866-956-1099 (24/7)
- [Child Abuse Hotline](#) - 1-800-638-0715 (24/7)
- [Child Intervention Crisis Unit](#) - 1-800-638-0715
- [Distress centre](#) - 403- 266-4357 (24/7)
- [Elder Abuse](#)- 403-703-3250
- [Family Violence – Find Support](#) – 310-1818 (24/7)
- [Income Supports](#) (Emergency needs; food, clothing, shelter) – 1-866-644-5135
- [Kids Help Phone](#) – 1-800-668-6868 (24/7)
- [Mental Health Helpline](#) – 1-877-303-2642 (24/7)
- [MyHealth.Alberta.ca: List of Important Numbers](#)
- [Toll Free Crisis Line / Distress Centres](#) (24/7)
 - 780 area code: 1-800-482-4357
 - 403 area code: 1-800-784-2433
- [Trans Lifeline](#): 1-877-330-6366 (24/7)
- [Alberta One Line for Sexual Violence:\(Text, Chat or Call\)](#) 1-866-403-8000 (9am-9pm)

Services:

- [Adult Addiction and Mental Health Services](#) - Calgary
- [Caregivers Alberta](#) Covid-19 Help: Peer group support every Mon. & Thu. online, workshops, resources and more.
- [Center for Suicide Prevention](#)
- [Child and Adolescent Addiction and Mental Health Services- Calgary](#)
- [Kids Help Phone](#) is Canada's only 24/7, national support service. We offer professional counselling, information and referrals and volunteer-led, text-based support to young people in both English and French. 1-800-668-6868
- [Saffron Centre](#): Sliding fee scale counselling programs to victims of trauma, abuse, and sexual violence. Call 1-866-956-1099 or email info@saffroncentre.com to set up an appointment.
- [The Psychologists' Association of Alberta Disaster Response Network](#): offering pro-bono psychological services with priority for health care providers and first responders traumatized by recent events. Email paa@paa-ab.ca or call (780) 424-0294. Toll Free: 1-888-424-0297
- [Text4Hope \(AHS\)](#): Text COVID19HOPE to 393939 to subscribe to a set of daily messages with advice and encouragement helpful in developing healthy personal coping skills and resiliency.

Handling Stress and Preparing Children:

- [Coping and Connection for Children & Families During COVID-19](#) (AHS)
- [COVID-19 and Your Mental Health](#) (AHS)
- [Practical and Emotional Preparedness for a Pandemic](#) (AHS)
- [Mental health and coping with COVID-19](#) (CDC)
- [Talking with children about COVID-19](#) (CDC)
- [Talking with children during infectious disease outbreaks](#) (SAMHSA)

Other Mental Health Resources:

Resources: YYC Community Response to COVID-19

- [Anxiety Canada](#): Expert tools and resources for managing anxiety
- [Calm](#) is offering free resources for all ages.
- [Caregiver Mobilization Toolkit](#): Mental Health Commission of Canada
- [Centers for Disease Control & Prevention](#): Info/tools for managing anxiety and stress
- [COVID-19 Recovery Resources](#): from In The Rooms: A Global Recovery Community
- [Free Mental Health Resources](#): Dropbox link with over 200 free resources (books, worksheets, workbooks, guides) to help others cope with anxiety/fear, addiction, depression, suicidal idealization and stress.
- [Help4Me](#): Youth Addiction and Mental Health Resources from My Health Alberta
- [Headspace](#): Meditation Information, tools and app
- [Qi's In the Heart](#): Free online workshop (**Apr. 6, 2020**) for anyone looking for tools to overcome stressful situations
- [Taking Care of Your Mental Health in the Face of Uncertainty](#): Article from Dr. Doreen Marshall for American Foundation for Suicide Prevention
- [The Mindfulness Solution](#): free meditations for download

8. FAMILY & COMMUNITY RESOURCES

Family & Housing:

