

# **RESOURCES: YEG COMMUNITY RESPONSE TO COVID-19**

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## 1. WELCOME MESSAGE

Hi, Edmonton Friends & Neighbours!

We are a group of Edmonton residents who have gathered on the Facebook Group: [YEG Community Response to COVID19](#). Thanks to Keith Armstrong for initiating this document, our group has continued building on the doc gathering resources and information to support our community at this vulnerable time. What we're hearing from our community is a need for food, emergency items and helpers/volunteers.

*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 hear immediately from our Government, join these email subscriptions-  
Edmonton: <https://tinyurl.com/tl6xr38> (click join mailing list)  
Alberta: <https://tinyurl.com/vur2qgq>  
Canada: <https://tinyurl.com/wrnrl8k>

Thank you for your support!  
YEG Community Response to COVID19 (Facebook Group)

## 2. WANT TO HELP?

### **Volunteer Food Bank Drivers:**

If you are healthy/able please help those who are unable to leave their homes. [SIGN UP HERE](#)  
*We are supporting the Food Bank with deliveries during this busy time. We will hopefully expand the network into helping other groups run errands as our volunteer group grows.*

### [YEG Childcare Provider/Babysitter Application](#)

(Find more Childcare resources at [YEG COVID-19 Childcare Support Facebook Group](#))

### [Volunteer Opportunities with YEG Community Response to COVID19](#)

### [Donate to COVID19 Response Fund](#)

*Helps with our volunteers' expenses and supports for group members (gas for deliveries, ISOs, etc.). Charity initiated by John Humphrey Centre for Peace and Human Rights*

### **Support Food Banks:**

- [Donate to Edmonton's Food Bank](#)
- [Donate to Campus Food Bank](#)

- Accepting non-perishable Food and Toiletry Donations. **Most needed:** *Canned Meats, Canned Fruits and Veg, Peanut Butter, Beans (without sauce), Cereal, Brown Rice, Whole Wheat Pasta, Pasta Sauce, Rolled Oats*
- [Donate to Meals on Wheels Edmonton](#)
  - [Volunteer](#) as a Driver, Kitchen Helper, Shopper

#### Other Donations:

- [GoFundMe: Help YEG Restaurant Employees](#): If you have been affected by the mass layoffs, please email your name and where you worked to [yegfoodgfm@gmail.com](mailto:yegfoodgfm@gmail.com) to be included on the recipients' list.

#### Help Add To This Living Document!

If you come across helpful resources and have a url link please [fill in this form](#). Our team will take all suggestions into consideration and monitor daily. Thanks for contributing!

### 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 Edmontonians- City of Edmonton Covid-19 Updates](#)
- [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:**

- Medicine Shoppe [North Town](#) and [Forest Heights](#) will fill prescriptions and deliver for free anywhere in Edmonton.
- [BeHealthy Pharmacy](#) (North Edmonton) 780 444-3380, 780 444-3381

## **4. FINANCIAL HELP**

[City of Edmonton COVID-19 Emergency Supports](#) (updated 3/19/20): Information on Federal, Provincial, and Edmonton supports.

- [ETS Transit Fares Temporarily Suspended](#) (updated 3/24/20) Effective March 21, The City of Edmonton will temporarily suspend fare collection on all Edmonton Transit Service buses, LRT and DATS service. In addition, all entry (unless otherwise required) will be through the rear doors only

#### **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.

#### **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:

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

## 5. FOOD OPTIONS

### Food Bank Services:

- [Edmonton's Food Bank](#) is offering a COVID Response Hamper service reserved for **people in need (i.e. low income) who are in isolation and over 65**. Orders will be processed within two business days, services only from Mon-Fri. If you qualify, please fill this out. [Edmonton Food Bank COVID Response Hamper Form](#)
- [Campus Food Bank](#) (SUB, UAlberta) is closely monitoring updates in response to the COVID-19 situation. In response to the move to online classes on University of Alberta campuses, the Campus Food will remain OPEN on Wednesday and Thursday from 12pm to 6pm. [Hamper Program Information](#)
- [Elizabeth Fry Society of Edmonton: Food Bank Referrals](#): Call toll free 1-866-421-1175 or 780-421-1175
- [Free Food in Edmonton](#): Inform Alberta's directory to Free Food Services
- [Halal Food Hamper](#) (IFSSA) in partnership with Edmonton's Food Bank. Call (780) 900-2777

### Grocery Store Information: (**Seniors Hours** | Regular Hours)

- [Costco](#) (all locations): **8-9am Tue & Thu** (over 60+ age or disability) | 9am-8:30pm M-F, Sat 9am-6pm, Sun 9am-5pm
- [IGA](#) (9106 142 St NW): **8-9am everyday** | 9am-8pm M-S, Sun 9am-7pm
- [Italian Centre Shop](#): 9am-9pm daily
- [Lucky 97](#): 9am-9pm daily
- [Safeway](#) (all locations): **8-9am weekdays** | 9am-8pm daily
- [Save On Foods](#) (all locations): **7-8am daily** | 8am-8pm daily
- [Superstore](#) (all locations): **7-8am Tue & Fri** | 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 Delivery/Pickup Services:

