



BCPL Factsheet: Assistance Programs & Resources for Covid-19

IN THIS DOCUMENT (CLICK TO JUMP TO EACH SECTION):

- [GOVERNMENT OF CANADA FINANCIAL SUPPORT \(FEDERAL\)](#)
- [PROVINCE OF ALBERTA FINANCIAL SUPPORT \(PROVINCIAL\)](#)
- [FOOD RESOURCES](#)
- [COPING & MENTAL HEALTH RESOURCES](#)
- [INFORMATION FOR FOREIGN WORKERS AND PERMANENT RESIDENTS](#)
- [LOCAL HELP CENTRES \(BANFF & CANMORE\)](#)
- [WEBSITES & RESOURCES FOR FACTUAL INFORMATION](#)

GOVERNMENT OF CANADA FINANCIAL SUPPORT (FEDERAL)

1) Canadian Emergency Response Benefit (CERB)

This taxable benefit provides a payment of \$2,000 for a 4-week period for up to 16 weeks for workers who lose their income as a result of the COVID-19 pandemic.

To find out if you are eligible for CERB, click [here](#).

Applying for CERB

To deliver payments to Canadians in a fast and easy way, the CERB is being jointly delivered by Service Canada and the Canada Revenue Agency (CRA). There are a few simple questions you can answer that will direct you to the service application option that best fits your situation.

To find out if you should apply for CERB through Service Canada or CRA, click [here](#).

- [Questions & Answers on CERB](#)
- To speak with an agent about CERB, call 1-800-959-8281.

2) Employment Insurance (EI)

If you have stopped working because of COVID-19, you should apply for the Canada Emergency Response Benefit (CERB), whether or not you are eligible for Employment Insurance.

If you became eligible for EI regular or sickness benefits on March 15, 2020 or later, your claim will be automatically processed through CERB.

To find out if you should apply for CERB through Service Canada or CRA, click [here](#).

Applying for Other EI Benefits

For other EI benefits, including maternity, parental, caregiving, you should also continue to apply as normal. For more information on applying to other EI benefits excluding Regular and Sickness, click [here](#).

3) Others

Other financial assistance programs through the Canadian government that you may be able to access for support include;

- [Extra time to file income tax returns;](#)
- [Increasing the Canada Child Benefit;](#)
- [Mortgage support;](#)
- [A moratorium on the repayment of Canada Student Loans.](#)

Find a full overview of Canada's COVID-19 Economic Response Plan [here](#).

PROVINCE OF ALBERTA FINANCIAL SUPPORT (PROVINCIAL)

1) Emergency Isolation Support

The Government of Alberta's Emergency Isolation Support program is now **closed**. This was a temporary program to provide one-time funding until the Government of Canada announced its own support program. The new [Canada Emergency Response Benefit](#) is now available as of April 6, 2020.

2) Others

Other financial assistance programs through the Alberta government that you may be able to access for support include;

- Utility payment deferral;
- Student loans repayment deferral;
- Banks and credit unions;
- Education property tax freeze.

For more information on what each of these programs can provide, and any required steps you must take, go [here](#).

FOOD RESOURCES

1) Bow Valley Good Food Box (BANFF AND CANMORE)

- Get 20-25lbs of fresh produce for \$25 (applicable to anyone who has lost income due to COVID-19), or \$30 (regular price).
- For full details or to place your order, go to <http://bowvalleypcn.ca/Features/Pages/Good-Food-Box-Article.aspx>.
- Canmore: Due to Covid-19 restrictions, boxes will be delivered to all purchasers in Canmore.
- Banff: Purchasers in Banff will be required to pick up their box at the scheduled date & time:

<u>Order Dates</u>	<u>Pick Up (Banff)</u>
March 19 – April 15	Wednesday, April 22 nd from 4 – 6 PM @ Banff Fenlands Parking Lot
April 23 – May 4	Wednesday, May 13 th from 4 – 6 PM @ Banff Fenlands Parking Lot
May 14 – June 1	Wednesday, June 10 th from 4 – 6 PM @ Banff Fenlands Parking Lot

2) Pauw Foundation Meal Kits (BANFF AND CANMORE)

- Have healthy and affordable meal kits delivered to your door each week, with ingredients for 3 meals, to feed 4, with easy to follow recipes.
- All BLC employees may access the discounted pricing as listed on the [menu](#), including those who are still working and who are temporarily laid off.
- Meal kits will be delivered to any BLC employee living in Banff or Canmore.
- For full details, including menu selections, ordering, and deliveries, go to <https://pauwfoundation.com/>.

3) Banff Food Rescue (TAKEAWAY IN BANFF ONLY)

- Access healthy food for a suggested donation of \$3 per individual.
- The current pick-up schedule is Monday, Wednesday, and Friday from 6pm – 7pm at 215 Banff Avenue (Lower level Sundance Mall). No advanced ordering is required.
- Changes to the pick-up schedule will be posted on their Facebook page: <facebook.com/banfffoodrescue/>.

4) Chili's Take-Out (TAKEAWAY IN BANFF ONLY)

- Chili's take-out is available daily from 1:30 pm – 8 pm. View [Chili's To Go Menu](#) and call (403) 760-8502 to place your order.
- BLC employee food discounts are still available when you show your Staff ID at pick-up.
- Chili's delivery is available through ToGo Canada (see next).