- [Alberta Council of Women's Shelters](#)- 1-866-331-3933 (24/7)
- [Affordable Housing](#)
- [Canadian Red Cross](#)
- [Caregivers Alberta](#) - 844-479-0638, 1-877-453-5088, ladams@caregiversalberta.ca
- [CASASC Sexual Assault Crisis Line](#) - call or text 1-866-956-1099 (24/7)
- [Calgary Drop in Centre](#) - 403-266-3600
- [Centre of Hope Calgary](#)- 403-410-1111
- [Child Abuse Hotline](#) - 1-800-638-0715 (24/7)
- [Child Intervention Crisis Unit](#) - 1-800-638-0715
- [Community Services 211](#)
- [Crisis Services Canada: Local Resources & Support](#)
- [Discovery House](#) 403-670-0467
- [Emergency Women's Shelters](#)
- [Family and Community Support Services](#)
- [Family Violence – Find Supports](#) - Call 310-1818 (24/7)
- [Find Shelters](#)
- [Income Support - For Basics](#) (Emergency needs; food, clothing, shelter) – Call 1-866-644-5135
- [Sexual Assault Response Team](#)

Indigenous:

- [Alberta Native Friendship Centres Association](#)
- [Center for Suicide Prevention](#) (Indigenous Workshops)
- [Indigenous Health](#)
- [Indigenous Relations: Key Services](#)
- [Métis and Indigenous Children's Services Office Locations](#)

Resources: YYC Community Response to COVID-19

- [Native Counselling Services of Alberta](#)
- [Thunderbird Partnership Foundation](#)

LGBTQ2S+ / Sexual and Gender Diversity:

- [Pflag Canada](#)
- [Service Alberta - Change of Name, Address or Sex](#)
- [Trans Equality Society of Alberta](#)
- [Trans Lifeline](#): 1-877-330-6366 (24/7)

Seniors:

- [Self-isolating Activities for Seniors](#)
- [Kerby Centre Elder Abuse Resource Line](#) 403- 705-3250
- [Seniors Organization Closures and Service Limitations](#)
- [Kerby Centre Support Services](#) 403-703-3250

Disabilities / Special Needs:

- [Emergency Preparedness Guide for People with Disabilities/Special Needs](#) (Canada)
- [Scope Calgary](#) 403-509-0200

Legal Support:

- [McLennan Ross Publications](#): A range of topics and sectors covered for self reading & check their [COVID-19 page](#) with legal updates specific to the pandemic.

9. BUSINESS RESOURCES

- [Business Link](#): Resources for Small Business affected by Covid-19
- [Canadian Federation of Independent Business](#): Covid-19 small business help, tips and resources on how to keep your business safe.
- [Covid-19 Continuity](#): Resources for Business Leaders (Canada)
- [City of Calgary](#): Covid-19 Business Resources
- [Government of Canada](#): Resources for Businesses
- [McLennan Ross Small Business Guide to Coping with Covid-19](#)
- [Travel Alberta Industry Partner Toolkit](#)
- [WHO Getting your workplace ready for COVID-19](#)

10. MORE RESOURCES

Multilingual COVID-19 Resources:

- [Calgary Local Immigration Partnership](#): A collection of translated documents and resources

[Online Sessions & Workshops Bulletin](#): List of online sessions and workshops for peer support, socializing, and finding collective enjoyment.

Resources: YYC Community Response to COVID-19

Free Fitness Resources:

- [Blogilates](#) has created a 14 day quarantine workout plan. She also has tons of free workout videos on YouTube.
- [Nike Training App](#)
- [Orange Theory](#): Free daily at-home workouts via Youtube
- [Peloton Home Fitness App](#): 3 month free trial- cycling, meditation, yoga, workouts, etc.
- [Workout with Wickham](#) offers free workouts over YouTube that you can do at home without equipment.
- [Yoga with Adriene](#): Free Youtube videos

Other Resource Kits:

