
Comox Valley Family COVID 19 Resource Guide

This resource guide has been created to help school district employees link families with community supports during this global pandemic.

Please note: Information regarding community supports is evolving quickly. For the most current information, please check websites or contact sites directly via phone or email.

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<p>I need help with food.</p>	<p>Lush Valley is developing a Food Delivery Program. https://www.facebook.com/pg/lushvalleyfood/posts/ To access emergency food support, individuals are asked to complete an online form, https://lushvalley.org/need-food/ (one form per household). Those without internet access can call our Emergency Food Share Helpline at 250-207-HELP (4357), where a volunteer will help them to complete the form. *Lush Valley will support School District Families and you can contact your school principal via phone or email for assistance with support.</p> <p>Helpline Hours of Operation: Monday/Wednesday/Friday - 9:00 am to 1:00 pm Tuesday/Thursday - 4:00 pm to 8:00 pm If calling outside of these hours, callers are asked to leave a message with their name and phone number. A volunteer will be in touch when the call centre is next open. Please direct all questions to foodshare@lushvalley.org or to 250-207-HELP (4357). Lush Valley Food Action Society</p> <p>Comox Valley Food Bank is open. Call 250-338-0615 or find up to date information at https://www.comoxvalleyfoodbank.ca</p> <p>Sonshine Lunch Club at St. George's United Church open Mon, Wed, Thurs and Fri: Bag lunch "to go" served on the front lawn 11:30-12:30pm at St. George's St. George's United Church. Tues: bag lunch "to go" served by the Salvation Army at their church at 1580 Fitzgerald Ave Sun: The "Food Not Bombs" community meal will provide sandwiches from 2-3:30pm.</p> <p>Salvation Army Family Services continues to operate. Welcoming telephone calls for hamper deliveries. Call 250-338-5133 to arrange a next day delivery.</p> <p>Black Creek Break or Life Foodbank is open Tuesdays 9:30-11:30am at the Black Creek Mennonite Church. In need of food donations. Call 250-218-0681 or check in via their Facebook page.</p> <p>Some grocery stores are offering specific times for shopping if you are a senior or have vulnerable needs. Contact stores directly for hours.</p>
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<p>I need help with shelter or housing.</p>	<p>Salvation Army Pidock Shelter is open 24/7. 18 regular beds and 20 Emergency Response (EWR) mats. EWR will continue until June 30th.</p> <p>Connect Warming Centre is open Monday-Friday from 9:30am-4:30pm (closing during St. George's lunch from (11:30am-12:30pm) with short closures throughout the day to allow for cleaning and sanitizing.</p> <p>Comox Valley Transition Society is open with modified schedules. Call 250-897-0511 for more information.</p> <p>Lilli House is and will remain open. The shelter is considered an essential service and precautionary measures have been implemented to keep staff, clients and their children safe. For women who need help, please call the 24-hour crisis line at 250-338-1227.</p> <p>The Connect Warming Centre is open with a modified schedule to support those who are most vulnerable in our community. Strict measures are in place to ensure the health and safety of staff and all visitors to the space. The hours of operation are Monday – Friday, 9:30 a.m. to 4:30 p.m., and closed from 11:30 a.m. –12:30 p.m. in order to allow people to access the community lunch hosted at St. George's Community Church.</p>
<p>I need help with food delivery.</p>	<p>Beacon Buddies is a volunteer-run community service that matches people currently in voluntary self-isolation/quarantine with a neighbour who can help out with occasional basic out-of-home errands. For more information visit: https://nanaimobeacon.com/buddies/</p> <p>Kyte is doing delivery in the Comox Valley if you can't leave your home. For more information visit: https://www.facebook.com/KyteDeliveryService/</p> <p>Ambassador Transportation is available for no-contact deliveries. For more information call 250-650-8712.</p>
<p>I need help with prescription delivery.</p>	<p>Pharmasave is opening in Cumberland and they are offering free delivery. They are in the Ginger Goodwin Medical. Call 250-400-3456.</p> <p>Pharmasave in Comox is offering next day curbside pickup. Call 250-339-4563.</p>

