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(This document edited as of December 18, 2020 and may be out of date – If you have received conflicting COVID-19 best practice details please bring it to the attention of your System Planner)

General

Process for Ordering Personal Protective Equipment from AHS

*** CHF funded agencies accessing PPE through the portal are not required to pay for PPE. There is no requirement to pay, even if you receive an invoice from AHS**

Provincial Emergency Social Services (PESS)-Emergency Coordination Centre (ECC) manages provincial distribution of PPE to social service agencies. PESS-ECC has introduced a new process for all CSS-funded agencies:

1. PESSECC-Logistics only accepts online requests effective immediately at <https://ppe.sp.alberta.ca/Lists/Requests/New.aspx?IsDlg=1>
 - Excel documents / email / phone requests are no longer accepted but previously submitted requests are being processed. Please do not resubmit a request.
 - If you have issues with the form OR need to revise an order, please follow the directions that pop up after you submit your request.
2. Requests can ONLY be for a two-week period, .
 - When requesting PPE please consider:
 - Is the amount requested appropriate for a two-week span for the number and type of participant interactions taking place?
 - Is the TYPE of PPE being requested recommended by AH/AHS for the type of interaction and business that is being done?

Please refer to this [‘PPE Guidelines’ document \(specific to Health Care Settings\)](#), which may help to inform PPE requirements.

Note: The PESS online form is also for use by Municipalities, Senior’s Residences, Long-Term Care Facilities, Home Support Agencies and other organizations.

AHS Providers

Please do not submit an order through both AHS and PESS.

For AHS-contracted providers, please contact AHS directly to request personal protective equipment (PPE) supplies: CPSMOperations.EOC@albertahealthservices.ca

If any questions, contact Housing & Homeless Supports PESS liaison, John Desautels at john.desautels@gov.ab.ca

Covid-19 Staff & Participant Health & Safety

With the increase in positive COVID-19 cases in Alberta, we remain committed to housing those in need while supporting the safety and well-being of frontline staff and program participants.

Recently, there have been concerns from frontline staff about recent COVID-19 outbreaks in shelters and PESH buildings and the potential impact on staff health and safety. We are listening intently to these concerns and are committed to providing up-to-date and accurate information to reduce any uncertainty people may be feeling at this time.

We continue to review and augment triage protocols in response to the current environment. These decisions are made weekly by shelter operators, housing strategists, and diversion specialists to determine the most appropriate service pathway for each participant's unique situation. If the participant has been diagnosed with or exposed to COVID-19, these pathways may include isolation requirements and move-in delays.

If you have any questions, please reach out to your system planner or CHF VP, HSSC Matt Nomura.

Please find the following FAQ outlining additional questions and response measures.

FAQ

When is an outbreak declared?

- Generally, Alberta Health Services declares an outbreak when **one** positive case is identified at a site.
- The public is notified of an outbreak when more than **five** cases are identified at a site.

How do shelter providers determine appropriate isolation for individuals?

- Each shelter provider uses individual tracing protocols, which enables them to know in real-time whether participants at the shelter have been in contact with a known COVID-19 case.
- In collaboration with Alberta Health Services (AHS), shelter providers are also monitoring close contact lists to identify, locate, and isolate participants who require it.
- Once the individuals have been identified, shelter providers use a tiered isolation guide – developed in partnership with AHS – to determine isolation priority and requirements.
- Each outbreak site is required to enhance safety protocols, which include: more frequent checks for symptoms, increased distancing measures, and enhanced cleaning and disinfection – with regular discussion with AHS as required.

Have there been any transfers or referrals declined due to COVID-19 exposure?

- At this time, there have been no declined referrals or transfers from the Coordinated Access and Assessment (CAA) triage tables as a result of an individual's exposure to COVID-19.

What is the role and responsibility of referring to, or accepting individuals from agencies that are under outbreak status?

- All parties with referral information must be present at virtual placement tables. Programs will work together where there is an identified risk and conduct planning based on the advice of the Medical Officer of Health.

Can individuals be moved into a PBSH or SSSH unit from an outbreak site?

- Yes – the isolation pathway for an individual is unique and is based on contact tracing. Each shelter provider monitors close contact lists and works to locate and isolate those required.

What should we expect if a PBSH is under outbreak?

- The Medical Officer of Health assigned to the case will advise the program on how to approach and conduct new intakes and move-ins.
- A move-in delay may occur if an individual is under isolation priority 1, 2 or 3 (please see attached for priority matrix).