- [211 Alberta](#): Find services in Alberta
 - [Build an Emergency Kit](#): Gov. Alberta info on what to include in your kit
 - [COVID-19 Freelance Artist Resources](#): list is specifically designed to serve freelance artists, and those interested in supporting the independent artist community
 - [COVID-19 Mutual Aid & Advocacy Resources](#): resource for people looking out for themselves and their communities through personal preparation, collective care, mutual aid and advocacy (US-based)
 - [Coronavirus Resource Kit](#): features resources from disabled, queer, elderly, Asian, and indigenous people. Mutual aid projects from Seattle, Philadelphia, DC, Twin Cities, Boston, and Chicago
 - [Start a Neighbourhood Pod](#): Helping each other respond to COVID-19 with mutual aid
 - [YYC Covid-19 Volunteers](#): this is a web page with many resources of all types financial, educational, for seniors and much more.
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11. About COVID-19

Info: Alberta Health Services (3/31/20)

Coronaviruses are a large family of viruses. Some cause respiratory illness in people, ranging from mild common colds to severe illnesses. Others cause illness in animals. Rarely, animal coronaviruses can infect people, and more rarely, these can then spread from person to person through close contact. Novel coronaviruses are new strains of the virus that have not been previously identified in humans.

Translated PSA Resources from Government of Alberta:

- [Arabic](#)
- [Chinese](#)
- [French](#)
- [Punjabi](#)
- [Spanish](#)

[COVID-19 Info translated into Asian Languages](#) (Reference: Medium.com)

Resources: YYC Community Response to COVID-19

What Should I Do If I Think I Have COVID-19?

- If you have returned from travel outside of Canada or have been in close contact with a known case you MUST [self-isolate](#) for 14 days following your return/exposure and monitor yourself for symptoms.
- If you have symptoms including fever, cough, shortness of breath, difficulty breathing, sore throat or runny nose, you MUST self-isolate for 10 days after the onset of symptoms and until your symptoms have resolved (whichever is longer).
- Complete the [COVID-19 online self-assessment](#) to determine if you should receive testing for COVID-19
- If you are quarantined because you recently came back from outside the country, or you are a close contact of a confirmed case of COVID, you must remain on your own property. Under no circumstance should you leave your property during the 14 days of self-isolation.
- Please do not visit a hospital, physician's office, lab or healthcare facility without consulting Health Link 811 first.
- If your symptoms worsen, call 811. We are experiencing heavy call volumes and will get to your call as quickly as we can.
- Call 911 if you are seriously ill and need immediate medical attention. Inform them that you may have COVID-19.
 - [COVID-19 Online Self-Assessment](#)
 - Learn More About [Self-Isolation](#)
 - [Symptoms](#)
 - [COVID-19 vs. Influenza](#)

Spread

COVID-19 is believed to be spread mainly by coughing, sneezing or direct contact with someone who is sick with COVID-19 or with surfaces they have recently touched.

Risk

A higher risk does currently apply to people who develop a fever, cough, shortness of breath, difficulty breathing, sore throat or runny nose AND meet any of the criteria below.

In the 14 days before illness onset, they:

Travelled to anywhere outside of Canada;

OR

Had close contact* with a confirmed or probable case of COVID-19;

OR

Had close contact* with a person with acute respiratory illness who has travelled anywhere outside of Canada within 14 days prior to illness onset;

OR

Had laboratory exposure to biological material (e.g. primary clinical specimens, virus culture isolates) known to contain COVID-19 virus.

Anyone meeting these criteria should avoid contact with others and call Health Link 811 for advice.

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* **A close contact** is defined as a person who provided care for the individual, including healthcare workers, family members or other caregivers, or who had other similar close physical contact with the person without consistent and appropriate use of personal protective equipment OR who lived with or otherwise had close prolonged contact (within 2 metres) with the person while they were infectious OR had direct contact with infectious bodily fluids of the person (e.g. was coughed or sneezed on) while not wearing recommended personal protective equipment.

How to Care for a COVID-19 Patient at Home

If you are caring for a person who has been diagnosed with COVID-19, [follow this advice](#) to protect yourself and others in the home, as well as those in your community.

