

Help for you during COVID-19/coronavirus pandemic

This information is for residents of Abbottsfield, Beacon Heights, Bergman, Beverly Heights, and Rundle Heights neighbourhoods. It is written by social service agencies that are located in the Beverly area. Information was compiled on April 22, 2020.

There is a lot more help available. If you don't see the help you need here, call 2-1-1.

| Food | | |
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| Agency | What help can you get? | How to contact |
| Edmonton Food Bank | COVID-19 Response Hamper - free food for people in need who are in isolation and for people age 65+ | 780-425-4190 edmontonsfoodbank.com |
| Halal Food Hamper | Islamic Family and Social Services Association with Edmonton Food Bank offers free Halal food hampers. | 780-900-2777 ifssa.ca/food-bank |
| Building Hope Society | Giving out free bagged meals Mondays, Tuesdays and Wednesdays. Breakfast: 9am-12pm. Lunch:12-2pm. | 780-479-4504 3831 - 116 Avenue building-hope.ca |
| Candora Society | Our weekly Community Lunch is being served as a free bagged lunch at the Abbottsfield Recreation Centre (3006-119 Ave) on Thursdays and Fridays at 12:00 noon. Our Resource Workers are also available to help you over the phone or email with a wide range of supports. | 780-474-5011 candora.ca |
| WECAN Food Basket Society | Operating as normal. Low cost food for members (membership is \$5, contact to register). Monthly hamper that you pick up - one location in Rundle Heights and one location in Abbottsfield. Fresh meat \$15; fresh produce \$10; meat and produce \$25. | 780-413-4525 wecanfood.com |
| Beverly Daycare and Family Resource Centre | We host a Wecan Food Basket pick up location. We are located at 11005 - 34 Street (inside former Rundle School). | 780-477-1151 bevdaycare2@gmail.com beverlydaycaresociety.ca |
| Fresh Routes | If you are in isolation and are unable to get fresh food, Fresh Routes offers low cost or free delivery of food baskets. | Steve 403-249-8350 freshroutes.ca |
| Meals on Wheels | A charity that prepares and delivers meals for a cost recovery fee. Options include daily fresh meals, frozen meals, and grocery shopping services. | 780-429-2020 mealsonwheelsedmonton.org |
| Bag Half Full | For seniors and vulnerable populations. Medical students from the University of Alberta provide free grocery-runs, pick-ups for online orders and delivery. | 780-952-7101 baghalffull.com |
| Share The Goods | Through email, the site matches people who want to help with people who need help with paying for groceries and supplies. | sharethegoods.ca |

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| Financial Help | | |
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| Agency | What help can you get? | How to contact |
| Candora Society | Our Resource Workers are available to help you over the phone or email with a wide range of supports, including: Help with Canada Emergency Response Benefit (CERB), Employment Insurance (EI), Alberta Works, Assured Income for the Severely Handicapped (AISH), renter support/advocacy. Staff are available to help who speak Somali, Arabic, Spanish, and Tigrinya. | 780-474-5011 candora.ca |
| Wecan Co-operative Community Employment Resource Centre | Free appointments with an Employment Counsellor are available by phone or video chat. Employment Counsellors are able to advise you on employment, career, or schooling concerns. They can help you develop the valuable skills needed to prepare your résumé, cover letter, and online job applications. | 780-479-5443 #248 Riverview Crossing Mall (second floor) wecancooperative.ca |
| Small Business Supports | The Beverly Business Association and other local business associations have created a COVID-19 Support Guide. | bit.ly/2x0A8P8 (Copy this link exactly, including capital letters where appropriate. Note the "0" is a "zero".) |
| Financial Empowerment E-mail Newsletter | This is a City of Edmonton weekly e-newsletter called "Earn, Save, Build." This free e-newsletter will reflect the current emergency financial supports being provided by the Federal, Provincial, Municipal and private sectors. | Subscribe at: edmonton.ca/financial-empowerment |
| Government Support Eligibility | This simple online survey can help you determine what government support programs you are eligible for. | coronasupport.ca |
| Tax Filing | File My Return is available for eligible individuals who have low income or a fixed income whose situations remain unchanged from year to year. Those who are eligible will have received a letter in the mail in February 2020. The service is only available to eligible individuals who were sent an invitation letter. Eligible individuals will be able to file their income tax and benefit returns simply by giving some personal information and answering a series of short questions through an automated phone service. | canada.ca/en/revenue-agency/campaigns/file-my-return.html For questions about the File My Return, call the Canada Revenue Agency's individual tax enquiries line: 1-800-959-8281. |
| Utilities - Power, Water, Gas. | Individuals, families and businesses can defer utility payments until June 19, 2020 to lessen financial burden associated with the COVID-19 pandemic. Call your utility provider directly to arrange for a deferral on all payments. | alberta.ca/utility-payments-deferral.aspx |
| City Property Taxes | Tax notices will be mailed in May and no late fees will be charged to tax payments made by August 31. | Call 3-1-1 |

