

## ALBERTA

### COVID Social Resource Connector

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This listing of resources complements the "COVID-19 Social Care Guidance" (available at [upstreamlab.org/covid19](http://upstreamlab.org/covid19)) developed in partnership with the Centre for Effective Practice and the Department of Family and Community Medicine at the University of Toronto. These resources have been compiled and maintained by a team of volunteers and we are grateful for their time and effort. This list of resources is intended to support Canadians during the COVID-19 pandemic. Listing here does not mean the Upstream Lab, or other entities endorse the resources listed or their services. Use at your own risk. Please contact us immediately ([upstreamlab@smh.ca](mailto:upstreamlab@smh.ca)) if you are aware of new resources or have concerns about any specific resource.

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### Resources

#### Food and Housing Resources

For regional-specific social resources (eg. Meals on Wheels, Food Banks, Shelters, Drop-Ins), please see the 211 link below and click your region's tab:

[https://docs.google.com/spreadsheets/d/1qeHqIGS3T4veKuo3QDARwiOdj\\_4u8JPHu4dKU93WZoY/edit#gid=1016565685](https://docs.google.com/spreadsheets/d/1qeHqIGS3T4veKuo3QDARwiOdj_4u8JPHu4dKU93WZoY/edit#gid=1016565685)

#### Legal

#### **Alberta Human Rights Commission**

Description: In-person services are suspended until further notice; operations continue by phone, e-mail, fax, and mail. Visit website for further updates.

<https://albertahumanrights.ab.ca>

### **Legal Aid Alberta**

Description: All Legal Aid Alberta intake services at the Edmonton and Calgary courthouses will be closed until further notice; all applications for services must be completed by phone. They are only accepting applications for in-custody criminal matters, urgent out-of-custody criminal matters, and urgent family or child-protection matters. Additional information available on website, including information on Co-Parenting in Alberta during COVID-19, Supports for Victims of Family Violence During COVID-19, and Emergency Protection Orders.

<https://www.legalaid.ab.ca>

[https://www.legalaid.ab.ca/SiteAssets/Pages/default/LAA\\_Covid19%20Parenting.pdf](https://www.legalaid.ab.ca/SiteAssets/Pages/default/LAA_Covid19%20Parenting.pdf)

### **Resolve Legal Group**

Description: Remains open to remotely serve individuals in need of legal information in light of COVID-19. Free services will only be offered during the pandemic. Services include:

Free legal information hotline (1-844-446-6622) available 24/7

- Learning Roster - matching out-of-work teachers with families in need
- On-Call Resolution - mediation /arbitration services based on a sliding scale. Call 1-833-273-8853 for details.
- Offering to draft and execute Personal Directives (PDs) and Enduring Power of Attorneys (EPAs) free of charge to individuals who have been laid off because of COVID-19. Call 403-229-2365 for details.

<http://www.resolvelegalgroup.com/>

### **Social Isolation**

#### **SCONA Senior's Centre**

Description: Buddy Telephone system using our Peer Support Team and all staff to provide continued connection for everyone in Edmonton.

Contact: 780-433-5377

<http://www.sconaseniors.com/news/>

#### **South East Edmonton Seniors Association (SEESA)**

Description: If you are housebound and feeling lonely or know of someone who is please give us a call or email. We are lining up a team of volunteer Friendly Phoners who will be making phone calls to check in with folks and let them know what, or what's not, happening at SEESA.

Contact: 780-468-1985

<https://www.seesa.ca/index.html>

**Joy4All**

Description: A positivity hotline for seniors where they can listen to a pre-recorded joke, poem, positive story or feel-good quote.

Contact: To hear a message call 403-209-4300 or 1-877-JOY-4ALL

To submit a message, visit the website.

<https://www.joy4all.ca>

**Friendly Check-In Program by Calgary Senior's Resource Society**

Description: Matches volunteers with a senior in Calgary who they are responsible for checking in on regularly. Volunteers will complete 'kindness' tasks with their seniors each week.

Contact: 403-266-6200

<https://www.calgaryseniors.org/seniors-social-supports>

**Interpersonal Violence****Kids Help Phone**

Description: offers professional counselling, information and referrals and volunteer-led support to young people in both English and French. Available by phone, text or live-chat.

Contact: 1-800-668 6868

<https://kidshelpphone.ca/>

**ShelterSafe**

Description: Website that can help women and children fleeing violence find shelter in their area. Call a shelter for support, information, referrals or just to talk. Most shelters on this site have staff available 24 hours, 7 days per week to answer your call.

<https://www.sheltersafe.ca/>

**First Nations and Inuit Hope for Wellness Help Line**

Description: Offers immediate, culturally competent telephone-based crisis intervention counselling and support for Indigenous people. Available 24 hours per day, 7 days per week in English and French. Cree, Ojibway and Inuktitut may also be available. Call or online chat.

Contact: 1-855-242-3310

[hopeforwellness.ca](https://hopeforwellness.ca)

**Child Abuse Hotline**

Description: Call to get help if you, or children you know, are being neglected, abused or sexually exploited. If you believe a child is at risk, you must report it. Help is available in multiple languages 24/7.

Contact: 1-800-387-5437

**Alberta Government – Children’s Services**

Description: With the added stress and time together caused by a public health crisis like COVID-19, families with unhealthy relationships are more likely to experience child abuse. If you suspect child abuse, please call Children’s Services.

Contact: 1-800-387-KIDS (5437)

**Alberta Government – Seniors**

Description: Information on elder abuse, family violence, social isolation, shelters and community resources. They can connect you with resources available near you and help you make a safety plan. Call to get help 24/7 in over 170 languages.

Contact: 403-310-1818; An anonymous web chat is available daily from 8 a.m. to 8 p.m. at [alberta.ca/SafetyChat](https://alberta.ca/SafetyChat)

**Association of Alberta Sexual Assault Services**

Description: There are fourteen sexual assault services in Alberta providing specialized and distinct core sexual assault services to individuals, families and communities across the province of Alberta. Alberta's One Line for Sexual Violence is available to anyone in Alberta who is looking for support or referrals to specialized sexual assault service providers.

Contact: Call or text 1-866-403-8000, or use chat widget to access One Line <https://aasas.ca/get-help/>

**Alberta Council of Women's Shelters**

Description: Need to speak with someone at a shelter near you, call the toll free line. Need to locate a shelter in your community, refer to the shelter section on the website. Within each shelter listing are individual crisis and business phone numbers, and e-mail addresses.

Contact: 1-866-331-3933  
<https://acws.ca/shelters>