	<p>Many local pharmacies are offering delivery. Contacts are listed below.</p> <p><u>Monday to Friday</u></p> <p>Cumberland Pharmacy 331-8510 John's Independent 339-6594 Living Room 338-4317 London Drugs 703-2395 Pharmasave Comox 339-9879 Pharmasave Courtenay 334-9311 Rexall Comox 339-2235 Rexall Courtenay 334-4561 Shoppers Comox 890-9327 Shoppers Courtenay 334-4338 Superstore/Loblaws 334-6930</p> <p><u>Monday - Saturday</u></p> <p>Courtenay Pharmacy 871-8405 IDA Pharmacy Bowser 757-8631 Saturday until 2:00</p> <p><u>Monday – Sunday</u></p> <p>Medicine Shoppe 339-5050 If urgent called by GP will deliver on the weekend Thrifty's Cliffe 338-1383</p>
I need help with transportation.	<p>BC Transit is offering NO FARE transit. This applies to HandyDart and conventional service. Rear door entry to reduce contact.</p> <p>ICBC is offering monthly payment deferral for up to 90 days with no penalty.</p> <p>Emergency travel loan – emergency loan of \$5000 to Canadians travelling abroad. Call 1-613-996-8885 or email CAN.finances.CV19@international.gc.ca</p>
I need help with finding a job.	<p>Work BC is continuing to assist job seekers and employers by phone and through internet technology. If you or someone you know would like to connect with an Employment Counsellor at Work BC – Courtenay, please have them call our front desk at 250-334-3119.</p>
I'm worried about a child's safety online.	<p>The Canadian Centre for Child Protection offers resources and information to help keep families, schools, child-serving organizations and children safe during this time. With the increasing potential of unrestricted online time, concerns of online safety grow. the COVID-19 response site is protectchildren.ca/covid. Visit cybertip.ca for more information.</p>
I need mental health support	<p>If threat of violence or injury is imminent call 911</p>

<p>for myself or for my family.</p>	<p>If you or someone you know is feeling suicidal (B.C. wide): 1-800-SUICIDE (784-2433)</p> <p>Youth Outreach Suicide Prevention: 250-702-6880</p> <p>Mental Health Support Line (BC-wide): 310-6789 https://crisiscentre.bc.ca/</p> <p>Vancouver Island Crisis Hotline. Please call 1-888-494-3888</p> <p>Victim Services for youth under 18 call 250-334-7575 local 224</p> <p>The KUU-US Crisis Response Service Provides 24/7 culturally-aware crisis support to Indigenous people in B.C. Call 1-800-588-8717 www.kuu-uscrisisline.ca</p> <p>Child and Youth Mental Health is offering limited services. They are asking individuals not to attend the office unless they are necessary. They are offering supports via phone, texts and Skype. For more information call 250-334-5820 (MCFD after hours helpline: 250-310-1234)</p> <p>Denman/Hornby Island Supports: One:one support to parents and youth via phone call, facebook text, video chat, online meeting, and emails. More after-hours support now available for parents who are only able to connect once the kids are in bed. Provides counselling support, Emergency Support Benefites, self-care and parenting support, etc. Call 250-898-0247 or email meredith@hornbydenmanhealth.com, mike@hornbydenmanhealth.com or contact on Facebook Meredith Hornby Denman, Sara Youth Outreach Denman & Hornby Island or on Instagram @sara.youth.outreach</p> <p>Foundry BC offers virtual drop-in counselling sessions by voice, video and chat to BC's young people ages 12 – 24 and their care givers! Virtual services will be expanding to include primary care and peer support. Services are free and confidential and do not require a referral or assessment. Call 1-833-308-6379 to book an appointment or visit https://foundrybc.ca/get-support/virtual/ for more information</p> <p>Kids Help Phone is Canada's only 24/7, national support service. We offer professional counselling, information and referrals and volunteer-led, text-based support to young people in both English and French. Call 1-800-668-6868. Children can text 686868 for support. Kids help phone 310-1234 (add this number)</p> <p>Mamatoto Counselling is offering free Online Group support on Tuesdays at 1pm for one hour. Free online support for front-line healthcare workers</p>
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Mondays 5-6. For more information email
<https://www.mamatotocounselling.ca>

