

Interagency Newsletter

INTERAGENCY

APRIL, 2020

Resources During COVID-19

CDSS has created a page on its website with some links for supports in response for COVID-19., as well as a page for posting ideas of things to do while staying at home! If you have information your would like added to the website and shared via Facebook, please email cdss2@telusplane.net. This is a work in progress.

The screenshot shows the website for Camrose & District Support Services. The page is titled "Resources for Individuals" and lists several links for support during COVID-19. The resources include:

- Click here to apply for a one-time payment of up to \$1,146 from the Alberta Government. This is available now to Albertans who lose income as a result of self-isolation. It is designed to tide people over until Federal Government income-support programs come online.
- Click here to apply for Employment Insurance.
- Click here to learn about the Federal Government's Canada Emergency Response Benefit (CERB). You do not have to have been laid off to receive this benefit, and you can apply whether or not you are eligible for EI (though anyone who is already receiving EI should continue to do so). The application portal will be available in early April.
- Click here to learn about the freeze to education property taxes, and deferrals on utility payments and student loans.
- Click here to learn about access to childcare for core service workers. Health-care practitioners and critical infrastructure workers have first priority, followed by first responders (firefighters and police officers) and others.
- Click here to learn about the Federal Government's Indigenous Community Support fund.
- Click here to learn about other Federal Government initiatives, including extensions for income tax.

The website also features a "Resources" section with links to:

- Clubs & Organizations Database
- FCSSAA
- Helpbook Database
- Printable Helpbook/Clubs & Organizations PDFs
- Information & Referral
- Interagency

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Did You Know?

In response to COVID-19 The Camrose Public Library can sign up folks for Library memberships to access e-resources while the Library is temporarily closed.

Robyn Gray, Library Director, is happy to assist people in signing up for virtual and digital offerings. Please email Robyn at rgray@prl.ab.ca and she will assist you in signing up.

CAMROSE
PUBLIC LIBRARY

Thank you to all the agencies for all the work you do in supporting our community. We are a great community. Stay Well Everyone! Stay Connected!

COVID-19: A Source of Personal & Communal Grief

Covid 19: A Source of Personal and Communal Grief

March 31, 2020

By Bill Harder, for Hospice Society of Camrose and District

When I meet with grief clients, I ask them about their losses. They inevitably share stories of loved ones who have died; parents, spouses, friends... often catastrophic losses. "What about other losses?" I will say. "None-death losses?" This gives them pause to reflect. At first blush they may suggest that they have not had many losses. A few minutes of conversation, however, reveals a life that has been replete with loss.

We often forget to honor the grief that may arise from non-death losses. Moving away from a community; end of a relationship; ending of a dream or goal; loss of safety, identity, voice; these changes, and countless others, can also be catastrophic.

The Covid 19 pandemic is one such change. Its affect ripples across continents, countries, cities and families. Almost nobody on earth is left untouched. Close to home, we are facing unprecedented financial, social, and structural challenges. For good or ill, who we were as a society prior to Covid 19 no longer exists.

That is a very real source of a tremendous grief. In our fear and anxiety over the Covid contagion, our self-isolation and social distancing, and the resulting loss of income, sorrow wraps around us – individually, communally.

This grief, as with any grieving that comes upon us, will run its course, Emotions will arise to batter us, in waves small and tsunamis towering. Despair and sadness will oxidize the metal of our being. Sorrow, that great master of transformation, is already at work among and within us. In light of this, how are we to cooperate with sorrow so that we can emerge from our grief cocoons deepened, stronger, growing?

You may consider the following:

- *Create a ritual:* when we experience loss, the emerging grief needs to be heard. Ritual is a supportive way to give voice to grief.
- *Write* a poem or song, journal, pen a letter to a friend, blog. Find a way to say what you are feeling that is true for you. Share your writing, or burn it, or keep it. Read it, re-read it. Treasure it.
- *Invite your creative energy* to speak for you – dance, paint, build... and let what you create be a reflection of the loss that has taken residence in your being.
- *Acknowledge,* without judgement, how you feel. Do your best to name the feelings of loss that arise.
- *Find joy* in the moment. Sorrow is not only about difficult feelings; sorrow also has space for wonder, playfulness, peace, and gratitude.