- [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
- [Instacart](#): Grocery delivery service, their shoppers will buy food and deliver to your door.
- [Italian Centre Shop](#): Free delivery over \$75, 8am-4pm, Edm City: Mon-Fri, Sherwood Park: Mon & Wed, St. Albert: Tue & Fri
- [Save on Foods Online](#): Pick up & Delivery options
- [Superstore PC Express](#): Order online, grab and go at store or pick up locations
- [The Organic Box](#): Order online, focus on local, organic, and health food, including local farm fresh and organic produce boxes. Delivery.
- [T&T Supermarket](#): Deliveries \$6.99 (under 20lbs), \$11.99 (20lbs+). Deliveries take 3-5 business days

### **Recommendations for Food**

*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 try 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.). Many restaurants now have closed their doors but still offer takeout/pick-up services so we recommend you to contact them before you go to their shop.*

**[Restaurants Pickups & Delivery in Edmonton & Area](#)**: Extensive list of places to get food and information (Courtesy of V. Luong)

### **Food Businesses:**

- [Bonton.ca](#): Can deliver to your vehicle for pre-orders before 4pm. Reduced hours of operation and will only allow 4 people in at a time
- [Bountiful Farmers' Market](#): Limitations on capacity and a delivery form available
- [Briobakery.com](#): Encouraging pre-order, grab-n-go, no cafe seating
- [Columbiaice.ca](#): For Ice Delivery
- [Edmonton Downtown Farmers' Market](#) – Vendors adapting to home deliveries are detailed on the main page. See the [list of vendors](#).
- [For the Love of Cheese](#) (Vegan Cheese): Home delivery for ordering 3 cheeses or more
- [Duchessbakeshop.com](#): Recommending customers to pre-order, delivery option coming
- [Meals on Wheels Edmonton](#): A variety of meal delivery options
- [Old Strathcona Farmers' Market](#): Will be monitoring # of people, limit to 50 as advised
- [YEG Survival Kit](#): Food box from 5 local Farmers' Market vendors, \$100 delivered

## **6. EDUCATIONAL RESOURCES**

### **For Learners:**

- [Atlantic White Shark Conservatory Story Hour](#): Free daily story hour and learning tools for youth

- 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
- [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
- [EPSB schoolzone](#): stay up to date on what your students' teachers are doing. Some parents have already reported school work being posted
- [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)
- [WWEST 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 (available 24/7)
- [Child Abuse Hotline](#) - 1-800-638-0715 (24/7)
- [Child Intervention Crisis Unit](#) - 1-800-638-0715
- [Family Violence – Find Support](#) – 310-1818 (24/7)
- [Islamic Family & Social Services Association](#) Helpline- 780-900-2777 (10am-10pm)
- [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](#)
- [Seniors Abuse Helpline](#) - 780-454-8888 (24/7)
- [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)
- [Sexual Assault Centre of Edmonton \(SACE\)](#) Support and Information Line: 780-423-4121 (9am-9pm)
- [Alberta One Line for Sexual Violence:\(Text, Chat or Call\)](#) 1-866-403-8000 (9am-9pm)
- [WIN House Women's Shelter](#) & Crisis Line: 780-479-0058 (24/7)
- [Lurana Women's Shelter](#) & Crisis Line: 780-424-5875 (24/7)

### Services:

- [Access 24 / 7](#) ([Anderson Hall](#), [Royal Alex Hospital](#)) provides a range of urgent and non-urgent addiction and mental health services including service navigation, screening, assessment, referral, consultation, crisis intervention, outreach and short term stabilization. 780-424-2424
- [Adult Addiction and Mental Health Services - Edmonton Zone](#)
- [Canadian Association for Suicide Prevention](#): Find Bereavement & Crisis Support Centres in your area. Edmonton: 780-482-HELP (4357)
- [Center for Suicide Prevention](#)
- [Child and Adolescent Addiction and Mental Health Services - Edmonton Zone](#)
- [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
- [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:

- [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
- [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](#)

### Need Childcare? Or Childcare Information?

Go to > [YEG COVID-19 Childcare Support Facebook Page](#)