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| Health and Wellness | | |
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| Agency | What help can you get? | How to contact |
| Rundle Health Centre | Rundle is seeing patients via phone interaction for all of our regular services. If you are not already accessing services here, you can refer yourself by calling our direct line. Rundle Health Centre offers services including: <ul style="list-style-type: none"> • Mental Health • Dietician • Exercise Specialist • Addictions Counselling • Social work • Help navigating the healthcare system • Footcare (currently available for telephone advice) | 780-479-1533 enpcn.com/rundle-centre/ |
| Candora Society | Our Resource Workers are available to help you over the phone or email with a wide range of supports, including: Family and Parenting Supports and Resources; Finding Health Supports. Staff are available to help who speak Somali, Arabic, Spanish, and Tigrinya. | 780-474-5011 candora.ca |
| Edmonton Immigrant Services Association | We remain committed to ensuring the well-being, safety and security of our clients and staff. As such we have implemented various preventive measures based on public health recommendations and protocols. Our main office is closed to the public until further notice. We continue to offer essential settlement services remotely via telephone, online, Skype, etc. Contact Haimi directly at: Lyosef@eisa-edmonton.org , direct phone number 780 691-4320. | Main office: 780-474-8445 info@eisa-edmonton.org eisa-edmonton.org |
| Norwood Child & Family Resource Centre | Norwood is offering parenting groups on a virtual platform. We are using ZOOM to reach parents with our positive parenting programs including: <ul style="list-style-type: none"> • Triple P Group • Learning and Literacy • Brain Builders • Handle with Care • Empowered Parenting | 780-471-3737 norwoodcentre.com |
| The Family Centre | All Drop-In Single Session Counselling locations are closed. Call 780-423-2831 to access counselling over the phone. Free walk-in counselling is transforming into “talk-in” counselling. Anyone who would like to speak to a mental health therapist can contact them via live chat on the website by emailing therapy-leads@familycentre.org or calling 780-900-6274. Language translation / interpretation services continue. | General Inquiries: 780-423-283 info@familycentre.org familycentre.org |
| Distress Line | 24-hour crisis line providing immediate support. Call now if you or someone you know is in crisis: contemplating suicide, feeling overwhelmed, or experiencing abuse. | 780-482-HELP (4357) |

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| Alberta Health Link / 811 | Available 24/7. Talk with a registered nurse for advice about symptoms or other health concerns. | Call 8-1-1 MyHealth.Alberta.ca/811 |
| 2-1-1 | 211 is free , confidential, and available 24/7 in over 170 languages. If you need food, mental health supports or information on other resources, reach out to 211 anytime. | Call 2-1-1. Or text “info” to 2-1-1. www.ab.211.ca |
| Addiction Help Line | Toll-free 24/7 help from Alberta Health Services. | 1-866-332-2322 alberta.ca/addiction-mental-health.aspx |