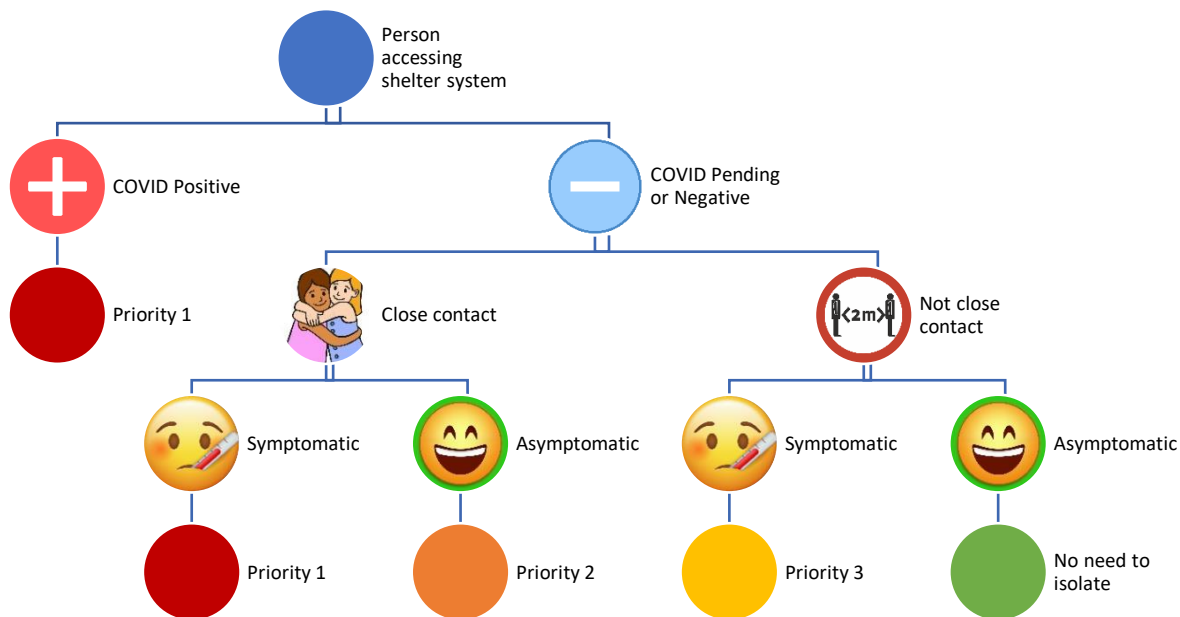
- If the PBSH has a diagnosed COVID-19 case, the program will be required to pause intakes and move-ins until Medical Officer of Health recommendations are provided, and the extent of the outbreak is understood.

What if a new participant reveals they have come into close contact with someone who has been diagnosed with COVID-19?

- The individual should be supported to self-isolate in their new home and should be provided with information for both testing and options to connect with other residents virtually.

Shelter Tier Isolation Guidelines

Please refer to this guide to understand the priority of participants for isolation spaces, a description of the tiered isolation structure and MOH recommendations for isolation **AS OF NOVEMBER 12, 2020**



Triage of current clients in the system:

Priority Level	Criteria
Priority 1:	COVID + or Close contact within 14 days of exposure AND Symptomatic AND Negative or pending test or Close contact within 14 days of exposure AND Extensive health needs related to substance use management
Priority 2:	Close Contact within 14 days of exposure AND Asymptomatic AND Negative or pending test
Priority 3:	No known close contact within last 14 days. Symptomatic Negative or pending test

If someone's symptoms change, health staff should re-evaluate priority status. E.g. an asymptomatic close contact who develops a cough should move from Priority 2 to Priority 1

If new cases are not able to be accommodated at ASIS due to capacity, call RAAPID to discuss moving COVID positive individuals to acute care setting.

Tiered isolation structure proposed:

Tier	Description	Example
Tier 1	True isolation supported with full medical monitoring	ASIS 1 – capacity up to approximately 40 with current staff Acute care – limited capacity, avoid for individuals not acutely ill
Tier 2	Separated beds with some movement (e.g. bathrooms, smoking), less monitored, limited medical monitoring	Alpha House – 4 (may expand capacity) Mustard Seed - 18 Drop In Centre -12
Tier 3	Cohorted setting, self-directed isolation, little to no medical monitoring	Variable cohorting spaces, utilized as directed by MOH based on system limitations

**MOH Recommendations for isolation
AS OF NOVEMBER 12, 2020**

Participant priority group	Isolation space Tier
Priority 1	Tier 1
Priority 2	Tier 2 (Tier 1 as space allows)
Priority 3	Tier 2 as space allows If tested negative, and no isolation space available, consult with health staff on release into shelter population

Place-Based Supportive Housing

PBSH COVID-19 Leading Practices from CHSSC Agencies

General

- **Practice universal precautions at all times.** Wash hands frequently and wear a mask at all times. Pay attention to AHS notices and all communication coming from agency around precautions.
- **Educate participants on COVID** and the need for heightened attention to universal precautions.
- **In-house recreation and tenant meetings should only be hosted if able to adhere to public health recommendations. Restrict Guests and monitor residents closely for symptoms.** Work with HomeSpace Society to align practices around cleaning, damage repairs, and safety when entering/exiting the building.
- **Extra vigilance on disinfecting.** While walking around the building, wipe doorknobs, stair rails, and all common surfaces with disinfecting material.
- Have a resource for all staff that lists primary care providers for each resident. Ensure front-line staff do not feel alone and are supported to get a health professional involved.