Finally, remember to get some fresh air, a little exercise, purposefully enact some acts of kindness, and connect, in whatever way works for you, with your village. Phone, text, email, snail mail, facetime... whatever, just reach out.

Hospice is available for phone conversations about grief and loss. If you need support do not hesitate to call our office at 780-608-0636.

Grieve deeply for what has been taken from us. Anticipate with joy the gifts that will arise from our sorrow.

Addictions & Mental Health Alberta Health Services

Creative ways to connect safely.

Being connected to others is important for our mental and physical wellbeing and can be a protective factor against anxiety and depression. Although you may not be able to socialize in groups, find other ways to connect with family and friends.

- Try FaceTime, Skype or a WhatsApp video call. Set up a daily visit to share a virtual coffee or meal with friends or family.
- Set aside focused time to connect with others in your household if everyone is healthy and it is safe.
- Phone someone you have been meaning to catch up with.
- Write a letter or send a card.

A way for families to manage stress together:

Heart-focused breathing is directing your attention to the heart area and breathing more deeply than normal.

- Find a comfortable sitting position where your spine is upright and place one hand on your heart.
- As you breathe in, imagine you are breathing in slowly and deeply through your heart and as you breathe out, imagine it is through your heart.
- Continue to breathe in and out and recall a time when you felt good. Focus on this good feeling as you continue to breathe through the area of your heart.
- Many people find that when they experience positive feelings like care, love, or appreciation while breathing through the heart area, they immediately feel and think better.

Move Your Body as a Family

Be active while practicing social-distancing – go for a family walk or bike ride, practice living room yoga or a dance party, or try an online fitness class. Download the free ParticipACTION app ~ check out the family section for more great ideas.

<https://www.participaction.com/en-ca/programs/app>

More creative ways (like balloon volleyball or marble toe race) to be active indoors can be found here: <https://www.todayparent.com/family/activities/15-ways-to-keep-kids-active-indoors-even-if-you-dont-have-much-space/>

There is so much online about Covid-19 here are resources you can trust.

#CoviBook – a resource to help you talk to your kids about Covid-19.

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

Trusted information and resources to help Albertans learn about preventing the spread of coronavirus (hand hygiene & social distancing), self-assessment, answers to Frequently Asked Questions, Help in Tough Times and much more, checkout:

ahs.ca/covid

For current and factual information about Covid-19 checkout the Alberta Government page: alberta.ca/covid

More Resources on Covid-19
Mental Health Resources
& Help in Tough Times
ahs.ca/helpintoughtimes

Information on mental health, community supports, programs and services in your area:



Addiction Services Help Line
1-866-332-2322

Mental Health Help Line
1-877-303-2642



Emergency Clothing & Furniture Depot

The Emergency Clothing and Furniture Depot is closed for the duration of the pandemic. If you have a family or individual in desperate need of things we may have, please choose one of the following options.

email ecfdcoor@centracam.ca

- Call 780-608-1681. If there is no answer, call Centra Cam's main office at 780-672-9995.
- We will make arrangements for them to get what they need.

We hope you all stay safe and well through this time and look forward to when we can resume more normal operations.

Alberta Supports Centres

Alberta Supports Centres have temporarily suspending in-person services until further notice. People who currently receive supports can call their caseworker or local program office directly for assistance. Staff will be available to provide help over the phone during regular business hours, Monday to Friday. Contact information for local Alberta Supports Centres is available online. The local number for Camrose is 780-608-2525.

As you know, Alberta Supports helps people access more than 30 programs and 120 services for seniors, people with disabilities, job seekers, parents and families, homelessness, financial assistance, abuse, and family violence prevention.

Albertans who need to access these supports can also call the Alberta Supports Contact Centre at 1-877-644-9992 or 780-644-9992 in Edmonton. The Income Support Contact Centre will continue to be available 24/7 to provide emergency benefits to eligible Albertans.

Please note: the Alberta Supports Contact Centre is not able to provide assistance accessing the provincial Emergency Isolation Support payment or federal COVID-19 benefits. Please direct Albertans to visit alberta.ca/covid19 or the Government of Canada website for information.

Camrose Service Canada Centre

The Camrose Service Canada Centre in Camrose will be closed until further notice. Please see information on the following 2 pages how to connect for supports.