- [Learn more](#)

Resources for Specific Health Conditions

This section contains resources for Albertans and caregivers dealing with specific health conditions and disabilities/special needs

- [Learn more](#)

How to Prepare and Respond

Alberta public health officials are recommending Albertans prepare and respond to COVID-19 by creating a household plan of action:

- Talk with the people who need to be included in your plan. Have these conversations over the phone, by email or text. Follow [social distancing guidelines](#).
- Talk to your household members, relatives, friends and neighbours about what the needs of each person will be, if they need to enter self-isolation or are diagnosed with COVID-19.
- Plan ways to care for those who might be at greater risk for serious complications. This includes practical steps like ensuring you have sufficient medication and determining what supplies are needed, and if they can be delivered.
- Talk with your neighbors about emergency planning, and how you can help each other to stay safe and healthy – or support one another if your household or theirs is required to self-isolate. Again, have these conversations over the phone, by email or text – following [social distancing guidelines](#).
- Regularly reach out to those in self-isolation. A lack of social contact can cause mental health challenges, and we need to support those most vulnerable.
- Create a list of local organizations that you and your household can contact in the event you need access to information, health care services, support, and resources.
- Create an emergency contact list.

Practice good personal health habits and plan for home-based actions:

- Practice everyday preventive actions, like those listed in the prevention section.
- Choose a room in your home that can be used to separate sick household members from those who are healthy. Identify a separate bathroom for the sick person to use, if possible. Plan to clean these rooms, as needed, when someone is sick, following the Cleaning Guidelines available above.

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Plan for potential changes at your workplace.

- Learn about your employer's emergency operations plan.
- Ask about what sick-leave policies and telework options are available if needed.

Stockpiling of goods is not recommended at this time. While it's always best practice to have three days worth of supplies on-hand, public health officials are not recommending Albertans purchase food or other materials in bulk.

Resources:

- [Building an Emergency Kit](#)

Social Distancing

All Albertans are asked to practice social distancing to help stop the spread of COVID-19. Social distancing involves taking steps to limit the number of people you come into close contact with. It can help you reduce your risk of getting sick, and help prevent spreading the virus to others..

This is not the same as self-isolation. You do not need to remain indoors, but you do need to avoid being in close contact with people.

To protect yourself and others:

- Keep at least 6 feet (the length of a bicycle) from others when going out for groceries, medical trips and other essential needs
- Limit the number of times you leave your home for errands
- Try to shop at less busy times
- Order online to have groceries or other items delivered if possible
- Go for a walk in your neighborhood or park while maintaining distance from others
- Avoid overcrowding in elevators or other enclosed spaces
- Follow Alberta's recommendations on mass gatherings
- Wash or sanitize your hands after touching communal surfaces

([Translated videos](#))

Public Health Restrictions (Mass Gatherings & Schools)

To help prevent the spread of COVID-19, Alberta has implemented new public health restrictions.

- Effective immediately, student attendance at schools is prohibited.
- Effective immediately, in-person classes at post-secondary institutions are cancelled until further notice. Campuses remain open.
- Government is working with post-secondary institutions to ensure students are not prevented from being eligible for admission to post-secondary studies for the upcoming school year.
- All licensed child care facilities, out-of-school care programs and preschool programs are closed indefinitely.
- All long-term care and other continuing care facilities are advised to limit visitation to essential visitors only. See [Information for People Visiting Patients](#) for more information.
- Places of worship are no longer exempt from restrictions on mass gatherings.
- To limit the amount of time Albertans are spending in large crowds and crowded spaces, all Albertans are prohibited from attending public recreational facilities and private

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entertainment facilities, including gyms, swimming pools, arenas, science centres, museums, art galleries, community centres, children's play centres, casinos, racing entertainment centres, and bingo halls.

- Until further notice, all Albertans are restricted from attending bars and nightclubs, where minors are prohibited by law.

