

# COVID-19 RESOURCE GUIDE

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Updated to: July 20th, 2020

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Guide to Services for the COVID-19 Pandemic

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The guide was developed for Indigenous communities, businesses, and individuals to help find programs help alleviate financial pressures and increase safety measures during this challenging time. While we have endeavored to provide accurate information, please note, the information in this Resource Guide is considered accurate as of May 2020; because the situation with COVID-19 is changing rapidly it is important that people confirm the details of a specific program or service.

## First Nation Emergency Contact Information

<b>Beaver Lake Cree Nation</b> Darlene Paradis Dylan Landstrom	<b>Phone:</b> 780-623-4549 <b>Email:</b> <a href="mailto:consultation@blcn.ca">consultation@blcn.ca</a>
<b>Cold Lake First Nation</b> Roy Dell	<b>Phone:</b> 780-594-7184 780-594-7185
<b>Frog Lake First Nation</b> William Quinney	<b>Phone:</b> 780-943-3737 587-217-3375
<b>Heart Lake First Nation</b> Darren Quintal Christina Calliou	<b>Phone:</b> 780-623-2130 <b>Email:</b> <a href="mailto:dquintal@hlfm.net">dquintal@hlfm.net</a> <a href="mailto:ccalliou@hlfm.net">ccalliou@hlfm.net</a>
<b>Kehewin Cree Nation</b> Ken Dion Chad Vincent	<b>Phone:</b> 1-833-534-3946 <b>Phone:</b> 780-815-1214 <b>Phone:</b> 780-210-4488
<b>Whitefish Lake First Nation</b> Rennie Houle	<b>Phone:</b> 780-636-7000 <b>Email:</b> <a href="mailto:rene.houle@wfl128.ca">rene.houle@wfl128.ca</a>
<b>Onion Lake First Nation</b> Carol Harper	<b>Phone:</b> 780-870-3560
<b>Saddle Lake Cree Nation</b> Derrick Houle	<b>Phone:</b> 780-726-2000

# Services for Indigenous Individuals

For assistance to navigate the programs the following staff are available:

Caddie Blood	<a href="mailto:caddie.neaai@gmail.com">caddie.neaai@gmail.com</a>	780-520-7644
Coreen Youngchief	<a href="mailto:cyoungchief@telus.net">cyoungchief@telus.net</a>	780-868-0835
Alternate Phone		780-481-8585

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## SERVICE CANADA

Phone 1-877-631-2657

- All in person Service Canada Centres are closed to the public.
- Clients can apply for critical services online.
- If an individual that you support requires assistance with one of our critical services and benefits they can complete a service request form at: [Canada.ca/service-canada-e-service](https://Canada.ca/service-canada-e-service).
- Once the service request is submitted, a Service Canada representative will contact the individual within 2 business days at the phone number they indicate.
- If your community members or individuals within your network do not have access to the internet or face other barriers, a **Service Canada Outreach Support Centre** will ensure they get access to the critical benefits they need. The outreach support center can be accessed by calling **1-877-631-2657**.
- Outreach workers are available to assist from 8:30am to 4:00pm Monday to Friday.

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## STATUS CARDS

Indigenous Services Canada (ISC) offices for Indian status and secure status card applications are closed until further notice. Processing times, including return of original documents, are delayed.

In light of these circumstances, ISC is recommending to service providers that they should accept status cards or Temporary Confirmation of Registration Documents (TCRDs) past the renewal date with a second piece of identification. ISC will be reaffirming to businesses and service providers that Indian status does not expire, and that the registration number provided on these documents remains the same and is what is required to confirm eligibility for programs and services.

For more information, please contact the Public Enquiries Contact Centre at Email: [InfoPubs@aadnc-aandc.gc.ca](mailto:InfoPubs@aadnc-aandc.gc.ca) or Phone: 1-800-567-9604.

## AFFORDABLE INTERNET SERVICE

TELUS Internet for Good (I4G) and the Connecting Families initiative aims to bridge the digital divide for low-income families who struggle to afford home Internet. This program provides eligible families with low-cost internet connectivity. Internet plans start at just \$9.95/month (plus applicable taxes) for two years.

Internet for Good is available to families with a **family net income of less than or equal to \$31,120** (as indicated on their 2018 Canada Child Benefit statement). Families are eligible for Internet for Good if you have received a letter from the Government of Canada with a unique access code.

If they haven't received a letter, but believe they qualify, they can submit their **2018 Canada Child Benefit (CCB)** to TELUS at [InternetForGood@telus.com](mailto:InternetForGood@telus.com). The Internet for Good account must be under the name of the individual named on page 1 of the CCB statement.

Please visit [www.telus.com/internetforgood](http://www.telus.com/internetforgood)

To sign up email: [connecting-families.ca](http://connecting-families.ca) or  
phone TELUS at 1-866-835-8744

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## FREE MOBILE SERVICES FOR YOUTH IN CARE

Available to youth that have aged out of foster care. Do you have lived experience in the child welfare system? Are you currently **between the age of 18 and 26**? You may be eligible:

- Access to a refurbished smartphone at no cost
- Unlimited Canada-wide talk and text and 3 GB of data per month for two years

Download a letter of eligibility from our website and find a ministry or youth agency worker to fill it out for you. Sign up through our online portal [www.telus.com/mobilityforgood](http://www.telus.com/mobilityforgood)

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## EMPLOYMENT INSURANCE (EI)

Phone **1-800-206-7218** if you applied **BEFORE March 15<sup>th</sup>**

Phone **1-833-966-2099** or **1-833-699-0299** if you applied **ON/AFTER March 15<sup>th</sup>**

If you have stopped working because of COVID-19, the Canada Emergency Response Benefit (CERB) may provide you with temporary income support. The CERB provides \$500 a week for up to 16 weeks.

Service Canada and the Canada Revenue Agency (CRA) deliver this benefit jointly. You can apply through one or the other, but not both. To help you determine if you should apply through Service Canada or the CRA, visit the [Canada Emergency Response Benefit](#) webpage.

- If you have recently applied for Employment Insurance (EI) regular or sickness benefits, **do not re-apply**. Your application will automatically be assessed to determine if you are eligible for the CERB.
- A medical certificate is no longer required for EI claims beginning March 15, 2020 or later.
- If you apply for the CERB through Service Canada, you will receive a \$2000 initial payment. You will then be paid \$1000 every two weeks based on the biweekly reports you submit. If you choose to only report every four weeks, you will be paid \$2000 based on the reports you submit. You will be paid as of the first week of your claim.
- Apply as soon as possible after you stop working. Don't wait for your record of employment.