Service Canada

Service Canada is reaching out to ensure that your community receives important information on how to access benefits. In response to the Covid-19 situation, the government has introduced the new **Canada Emergency Response Benefit** as part of [Canada's Economic Response Plan](#).

The Canada Emergency Response Benefit will provide a taxable benefit of \$2,000 a month for up to 4 months to:

- workers who must stop working due to COVID-19 and do not have access to paid leave or other income support.
- workers who are sick, quarantined, or taking care of someone who is sick with COVID-19.
- working parents who must stay home without pay to care for children that are sick or need additional care because of school and daycare closures.
- workers who still have their employment but are not being paid because there is currently not sufficient work and their employer has asked them not to come to work.
- wage earners and self-employed individuals, including contract workers, who would not otherwise be eligible for Employment Insurance.

Important information for workers who have lost their jobs or are unable to work:

- Workers should continue to apply for [Employment Insurance](#) benefits.
- Individuals who have already applied for Employment Insurance will be automatically enrolled for the Canada Emergency Response Benefit.
- The Canada Emergency Response Benefit will be accessible through a secure web portal starting in early April. Applicants will also be able to apply via an automated telephone line or via a toll-free number.
- Visit the [Canada Revenue Agency](#) website for additional information on how the **Canada Emergency Response Benefit** will help workers.

[Service Canada can help!](#)

Employment Insurance and Pension applications can be made online at:

<https://www.canada.ca/en/employment-social-development/corporate/portfolio/service-canada.html>

If an individual that you support requires assistance with one of our critical services and benefits they can complete a service request form at: [Canada.ca/service-canada-e-service](#). Once the service request is submitted, a Service Canada representative will contact the individual within 2 business days at the phone number they indicate.

If your community members or individuals within your network do not have access to the internet, and service providers within the community are unable to assist, please contact us by responding to this email. The Service Canada outreach team is working on an alternate way to provide support and we will be in touch shortly.

In the attachments to this email there is signage that you can post to let people know about Service Canada e-services.

ATTENTION!

SERVICE CANADA READY TO HELP

Please access our many online services at:
Canada.ca/service-canada-home

If you require assistance accessing services,
please complete an online request at:
Canada.ca/service-canada-e-services



A Service Canada officer will contact you
within 2 business days.

Follow the infection prevention and control guidance provided by
the Public Health Agency of Canada available at:

Canada.ca/coronavirus

If you experience these symptoms, please contact your health care
provider or your local public health unit.

Provincial and Federal Government Contacts

Local Provincial Office:

- MLA Jackie Lovely
- 780-672-0000
- Email: camrose@assembly.ab.ca
- No in-person visits, but accepting phone calls.
- Follow Jackie Lovely on Facebook for Provincial updates.
- Follow Jason Kenney on Facebook for Provincial updates.
- Google Alberta Government for info - <https://www.alberta.ca/coronavirus-info-for-albertans.aspx>

Local Federal Office

- MP Damien C. Kurek
- 780-608-4600 or 1-800-665-5358
- Email damien.kurek@parl.gc.ca
- Follow Damien Kurek on Facebook for Federal updates.
- No in-person visits, but accepting phone calls.
- Google Federal Government for information.

Government Offices

Government Offices are closed due to the COVID-19 global pandemic. Staff are available by phone to discuss any concerns or respond to your inquiries. However, if you have an urgent need related to the safety of a child, please call the child intervention unit at 1-800-638-0715. If you have a need for emergency services during this time please visit www.alberta.ca or call 1-866-644-5135.

Emergency government services are available 24 hours/day via telephone:

Emergency government services are available 24 hours/day via telephone:

- **1-866-644-5135** [Income Support Contact Centre](#)
 - Emergency needs such as food, shelter and transportation
- **1-800-638-0715** [Child Intervention Crisis Unit](#)
- **1-877-303-2642** [Mental Health Help Line](#)
- **1-800-387-5437** [Child Abuse Hotline](#)
- **310-1818 (toll-free)** [Family Violence Info Line](#)

For more info on the COVID19 response go to
[Alberta.ca/covid19](https://www.alberta.ca/covid19)

COVID-19 INFORMATION

SELF-ISOLATED DOESN'T MEAN ALONE

911
Call 911 if in immediate danger

info
Family Violence Info Line

Online supports

alberta.ca/covid19

Alberta

CDSS Taxi Tokens

Taxi Tokens @ CDSS
Please phone Margaret Falk
@ 780-672-0141
to arrange pick up!
We will follow strict safety
precautions in handing the
tokens out!