5) ToGo Canada (BANFF AND CANMORE)

- ToGo Canada offers delivery services for select restaurants in Banff and Canmore. View available restaurants and menus at <https://togocanada.ca/>.
- Grocery orders are also available (max. 20 items). Pre-order for next-day delivery by e-mailing orders@togocanada.ca.
- Order online at <https://togocanada.ca/> or over the phone at 403-762-8646 (Banff) or 403-688-8646 (Canmore).

6) More Food Resources (BANFF AND CANMORE)

More information on other food resources can be found [here](#) for Banff, or [here](#) for Canmore.

COPING & MENTAL HEALTH RESOURCES

1) Local (BANFF AND CANMORE)

Mental Health & Walk-In Counselling (URGENT):

- Available at the Banff Mineral Springs Hospital & Canmore General Hospital from 2 – 9 pm every day.
- No appointment needed.

Bow Valley Mental Health Services (NON-URGENT):

- Call (403) 943-1500 to reach Access Mental Health and complete an initial screening over the phone. Access Mental Health is familiar with both Alberta Health Services (AHS) and community-based programs and will explore all options in order to refer individuals to the most appropriate health resources.

2) Telephone Support

- Call Alberta Health Services Mental Health Helpline at 1-877-303-2642 to access 24/7 support from a registered nurse.
- Call Alberta Health Link at 8-1-1 for advice on your medical situation.
- Text COVID19HOPE to 393939 to subscribe to a text-based service that provides encouragement and helps ease feelings of stress or anxiety. Subscribers will receive daily messages on how to focus on healthy thinking or actions to help manage their mood.

3) Online

- [Help in Tough Times](#) (Webpage – AHS)
- [Covid-19 and Your Mental Health](#) (Pdf – AHS)
- [Practical and Emotional Preparedness for a Pandemic](#) (Pdf – AHS)
- [Coping and Connection for Children & Families During Covid-19](#) (Pdf – AHS)
- [Stress and Coping with COVID-19](#) (Webpage – CDC)
- [Talking with children about Coronavirus Disease 2019](#) (Webpage – CDC)
- Kelly's Key is a **free** online therapy resource where you can access tailored treatment from an online therapist, or work on your own with their self-help resources: <https://www.keltyskey.com/>

4) Mobile Apps for Self-Care

There are a variety of mental health apps out there to help you manage anxiety, depression, and stress, and track your mood. Here are a few for you to check out that are available for Apple and Android:

- Calm: <https://www.calm.com/>
- Headspace: <https://www.headspace.com/>
- Moodpath: <https://mymoodpath.com/en/>
- Mindshift CBT – Anxiety Canada: <https://www.anxietycanada.com/resources/mindshift-cbt/>

INFORMATION FOR FOREIGN WORKERS AND PERMANENT RESIDENTS

1) Settlement Services in the Bow Valley

Settlement Services' office is temporarily closed due to COVID-19, however their services are still available to help new Permanent Residents with;

- Finding information you need
- Applying for Employment Insurance (EI)
- Applying for other government benefits
- Doing your taxes
- Any questions or concerns you have.

Contact Settlement Services by e-mail at settlement.programmer@banff.ca or by phone at (403) 762-1144.

2) Bow Valley Immigration Partnership (BVIP)

BVIP has a webpage dedicated to helping Temporary Foreign Workers and Permanent Residents navigate the COVID-19 pandemic, including resources in different languages.

- Questions & Answers for Foreign Workers and Permanent Residents
- Help for Foreign Workers
- Help for Permanent Residents of Canada
- Resources in Other Languages

View Bow Valley Immigration Partnership's website at <https://www.bvippartnership.com/covid19/>.

3) IRCC COVID-19 Updates

If you have a Work Permit or have applied for Permanent Residency, please refer to the [IRCC webpage](#) for new updates that may be relevant to you.

LOCAL HELP CENTRES (BANFF & CANMORE)

1) Banff

The Town of Banff's Emergency Social Services team is available 8:30am – 4:30 pm, Monday through Friday, to help answer questions relating to mental health, employment insurance, meal and grocery services, housing, issues related to immigration, child and youth care information and more.

Their preferred method of contact is by e-mail at help@banff.ca. It is important that you include your name, phone number, email address, citizenship status, preferred form of contact and what questions or concerns you have.

If you do not have access to e-mail or a computer, you may phone them at (403) 762-1251 during their open hours of operation.

Visit [Banff.ca/COVID](https://www.banff.ca/COVID) for information and assistance.

2) Canmore

The Town of Canmore's call centre is now open and will operate 7 days/week, 8:30am – 4:30pm to help answer questions relating to mental health, employment insurance, meal and grocery services, housing, issues related to immigration, childcare and more.

Contact their call centre by email at askus@canmore.ca or by phone at (403) 678-1551 during their open hours of operation.

Visit [Canmore.ca/COVID](https://www.canmore.ca/COVID) for information and assistance.

WEBSITES & RESOURCES FOR FACTUAL INFORMATION

- Government of Alberta updates: <https://www.alberta.ca/coronavirus-info-for-albertans.aspx>
- Alberta Health Services updates: <https://www.albertahealthservices.ca/topics/Page16944.aspx>
- The Public Health Agency of Canada information: <https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>
- The Government of Canada's Travel Advisories: <https://travel.gc.ca/travelling/advisories>