## EMPLOYMENT INSURANCE (EI) continued

- If you have a new Regular or Sickness EI claim starting March 15, 2020 or after, your benefits will be delivered as part of the Government of Canada's Canada Emergency Response Benefit (CERB).

- If you have not already applied to employment insurance or CERB, find more information on the eligibility criteria and how to apply by contacting our automated telephone service at **1-833-966-2099**
- If you have already applied to CERB through the employment insurance and want to ask additional questions, you can reach a Canada Emergency Response Benefit agent at **1-833-699-0299**.
- For information on EI Maternity, Parental, Fishing, Family Caregiving and Compassionate care benefits, as well as all other claims established prior to March 15th, or if you have completed your bi-weekly reporting and need to speak to an agent, please contact the EI call centre at **1-800-206-7218**.

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## CERB: CANADA EMERGENCY RESPONSE BENEFIT

**Please Note: Do not apply for the CERB if you have already applied for EI.**



### Canada Emergency Response Benefit (CERB)

The CERB provides temporary income support to workers who have stopped working and are without employment or self-employment income for reasons related to COVID-19. The benefit amount of \$2,000 will be paid in blocks of four weeks (up to a maximum of 16 weeks).

**Canadians can now apply for CERB through My Account or the automated phone line.**

**The CERB is available to workers who meet all of the following conditions:**

- live in Canada and are at least 15 years old
- stopped working because of COVID-19 or are eligible for EI regular or sickness benefits
- have not voluntarily quit their job
- had income of at least \$5,000 in 2019 or in the 12 months prior to the date of their application.

**On April 15, they announced changes to the eligibility rules to:**

- Allow people to earn up to \$1,000 per month while collecting the CERB.
- Extend the CERB to seasonal workers who have exhausted their EI regular benefits and are unable to undertake their regular seasonal work because of COVID-19.

**Extend the CERB to workers who have recently exhausted their EI regular benefits and are unable to find a job because of COVID-19.**

**Please Call: **1-833-699-0299** for questions or concerns in regards to the CERB.**

# ALBERTA SUPPORTS CONTACT CENTRE

For emergency needs like food, clothing, shelter etc.

Phone 1-877-644-9992 (province wide); 1-866-644-5135

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## GOODS AND SERVICES TAX (GST)

The Government of Canada is providing a one-time special payment **starting April 9** through the [Goods and Services Tax credit](#) for low- and modest-income families.

- The average additional benefit will be close to \$400 for single individuals and close to \$600 for couples.
- There is no need to apply for this additional payment. If you are eligible, you will get it automatically.



### Goods and Services Tax/Harmonized Sales Tax (GST/HST) Credit

The Government provided a one-time special payment on April 9, 2020. This payment doubles the maximum annual GST/HST credit amounts for the 2019-2020 benefit year. The average increase for those eligible will be close to \$400 for single individuals and \$600 for couples.

**You got the extra payment automatically if you normally receive the GST/HST credit and have filed a 2018 tax return.**

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## CCB: Canada Child Benefit



### Canada child benefit (CCB)

The Government increased the maximum annual CCB amounts for the 2019-2020 benefit year, by up to \$300 per child. The overall increase for families will be, on average, \$550.

**You will get the payment increase automatically as part of your May payment if you normally receive the CCB, have filed a 2018 tax return, and have a child under the age of 18.**


# INCOME TAX RETURNS

Assistance in filing your tax return is available.

To request this service, call 780-868-0835 or 780-645-4288 ext 200

The filing due date for your 2019 income tax returns for individuals has been deferred until June 1<sup>st</sup>, 2020. Any new income tax balances due or installments are also being deferred until after August 31<sup>st</sup>, 2020 without incurring interest or penalties.

If you haven't filed your tax returns for 2017 and 2018, it is not too late to do so. Below is a breakdown of what you could expect from filing your previous tax returns.

Tax year	 Single, no children \$9,000 income	 Single, no children \$30,000 income	 Single parent, 2 children under 6, \$35,000 income	 Married couple, 2 children under 6, \$50,000 income
2017	● \$284.00	● \$433.00	○ \$12,377.75 ● \$866.00	○ \$10,352.75 ● \$214.80
2018 (with COVID-19 extra payment and top up)	● \$580.00	● \$886.00	○ \$13,354.20 ● \$1,772.00	○ \$11,329.20 ● \$1,161.45
2019	● \$296.00	● \$451.00	○ \$13,085.99 ● \$902.00	○ \$11,060.99 ● \$327.35
<b>Total 2017-2018-2019</b>	<b>\$1,160.00</b>	<b>\$1,770.00</b>	<b>\$42,357.94</b>	<b>\$34,446.54</b>

● GST/HST credit    ○ Canada child benefit (CCB)

## IT'S YOUR MONEY YOU COULD BENEFIT FROM DOING YOUR TAXES EVERY YEAR.

If you haven't filed your tax and benefits returns for 2018 or 2017, no problem! Take a few minutes to do so now. You may be eligible for retroactive benefits and credits. Go to **Get ready to do your taxes** ([canada.ca/taxes-get-ready](https://canada.ca/taxes-get-ready)).

You don't need to apply for the GST/HST credit. If you're eligible, the amount you receive will automatically be calculated based on information from your tax and benefit returns.

You need to apply for the CCB, but you only apply once (unless there is a change in custody). If you haven't applied, go to **Canada child benefit** ([canada.ca/taxes-canada-child-benefit](https://canada.ca/taxes-canada-child-benefit)).

For more information, go to [canada.ca/child-family-benefits](https://canada.ca/child-family-benefits) or call 1-800-387-1193

Canada

# RENT PROTECTION

The Alberta government put temporary rent protections in place for people who are underemployed because of COVID-19. This is a time for landlords and renters to work together to find solutions while keeping people as safe as possible.

- Anyone who owed unpaid rental fees before April 1 still owes those fees.
- The Residential Tenancy Dispute Resolution Service can still help tenants and landlords through telephone hearings.

Submit a request for help <https://rocs.alberta.ca/ols-rtdrs/#!/ols-login>.