| Family Violence Prevention and Support | | |
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| Agency | What help can you get? | How to contact |
| WIN House | Local shelter in Beverly for women with or without children escaping family violence. | 780-479-0058 (call 24 hours a day) winhouse.org |
| Lurana Shelter | Shelter for women with/without children escaping family violence. | 780-424-5875 luranashelter.com |
| SAGE Seniors Safe House | Shelter for seniors suffering elder abuse (60+ years old). | 780-454-8888 mysage.ca/help/seniors-safe-house |
| Alberta Council of Women’s Shelter | If home isn’t safe right now, call a women’s shelter. They’re ready to help. Evidence from previous environmental disasters and pandemics suggests that domestic violence will increase during and following this health emergency. We are working with shelters to prepare to meet this need. We encourage anyone facing immediate danger to call 911. If you suspect that someone’s life may be in danger, please call 911. | 1-866-331-3933 (24 hours/day) acws.ca/shelters acws.ca/domestic-violence-and-covid-19 |
| Nisa Help Line | A toll-free, non-judgmental and anonymous helpline for Muslim women across North America. | 1-888-315-6472 nisahelpline.com |
| Kids Help Phone | Trained counsellors for children. | Call: 1-800-668-6868 Text: 686868 “Always There” App |
| Children’s Mental Health Crisis Line | Provided by Alberta Health Services | 780-427-4491 |
| Family Violence Info Line | 24/7 support from the Government of Alberta. | 310-1818 alberta.ca/family-violence-prevention.aspx |

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| Housing and Shelter | | |
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| Agency | What help can you get? | How to contact |
| Candora Society | <p>Our Resource Workers are available to help you over the phone or email with a wide range of supports, including renter support/advocacy.</p> <p>Staff are available to help who speak Somali, Arabic, Spanish, and Tigrinya.</p> | <p>780-474-5011 candora.ca</p> |
| EXPO Centre during COVID-19 | <p>Homeless-serving sector public health response and resources.</p> <p>The Expo Centre daytime drop-in services (north entrance). Available 8am-8pm, 7 days a week. For those who are not exhibiting COVID-19 symptoms. Provide free meals, showers, laundry and more. This space is needed while regular daytime drop-in programs at other shelters and facilities have paused or reduced capacity to accommodate physical distancing, and while other public spaces such as libraries and recreation centres have closed.</p> <p>COVID-19 isolation shelter (east entrance). Available 24 hours a day, 7 days a week for vulnerable individuals experiencing COVID-like symptoms, those who have previously been exposed, or those needing to self-isolate but without the ability to do so.</p> <p>Free transit shuttle to the Expo Centre.</p> <p>See website for expanded overnight shelters & services at:</p> <ul style="list-style-type: none"> ● Women’s Emergency Accommodation Centre (WEAC) ● George Spady Centre Society ● Hope Mission (main shelter, Central Baptist Church overflow shelter, and Central Lions Recreation Centre overflow shelter) ● Mustard Seed (Kinsmen Recreation Centre) ● Salvation Army (transitional housing) ● Youth Empowerment and Support Services (YESS) Nexus Shelter | <p>homewardtrust.ca/covid-19-resources/</p> |

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| Older Adults and Seniors | | |
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| Agency | What help can you get? | How to contact |
| Seniors' Abuse Help Line | 24/7 help from the Canadian Mental Health Association | 780-454-8888 |
| SAGE Assessment and Support Services | Provides free support on topics such as health, grief, mental health, safety, and relationship issues. | 587-773-1764 mysage.ca/help/information-support/assessment |
| SAGE Seniors Safe House | Shelter for seniors suffering elder abuse (60+ years old). | 780-454-8888 mysage.ca/help/seniors-safe-house |
| Seniors' Centre Without Walls | Open to seniors aged 55+. Join us for a variety of interactive telephone-based social and health programming, free of charge . Provides opportunities to socialize, learn new skills and stay connected. | 780-395-2626 edmontonsouthsidepcn.ca/classes-health-resources/seniors-centre-without-walls/ |
| Aging with Pride Phone Program | Two Spirit, Lesbian, Gay, Transgender, or Queer (2SLGBTQ+) seniors can access telephone programming through Aging With Pride on Wednesdays 4-5pm. While there is no set age limit, participants should identify as older adults. All genders, sexualities, and abilities are welcome. | Call 1-855-703-8985 and enter the meeting ID 293 631 2402 pridecentreofedmonton.ca/seniors-programs/ |