Staff

- **Evaluate shift structure to minimize the number of staff who come into contact with each other.** Practice shift change virtually.
- **Implement screening practices at the start of each shift.** Monitor the illnesses and symptoms of staff and residents and include expectations of testing.
- **Limit in-person meetings when possible** and ensure **that staff are following Health guidelines and have sufficient PPE to do so safely.**

Residents

- **Work closely with individuals to assist them with what they need to know** and encourage them to practice universal precautions including mask wearing outside of their unit. Post any information that is helpful to them.
- **Ensure tenants are using hand sanitizer before entering office.**
- **Have tenants wash their hands each time they leave and re-enter the building.**
- **Work with individuals showing symptoms to self-isolate as best as possible.**
- **Consider supplies and items such as puzzles and tv/cable that can keep individuals occupied while isolated.**
- **Provide pre-made meal delivery** where possible, instead of communal meal settings.
- **Support residents in only going out/leaving the building for essential items.**
- **Create an environment conducive to social distancing**

Frequently Asked Questions

What if participants are showing symptoms but unwilling to wear a mask in public places or self-isolate?

- Acknowledge the individual's moral distress, as it is currently not our normal way of doing business.
 - Protect your staff
 - Protect your participants
 - Try to be as participant-centered as possible
 - Utilize de-escalation techniques, rapport, motivational interviewing skills, communication
 - Try to get to the root of the problem/feeling to solve and/or assist with it
- Allow and encourage participants and staff to access PPE. Educate participants about why this is important.
- Increase case management, peer support and provide consistent reminders, as consistent reminders are key to instilling behaviours.
- If someone is found to jeopardize others' well-being, utilize emergency services.

What do we do if participants are refusing to be screened?

- Try to determine if they have new symptoms. Look for:
 - Cough/evolving cough (key symptom).
 - Shortness of breath at rest
 - Myalgia , a common symptom which is very debilitating.
 - Fever
 - Extreme fatigue, (not mild fatigue)
 - Confusion
 - Sore throat
 - Runny nose
 - nausea, vomiting, diarrhea or unexplained loss of appetite
 - Loss of sense of smell or taste
 - conjunctivitis (pink eye)
- If a the individual is presenting with any of the above symptoms, please refer to Alberta Health Services [COVID-19 Self-Assessment](#) Tool to conduct an assessment.
- Explore why they do not want to be screened:
 - Is there stigma?
 - Cultural reasons?
 - Worry about being quarantined?
 - Is it about access to substances?This may help you to problem-solve. Determine individual's capacity to understand what being screened entails.
- Reach out to the individuals primary care provider Other resources if there is no family physician: call community clinics or Health Link. CCT is a last resort for screening and testing.
- Have staff keep a list of participants with symptoms who have gone into isolation. Provide to your clinician when they attend the building. If they have severe symptoms, call EMS.
- Online resources: make sure you focus on reliable government and health resources: AHS, GoA, Health Canada.
- If you do not know who to talk to contact at CUPS or the Alex. Email one of the Doctors: Monty.ghosh@albertahealthservices.com or vann@cupscalgary.ca

What is the safe response if Naloxone Administration & CPR is required?

- <https://www.albertahealthservices.ca/assets/info/hrs/if-hrs-cbn-opioid-poisoning-response-covid19.pdf>

Will Home Care still be available?

- Yes - Home Care will still be available; however, they are guiding principles for service reduction.
- Minimize traffic in and out of the home to reduce possible transmission of the virus or the illness for both participants and staff.
- Reflect on what the participant/family can manage themselves temporarily.
- Ensure participants have the services they need to stay home and out of the hospital.
- Prioritization to vulnerable populations (i.e. isolated individuals).
- All service requests during pandemic response shall reflect the care that is needed to keep the participant safe in their home.
- Care will be prioritized based on participant risk. For example, priority is required essential care, then ADL/IADLs such as medications, toileting, feeding, stockings.
- Services such as dressing/undressing or baths (unless at risk for skin breakdown) is prioritized last.