### Family & Housing:

- [Alberta Council of Women's Shelters](#)- 1-866-331-3933 (24/7)
- [Affordable Housing](#)
- [Canadian Red Cross](#)
- [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](#)
- [Emergency Women's Shelters](#)
- [Family and Community Support Services](#)
- [Family Violence – Find Supports](#) - Call 310-1818 (24/7)
- [Find Shelters](#)
- [Islamic Family & Social Services Association](#) Helpline- 780-900-2777 (10am-10pm)
- [Income Support - For Basics](#) (Emergency needs; food, clothing, shelter) – Call 1-866-644-5135
- [Sexual Assault Response Team](#)

- [Sexual Assault Centre of Edmonton \(SACE\)](#): 780-423-4121 (9am-9pm)
- [WIN House Women's Shelter](#) & Crisis Line: 780-479-0058 (24/7)
- [Lurana Women's Shelter](#) & Crisis Line: 780-424-5875 (24/7)

**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](#)
- [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:**

- [Delivery Services for Seniors](#) (Edmonton Seniors Coordinating Council)
- [Self-isolating Activities for Seniors](#)
- [Seniors Abuse Helpline](#) - 780-454-8888 (24/7)
- [Seniors Organization Closures and Service Limitations](#)

**Legal Support:**

- [Edmonton Community Legal Centre](#) (ECLC) provides free legal information and advice to low to moderate income people. Call 780-702-1725

**Essential Needs Delivery Contacts:**

\*IFSSA (Islamic Family & Social Services) @ 780 900 2777

\*ICNA Sisters @ 587-708-1364

\*Masjid Quba @ 780-426-6373

[Instacart](#): Grocery delivery service online, their shoppers will buy food and deliver to your door.

## 9. [BUSINESS RESOURCES](#)

- [Canadian Federation of Independent Business](#): COVID-19 small business help, tips and resources on how to keep your business safe.
- [Government of Canada](#): Resources for Businesses
- [WHO Getting your workplace ready for COVID-19](#)

## 10. [MORE RESOURCES](#)

### Businesses Practicing Social Distancing:

- Edmonton Downtown Farmers' Market: A [release notice of measures](#) the businesses are taking to operate
- [Glass Books](#) will continue delivering books despite closing their shop

### 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

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## 11. [About COVID-19](#)

[Info: Alberta Health Services](#) (3/23/20)

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)

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

- If you have symptoms including fever, cough, shortness of breath, difficulty breathing, sore throat, runny nose or nasal congestion or have been exposed to someone who has COVID-19, you MUST [self-isolate](#) for 14 days.
- Complete the [COVID-19 online self-assessment](#) to determine if you should receive testing for COVID-19
- 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**

The risk of exposure in Alberta is still assessed as low at this time, however we anticipate this risk may increase in the coming weeks.

A higher risk does currently apply to people who develop a fever and/or cough or shortness of breath 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.

\* **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 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.

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**

Social distancing involves taking steps to limit the number of people you come into close contact with. It can help you reduce the risk of getting sick.

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

## **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 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.
- Sit-down restaurants, cafés, coffee shops, food courts and other food-serving facilities, including those with a minors-allowed liquor license, are limited to 50 per cent capacity to

a maximum of 50 people. Take-out, delivery or drive-through service is permitted. Licensed facilities will also be permitted to deliver liquor.

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

## Events

The following events are cancelled:

- Events with more than 50 attendees.
  - 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.

Find more information on [Alberta.ca](https://www.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 on or after March 12th:

- ALL travellers who returned to Alberta from outside Canada on or after March 12th are required to [self-isolate](#) immediately, for 14 days, and monitor for symptoms.

Returned to Alberta before March 12th:

- Travellers who returned to Alberta from Italy, Iran, the Hubei Province of China or the Grande Princess Cruise ship, before March 12th, must also [self-isolate](#), and must monitor themselves for symptoms for 14 days after return. If symptoms do develop, stay home and call 811 immediately.
- Travellers who returned to Alberta from other destinations, before March 12th, are encouraged to self-isolate, and monitor themselves for symptoms.

Testing is currently focused on individuals who have traveled outside Canada or had contact with someone diagnosed as having COVID-19, or have developed symptoms of COVID-19.

If you have symptoms:

- Anyone who has symptoms, including cough, fever or sore throat, must also self-isolate for 14 days. 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.

You can self-isolate by following these [guidelines](#), which include:

- 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



- Watch for symptoms like fever, cough or shortness of breath in yourself or family members
- 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](#)

### **Symptoms**

Symptoms for COVID-19 are similar to those for influenza or other respiratory illnesses. The most common symptoms include:

- fever
- cough
- extreme tiredness

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 healthcare facility, unless severely ill.

Anyone who is ill with influenza-like symptoms such as fever or cough is recommended to stay home for 14 days after their illness has started.

## **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](#).

## **Postponed Scheduled & Elective Surgeries**

- Alberta Health Services is postponing all scheduled and elective surgeries.
- 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. 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 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.
- The decision was 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 will be redeployed to other areas of the healthcare system to meet demand and ease pressure points.

## **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.

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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