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## FINANCIAL INSTITUTIONS

Flexible solutions to individuals to help them manage through challenges such as pay disruption and deferrals.

For more information, please contact your financial institution:

ATB 1-800-332-8383	Home Trust 1-855-270-3630
B2B 1 800 263 8349	HSBC 1-888-310-4722
BMO 1-877-895-3278	ICICI 1-888-424-2422
Bridgewater 1-866-243-4301	Manulife 1-877-765-2265
CIBC 1-800-465-2422	MCAP 1-800-265-2624
CMLS 1-888-995-2657	Merix 1-877-637-4911
Optimum 1-866-441-3775	Marathon 1-855-503-6060
Equitable 1-888-334-3313	RBC 1-866-809-5800
Connect First 403-736-4000	RFA 1-877-416-7873
Chinook Financial 403-934-3358	RMG 1-866-809-5800
First Calgary Financial 403-736-4000	Scotia 1-800-472-6842
First National 1-888-488-0794	Servus 1-877-378-8728
Haventree 1-855-272-0051	TD 1-866-222-3456

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## MORTGAGE SUPPORT

Canadian Banks have committed to working with their customers on a case by case basis to find solutions to help them manage hardships caused by COVID-19. This includes permitting lenders to defer up to six monthly mortgage payments (interest and principle) for impacted borrowers. Canadians who are impacted by COVID-19 and experiencing financial hardship as a result should contact their financial institution regarding flexibility for a mortgage deferral.

Refer to the bank with which you hold your mortgage and they will guide you on how they can assist you.

# VEHICLE FINANCING

Many financial institutions are deferring payments and in some cases making your payments for you for a short term.

Please refer to your banks website or call in to discuss your payments

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# FIND YOUR SOCIAL INSURANCE NUMBER (SIN)

If you don't remember your SIN, there may be ways you can find it yourself. You can find your SIN in the following places:

- on your income tax return
- on your tax slips (T4s, T5)
- on your record of employment
- RRSP contribution, or you can request your SIN from your employer

# APPLYING FOR YOUR SOCIAL INSURANCE NUMBER

We are still accepting [SIN](#) applications but will no longer be accepting them at our in person Service Canada Centers. We recommend that those applying carefully review the following instructions.

## ***Non urgent applications***

We request that you refrain from applying for a SIN at this time. We will update this page once more information becomes available.

## ***Urgent applications***

If your request is urgent, you have the option to apply online or by mail.

Please call: **1-506-548-7961** to request an application

**Update:** Individuals can now apply for their SINs online at: <https://www.canada.ca/en/employment-social-development/services/sin/apply.html#online>

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# JORDAN'S PRINCIPLE

Call toll free 1-844-558-8748

Or email: [nochildforgotten@abfnhc.com](mailto:nochildforgotten@abfnhc.com)

For additional support in navigating Jordan's Principle please contact Carol Dion at 780-645-4288 (ext 205) or email

[cdion@tcvi.ca](mailto:cdion@tcvi.ca)

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# NON-INSURED HEALTH BENEFITS (NIHB)

**Please contact your Treaty Six NIHB Navigator:**

**Candice Bird**

**Phone: 780-944-0334**

**[cbird@treatysix.org](mailto:cbird@treatysix.org)**

## **REHABILITATION ADVICE LINE (18+, Albertans Only)**

**Toll Free number: 1-833-379-0563**

**Available daily from 10:00 am – 6:00 pm**

**Specific for individuals who:**

- Have existing health conditions that affect muscles, bones, and joints – including those awaiting or recovering from injury
- Have existing disabilities related to neurological conditions (eg. Parkinson's, Spinal Cord Injury, MS, Brain Injury, Stroke)
- Are recovering from COVID-19

**Useful for those looking for information on:**

- Activities & exercises that help with physical concerns
- Strategies to manage the day-to-day activities affected by these concerns
- Rehabilitation services that are open for in-person and/or virtual visits
- Community-based organizations

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## **INDIGENOUS HEALTH CULTURAL SUPPORT LINE**

**Available to all patients, health facilities, staff & community members across Alberta**

**Provided by Alberta Health Services**

To address the needs for people who:

- Need someone to listen to
- Need connection to resources
- Need elder support
- Need to pray
- Need Cree translation

**Toll Free # 1-855-735-6766**

**Hours of Operation:**

**Mondays 4:00pm – 8:00pm**

**Tuesdays 4:00pm – 8:00pm**

**Wednesdays – UNAVAILABLE**

**Thursdays 4:00pm – 8:00pm**

**Fridays 4:00pm – 8:00pm**

# **ELDERS & SENIORS**

## **PUBLIC PENSIONS**

### **(CANADA PENSION PLAN & OLD AGE SECURITY)**

An important note for people applying for Canada Pension Plan, Canada Pension Plan Disability or Old Age Security.

You can apply online through your My Service Canada Account for the following:

- Canada Pension Plan Retirement Pension
- Canada Pension Plan Disability Benefit, or
- Old Age Security/Guaranteed Income Supplement

You will not be required to submit documentation to support your application at this time. Service Canada may be requesting these documents at a later date, but in the meantime, they can begin working on your application.

Please call: **1-800-277-9914** for questions or concerns in regards to the CPP, OAS, or GIS.

CPP – Canadian Pension Plan; OAS – Old Age Security; GIS – Guaranteed Income Supplement

## **MEDICATION DELIVERY SERVICES**

Free Medication and Prescription Delivery Services:

- Medicine Shoppe [North Town](#) 780-760-3387 and [Forest Heights](#) **780-469-8222** will fill prescriptions and deliver for free anywhere in Edmonton.
- [BeHealthy Pharmacy](#) (North Edmonton) call 780 444-3380 or **780-444-3381**

## **FOOD DELIVERY SERVICES**

Free Food Delivery Programs for Seniors:

- [Helping Hands delivery program](#): *Free delivery* for [grocery](#) and personal essentials for seniors and those unable to leave home. Call 587-785-7749
- [Bag-Half-Full](#): Free delivery organized by UAlberta medical students to help support elderly and immunocompromised community. You pay for groceries [online](#), or provide a grocery list (and grocery funds), students will deliver your order. Call **780-952-7101** or **780-297-7800**.