Scattered Site Supportive Housing

General

- **Practice universal precautions at all times.** Wash hands frequently and wear a mask at all times. Pay attention to AHS notices and all communication coming from agency around precautions.
- **Educate participants on COVID** and the need for heightened attention to universal precautions, discuss health and safety strategies regarding guest management.
- **All group recreation programming and meetings** should only be hosted if able to adhere to public health recommendations.
- **Prioritize specific tasks within the staff team** and assign staff to what they can do. If someone is self-isolating but able to work, assign them tasks that can be done via the phone or virtually.
- **Ensure there is an accurate and up-to-date listing of all participants and their location** with contact information that is accessible within and outside of HMIS.
- **If contact is lost with a participant, initiate a wellness check through emergency services**
- **If a participant exhibits symptoms**, it is important to provide [resources to help them self-isolate](#) and encourage testing

Staff

- Ensure that staff are following Health guidelines when meeting with participants in community and have sufficient PPE to do so safely. Limit in-person meetings when possible by utilizing teleconference, Microsoft Teams, or other virtual tools.
- **Ensure participants can connect with staff via phone or email** and that they have the contact information for 24hr crisis supports (Distress Centre, 811, 911).

Housing (with information from Homeward Trust and CAEH)

- **Leverage existing relationships with landlords** with suites you know that are in good condition and meet the minimum safety standards.
- **Encourage participants to reach out to landlords** – if the participant is feeling unwell, they should let the landlord know that they have concerns about COVID-19 and instead of setting up a viewing, have them ask questions about the suite and ask for additional photos to be sent via email/text.
- **Have the landlord send rental applications and rent report via email** – in some instances, landlords are willing to do remote lease signings:
 - Digital lease signing options (E.g.: DocuSign, HelloSign, SignRequest, etc.)
 - Use tablets or smart phones. Remember to wipe-down screens after use.
 - Landlord leaves the lease for pick up outside and will cover the lease through Zoom or another electronic meeting platform.
- **Key Exchange** – Keys in envelope left at a drop point or through a lock box.
- **Payment** – Set up e-transfer or direct deposit for payment of money, avoid transactions that require handling of cash or debit terminals.
- The Housing Liaison / Case Manager can call the prospective landlord and set up all the details over phone/email and should be available via phone throughout the process.
- **Work with landlords to arrange virtual viewings/inspections** either through video or photos, including both the inside and outside of the residence.
- **For participant/landlords who want to do an in-person viewing**, the housing liaison/case manager should ensure that both the landlord and participant are educated on the need for physical distancing.
 - Obtain and use PPE
 - Encourage landlord and participant to always wear a mask

- Encourage the landlord remain outside of the unit while the participant tours
- Encourage only one member of the family to attend viewings
- Suggest that landlords leave the unit unlocked or hide a key for viewings/inspection and once the unit has been viewed/inspected, the landlord/maintenance locks the unit and/or retrieves the hidden key
- Avoid shaking hands and keep your distance if viewing in person
- Remind participants that during in-person viewing, not touch anything, to use gloves to open cupboards or touch surfaces and wash their hands for at least 20 seconds before and after seeing the unit. Remind them to take hand sanitizer with them to use immediately after viewing

- Urge participants to avoid entering any shared amenity areas if they are still open (laundry, common rooms)
- Remind landlord to have high touch areas disinfected after all viewings
- Should the participant or landlord feel unwell prior to the viewing/appointment, it should be rescheduled
- **Make the Business Case** – Prepare to make the business case to landlords for renting to your participants:
 - More assured rental income
 - Sustainability of their investment
 - Support is available for that tenant and there is someone they can contact for help
 - Financial assistance throughout the pandemic and sustainability plan following
 - End up with longer-term tenant
 - **Contribute to shared community goal of preventing the spread of COVID-19.**

Preventing Evictions

- [CMHC updates on Eviction Bans and Suspensions to Support Renters](#)
- [Legal resources for those who are evicted during COVID-19](#)

Congregate or Group-Living Buildings

[AHS Guidelines for COVID-19 Outbreak Prevention, Control and Management in Congregate Living Sites](#)

If you previously utilized 811 to report a symptomatic participant, you can now utilize the new AHS Public Health number listed below. **If you have a medical team on-site or on-call, continue to contact them first prior to calling this number.** This line is operated by a provincial team who may not understand the nuances of your programming or the local resources that may be available (such as the Assisted Self-Isolation Site [ASIS])

AHS Public Health (1-844-343-0971)

The number above is for any group or communal living setting (including shelters, long term care facilities, group homes, etc.). This line is available every day from 8am to 10pm, and callers are instructed to leave a message. All attempts will be made to return your call within two hours. Calls placed between the hours of 10pm to 8am will be answered the next morning after 8am.

This is the number to call if there is a suspected or confirmed case or outbreak in your facility. AHS Public Health will do the following:

- Ask a comprehensive list of questions about shelter setting, address, number of participants affected with symptoms, participant names, need for swabbing assistance, need for PPE, ability to isolate, etc.
- Provide key actions to take until the AHS Outbreak Management Team under the direction of the Medical Officer of Health (MOH) contacts the facility.
- Submit the information to the MOH and the AHS Outbreak Management Team (including a request for PPE and swabbing assistance if needed).
- The AHS Outbreak Management Team will follow up on lab results and will then contact the facility about next steps. The AHS Outbreak Management Team determines if an outbreak will be declared, what outbreak measures will be implemented, and when the outbreak will be declared over.

