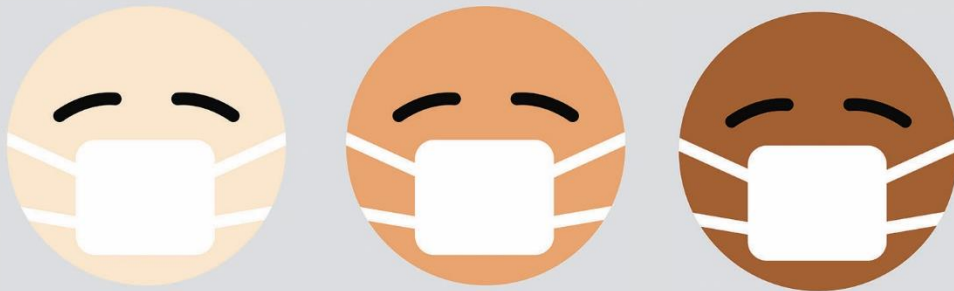




COVID-19 ONLINE RESOURCE PACKAGE



Helpful Online Links for Communities

Updated June 10, 2020

website: www.actiondignity.org

email: info@actiondignity.org



Action Dignity Society is a community-based nonprofit in Calgary, Alberta, Canada.
Our mission is to facilitate the collective voice of Calgary's ethno-cultural communities towards full civic participation and integration through collaborative action.
Our vision is a just and equitable society for all.

Note: If your community is offering supports to community members during the COVID-19 pandemic and you would like to advertise here, or if you notice errors in this document, please contact ActionDignity at info@actiondignity.org

INTRODUCTION

ActionDignity is supporting communities as we all experience the impacts of the COVID-19 pandemic. Sharing accurate and true information is one way we can help ourselves and others in our communities. This resource package includes trusted sources of information to help you understand, prepare and share information with your community members on how to manage the challenges of COVID-19. The themes are based on results from our community survey, and the resources are easy to share through social media and email (posters, tip sheets, infographics) and multilingual videos. Resources available in languages other than English and French are noted in red font. We will continue to monitor the situation and provide you with timely and accurate information. As we all do our part by self-isolating and physical distancing, let's stay safe and healthy and build our communities in new ways!

CONTENTS

- A. First Language Information Packages and COVID-19 Updates
- B. Alberta's Reopening
- C. What is COVID-19
- D. Prevention and Care for COVID-19
 - Prevent COVID-19
 - When Someone is Sick
- E. Well Being and Mental Health
 - Well Being Tips
 - Mental Health Supports
 - Family Well Being
 - Staying Connected with Others
- F. Government Assistance and Financial Supports
 - How to Create Personal Accounts to Apply for Government Assistance
 - Overviews of Government Assistance and Financial Supports
 - Details of Government Assistance and Financial Supports
- G. Community Supports for Basic Needs, Settlement and Other Supports
 - Food Needs
- H. Community Action in Response to COVID-19
 - COVID-19 Community Survey for Ethnocultural Groups, Organizations and Individuals
 - What Communities Can Do
 - Community Action Stories
 - Funding Opportunities for Community Actions

A. First Language Information Packages and COVID-19 Updates

Community groups, organizations and individuals can use these links to find trusted information in different languages and share it with their community members.

- [First Language COVID-19 Information Packages](#) Downloadable Videos and Tip Sheets, World Health Organization – [packages available for 37 languages](#)
- [Alberta Health COVID-19 Information and Updates](#) Webpages, Alberta Health Services – [English, Arabic, Simplified Chinese, Traditional Chinese, French, Punjabi, Spanish, Tigrinya, Vietnamese, Somali](#)
- [WhatsApp WHO COVID-19 Health Alert](#) Instructions to Join, World Health Organization – [Arabic, French, Spanish, English, more languages may be added](#)
- [Viber WHO COVID-19 Chatbot](#) Information and [Link](#) to join, World Health Organization – [English, Russian, Arabic, more than 20 languages to be added](#)
- [Multiple Languages Videos on COVID-19 Topics](#) ActionDignity and Alberta International Medical Graduates Association (AIMGA) – [Tamil, Malayalam, Urdu, Punjabi, Farsi, Bengali, Arabic, Hindi, Igbo, Kapampangan, Ilocano, Russian, other languages to be added](#)

B. Alberta's Reopening

- [Alberta's Stage 2 Relaunch](#) Poster. Alberta Health and PostMedia
- [Reopening Posters and Fact Sheets](#) Tips for preventing spread of COVID, relaunching safely, and posters for businesses. Alberta Health. [French, Arabic, Chinese, Spanish, Punjabi, Hindi, Korean, Somali, Tagalog, Urdu, Vietnamese.](#)
- [Best Practices for Retail Stores, Restaurants, Food Pick-Up and Delivery Services](#) Tip Sheet. US Food and Drug Administration. [Spanish, Hmong, Korean, Simplified Chinese, Somali, Tagalog, Vietnamese](#)

C. What is COVID-19

Here are some facts about the COVID-19 virus and its impacts.