Follow our social media (Facebook/Instagram) for the most updated information.

Programming for youth 11-24 and their families/ caregivers.

<p style="text-align: center;"><u>24/7 Helpline</u></p> <p>For youth, their families and professionals. Immediate help, crisis intervention, locating resources or just to talk. Always available. 24/7. Call or text 780-679-4357. Facebook Messenger: @camroseopendoor</p>	<p style="text-align: center;"><u>Integrated Youth Hub</u></p> <p>Navigation and support for youth and their families in a one stop shop. Youth, families and professionals can access and receive assistance across the East Central Region of Alberta. Call 780-679-6803.</p>
<p style="text-align: center;"><u>Outreach</u></p> <p>Staff are available to “meet” (virtually) with youth/ parents/ caregivers via phone calls, texting, FaceTime, Skype, or WhatsApp for support with crisis, just to talk, to provide connection, help with homework, have a fun conversation, whatever is needed! Parents can reach out for their teenagers or for support/ resources themselves. Outreach is available throughout the East Central Region of Alberta including, but not limited to, Tofield, Ryley, Killam, Bashaw, Viking and Forestburg. Call or text 780-679-4357. Facebook Messenger: @camroseopendoor</p>	<p style="text-align: center;"><u>FASD Supports</u></p> <p>Supports for individuals with a diagnosed or suspected FASD, and/or their caregivers. Support with day to day living, accessing assessments, accessing other forms of assistance, education, and many other supports. All programming is operational via virtual connection. Call or text 780-679-6640.</p>
<p style="text-align: center;"><u>Restorative Justice</u></p> <p>Support for youth involved in the criminal justice system, and their families including court support, probation support and restorative processes. Call: 780-679-6803.</p>	<p style="text-align: center;"><u>Community Helpers Program</u></p> <p>Community Helpers is perfect for the resume! If you are interested in developing your helping skills as a youth or caregiver of a youth, this is the program. A certificate is provided upon completion. Programming will begin in April online through virtual delivery. If you are interested in a program, email info@camroseopendoor.com</p>
<p style="text-align: center;"><u>Tenant Education Program</u></p> <p>The Tenant Education Program is perfect for anyone who is renting or will one day rent! The modules are work at your own pace, and a certificate is provided at the end. To access it: http://www.camroseopendoor.com/tep.html</p>	<p style="text-align: center;"><u>Counselling</u></p> <p>Counselling is available for youth and their families via virtual sessions. Counselling is provided on a sliding scale. Email info@camroseopendoor.com</p>
<p style="text-align: center;"><u>SMART Recovery</u></p> <p>SMART Recovery (Self-Management and Recovery Training) is a global community of support groups. It supports participants to resolve problems with addiction. Participants find and develop the power within themselves. Available online. For the meeting schedule, call or text 780-679-4357.</p>	<p style="text-align: center;"><u>Parent/ Caregivers of Teenagers Support Group</u></p> <p>An ONLINE (until further notice) face to face support group for parents/ caregivers of teenagers. Facilitated by a therapist, the group supports parents as they navigate these tricky times with their teenagers. Email info@camroseopendoor.com</p>



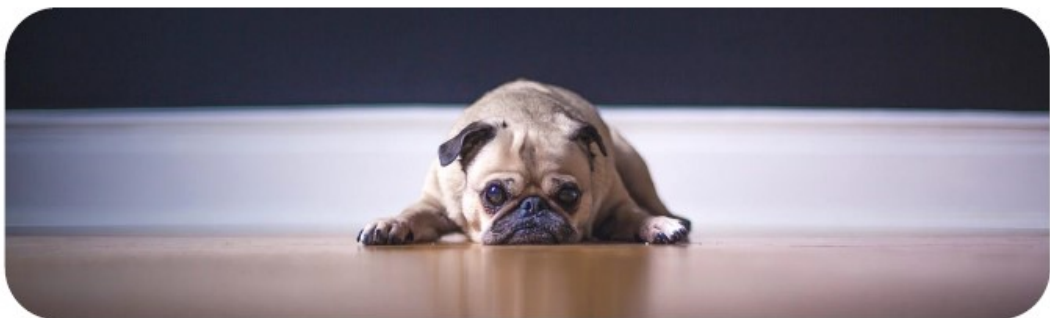
Until Further Notice, all Hospice Society of Camrose and District events are postponed.