Frequently Asked Questions

What does isolation or quarantine mean for a person who lives in a congregate living setting?

Isolation or quarantine means an individual is:

- Required to stay within a communal or group living setting, either in the appointed isolation area or off-site at a temporary isolation area affiliated with their congregate living space.
- Required to isolate if they have symptoms for 10 days from symptom onset until symptoms have resolved, whichever is later.
- Required to quarantine if they are in contact with someone with a positive diagnosis or have a high exposure to COVID-19.
- Required to stay in quarantine for 14 days from the date of exposure.

If we cannot provide private washrooms for our tenants, what can we do?

If private facilities cannot be provided for participants who are being isolated, washrooms must be cleaned and disinfected between each use.

Place-Based Supportive Housing may not fall under the common definition of congregate living, however the following link outlines AHS best practices that we recommend you carry out and integrate within your building.

<https://www.albertahealthservices.ca/assets/info/ppih/if-ppih-outbreak-management-congregate-guidelines.pdf>

Can we refer participants who may be COVID positive to the Assisted Self-Isolation Site?

If an individual is diagnosed COVID positive in your facility, a MOH will be assigned to commence an investigation and advise you on next steps to take. After a review of the outbreak at your location and determination of close contacts, your agency will work with the MOH on supporting their recommendation for next steps - including the appropriate isolation strategy for your participant and other tenants.

What if staff refuse to work, what do we do?

Understand first why they are refusing work.

- Is it because they feel its unsafe for them to do so, or
- Are they afraid to work with COVID?

Work with your HR department to better understand what the best steps are. Help educate staff on current measures they can take to protect themselves and others. If you have specific scenarios, bring them to your system planner who can get you in contact with CHF's HR department to further discuss.

If someone is COVID positive in the building and is isolating in place, what are the risks for staff? How do we protect staff? Can staff refuse to work due to a confirmed positive case?

- AHS, specifically the MOH, would conduct a thorough review of what is necessary. This includes additional protocols and appropriate next steps to best protect staff and participants on-site with additional PPE.

Will staff be prioritized for testing if they are working in an environment where there is a confirmed positive COVID case?

- Staff are provided testing options and close contact tracing, as necessary. This is decided by the MOH.

Coordinated Access and Assessment

CAA in-person triage tables have been canceled to align with public health recommendations and replaced with a virtual alternative. Please contact your CHF placement committee chair or system planner for further information.

CHF is remaining as nimble as possible to ensure we monitor and adapt the priority of placements based on the emerging needs of the COVID response.

Please see the revised ROI process [here](#)

Please see these links to the CAA-APC COVID 19 Prioritization Guides:

- [Adult](#)
- [Youth](#)
- [Family](#)

FAQ

Do we continue to do intakes?

- Yes. At this time, we have implemented a virtual CAA process and ask that your team participate virtually. We respect and appreciate that every agency has their own protocols for staff safety. We also ask that if you are unable to participate that you advise your CHF Chair for that placement committee to work with you directly.

What if we need to transfer a participant to another program or out of a program?

- **The HMIS steps remain the same.** If you have concerns with the timeliness of a transfer, please contact your CHF Chair for that placement committee.

How do we access the CAA Team, and what services are being provided?

- The CAA Housing Strategist Team is available to offer assessments, prevention and diversion services on a walk in basis Monday through Friday from 9:00am to 12:00pm at SORCe. Phone services are available from 1:00pm to 4:00pm, Monday through Friday. Please call 587-779-5015 to speak with a Participant Engagement Specialist.
- Please note, participants will be required to complete a health questionnaire and wear a face covering in order to access services at SORCe. Face masks will be available on-site for those who require one. Phone services are available for anyone not able to meet these requirements.

HMIS and Reporting Requirements

Basic User Training

We ask that agencies help to support in educating for basic usage of the system and lead the training of any new user. HMIS will connect with the HMIS agency admin to provide the appropriate training documents. A primary focus of our training is the protection of personal information. The online FOIP course must be completed for any new HMIS user. We will detail these expectations in the training documents and provide a checklist for training purposes. User agreements can be submitted via email once the training is complete at: hmis@calgaryhomeless.com. Access will be granted at that time.

Refresher & ART/Reportwriter Training Sessions

At this time, the HMIS team has begun rescheduling all Refresher Training sessions. HMIS will be in contact with your agency to set up a time and date for training if needed, or you can contact them at HMIS@calgaryhomeless.com to request training.

FAQ

What are the program reporting requirements? (participant level HMIS reporting, ART reports and Financial reports)

- We would like to reassure you that CHF will be providing as much flexibility as possible during this pandemic. Our priority is to ensure that agencies and staff are well equipped to handle the immediate response to COVID-19, and that all resources are focused around the well-being of staff and participants. When we consider all participant level information captured, top priority remains on participant's contact information, participant location, and Homeless sector interactions.