- [Facts about COVID-19](#) Tip Sheet, Government of Canada - [available in 17 languages](#)
- [About COVID-19](#) Tip Sheet, Government of Canada - [available in 23 languages](#)
- [Be Prepared for COVID-19](#) Tip Sheet, Government of Canada - [available in 23 languages](#)
- [True and Fake Information About COVID-19](#) Website, World Health Organization

D. Prevention and Care for COVID-19

Prevent COVID-19

These tips will help prevent getting and spreading COVID-19.

- [Preventing COVID-19](#) Videos, World Health Organization
- [Isolation and Self Distancing](#) Videos, Centre for Newcomers – [Tigrinya](#), [Hindi](#), [Cantonese](#), [Bengali](#), [Amharic](#), [Spanish](#), [Punjabi](#), [Farsi](#), [Mandarin](#)
- [Physical or Social Distancing](#) Tip Sheet, Government of Canada - [English](#), [Arabic](#), [Simplified Chinese](#), [German](#), [Italian](#), [Polish](#)
- [Impact of Social Distancing](#) Information Sheet, Kalispell Health Region, USA
- [Quarantine for Returning Travellers Without Symptoms](#) Tip Sheet, Government of Canada
- [Handwashing](#) Video, Government of Canada
- [Handwashing](#) Tip Sheet, Government of Canada - [available in 23 languages](#)
- [Grocery Shopping Tips](#) Poster, Alberta Health
- [Public Transportation Tips](#) Poster, Alberta Health
- [Elevators Tips](#) Poster, Alberta Health
- [For People At High Risk of Serious Illness](#) Tip Sheet, Government of Canada
- [When and How to Use Masks](#) Videos and Tip Sheets, World Health Organization

When Someone is Sick

When you or a household member has symptoms of COVID-19 or has tested positive, the following resources can help you decide what to do, how to isolate, and how to care for the person who is sick.

- [COVID-19 Self-Assessment Test](#) To help decide if you or someone else needs to be tested
- [Health Link](#) Phone 811 if you have health concerns for yourself or someone else. If it is a medical emergency, call 911.
- [How to Isolate at Home When You Have COVID-19](#) Tip Sheet, Government of Canada – [available in 20 languages](#)
- [How to Care for a Person with COVID-19 at Home](#) Tip Sheet, Government of Canada - [available in 20 languages](#)
- [How to Care for a Child with COVID-19 at Home](#) Tip Sheet, Government of Canada
- [Caring for Yourself at Home with COVID-19](#) Tip Sheet, Centers for Disease Control and Prevention - [English](#), [Chinese](#), [Spanish](#), [Vietnamese](#), [Korean](#)
- [Other Multilingual Tip Sheets](#) Switchboard Multilingual Resources - [available in many languages](#)
- [Other Tip sheets About COVID-19](#) Government of Canada

E. Well Being and Mental Health

Well Being Tips

These are tips for managing stress, staying positive and taking care of thoughts and emotions for ourselves and others during the pandemic. Of course, YouTube also has many online activities for yoga, workouts and other sessions for individuals or the whole family. You can also take walks around your community if you have no symptoms of illness as long as you maintain 6-foot distance with other people.

- [6 Tips for Coping with COVID-19 Stress](#) Tip Sheet, Mission Health, North Carolina
- [Coping with Stress During COVID-19](#) Tip Sheet, World Health Organization
- [Ways to Cope](#) Tip Sheet, Kalispell Regional Health Care, USA
- [Keep Calm and Focus on What You Can Control](#) Tip Sheet, Montana Children's Org
- [Helping the Elderly Stay Emotionally Connected](#) Tip Sheet, Kalispell Regional Health, USA
- [COVID-19 and Your Mental Health](#) Information Sheet, Alberta Health
- [Practical and Emotional Preparedness for a Pandemic](#) Information Sheet, Alberta Health
- [Text4Hope](#) Subscribe to receive free, supportive text messages. Alberta Health
- [Emotional Health and Fun](#) Website with Resource Links, Canadian Community Economic Development Network (CCEDNet)