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| Kids and Youth | | |
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| Agency | What help can you get? | How to contact |
| Abbotsfield Youth Project | Programs and our office is closed during this time. We have a new Snack Delivery Box for our participants - families that we serve have the option to sign up for a healthy snack and art/craft supply kit. Staff continue to engage with kids and youth on social media - join us at instagram.com/ayp_yeg or on TikTok. | ayp.ca ayp.website/covid-19-resources |
| Rundle Club (Boys & Girls Club / Big Brothers Big Sisters) | Staff are hosting videos on YouTube to engage with kids and families. All in-person programming is temporarily closed. Activity kits and food hampers are available for club participants. | 780-822 2562 monique.macfarlane@bgcbigs.ca bgcbigs.ca |
| Tegler Youth Centre and Kids In Action | Facility and programs are closed during this time. Staff continue to engage with kids and youth on social media - join us on Instagram @tegleryouth @teglerkids . | 780-448-5820 tyc@hopemission.com |
| Beverly Daycare and Family Resource Centre | Programs that remain available for the community at this time are: <ul style="list-style-type: none"> • Wecan Food Basket pick up location (see Food section on page 1 for details). • Health for Two: free supports for pregnant women during their pregnancy and following the birth of their baby to 2 months of age. • Basically Babies: provides the basic outfitting needs of newborn babies born to families in extreme need. | 780-477-1151 bevdaycare2@gmail.com 11005 - 34 Street (inside former Rundle School) beverlydaycaresociety.ca |
| Aboriginal Head Start at Abbott School | Program continues to be held virtually for any of the families that were previously registered. | 780-640-9799 amiskwaciy.ca/programs |
| Edmonton Public Library | While libraries are closed, you can access free digital books and films, storytimes, homework help databases on the EPL website with your library card. If you don't have a library card, you can apply for one free online. <ul style="list-style-type: none"> • Solaro has study guides and practice tests for Alberta curriculum (grade 3-12). • Get help from online tutors on Brainfuse. • Find stories and educational games on TumbleBooks and TumbleMath. | epl.ca/epl-from-home 780-496-7000 |
| Kids Help Phone | Trained counsellors for children. | Call: 1-800-668-6868 Text: 686868 "Always There" App |
| Children's Mental Health Crisis Line | Provided by Alberta Health Services | 780-427-4491 |

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| Internet Access | | |
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| Agency | What help can you get? | How to contact |
| Internet Service Providers | Are you worried about going over your internet data limit and getting charged fees for overuse? Call your internet service provider. Some have waived overage fees during the pandemic. | |
| Shaw Wi-Fi | Shaw has opened all “Shaw Go Wi-Fi” hotspots for free during COVID-19. People can connect without a login or Shaw ID. Look for the “Shaw Go” network on your device. | shaw.ca/internet/wifi |
| Edmonton Public Library Wi-Fi | Edmonton Public Library is broadcasting wi-fi from all of its closed locations, 24/7. | All EPL Branches. Abbotsfield Branch is in now located in Riverview Crossing Mall |
| Recreation Centre Wi-Fi | The City of Edmonton “Open City Wi-Fi” is still available outside of the recreation centres | E.g. Outside Rundle A.C.T. and Family Centre |
| Connecting Families - Government of Canada | Helps eligible low-income Canadian families get home internet services for \$10 per month from participating Internet Service Providers. The initiative was designed to connect the lowest-income families to the internet. Families who currently receive the maximum Canada Child Benefit (CCB) will receive a letter from the Government of Canada which contains an access code that they will need to sign up for the initiative. Eg. \$10/month Internet For Good program from Telus telus.com/internetforgood | 1-800-328-6189 (Voice) or 1-866-694-8389 (TTY) connecting-families.ca |