CHF Sponsored Training

CHF is pleased to announce winter online/virtual trainings for staff working with individuals and families at risk of or experiencing homelessness. As we continue to adapt to new ways of working during the pandemic, CHF understands that hiring and crisis response have not stopped, and we want to ensure that your staff and personnel have access to CORE trainings while continuing to adhere to physical distancing protocols.

****Please Note:** Full day trainings will be offered online in two ½ day sessions **

- Training sessions are booked on consecutive dates. i.e. Tues, Aug 14 & Wed, Aug 15. Morning (9:00 am – 12:00 pm) and afternoon (1:00 pm – 4:00 pm).
- Training sessions will be identified in Eventbrite as Session 1 & 2 – You will only need to register 1 time to receive a ticket for both scheduled times.
- Staff **must attend both** sessions in order to receive credit for the training and receive a certificate.
- Once registered, 24 to 48 hours before the training the attendee will receive an email with the virtual training link and conference call details.

Your feedback on the session, format and trainer are extremely valuable to improve the CHF training offering. An email will be sent to complete a feedback survey once both sessions are finished.

We are asking Supervisors/Managers to register staff within your respective programs; we will inform you if a staff member was unable to attend.

You can register your staff up to a maximum of 2 per program (please keep in mind we will be running these in spring and fall again).

If you would like the CHF Winter 2021 Training Schedule sent to you or require more information or assistance in registering please contact,

Lindsay Lenny and/or Alison Casey @ training@calgaryhomeless.com

Resources:

General

- [AHS Covid-19 guidelines for shelters](#)[AHS Tough Times resources](#)
- Alberta 211 [Updated information on resources, service delivery disruptions & availability](#)
- [Alberta PPE Guideline for Care of Individuals with Suspect or Confirmed Covid-19 in Health Settings](#)
- The Calgary Chamber of Voluntary Organizations non-profit [Covid-19 Resource Library](#)
- [Calgary Immigrant Women's Association remote services list](#)
- [CAEH Recovery for All](#) campaign information and registration
- [Canadian Network for the Health and Housing of People Experiencing Homelessness \(CNH3\)](#) extensive Covid-19 Resources
- [Canadian Alliance to End Homelessness Information Exchange](#)
- CAEH ["Getting Back to Housing"](#) resource guide
- [Canadian Observatory on Homelessness](#) – resources and reports
 - [Youth Homelessness and COVID-19 Report](#)
 - [Palliative Care Guide for frontline social service and healthcare workers during COVID-19](#)
 - [Indigenous Homelessness and COVID-19 Resources](#)
- [City of Calgary Covid-19 Support for Individuals](#)
- [City of Calgary Covid-19 Supports for Community Partners](#)
- CCVO ["COVID-19 Resources for Nonprofits"](#) webpage – includes funding, HR, communications and various other resources
- [Electronic Recycling Association](#): Program that provides laptops to low income individuals
- [Government of Alberta up to date Covid-19 information](#)
- [TELUS](#) is giving over 10,000 free mobile devices and \$0 rate plans, valued at more than \$5 million, to hundreds of organizations across the country, including homeless serving organizations
 - Please email connectingforgood@telus.com to inquire
- [The Trauma Informed Care \(TIC\) Collective](#) has come together to create a toolkit to help us better understand and manage our own stress, while allowing us to better support each other.
- [United Way](#) comprehensive resource repository and info for agencies
- [Vibrant Communities Calgary \(VCC\)](#) Enough for All weekly e-newsletter (May 15)
- [Women's Shelter Canada](#) – offering a compiled list of resources and practices being used by organizations who support women living in shelters and transition houses
- [Youth Homelessness COVID-19 Resources](#) from the Homeless Hub
- [Sign Up for Weekly "Real-Time" Practice Calls \(Youth\)](#)
 - These weekly, one-hour calls are open to practitioners who provide direct services to young people in Canada.
- [The Youth Employment Centre](#) are available by phone to book a remote appointment to help youth with look for jobs, apply for them, and prepare for the interview
- A 24-hour Family Violence Information Line at 310-1818 provides anonymous help in more than 170 languages.
- Alberta's One Line for Sexual Violence is available at 1-866-403-8000, from 9 a.m. to 9 p.m.