Mental Health Supports

- [Mental Health Support Resources](#) List of Services. ActionDignity
- [Distress Centre](#) Phone 403-266-4537 for 24 hour crisis support over the phone.
- [Access Mental Health](#) Phone 403-943-1500 for non-urgent advice on navigating the addiction and mental health system.
- [Addiction Helpline](#) Phone 1-866-332-2322 for 24 hour confidential support, information and referrals to services for alcohol, tobacco, other drugs and problem gambling.
- [Wood's Homes at the Eastside Family Centre](#) Phone, online and email support when you have troubles at home or need someone to talk to. Online therapy sessions are available in [Arabic, English, Hindi, Hungarian, Laotian, Mandarin, Punjabi, Spanish, Swahili and Urdu](#). Phone 403-299-9696 or [click here](#).
- [Kids Help Phone](#) Phone 1-800-668-6868 for 24 hour information, counselling or text-based support for youth.
- [Hope for Wellness](#) Phone for 24 hour counselling and crisis support for Indigenous peoples or click for [online chat](#).
- [Canadian Mental Health Association Calgary](#) Phone 403-297-1402 for free peer-support or email peer@cmha.calgary.ab.ca or join peer supporters in [online discussion groups](#).

Family Well Being

These useful tips can help keep the home organized and stress-free! Included are tips on parenting during home isolation, family activities, dealing with stress, supporting children with special needs, and managing the switch to online schooling.

- [Domestic Violence Resources During COVID-19](#) List of Supports, ActionDignity
- [Family Violence Information Helpline](#) Phone 310-1818 for 24 hour help and information in more than **170 languages** or use [online chat](#) in English.
- [Greater Forest Lawn Parent Support Network](#) www.support4parents.org
- [Parenting in the Time of COVID-19](#) Tip Sheets, World Health Organization
- [At Home Activities for Families](#) Website, Between Friends
- [Keeping Kids Busy at Home](#) Tip Sheet, Kalispell Regional Health, USA
- [Coping and Connections for Children and Families During COVID-19](#) Information Sheet, Alberta Health
- [Helping Children Cope with Stress During COVID-19](#) Tip Sheet, World Health Organization
- [Supporting Families During COVID-19, Including Children with Special Needs](#) Website with Videos and Tips, Child Mind Institute
- [Learn at Home Resources by Grade Level](#) Website, Scholastic
- [Learning from Home Guidelines for Students and Parents](#) Website, Alberta Education
- [Grade 10 to 12 Parent Resources](#) Website, Calgary Board of Education
- [Story Streaming Service](#) Listen To Stories, Audible an Amazon Company
- [At Home Activities for Families](#) Website, Between Friends
- [Online and Telephone Supports for Parents](#) List of Webinars, Videoconferences and Telephone Supports, Families Matter. 403-205-5178
- [Help Line for Muslim Youth](#) Naseeha Youth. Anonymous and immediate support 12 to 9 pm (EST) on the phone (7 days per week) or online chat (Mon to Fri)

Staying Connected with Others

Staying connected is very important at this time of home-isolation. Here are some helpful tips to stay connected with family, friends, community members and colleagues.

- [I Can Help Flyer](#) Mailbox Flyer
- [How to Stay Connected During Self Isolation](#) Picture Ideas, Drawing Change
- [Staying Connected with Face to Face Technology](#) Poster, Westpark Healthcare Centre, Toronto
- [Social Distancing Not Emotional Distancing](#) Tip Sheet, Kalispell Regional Health, USA
- [Using WhatsApp to Stay Connected](#) Information and Ideas, WhatsApp

F. Government Assistance and Financial Supports

The Federal, Provincial and Municipal Governments have programs and supports in place to help people during the pandemic.

How to Create Personal Accounts to Apply for Government Assistance

- [How To Register for a Canada Revenue Agency \(CRA\) My Account](#)
CRA My Account is needed to apply for assistance provided by the Government of Canada
 - to create an account, visit [CRA My Account for Individuals](#)
- [How to Register for My Alberta Digital ID \(MADI\)](#)
MADI is needed to apply for assistance provided by the Alberta Government.