# POST-SECONDARY STUDENTS

## CESB: CANADIAN EMERGENCY STUDENT BENEFIT



### Canada Emergency Student Benefit (CESB)

The CESB provides financial support to post-secondary students and recent post-secondary and high school graduates who are unable to find work due to COVID-19. This benefit is for students who do not qualify for the Canada Emergency Response Benefit (CERB) or Employment Insurance (EI). From May to August 2020, CESB provides a payment to eligible students of \$1,250 for each 4-week period or \$2,000 for each 4-week period to students with dependents or a disability.

**Students and recent graduates will be able to apply for CESB through My Account or the automated phone line starting May 15, 2020.**

- \$1,750 if you live with a disability or caring for someone in your household who has a disability
- Available for students who are working and earn **less than \$1,000/month**
- Available for graduates who graduated after December 2019

Please call: **1-833-966-2099** for questions or concerns in regards to the CESB.

## STUDENT LOAN PROGRAM

To support student and apprentice loan borrowers during the COVID-19 pandemic, the Government of Canada is putting the following measures in place from March 30 to September 30, 2020:

- Suspension of repayments of Canada Student Loans and Canada Apprentice Loans
- No payments are required on student and apprentice loans during this time
- Pre-authorized debits will be stopped
- No interest will accrue on student and apprentice loans
- For the 2020 to 2021 school year, the weekly maximum loan limit will increase from \$210 to \$350.
- As a result, students could receive up to \$11,900 in Canada Student Loans to help them meet the rising cost of post-secondary education this coming school year.

## POST SECONDARY STUDENTS in FALL 2020/2021

Changes to Canada Student Grants and Loans have been introduced so students facing financial challenges from COVID-19 can access and afford post-secondary education.

Pending government approvals, the new measures will come into effect on August 1<sup>st</sup>, 2020 and be available to students for 1 year.

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## INCREASING THE CAP ON CANADA STUDENT LOANS

For the 2020/2021 school year, the weekly maximum loan limit will increase from \$210 to \$350.

As a result, students could receive up to \$11,900 in Canada Student Loans to help them meet the rising cost of post-secondary education this coming school year.

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## INCREASING STUDENT GRANT AMOUNTS

In response to increased need for the coming 2020 to 2021 school year, the maximum amount of Canada Student Grants will be doubled.

The Canada Student Grant for Full-Time Students will increase up to a maximum of \$6,000 and the grant for part-time studies to \$3,600. The Canada Student Grants for Students with Permanent Disabilities and Students with Dependents will also be doubled.

Find more information on the [Canada Student Grants and Loans](#).

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## EXEMPTION FROM STUDENT AND SPOUSAL CONTRIBUTION

For the 2020 to 2021 school year, students will not be required to make their fixed student contribution; no spousal contribution would be required either.

This will ensure that more students with need can qualify for more financial support.

# Services for Indigenous Businesses

For assistance to navigate the programs the following staff are available:

Rick Janvier	<a href="mailto:rickj.neaai@gmail.com">rickj.neaai@gmail.com</a>	780-573-3416
Nicole Baker	<a href="mailto:tradetutor.neaai@gmail.com">tradetutor.neaai@gmail.com</a>	780-908-3966
Dee Dee Cormier	<a href="mailto:deecormier@gmail.com">deecormier@gmail.com</a>	780-812-5751
Danielle John	<a href="mailto:Danielle_trisha@icloud.com">Danielle_trisha@icloud.com</a>	780-872-3565

## WORKPLACE GUIDANCE FOR RE-OPENING BUSINESSES

The Government of Alberta has released guidelines for businesses to re-open or continuing operations after May 1, 2020 which outlines the criteria to address the COVID-19 pandemic response.

Order [07-2020](#) prohibits gatherings of more than 15 people, however this does not prohibit businesses from having more than 15 workers in a workplace.

For updated information on business regulations and connections visit

[www.alberta.ca/biz-connect.aspx](http://www.alberta.ca/biz-connect.aspx)

[Reopening for Businesses Tip Sheet](#)

[COVID-19 Screening Tool](#)

[Preventing Stigma in the Workplace](#)

[COVID-19: Tools for helping workplaces prevent the spread and reopen for business](#)

Below is a checklist provided by the Government of Alberta to screen individuals entering your place of work/business:

## COVID-19 INFORMATION

# COVID-19 ALBERTA HEALTH DAILY CHECKLIST

### Overview

This tool has been developed to support activity organizers and facility operators in reducing the risk of transmission of COVID-19 among attendees. The tool is meant to be used to assist with assessing attendees who may be symptomatic, or who may have been exposed to someone who is ill or has confirmed COVID-19.

Attendees should fill out this checklist prior to participating in the activity or program. If an individual answers **YES** to any of the questions, they **must not** be allowed to attend or participate in the activity or program. Children and youth will need a parent to assist them to complete this screening tool.

As the COVID-19 pandemic continues to evolve, this screening tool will be updated as required.

### Initial Screening Questions

1.	Do you/your child have any new onset (or worsening) of any of the following symptoms:	CIRCLE ONE	
	• Fever	YES	NO
	• Cough	YES	NO
	• Shortness of Breath / Difficulty Breathing	YES	NO
	• Sore throat	YES	NO
	• Chills	YES	NO
	• Painful swallowing	YES	NO
	• Runny Nose / Nasal Congestion	YES	NO
	• Feeling unwell / Fatigued	YES	NO
	• Nausea / Vomiting / Diarrhea	YES	NO
	• Unexplained loss of appetite	YES	NO
	• Loss of sense of taste or smell	YES	NO
	• Muscle/ Joint aches	YES	NO
	• Headache	YES	NO
	• Conjunctivitis (commonly known as pink eye)	YES	NO
2.	Has the person attending the activity/facility travelled outside of Canada in the last 14 days?	YES	NO
3.	Have you/your child had close <u>unprotected*</u> contact (face-to-face contact within 2 meters/6 feet) with someone who has travelled outside of Canada in the last 14 days and who is ill**?	YES	NO
4.	Have you/your child attending the program or activity had close <u>unprotected*</u> contact (face-to-face contact within 2 meters/6 feet) in the last 14 days with someone who is ill**?	YES	NO
5.	Have you/your child or anyone in your household been in close <u>unprotected*</u> contact in the last 14 days with someone who is being investigated or confirmed to be a case of COVID-19?	YES	NO

\* "unprotected" means close contact without appropriate personal protective equipment

\*\* "ill" means someone with COVID-19 symptoms on the list above.