Mental Health Resources

- The Calgary Zone Psychosocial Response Team (PRT) is extending supports to front-line staff in the homeless serving system of care to any staff who feel it could be helpful. This would include one on one virtual support as well as online workshop options for your entire team.
 - Call 403.955.3311 or email calgaryzoneprt@ahs.ca for more information

- [Comprehensive list of available mental health/self-help resources available from AHS](#)
- [Access Mental Health](#) provides information, consultation and referral to individuals residing in the Calgary zone who have addiction and/or mental health concerns
- [AHS Psychological Disaster Learning Series](#)
- [AHS Psychological First Aid after a Disaster or Emergency](#)
- **AHS boosted mental health supports:**
 - 7 am to 11 pm – Mental Health Help Line at 1-877-303-2642 or the Addiction Help Line at 1-866-332-2323 will be able to connect callers to a dedicated team of AHS addiction and mental health staff;
 - Calls placed from 11 p.m. to 7 a.m. will continue to be routed through 811;
 - This change will support 811 operators to focus on COVID-19 calls during the day.
- [Canadian Mental Health Association Peer Support Line:](#) Call 403-297-1407 to speak to a peer support worker trained at the CMHA peer support school.
- **24/7 Mental Health Help Line:** 1-877-303-2642
- **Distress Centre:** 403-266-4357
- **Kids Help Phone:** 1-800-668-6868
- **TEXT4HOPE:** An Alberta-based innovation, Text4Hope is an evidence-based tool that helps people identify and adjust the negative thoughts, feelings, and behaviors a pandemic might be expected to provoke.
- **Mental Health Commission of Canada** is offering [free online mental health programs](#) for essential workers struggling with the emotional and psychological strain of COVID-19
- [Neurosequential Network COVID-19 Stress, Distress & Trauma Series](#)
- Online Therapy Unit: [11 Psychological Tips for Frontline Staff](#)
- [Wellness Together Canada: Mental Health and Substance Use Support:](#) offers modules for addressing low mood, worry, substance use, social isolation, and relationship issues
- AHS has partnered with Togetherall to launch an online peer support network, which will enable Albertans (16+) to connect to virtual peer-to-peer support services. This online mental health platform will provide an opportunity for all Albertans aged 16+ to share, connect and support one another through a confidential online community. In addition, individuals are able to access clinically validated tools, assessments, curated courses and other self-help resources. This virtual peer-to-peer resource is anonymous and monitored 24/7 by clinicians you can get access through: <https://togetherall.com/en-ca/>.

Addictions

- **24/7Addictions Help Line:** 1-866-332-2322
- Canadian Research Initiative on Substance Misuse: [Supporting people who use substances in shelter settings during the COVID-19 pandemic](#)
- [COVID-19 Harm Reduction Resources](#) from the Canadian Drug Policy Coalition
- [ODP at Sheldon Chumir](#) is still open with drop in from 8-11 a.m.
- [The Alberta's Virtual Opioid Dependency Program](#) is a good resource for participants.
- [Online AA meetings](#)
- **Online SMART Recovery meetings**
- Canadian Centre on Substance Abuse and Addiction: [Coping With Stress, Anxiety, And Substance Use During Covid-19 \[infographic\]](#)
- [Safeworks:](#) (Van cell) 403-850-3755, (Day cell) 403-801-4453
- **Calgary Zone Drug Alert Email Listserv:** The purpose of this listserv is to support key local stakeholders in notifying each other of novel or unusual levels of drug-related harms for a) awareness and b) to request additional data or assistance. This listserv is intended to be flexible to local needs, and to serve as an additional tool to connect local organizations. Initial invitation lists were developed based on conversations with AHS harm reduction program staff in each zone.

Action: If you wish to participate in this, please subscribe for the Calgary drug alert listserv here: <http://mailman.ucalgary.ca/mailman/listinfo/alert-calgary-l>. If you are the wrong person from your organization, please let Robin Maher (robin.maher@ahs.ca) know who a more appropriate contact would be. It is also reasonable to have more than one person on this list from your organization if you wish, to provide redundancy. If there are additional individuals who should be included, please contact Robin Maher.

After you have subscribed, to post a drug alert to this listserv, send an email to alert-calgary-l@mailman.ucalgary.ca and your email will be automatically sent to the others on the list. To minimize bureaucracy, we have designed the listserv such that moderator approval is not required in order to post. This is so that there is no delay after an alert is sent out, an important consideration raised by community groups. The flipside is that there's no barrier to 'spamming' the list - so please be mindful of this when sending out a message to the group. We suggest posting to the listserv when you observe 1) a rapid increase in the frequency of overdoses within a short time period in a particular geographic region or 2) an unusual syndrome or presentation of drug-related harm.

Please ensure you include the following information, when possible, as part of sending out a drug alert:

1. Location
2. Time (when drug or overdose presentation first noticed)
3. Description of the Substance
4. Observed reaction to the substance
5. Street name(s) of the substance
6. Any specific request you wish to make of others in the group (sharing for awareness vs request for information from other organizations, help with disseminating an alert, etc.)
7. Level of urgency (e.g. FYI vs urgent action required)
8. Whether this information can be shared with media

****Please do not post confidential or individually identifiable information (e.g. a participant name or picture) to this listserv****

Please also note that stakeholders may post information to this list that they do not want to be shared publicly. We ask that you kindly respect any specific requests for confidentiality made by the posting agency. However, please be aware that there is always a possibility that information provided to such a large variety of stakeholders may be shared (with good intentions, in almost all cases).