Overviews of Government Assistance and Financial Supports

- [Financial Supports for People Impacted by COVID-19](#) Poster, Enough for All
- [Multilingual Financial Resources](#) Website with Links, Calgary Local Immigration Partnership (CLIP)
- [Service Canada](#) Access to the Government of Canada's many online services and financial supports.
- [Income Supports for Workers During COVID Questions and Answers](#) Website, CUPE

Details of Government Assistance and Financial Supports

- [Canada Emergency Response Benefit \(CERB\)](#) Service Canada
Temporary income support of \$500 a week for up to 16 weeks for people who have stopped working and are without employment or self-employment income for reasons related to COVID-19.
 - [Online request for help from Service Canada](#) Complete the online request and Service Canada will contact you within 2 days.
 - [CERB and Social Supports Navigator Briefing](#) PowerPoint Presentation, ActionDignity
 - [Returning or Repaying a CERB Payment](#) Why to repay and how.
- [Canada Employment Insurance \(EI\) Regular Benefits](#) Service Canada
Please read the questions and answers on the CERB link above before applying for EI Regular Benefits.
 - [Online request for help from Service Canada](#) Complete the online request and Service Canada will contact you within 2 days.
- [Canada Employment Insurance \(EI\) Sickness Benefits](#) Service Canada
If you are sick, quarantined or have been directed to self-isolate the requirement to provide a medical certificate to access EI sickness benefits will be waived.
- [Canada Emergency Student Benefit \(CESB\)](#) Service Canada

Financial support to post-secondary students and recent post-secondary and high school graduates who are unable to find work due to COVID-19.

- [Supports for Canadians with Disabilities](#) Government of Canada
One-time, tax-free payment to individuals who are certificate holders of the Disability Tax Credit.
- [Alberta Utility Payment Deferral](#) (pay later)
People and small businesses who cannot pay their utility and natural gas bills because of the COVID-19 pandemic can delay their payments for 90 days until June 19. You will not be required to pay the full amount on June 19.
 - to apply, contact your electricity or natural gas provider (list phone numbers?)
- [Mortgage Payment Deferral](#) Information Sheet, Enough for All – [English](#), [Arabic](#), [Chinese](#), [Spanish](#), [Tagalog](#), [Tigrinya](#),
- [Security for Alberta Renters](#) Information on Changes for COVID-19, Government of Alberta
- [Alberta Student Loans Payment Deferral](#) and [National Student Loans Payment Deferral](#)
Alberta and Canada student loan repayments will be stopped until September 30, 2020. This is automatic, students do not need to apply.
- [Other Government of Canada Support for Individuals](#) Increased Canada Child Benefit, Special GST Credit, Extra Time to File Income Tax Returns
- [Alberta Childcare for Core Service Workers](#)
Parents who are core service workers will be told by their employers if they qualify to send their children to re-opened childcare centres. Health-care practitioners and critical infrastructure workers have first priority, followed by first responders (firefighters and police officers) and others. For a list of open child care centres [click here](#).
- [Short Term Relief Funding for Arts Organizations, Artists and Cultural Workers](#)
Calgary Arts Development (CADA)

G. Community Supports for Basic Needs, Settlement and Other Supports

Many service organizations and community supports are shifting the way they operate or offering new supports so they can continue being helpful during the pandemic. Below are some helpful links.

- [Alberta 211](#) or phone 211 List of Service Providers, City of Calgary – [phone support available in 170 languages](#)
- [Resources for Calgarians](#) Poster, Enough for All
- [COVID-19 Community and Settlement Resources for Newcomers](#) List of Helpful Links, Immigrant Services Calgary

- [Alberta Emergency Financial Response](#) If you are facing an unexpected emergency, you can apply to cover costs for food, clothing, childcare, transportation, damage deposit and more. 1-877-644-9992
- [Laptop Computer Needs During COVID-19](#) Website Application Form, Electronic Recycling Association
- [Free Income Tax Filing for Low-Income](#) Community Volunteer Income Tax Program
- [Tax Clinics](#) To help low income taxpayers file income tax. Calgary Vietnamese Women's Association (CAVWA). Email cavwataxclinic.ca@gmail.com Phone 587-719-1199.