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## CEBA: CANADIAN EMERGENCY BUSINESS ACCOUNT

This program provides interest-free loans of up to \$40,000 to small businesses and not-for-profits, to help cover operating costs during a period where their revenues have been temporarily reduced.

- Repaying the balance of the loan on or before December 31, 2022 will result in loan forgiveness of 25 percent (up to \$10,000).
- The funds from this loan shall only be used to pay non-deferrable operating expenses of the Borrower including, without limitation, payroll, rent, utilities, insurance, property tax and regularly scheduled debt service, and may not be used to fund any payments or expenses such as prepayment/refinancing of existing indebtedness, payments of dividends, distributions and increases in management compensation.

To learn more visit: <https://ceba-cuec.ca/>

## FINANCIAL SUPPORT AND LOANS FOR INDIGENOUS BUSINESSES

Financial support for Indigenous businesses will be provided through Aboriginal Financial Institutions, and administered by the National Aboriginal Capital Corporations Association and the Métis capital corporations in partnership with Indigenous Services Canada.

- The funding will allow for interest-free loans, as well as non-repayable contributions, to help Indigenous businesses unable to access the government's existing COVID-19 support measures. Additional funding will help Aboriginal Financial Institutions cover operational expenses, and help the National Aboriginal Capital Corporations Association increase its operational capacity.
- The National Aboriginal Capital Corporations Association is a network of 59 Aboriginal Financial Institutions providing a full range of financial services, loans, and grants to Indigenous entrepreneurs to start new and expand existing businesses.

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## CEWS: CANADA EMERGENCY WAGE SUBSIDY

The new Canada Emergency Wage Subsidy (CEWS) provides a 75% wage subsidy to eligible employers for up to 12 weeks, retroactive to March 15, 2020.

### **Amount of Subsidy**

Employers may be eligible for a subsidy of up to 100% of the first 75% of pre-crisis wages or salaries of existing employees. These employers are expected where possible to maintain existing employees' pre-crisis employment earnings. Employers are also eligible for a subsidy of up to 75% of salaries and wages paid to new employees.

### **Eligible employers include:**

- individuals
  - taxable corporations
  - partnerships consisting of eligible employers, non-profit organizations and registered charities.
- Those that see a drop of at least 15% of their revenue in March 2020 and 30% for the following months.

### **How to Apply**

Eligible employers will be able to apply for the CEWS through the Canada Revenue Agency's My Business Account portal.

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## **EXTENDING THE WORK SHARE PROGRAM**

**Phone 1-800-367-5693**

**Work-Sharing (WS) is a program that helps employers and employees avoid layoffs when there is a temporary decrease in business activity beyond the control of the employer. The program provides Employment Insurance (EI) benefits to eligible employees who agree to reduce their normal working hours and share the available work while their employer recovers. Work-Sharing is an agreement between employers, employees and the Government of Canada.**

*\*The Work-Sharing program has been extended from 38 weeks to 76 weeks for employers affected by COVID-19.*

### **The Program allows employers to:**

- retain qualified and experienced workers, and
- avoid recruiting and training new employees

### **Eligible employers:**

**To be eligible for a WS agreement, your business must:**

- be a year-round business in Canada for at least 1 year
- be a private business or a publicly held company, or
- have at least 2 employees in the WS unit

### **Eligible employees:**

**To be eligible for WS, your employees must:**

- be year-round, permanent, full-time or part-time employees needed to carry out the day-to-day functions of the business (your "core staff")
- be eligible to receive EI benefits, and
- agree to reduce their normal working hours by the same percentage and to share the available work

### **Eligibility was also extended to:**

Employees considered essential to the recovery and viability of the business can now be eligible to participate in Work-Sharing (such as technical employees engaged in product development, outside sales agents, marketing agents, etc.)

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## **TEMPORARY CHANGES TO CANADA SUMMER JOBS PROGRAM**

This program provides wage subsidies to employers from not-for-profit organizations, the public-sector, and private sector organizations with 50 or fewer full-time employees, to create quality summer work experiences for young people aged 15 to 30 years.

In response to the COVID-19 situation, flexibilities have been introduced to respond to the needs of employers and youth. <https://www.canada.ca/en/employment-social-development/services/funding/canada-summer-jobs/temporary-flexibility.html>

## TEMPORARY FLEXIBILITIES FOR CANADA SUMMER JOBS (CSJ) 2020

### **Wage subsidies**

All funded employers will be eligible to receive a wage subsidy reimbursement of up to 100% of the provincial or territorial minimum hourly wage. Previously, private and public sector employers were only eligible to receive up to 50% of the provincial or territorial minimum wage.

### **Part-time employment**

All funded employers may offer part-time placements (for example, fewer than 30 hours per week). Previously, all CSJ-funded employment had to be full time (a minimum of 30 hours per week for at least 6 weeks).

### **Employment period**

All funded employers may offer job placements between May 11, 2020 and February 28, 2021. Employers can offer part-time employment to youth who want to work during the academic year. Previously, all CSJ-funded positions had to be completed no later than August 28, 2020.

### **Changes to project and job activities**

All funded employers will be provided the flexibility to amend project and job activities to support the delivery of critical services.

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## TAX DEFERRAL

### **Deferral of Sales Tax Remittance and Custom Duty Payment's Until June**

We are allowing businesses, including self-employed individuals, to defer until June 30, 2020 payments of the GST/HST, as well as customs duty owing on their imports.

Any GST/HST payment that becomes owing from March 27 until the end of May can be deferred until the end of June. For GST and customs duty payments for imported goods, deferral will include amounts owing for March, April and May.

These amounts were normally due to be submitted to the Canada Revenue Agency and the Canada Border Services Agency as early as the end of March 2020.

# CECRA: CANADA EMERGENCY COMMERCIAL RENT ASSISTANCE

The Canada Emergency Commercial Rent Assistance (CECRA) program for small businesses, will seek to provide loans and/or forgivable loans to commercial property owners who in turn will lower or forgo the rent of small businesses for the months of April (retroactive), May, and June.

Implementation of the program will require a partnership with provincial and territorial governments who are responsible for property owner-tenant relationships.

It is expected that the CECRA program for small business will be made available by mid-May. The deadline to apply for the CECRA is August 31, 2020.