If you have any further questions contact robin.maher@ahs.ca.

General Health

- [PurposeMed.com](https://www.purposemed.com): Alberta has recently launched PurposeMed.com, an online clinic to provide Albertans with access to physicians without leaving their homes
- Individuals can also [book a free, one-on-one appointment](#) with one of Foothills PCN's community social workers for further support.

Food Security

- [Calgary Covid-19 Community Food Map](#): Online Google Map with locations and information about free or low-cost food programs in Calgary.
- [Calgary's Community Fridge](#) - located at 902 Centre St North, individuals can take what they need or leave what they can - no questions asked.

- [Calgary Food Bank](#): The Hamper Request line is open at 403-253-2055.
- **The Salvation Army** is providing food hampers and essentials, by appointment only, call 403-220-0432
- **Calgary Co-op** is offering care packages if you have been instructed by AHS to quarantine, send an email to memberengagement@calgarycoop.com
- **The Kerby Centre** is providing a Grocery Delivery Program for seniors in the community, and they have lifted the income requirements. Call the program at 403-234-6571
- **Meals on Wheels have resumed delivery in Calgary**
- **Foothills PCN**: Nutritional resources are available at the links below and on the [Calgary Foothills PCN website](#)
 - Patients can also book a free, one-on-one appointment with one of our registered dietitians for further support.
 - [Food resources available for those in Calgary with low incomes](#)
 - [Buying groceries on a budget](#)
 - [Making food last longer by using leftovers](#)
 - [Top five tips for planning your meals](#)

Furniture

WINS Free Goods Referral Program

- The Women in Need Society of Calgary has received funding from Calgary Homeless Foundation to expand their [Free Goods Referral Program](#) to include all CHF funded agencies until March 31 2020. The Free Goods Referral Program will provide adults, families, and youth (14 -24) with referrals for basic need items (furniture, clothing, household items) at **no cost** through any of their 5 Family thrift stores.

As of Thursday May 21st , all WINS storefronts will be open:

Monday to Saturday @ 10:00am with last check in at 4:30 pm

Sunday @ 12 pm with last check in at 3:30 pm

- Participants will need to schedule an appointment to shop in-store and drop-ins will not be accepted in any circumstance. Any youth under 18 must also be accompanied by their caseworker when shopping in-store.
- WINS is taking all precautions to keep their stores as safe as possible, and participants are asked to provide their own PPE (masks and gloves) and follow strict social distancing measures when shopping.
- Participants will have the option to pick up their items in-store on a pre-arranged/scheduled date or to have their items delivered free-of-charge to curbside in front of their apartment or house.
 - Please indicate which option is preferred when filling out the referral.
 - WINS staff will not move items into participant's homes, so participants must be prepared to facilitate moving items into their home.
 - WINS staff will be wearing appropriate PPE and follow proper social distancing protocols when delivering items.
- CHSSC agencies that are already a referring partner of WINS can access referrals through their existing online portal. New referring agencies can email Vera Nassar at VNassar@winsyyc.ca or call at (403) 255-5102 x224 to set up a portal and to have questions answered.
 - Please submit referrals at least 5 days before your anticipated shopping date and allow WINS up to 48 hours to respond.

- There is a cap on the number of referrals an agency can submit each month, and agencies will be notified when they are approaching this number. (Once the cap is reached, agencies can contact Vera to request additional referrals, if required)

The Drop-In Centre Free Goods Program

- [The Calgary Drop-In Centre's \(the DI\) Free Goods Program](#) provides low and no-income Calgarians with the essential items they need to make a house a home – at zero cost. It is because of generous Calgarians who donate their household goods that we are able to provide free furniture, kitchenware, computers, mobile phones, small appliances, books, and more. The Free Goods Program is by appointment only based on eligibility. Please see the link above for a list of full partners.
- [Habitat ReStore](#) - store is now open again for purchases available at low-income rates Monday to Friday, 9am – 5 pm
- [Inter-Faith Furniture](#) is open again with social distancing in place and extra sanitization. Hours are Tuesday through Saturday, 9am to 5pm and closed Sundays and Mondays.
- [Kijiji](#) has some hotel furniture resale options for things like mattresses, frames, etc. at a pretty good price if you can purchase multiple beds at once.

Income Support

- **AB Works:** To protect the health of all Albertans, Alberta Supports Centres and regional program offices are 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 and other program offices is available online. Albertans who need to access these supports can also call the Alberta Supports Contact Centre at 1-877-644-9992. The Income Support Contact Centre (1-866-644-5135) 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.

- [City of Calgary Fair Entry Program](#) is open again for in-person service at City Hall
 - Participants can apply online or call 311 to get one-on-one assistance, including assistance in a language other than English