Events

Events with more than 15 attendees are cancelled:

- This includes large sporting events, conferences and community events, as well as worship gatherings and family events – including weddings and funerals.
- Grocery stores, shopping centres, health-care facilities, airports, the legislature and other essential services are not included in this mandatory closure.
- Likewise, at this time not-for-profit community kitchens, soup kitchens and religious kitchens are exempt, but sanitization practices are expected to be in place and support will be in place for this practice.

Effective March 25, the province has instituted [new enforcement measures](#) for those not respecting public health restrictions. Find more information on [Alberta.ca](#)

Contact with a Confirmed Case of COVID-19

If you were in contact with a confirmed case of COVID-19 in the last 14 days, regardless of which country you were in, we recommend that you [self-isolate](#) and limit your contact with others for 14 days and call [Health Link 811](#) for additional advice.

Info for Travellers

Returning to Alberta:

- Effective March 25, the Government of Canada has implemented a mandatory 14-day quarantine, under the [Quarantine Act](#), for travellers returning to Canada.
- ALL travellers who returned to Alberta from outside Canada in the last 14 days are required to [self-isolate](#) immediately for 14 days after the date of return and monitor for [symptoms](#).
- If you are quarantined because you recently came back from outside the country, or you are a close contact of a confirmed case of COVID, you must remain on your own property. Under no circumstance should you leave your property during the 14 days of self-isolation.

If you have symptoms:

- Anyone who has symptoms including fever, cough, shortness of breath, difficulty breathing, sore throat, runny nose or nasal congestion MUST [self-isolate](#) for 14 days. Under no circumstance should you leave your property during the 14 days of self-isolation. Please do not visit a hospital, physician's office, lab or healthcare facility without consulting [Health Link 811](#) first. If you need immediate medical attention, call 911 and advise them that you may have COVID-19.

Follow these [self-isolation guidelines](#):

- Avoid close contact with other people, especially those with chronic conditions, a compromised immune system, or seniors.
- Do not attend work, school, social events or any other public gatherings.

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- Watch for symptoms like fever, cough or shortness of breath in yourself or family members.
- If, at any time in your 14 day period of self-isolation, you develop symptoms of illness, you are required to stay home for 10 days from date of symptom onset, or until symptoms have cleared, whichever is longer. This may extend your period of self-isolation to longer than 14 days.
- Call [Health Link 811](#) at the first sign of symptoms. Call from home before going to a health care facility, unless severely ill.
- If severely ill and in need of immediate medical attention call 911 and inform them that you may have COVID-19.

If you are unsure if you should be self-isolating, or if you have questions about how to do it, follow these [guidelines](#) or call [Health Link 811](#).

Further information for travellers returning to work and school can be found on the [Alberta COVID-19 website](#).

Departing Travellers

Albertans are NOT recommended to travel outside of the country at this time:

- [Public Health Agency of Canada's Travel Health Advisories](#)
- [World Health Organization's Bulletins](#) for Updated Travel Advice

Prevention

To help protect you and your family against all respiratory illnesses, including flu and COVID-19, you should:

- [Wash your hands often and well](#)
- Avoid touching your face, nose, or mouth with unwashed hands.
- Avoid close contact with people who are sick
- Clean and disinfect surfaces that are frequently touched
- Stay at home and away from others if you are feeling ill
- Contact your primary health provider or [Health Link 811](#) if you have questions or concerns about your health
- [When sick, cover your cough and sneezes and then wash your hands](#)

Wearing Medical Masks

Masks can be very important in certain situations. When sick, wearing a mask helps prevent us from passing illnesses on to other people. This is why we ask people who have a cough or respiratory symptoms to wear a mask and wash their hands when visiting an emergency department or clinic.

- If you are sick, wearing a mask helps prevent passing the illness on to other people.
- If you are healthy, medical masks are not recommended as they don't provide full protection and can create a false sense of security.
- See [appropriate infection prevention and control precautions for health-care settings](#)

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Symptoms

Symptoms for COVID-19 are similar to those for influenza or other respiratory illnesses. Anyone who has symptoms including fever, cough, shortness of breath, difficulty breathing, sore throat or runny nose MUST [self-isolate](#) for a minimum 10 days or until symptoms resolve, whichever is longer.