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## SITE REHABILITATION PROGRAM (SRP)

The Site Rehabilitation Program provides grants to oil field service contractors to perform well, pipeline, and oil and gas site closure and reclamation work. Oil and gas sites must be located in Alberta and put Albertans to work.

Grant funding will be available in \$100 million increments with targeted priorities, application criteria, and timelines.

Visit the Government of Alberta website for more info

<https://www.alberta.ca/site-rehabilitation-program.aspx>

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## RRRF: REGIONAL RELIEF AND RECOVERY FUND

The purpose of the RRRF is to help mitigate the financial pressure experienced by businesses and organizations to allow them to continue their operations, including paying their employees. It's also to help support projects by businesses, organizations and communities to prepare now for a successful recovery.

The RRRF initiative includes two components:

- \$675 million to support regional economies, businesses, organizations and communities in regions all across Canada
- \$287 million to support the national network of Community Futures Development Corporations, which will specifically target small businesses and rural communities across the country.

For additional information, please visit: [http://www.ic.gc.ca/eic/site/icgc.nsf/eng/h\\_07682.html](http://www.ic.gc.ca/eic/site/icgc.nsf/eng/h_07682.html)

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## PROCUREMENT SUPPORTS

Office of Small and Medium Enterprise (OSME) Canada supports Canadian manufacturers by providing technical resources, tender opportunities, pre-qualified suppliers and opportunities for engagement.

OSME maintains a network of regional offices across the country to ensure support for smaller businesses regardless of their location.

Telephone: 780-497-3601 Toll free: 1-855-281-6763

Email: [OSME-BPME-Wst@tpsgc-pwgsc.gc.ca](mailto:OSME-BPME-Wst@tpsgc-pwgsc.gc.ca)

To see business opportunities with the Government of Canada Tenders go to [www.buyandsell.gc.ca](http://www.buyandsell.gc.ca)

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## BUSINESS OPPORTUNITIES

ATB Nexus is Alberta's procurement solution. Whether you are looking to create amazing RFP packages or find the best deal for your business, Nexus is there to level up your supply chain. Grow your business with ATB Nexus to promote your made in Alberta Products.

To access the ATB Nexus, go to: [www.nexus.atb.com](http://www.nexus.atb.com)

## SMALL BUSINESS AND ENTREPRENEUR SUPPORT

Business Link provides advice and support for Indigenous entrepreneurs navigating building, running and growing their own business. Business Link can provide one-on-one support and guidance, market research, access to experts and training.

Support can be accessed through a Business Strategist via phone, email or Live Chat to answer questions about government supports available, funding and financing, licensing and registration, marketing and more.

Call **1-800-272-9675** or visit [www.businesslink.ca](http://www.businesslink.ca)

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## TAX RULES AFFECTING FIRST NATION BUSINESSES

MNP is an accounting, tax and consulting firm. Business advisors can deliver topical virtual presentations that will help improve your resilience, inform your decision making and help you navigate uncertainty.

There will be a focus on Indigenous businesses on business best practices, banking loan options, new Indigenous support funding and other support programs available.

Call **1-877-500-0792** or visit [www.mnp.ca/en/indigenous-services](http://www.mnp.ca/en/indigenous-services)

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## WORKPLACE HEALTH AND SAFETY

Occupational Health Safety (OHS):

All serious incidents and potentially serious incidents, including where a worker at the work site is “exposed” to confirmed or suspected cases of COVID-19, must be reported to OHS.

Contact OHS at **1-866-415-8690**

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## EMPLOYMENT STANDARDS

Employment Standards (ES) include rules, regulations and compliance measures for employers and employees in Alberta workplaces.

For questions regarding updates to employment standards and conditions in Alberta, please visit <https://www.alberta.ca/employment-standards.aspx>

Or call **1-877-427-3731**

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## RELAUNCH GRANT TO HELP BUSINESSES RECOVER

Starting June 29, eligible small- and medium-sized businesses, co-ops and non-profits can apply for funding so they can open their doors and get Albertans back to work.

The Small and Medium Enterprise Relaunch Grant offers financial assistance to Alberta businesses, cooperatives, and non-profit organizations that faced restrictions or closures from public health orders, and experienced a **revenue loss of at least 50%** due to the COVID19 pandemic.

Eligible job creators can apply for up to \$5,000 through this program.

This relief for businesses and non-profits can be used to offset the costs they are facing as they reopen their doors. This includes the costs of implementing measures to prevent the spread of COVID19, such as physical barriers, PPE and cleaning supplies, as well as rent, employee wages, replacing inventory and more.

For more information in regards to this relaunch grant, visit:

<https://www.alberta.ca/release.cfm?xID=727037BAAE58F-C37C-BF0E-F69315C5AF8A9EE2>

# Services for First Nation Communities

For assistance to navigate the programs the following staff are available:

Henry Janzen	<a href="mailto:hjanzen@tcvi.ca">hjanzen@tcvi.ca</a>	780-481-3363 (ext 105)
Dale Steinhauer	<a href="mailto:dsteinhauer@tcvi.ca">dsteinhauer@tcvi.ca</a>	780-481-3363 (ext 110)
Carol Dion	<a href="mailto:cdion@tcvi.ca">cdion@tcvi.ca</a>	780-645-4288 (ext 205)
Theresa Houle	<a href="mailto:thoule@tcvi.ca">thoule@tcvi.ca</a>	780-481-3363 (ext116)
Ray Scanie	<a href="mailto:rays.neaai@gmail.com">rays.neaai@gmail.com</a>	780-815-3113

## INDIGENOUS COMMUNITY SUPPORT FUND

A portion of these funds will be set aside to support to regional, urban and off-reserve Indigenous organizations.

These funds could be used for measures including, but not limited to:

- support for Elders and vulnerable community members
- measures to address food insecurity
- educational and other support for children
- mental health assistance and emergency response services
- preparedness measures to prevent the spread of COVID-19

### **Who this supports**

- First Nations communities (including self-governing and modern treaty nations)
- Urban and off-reserve Indigenous organizations including Friendship Centres, Métis Settlements General Council of Alberta and Métis in the Northwest Territories

### **First Nations**

On-reserve and self-governing First Nations communities will receive funding directly from ISC. The amount provided to each community will take into account a base amount of \$50,000 per community, the total population residing in community (based on 2016 Census population), and will be adjusted for remoteness and Community Wellbeing Index scores.

### **Deadline**

There is no deadline for First Nation communities.