This includes:

- Grief Support Walking Group
- Parent-Grief Support Group
- Daytime Grief Support Group
- Death Café
- Men's Cooking Circle
- Caregiver's Support Group

One-on-one grief consultations are being offered by phone.

For more information call Bill at 780.608.0636 or email program@camrosehospice.com



Camrose Meals on Wheels



Meals on Wheels and The Bethany Group (Kitchen staff) have been working diligently to continue the essential service of delivering Meals to our clients. In response to COVID-19 meals will continue to be delivered and [we can accommodate new clients](#). We have reduced the number of deliveries per week to Monday delivery only. Meals on Wheels will deliver:

- 1 fresh meal
- frozen meals (for the week)
- Some fresh items, e.g., fruit, yogurt, muffins, vegetables
- \$9.50 per meal.

Meals on Wheels Volunteers adhere to hygiene practices and social distancing protocols when delivering meals.

Thank you to The Bethany Group for working with Meals on Wheels to continue this service.

Please call Maria at 780-672-0141.

Emergency Clothing & Furniture Depot

To Our Interagency Family:

The Emergency Clothing and Furniture Depot is closed for the duration of the pandemic. If you have a family or individual in desperate need of things we may have, please choose one of the following options.

- email ecfdcoor@centracam.ca
- call 780-608-1681. If there is no answer, call Centra Cam's main office at 780-672-9995.
- We will make arrangements for them to get what they need.
- We hope you all stay safe and well through this time and look forward to when we can resume more normal operations.

Iona Brager - Coordinator

Centra Cam Vocational Training Association
Emergency Clothing & Furniture Depot
Phone: (780)-608-1681
Fax: (780)-608-1683



Canadian Mental
Health Association
Mental health for all

Association canadienne
pour la santé mentale
La santé mentale pour tous

March 16, 2020

To Whom It May Concern:

Until further notice and effective immediately, we have made the decision to close offices in Camrose, Killam, Wainwright, Vegreville to prevent the spread of COVID-19 (coronavirus). The health and well-being of our staff and visitors to our office remains of primary importance to us. We are closely monitoring this rapidly evolving situation to ensure our operational practices align with the latest announcements made to protect the public.

As we explore ways to maintain operations remotely, we are confident the disruption to our services will be minimal. During this temporary closure, we are taking several steps including those that ensure our staff have the resources they need to work from home.

Members of the public who have questions about accessing services may still contact us by phone, via email or in writing. Our intake line will remain open during regular business hours and all calls will be responded to in as timely a manner as possible given these unprecedented circumstances.

We encourage you to access the most up-to-date information about COVID-19 here:

Alberta Health Services
Government of Alberta
Government of Canada
World Health Organization

We appreciate your patience and understanding as we work to navigate these difficult circumstances and the impact of COVID-19 on our community.

Colleen Swanson
Executive Director
780-672-2570

Canadian Mental Health Association, East Central Region

4711 51 Ave, Camrose, AB T4V 0V3

Tel 780-672-2570 | jennifer.pilot@cmhacamrose.ca | www.cmhacamrose.ca

Seniors' Centre Without Walls?

Seniors' Centre Without Walls is a free program that offers a variety of interactive phone-based social and health programming.

A seniors' centre from the comfort of your own home! Join us for a variety of interactive telephone-based social and health programming, free of charge. Provides opportunities to socialize, learn new skills and stay connected. New series of participant-selected topics every four months. Project funded in part by the Alberta Ministry of Seniors and Housing's Aging Well in Community Grant.



To register, please call **780-395-2626**.

Open to seniors aged 55+ living anywhere in Alberta with our toll-free line – no referral necessary.

<http://www.edmontonsouthsidepcn.ca/classes-health-resources/seniors-centre-without-walls/>

Plan It Consulting

In light of the new COVID-19 virus, we want to assure you that we are taking steps to minimize the risk to our customers and our staff.

Staff are being asked to do the following:

- wash and sanitize hands frequently.
- Stay home if they are feeling ill and isolate themselves. Follow protocol in regards to reporting, assessment and recommendations.
- Refrain from personal touch and create social distance.
- Be aware of any new protocol from Alberta Health Services.
- Suspend visits to people in care facilities as per the order from Alberta Health Services.