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.

While we are still learning about how COVID-19 affects people, 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.

Call [Health Link 811](#) at the first sign of symptoms. Call from home before going to a health care facility, unless severely ill.

Anyone who is ill with influenza-like symptoms such as fever or cough is recommended to stay home for a minimum 10 days or until symptoms resolve, whichever is longer.

COVID-19 vs. Influenza

In some ways, COVID-19 is similar to influenza (also known as the flu):

- Both COVID-19 and the flu cause respiratory disease in people who get sick.
- Both are spread the same way, via small droplets from the nose and mouth.
- Neither one is spread through the air over long distances and times, unlike a disease like the measles.

However, there are some key differences between COVID-19 and the flu:

- COVID-19 does not appear to transmit as efficiently as influenza. Only those with symptoms seem to be mainly spreading the disease. This means that when people with symptoms are isolated, controlling spread is possible.
- We currently have no specific vaccine or treatment for COVID-19.
- COVID-19 causes severe disease in a higher percentage of cases than seasonal influenza. Estimates of mortality in COVID-19 cases depend on many things, but on average they range from about 1-2 deaths per 100 people infected. By comparison, seasonal influenza is deadly in about 1 in every 1000 who are infected.
- Because COVID-19 can cause such a serious illness, it is critical to keep it from spreading by having people with a cough or fever stay home and away from others.

Find more information on [symptoms of COVID-19](#).

I was tested for COVID-19. What's next?

If you have had a nasopharyngeal (NP) swab to test for COVID-19, while you are awaiting your results you are required to remain in self-isolation, at home. While at home, please also continue to follow good respiratory etiquette, and good hand hygiene practices.

Find more information on [Advice for People Tested for COVID-19](#).

Resources: YYC Community Response to COVID-19

Changes in Health Services

As the COVID-19 situation continues to evolve, AHS is adjusting our response measures and supports. We must ensure we have the capacity to handle the anticipated surge in patients related to COVID-19.

- Alberta Health Services is postponing all scheduled and elective surgeries, as well as any diagnostic imaging procedures that are considered non-urgent by the ordering physician, and reducing ambulatory services.
- As well, Alberta Precision Laboratories (APL) and DynaLIFE are asking physicians and community providers to immediately stop all non-essential and routine laboratory testing.

These difficult decisions have been made to ensure AHS has the staff, equipment (including personal protective equipment) and beds available for the expected increased demand on our healthcare system caused by COVID-19.

Frontline teams impacted by these changes will be redeployed to other areas of the healthcare system to meet demand and ease pressure points.

We recognize that these are difficult, stressful times and that any change in service may be concerning. Our number one priority is protecting the health of Albertans, and in this extraordinary situation, we must take significant steps to do so.

Postponed Scheduled & Elective Surgeries

- Alberta Health Services is postponing all scheduled and elective surgeries that are considered non-urgent by the ordering physician.
- Urgent and emergency surgery, as well as oncology and scheduled caesarean procedures, will continue. AHS will be contacting Albertans scheduled for procedures and will reschedule as soon as possible. We do not have a timeline for this due to the ongoing pandemic.
- We understand that many of you will be anxious to hear from AHS on your surgery or procedure. We ask for your patience. Please do not call 811 or the clinic for information. You will be called by AHS.
- The decision to postpone surgeries and procedures will have an impact on those waiting for elective or non-urgent procedures. But it is a necessary step to ensure the healthcare system can sustain its pandemic response, and be able to respond to emergencies.

Reduction in Ambulatory Clinic Services

- Alberta Health Services is reducing ambulatory clinic services.
- We will work with referring physicians wherever possible to seek alternative care for patients outside of our ambulatory clinics.
- All patients requiring urgent ambulatory care will continue to receive it.
- By reducing our ambulatory services at this time, we are freeing up resources and care spaces that may be needed during this unforeseen time.