### **How it works**

Communities identified jointly by Indigenous Services Canada, the National Indigenous Organizations and other Indigenous leaders, based on emergency needs, do not need to apply.

## OFF RESERVE/URBAN POPULATION

Call for proposals for urban and off-reserve Indigenous organizations and communities

Indigenous organizations and communities providing services to Indigenous peoples in urban centres or off reserve need to apply through a [call for proposals](#). The call was launched April 6, 2020 and the deadline to submit proposals was April 13, 2020.

In the criteria there is NO ALLOWANCE for the distribution of cash payments to individuals but the following are the allowable expenses included in this emergency fund.

- support for Elders, women, caregivers and vulnerable populations (for example, individuals at an elevated medical risk, or people with disabilities)
- food bank or nutritional assistance for community members (for example, care packages of food, water, cleaning products)
- learning packages for children (for example, workbooks, school supplies, educational flashcards)
- emergency response services
- childcare assistance for workers providing essential services
- mental health services
- assistance applying for government supports (for example, Canada Child Benefit, Emergency Care Benefit, Emergency Support Benefit)
- development and distribution of information that can help individuals and communities more fully respond and access available services and supports
- transportation costs for community members who can no longer use public transportation or need access to essential activities of daily life (such as grocery shopping, medical appointments)
- other activities related to supporting COVID-19 preparedness and response measures

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## FIRST NATION ELECTION CANCELLATIONS AND POSTPONEMENT REGULATIONS

We have recommended that First Nations with upcoming elections not proceed with elections at this time, due to the current public health risks associated with large gatherings. Accordingly, we introduced a temporary regulatory option, the First Nations Election Cancellation and Postponement Regulations that will allow First Nations leaders to continue exercising their roles and duties within their communities for up to six months, with a potential extension for an additional six months, as they focus on keeping their communities safe in the face of COVID-19.

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## MINISTERIAL LOAN GUARANTEES

Due to the coronavirus outbreak, lenders can negotiate mortgage payment deferrals. If a lender approves a payment deferral on a Ministerial Loan Guarantee, no extra approval from ISC is needed, unless the terms and conditions of the payment deferral exceed the existing Ministerial Loan Guarantee.

# HOW FIRST NATION COMMUNITIES CAN ACCESS PERSONAL PROTECTIVE EQUIPMENT (PPE)

Communities who are not able to have orders for personal protective equipment (PPE) filled through regular procurement channels, such as PPE suppliers, or provincial or territorial PPE stockpiles, should contact the regional medical officer in their region at ISC to let them know.

**Contact the Alberta regional public health agency,**  
Dr. Wadieh Yacoub, Indigenous Services Canada  
Email: [wadieh.yacoub@canada.ca](mailto:wadieh.yacoub@canada.ca)

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## FIRST NATION SUMMER WORK EXPERIENCE PROGRAM (SWEP)

This program provides youth with summer employment opportunities where they can gain work experience.

The activities will support work experience opportunities for First Nations secondary and post-secondary students, between May 1, 2020 and February 28, 2021.

For more information, call **1-800-567-9604** or  
E-mail [aadnc.education-education.aandc@canada.ca](mailto:aadnc.education-education.aandc@canada.ca)

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## INDIGENOUS-LED RESILIENCE FUND

The [Indigenous Peoples Resilience Fund](#) (IPRF) is launched today to support Indigenous peoples and communities, which include First Nations, Inuit and Métis who are responding at a community level to the COVID-19 pandemic. Led by a [diverse group of Indigenous advisors](#) from the East, South, West, and North, the IPRF will provide funding ranging from \$5,000 to \$30,000 per project. As the first of its kind in Canada, the Fund has attracted a number of private investors and foundations; it currently sits at \$1.4M and is expected to grow through 2020.

The first cycle of support will open on June 16, 2020, to address a range of COVID-19 related efforts. This fund will provide immediate resources that address areas where there are gaps in service. This could include: emergency health care efforts, sustainable access to food and strengthened food systems, training and infrastructure to overcome connectivity challenges, innovation in employment, counselling and mental health supports, and Elders and Healers who provide counselling, traditional medicines and teachings to youth in their communities.

The Fund is governed by an all Indigenous Advisory Council who reviews and approves recommendations made by a review committee that is entirely Indigenous-led. Community Foundations of Canada is supporting the collective as a delivery partner. Seed funding for the IPRF has come from the All One Fund, The Counselling Foundation of Canada, the Laidlaw Foundation, the Lawson Foundation, and the McConnell Foundation with additional funding provided by the Suncor Energy Foundation and Vancity Community Investment Bank. Other funders are invited to join in advancing Indigenous community resilience.

# Supports for Education & Training Opportunities

For assistance to navigate the programs the following staff are available:

Garret Steinhauer	<a href="mailto:garrets@telus.net">garrets@telus.net</a>	780-547-4109
Henry Janzen	<a href="mailto:hjanzen@tcvi.ca">hjanzen@tcvi.ca</a>	780-481-3363 (ext 105)
Nicole Baker	<a href="mailto:tradetutor.neaai@gmail.com">tradetutor.neaai@gmail.com</a>	780-908-3966
Theresa Houle	<a href="mailto:thoule@tcvi.ca">thoule@tcvi.ca</a>	780-481-3363 (ext 116)

## ALBERTA EDUCATION

Parent Help line with Alberta Education at 780-422-6548 (toll-free by first dialing 310-0000, followed by the 10-digit phone number) or via email at: [studentsupport@gov.ab.ca](mailto:studentsupport@gov.ab.ca).

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## ELEMENTARY AND SECONDARY SCHOOL

The Tribal Chiefs Education Foundation is the professional body for the TCVI member First Nations. You can visit the website [www.tcef.ca](http://www.tcef.ca); or contact by telephone at (780) 645-5880

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## COMPUTER LITERACY AND TECHNOLOGY

The Internet offers great potential for effective and widespread sharing of knowledge. Rapid changes in technology make it difficult to keep up with the latest programs and software. To help increase your skills and understanding of how computers work and operate online training is available.

For a list of course listing and to register for webinars please visit [www.mynerds.ca](http://www.mynerds.ca)

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## CLASS 7 LEARNER'S LICENSE PREP

To help individuals prepare for the Alberta Class 7 knowledge test with an online course.