Food Needs

- [Calgary Food Bank Food Hampers](#) 403-253-2055
- [Food and Other Resources Phone Line](#) Alex Community Food Centre. 403-455-5792
- [Brown Bagging for Calgary's Kids](#) Map of fresh food locations and request for gift card support for families worried about having food for their children in the next two weeks.
- [Drive-Through, Hot Vegetarian Meals](#) Dashmesh Culture Centre. Free for all who need to be fed. Delivery for those self-isolating within 5 km of Centre. info@dashmesh.ca 403-590-0970, Gurdwara Sahib Boulevard NE
- [Food Hampers](#) Sankofa Arts and Music Foundation. For all in need. 403-815-5822. Pickup location is in Rundle.
- [Food Hampers](#) East Side Victory Outreach. 403-273-1050 for pick up or free delivery.
- [Food Hampers](#) Forest Lawn Salvation Army. 403- 220-0432 to order hamper. Pick up available Monday to Friday 9am to 5pm.
- [Food Hampers](#) Delivering to those in quarantine, isolation or low-income Calgarians. Al Quaim Charity Foundation. 403-903-6390 or 403-899-7066
- [Halal Food Bank](#) Muslim Family Network. 403-466-6367
- [Kosher Food Bank](#) Jewish Family Services. 403-287-3510
- [Food Hampers](#) Society of St. Vincent De Paul. For all in need. 403-250-0319 or click [here](#)
- [Food Baskets Delivered](#) Fresh Routes. For a fee or request free delivery for people in isolation and in emergency financial situations.
- [Seniors Grocery and Medicine Delivery](#) With delivery fee. Phone 403-234-6571. Thrive
- [Resident PLEX Free Food Pantries](#). Free food items available in pantries. Food can also be donated for other residents in need. 3 locations: Eastside Victory Church (1840 - 38 Street SE), Penbrooke Meadows Community Association (6100 8 Ave SE), Forest Heights Community Association (4909 Forego Ave SE). 587-578-4723
- [Spinz-A-Round Food Program](#) For organizations with a Charitable Status Number or Alberta Pastoral Number, pick up of produce, bread and other donated food once per week. Paid membership required.

- **Shopping Support** for groceries and urgent supplies. Ahmadiyya Muslim Youth Association (AMYA) 1-855-435-7811
- **Free Grocery Delivery** for up to 25 items. YYCGrocery Delivery Volunteer Group. Order on website or call 403-680-5089

H. Community Action in Response to COVID-19

COVID-19 Community Survey for Ethnocultural Groups, Organizations and Individuals

- **COVID-19 Community Impact and Response Survey by ActionDignity**
We are reaching out to understand how this crisis is affecting ethnocultural communities. Your answers will help us identify needs, gaps and issues, as well as opportunities, positive experiences and community actions that are helping communities. If you haven't answered the survey yet, please do by clicking [here](#). This is an ongoing survey and we will be checking the results weekly.

Click [here](#) for a summary of survey results so far.

What Communities Can Do

Here are some action ideas that organizations, individuals and informal groups can do to continue building and enriching community spirits and support.

- **Community Action Response Ideas** Poster, Eden Project Communities, United Kingdom
- **Community Care, Advocacy, Addressing Racism, Other Community Resources for COVID** Website, Canadian Community Economic Development Network (CCEDNet)
- **Take a Stand Against Family Violence and Abuse** Free Webinar for skills to recognize and support victims of family violence during COVID-19. Calgary Women's Emergency Shelter.
- **Organize Social Media Group Chats**
 - Create group chats (group messaging) via WhatsApp, Facebook Messenger, Viber, etc. with groups of people who are lonely or isolated and have smart phones
 - **HouseParty App** Join up to 8 people together with video and sound through iOS, Android, macOS, Chrome
 - **ZOOM Online Meetings** Video Tutorials
- **5 x 5 x 5 Community Engagement Plan**
Organize volunteers to connect with 5 individuals or groups to check how they are and if they have urgent needs. Ask those 5 individuals or groups to check with 5 others. Essentially, each person will check on 1 other person each day or week to build community connections. Communities may want to prioritize those who are more isolated or need peer support.
- **Translate Information and Resources**
Volunteer to translate the most useful resources into your community's first language(s) and share with community members, groups and organizations.
- **Volunteer**
Check back here for community volunteer opportunities related to COVID-19.

Community Action Stories

ActionDignity is gathering stories about what community groups and organizations are doing to address needs and offer supports and encouragement during this pandemic. Please check back here for stories that inspire. To share your stories, please contact info@actiondignity.org.

Funding Opportunities for Community Actions

Here are some local funding opportunities for community groups and organizations. Some of them require registration as a charity or partnership with a charitable organization.

- **Stepping Stones Grants** Calgary Foundation
Small grants from \$100 – \$1000 to provide residents with funds to implement creative projects that benefit their local community. Individuals, informal groups, formal non-profits, or registered charities can apply.
- **Neighbourhood Grants** City of Calgary
Small grant for up to \$1,000 for residents of selected neighbourhoods to address Truth and Reconciliation, social inclusion and community economic development.
- **Other Grassroots and Community Grants** Calgary Foundation
Small to medium grants for registered charities or partnerships with registered charities.
- **Community Response Fund** City of Calgary and Calgary United Way
Organizations with a charitable number or a formal partner sponsorship agreement with a registered charity can apply for funding support to meet immediate community needs related to COVID-19. For information, visit.