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Diagnostic Imaging Postponements

- Alberta Health Services is postponing some diagnostic imaging procedures.
- Imaging that is deemed to be non-urgent by the ordering physician will be postponed.
- Anyone needing an urgent or emergent outpatient CT and MRI scan will still receive one.
- This will help us limit opportunities for the virus to spread.
- AHS will evaluate all semi-urgent and routine CT and MRI requests, and those requiring immediate imaging will be re-scheduled at an outpatient, non-hospital site.
- Any imaging not related to immediate patient treatment will be rescheduled.
- This decision will have an impact on those waiting for a CT and/or MRI scan, and will affect people who have already spent significant time on a wait-list.
- AHS will work closely with patients whose exams are being rescheduled, and urge them to connect with their physicians if their conditions change.

Request to Cease Non-Essential Laboratory Testing

- We are working hard to deploy our laboratory resources in the safest and most efficient way possible as we respond to the COVID-19 pandemic.
- We are asking physicians and community providers to help us in relieving the strain on the laboratory system.
- Alberta Precision Laboratories (APL) and DynaLIFE strongly recommend immediate cessation of non-essential and routine laboratory testing.
- Patients who require bloodwork that is critical to their immediate care will continue to receive testing.
- Mobile Collection Services in the province will prioritize work and focus on patients with the highest medical needs.
- This request is consistent with advice from the College of Physicians and Surgeons of Alberta (CPSA) that was communicated on March 23:

“All diagnostic facilities and non-hospital surgical facilities are being advised not to engage in any procedures or patient visits that are not considered to be urgent in nature. All elective and non-urgent visits and procedures should be postponed.”

- Pausing non-essential testing will help:
 - Alleviate the strain on the laboratory system at a time when we are directing many of our lab resources towards testing for COVID-19.
 - Follow the recommendations of the Chief Medical Officer with regards to physical distancing by ensuring staff do not have to closely interact with patients unless necessary.
 - Free up capacity to still provide critical bloodwork for the patients that need it most.
- Patients can also help by postponing attending lab Patient Service Centres or other collection sites with requisitions for routine and non-urgent lab work.
- APL and DynaLIFE are thankful for the cooperation and support of our patients, community physicians and other frontline care providers in responding to this request.

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Actions Being Taken

- On March 17 the government declared a state of public health emergency, empowering authorities under the Public Health Act to respond to the COVID-19 pandemic.
 - Alberta's Provincial Operations Centre has been elevated from a level 3 to a level 4, the highest level.
 - AHS has an Emergency Coordination Centre established, and continues to work efficiently and collaboratively with Alberta Health and care providers across Alberta.
 - We also continue to follow guidance from Health Canada and the World Health Organization.
 - A comprehensive range of prevention and control measures are in place in Alberta, and we will continue to maintain these measures to reduce risk of spread of illness in Alberta.
 - Effective March 25, the province has instituted new enforcement measures for those not respecting public health restrictions. Find more information on [Alberta.ca](https://alberta.ca)
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List of Financial Institution's Customer Service Phone Numbers:

ATB 1-800-332-8383
B2B 1 800 263 8349
BMO 1-877-895-3278
Bridgewater 1-866-243-4301
CIBC 1-800-465-2422
CMLS 1-888-995-2657
Optimum 1-866-441-3775
Equitable 1-888-334-3313
Connect First 403-736-4000
Chinook Financial 403-934-3358
First Calgary Financial 403-736-4000
First National 1-888-488-0794
Haventree 1-855-272-0051
Home Trust 1-855-270-3630
HSBC 1-888-310-4722
ICICI 1-888-424-2422
Manulife 1-877-765-2265
MCAP 1-800-265-2624
Merix 1-877-637-4911
Marathon 1-855-503-6060
RBC 1-866-809-5800
RFA 1-877-416-7873
RMG 1-866-809-5800
Scotia 1-800-472-6842
Servus 1-877-378-8728
Street Capital 1-866-683-8090
TD 1-866-222-3456