Call to inquire **780-481-8585** or email: [tradetutor.neaai@gmail.com](mailto:tradetutor.neaai@gmail.com)



# MATH & SCIENCE TUTORING

One-on-one or group tutoring sessions are available to help improve math and science skills, especially if required to start an apprenticeship program.

To determine your specific academic needs, please Email: [tradestutor.neaai@gmail.com](mailto:tradestutor.neaai@gmail.com)

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## LEARNING APPS

**There is verity of learning applications for students accessible from a smart phone or tablet device.**

- [ABC Mouse](#) is offering free membership using code: SCHOOL7771
  - [Adobe CC](#): 2 months free for multimedia design apps (Photoshop, Premiere, etc.)
  - [Audible](#) (Audio Books Online): Hundreds of titles now completely free
  - [Duolingo](#): Learn a new language free (with ads)
  - [Photomath](#): Math learning app free and paid versions
  - [Quizlet](#): Flashcard learning app for many subjects
  - [Scratch 2.0](#): Free program to create your own interactive stories, games and animations
  - [6 free online speech therapy resources for kids](#)
  - [Homeschool Resources](#): A small collection of anti-oppressive, anti-racist homeschool curriculum ideas and resources for families impacted by closures
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## KHAN ACADEMY

A nonprofit with the mission to provide a free educational resources and instructional videos.

Visit <https://www.khanacademy.org/>

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## INDIGENOUS AWARENESS

Indigenous Canada is a Massive Open Online Course (MOOC) that explores Indigenous histories and contemporary issues in Canada. This course explores key issues facing Indigenous peoples today from a historical and critical perspective highlighting national and local Indigenous-settler relations. University credit options from Faculty of Native Studies through University of Alberta. [www.ualberta.ca](http://www.ualberta.ca)

To register for the course, go to:

<https://www.coursera.org/learn/indigenous-canada>

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## INDIGENOUS KNOWLEDGE AND WISDOM CENTRE

The IKWC offers information on education, policy, language and culture. It provides a repository of information on Treaty No. 6, Treaty No. 7 and Treaty No. 8. Members, and a First Nations directed environment to learn and share information to *“Igniting the fire of our ancestors’ ways of knowing”*

For more information on training visit [www.ikwc.org](http://www.ikwc.org) or call 780-453-4592

# BRAIN DEVELOPMENT AND MENTAL HEALTH

Brain Story Certification provide a deeper understanding of brain development and its connection to addiction and mental health. This course teaches the scientific underpinnings of the Brain Story from leading experts.

To register for the course, go to:

<https://www.albertafamilywellness.org/training>



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## FIRST NATIONS TECHNICAL SERVICES ADVISORY GROUP INC.

First Nations Technical Services Advisory Group Inc. (TSAG) is a not-for-profit provider of technical service and training for First Nations in Alberta. TSAG staff members have access to host on-line meetings and training.

Contact TSAG at 780-483-8601 or email [comm@tsag.net](mailto:comm@tsag.net)

For more information on training visit [www.tsag.net](http://www.tsag.net)

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## EDX ADULT LEARNING

Access 2500+ Online Courses

Supporting learners at every stage, whether entering the job market, changing fields, seeking a promotion or exploring new interests, edX delivers courses for curious minds on topics ranging from data and computer science to leadership and communications. edX is where you go to learn. Whether you are interested in computer science, languages, engineering, psychology, writing, electronics, biology, or marketing, we have the course for you! [Enroll today and learn something new.](#)

Visit [www.edx.org](http://www.edx.org) for more information.

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## OTHER TRAINING

New resources are available daily/weekly and we will continue to seek out resources for online education and training opportunities for our members.



Please visit our TCETSA Facebook page for upcoming opportunities.

<https://www.facebook.com/tcetsa.ca/>

# Services for Mental Health & Wellness

The following staff contact information is provided for Mental Health & Wellness Navigation purposes only. Crisis response contacts are listed in the resources below. **If you are in crisis, please call emergency services.**

Dale Steinhauer	<a href="mailto:dsteinhauer@tcvi.ca">dsteinhauer@tcvi.ca</a>	780-481-3363 (ext 110)
Kelly Collins	<a href="mailto:kellyc.neaai@gmail.ca">kellyc.neaai@gmail.ca</a>	780-812-6672
Kestrel Damato	<a href="mailto:kdamato@tcvi.ca">kdamato@tcvi.ca</a>	780-481-3363 (ext 115)

## **If you are in an emergency situation, please contact 911**

If you are experiencing difficulties in your life and need someone to talk to or need resources to help yourself or your family, please see the resources listed below. These are all free services accessible by everyone no matter where you live. Below is a list of numbers to call if you are in crisis.

### **Health Link**

Call 811

### **Kids Help Phone**

1-800-668-6868 **OR** text 'CONNECT' to 686868

### **Indigenous Peoples Hope for Wellness Helpline**

1-855-242-3310 (24 hours) [www.hopeforwellness.ca](http://www.hopeforwellness.ca)

### **Seniors Abuse Helpline**

780-454-8888 (24/7)

### **Addictions Help Line**

1-866-332-2322 (24 hours)

### **Mental Health Support**

1-877-303-2642 (24 hours)

### **Suicide Prevention**

1-833-456-4566 (24 hours)

Text 'Start' to 45645 (4 pm to midnight)

**Alberta One Line for Sexual Violence: (Text, Chat or Call)**

1-866-403-8000 (9am-9pm)

**Sexual Assault Centre of Edmonton (SACE)**

Support and Information Line: 780-423-4121 (9am-9pm)

**Alberta Council of Women's Shelters**

1-866-331-3933 (24/7)

**Alberta Human Rights Commission**

Confidential Inquiry Line 780-427-7661 Email [AHRC.Registrar@gov.ab.ca](mailto:AHRC.Registrar@gov.ab.ca)

**Edmonton Community Legal Centre (ECLC)**

Call 780-702-1725 for free legal information and advice

**CASASC Sexual Assault Crisis Line**

Call or text 1-866-956-1099 (24/7)

**Child Abuse Hotline**

1-800-638-0715 (24/7)

**Child Intervention Crisis Unit**

1-800-638-0715

**Family Violence – Find Support**

310-1818 (24/7)

**Toll Free Crisis Line / Distress Centres**

1-800-482-4357 (24/7)

**Trans Lifeline**

1-877-330-6366 (24/7)