We are providing essential services and deliveries. We can provide alternative services such as wellness checks, visitation via phone/face time or other technology.

We will continue with services through these next weeks in a manner that minimizes the risk to all. We will resume services in facilities as soon as restrictions are lifted.

Please call if you have any questions or concerns call 780-672-0063 and or email planit@telu.net.

Thank you

Laurie MacDonald, Companion Coordinator

Plan It Consulting Inc.

Service Options for Seniors

The SOS Office is currently closed to the public, however we are still manning the phone and have changed our service delivery to meet the needs of seniors during this time.

We are providing free delivery of groceries and medication from local shops as well as food bank in order to provide relief from the cost of deliveries while ensuring seniors have access to their medications and food. By partnering with Home Support Services we will be reaching out via telephone as well as making deliveries in order to connect with seniors to ensure their socio/economic/health needs are also being met and provide referrals and information as required. We will be distributing city of Camrose Transit Tokens for essential travel. We intend to provide seniors access to online funding submission utilizing a tablet and data plan.

It's important to note that our tax filing services for *office walk ins* is on hold - however we can make arrangements for social workers or other community workers with bulk returns to pick up their paperwork. Please also note that the federal government has pushed the deadline for taxes to June 1 2020. For folks that live in Bethany managed housing the due date for submitting their Notice of Assessment too has been pushed well back.

Whew! If there is anything we can do to help our Interagency colleagues or if you have any ideas around collaborating please don't hesitate to call us - 780 672 4131

COVID-19 Fraud Scam

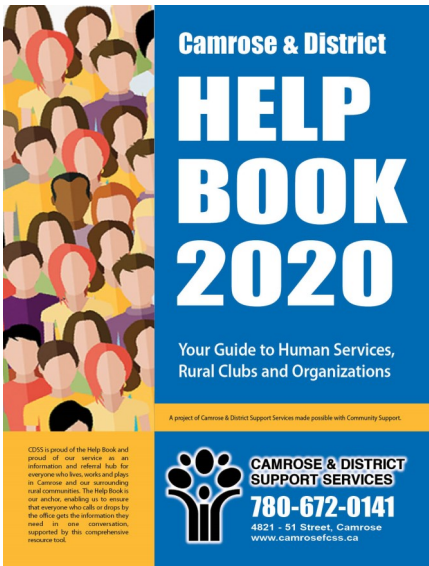
Beware of heightened scams related to COVID-19.

CDSS staff Sheralyn Dobos and Margaret Falk listened to COVID-19 Frauds Scams Webinar . The webinar will be emailed out to participants and will be forwarded to Interagency Members.

Check out the Canadian Anti Fraud Centre at:

<https://www.antifraudcentre-centreantifraude.ca/report-signalez-eng.htm>.
Search Covid-19 to see what has been reported thus far!

If you would like your agency information included in the monthly Interagency Newsletter, please call CDSS at 672-0141 and speak to Margaret Falk
www.camrosefcss.ca



The Help Book - A Guide to Human Services is also available online in the form of a searchable database:
www.camrosefcss.ca/helpbook/

Copies of the printed 2020 Help are available at CDSS 4821 - 51 St.



780-672-0141

“Camrose Interagency promotes the free exchange of information, concerns and solutions among human service organizations in Camrose and area and will act as a body to facilitate collaboration among members with common goals.”

This newsletter is published by:



Interagency Meetings

Interagency meetings are held from 1:15 - 3:00 p.m. 2020 Meeting Schedule:

- May 11, 2020 @ 1:15 p.m. (Depends on COVID-19)
- September 14, 2020 @ 1:15 p.m.
- November 9, 2020 @ 1:15 p.m.

Meeting Location to be announced.

Margaret Holliston, Interagency Chair, 780-672-0141

Clubs and Organizations On-Line Database

If you belong to a local Club, Organization or Service Club, and would like to ensure your information is up-to-date, please visit:

http://www.camrosefcss.ca/clubs_and_organizations/

If you see changes that are required, please contact Margaret Falk at 780-672-0141.

Like Us on Facebook

<http://www.facebook.com/CamroseandDistrictSupportServices>