Comox Valley Family Services staff are all working from home but continue to support client needs. For more information call 250-338-7575

John Howard Society: Child & Youth Mental Health Outreach Counselling, Youth & Family Substance Use Services (Outreach, Counselling, Early Prevention & Intervention), KidStart, The Station – Youth Housing, Intensive Support & Supervision Program (ISSP), Youth Forensic Psychiatric Services – are all operating either online or in person following social/physical distancing protocols. Parent support meetings hosted via Zoom 2x per week. Some grocery and meal vouchers will soon be available for youth. 1455 Cliffe Ave office open 8:30am-4:30pm or call 250-338-7341

Kelty Mental Health is offering support for mental health. For more information <https://www.keltymentalhealth.ca>

The FORCE can offer support to understand how to navigate the mental health and substance use system For more information call 1-855-887-8004 or <http://www.forcesociety.com>

Youth Mindfulness Group (Y Mind) This is a program that was going to be offered in the Valley but will not be running due to the current situation. However, the YMCA-YWCA in Victoria is offering an online version that is open to all of Vancouver Island. For more information email: mindfulness@vancouverislandy.ca

Anxiety Canada has some great resources for helping navigate the times. For more information visit: <https://www.anxietycanada.com/>

Starling Minds is offering free and confidential online support via self-directed and digitally delivered Cognitive Behaviour Therapy (CBT) to help individuals combat the stress, anxiety, and worry related to the COVID-19 pandemic. For more information visit: <https://info.starlingminds.com/covid19-free-mental-health>

For **SD71 employees only** please remember our Employee and Family Assistance Program (EFAP) through **Homewood Health**. For more information call 1-800-663-1142 or visit www.homewood.ca

Pacific Therapy is providing phone and video counselling services. For more information call: 250-338-2700

	<p>Bounceback Mental Health Coaching - now accepting self-referrals for Anyone in BC age 15+ who is already connected to a primary care provider (doctor, nurse practitioner or psychiatrist).</p> <p>Comox Valley Hospice Society - Offers support and guidance after a death. Grief and bereavement counselling by phone (free of charge) Call 250-339-5533 or email reception@comoxhospice.com</p> <p>SAIP - Sexual Abuse Intervention Program free phone counselling for children and youth ages 3 - 18 who have been sexually abused, and to children under the age of 12 with sexual acting out behaviours Contact Isabel at Family Services 250-338-7575 extension 224</p> <p>Community Based Victim Service (CBVS) Program - free and open to self and community referrals. Provides emotional support, justice related information, referrals and practical assistance to victims of crime/trauma and their families. Call 250-338-7575</p>
I need help with parenting.	<p>Child Care Providers receiving emergency government funding cannot charge fees for any periods of closure or for vacant spaces and must reserve spaces for families. Check with your provider to see if they are in this program.</p> <p>Child Care for the children of Essential Service Workers - Contact your school principal</p> <p>Parent Teen Mediation is offering supports over the phone. For more information call 250-335-2343.</p> <p>Parenting After Separation and Family Relations Mediator - 250-897- 7556 Court House - (250) 334-1115 – They may do parent mediation. If not, they may know who does. Parent Legal Centre - 1-866-577-2525 – they may be able to point you in the right direction.</p> <p>Support for Parents and Caregivers on Hornby and Denman. For information call 250-898-0247 or https://hornbydenmanhealth.com</p> <p>Grandparents Raising Grandchildren. For more information call 250-338-4288 or https://www.cvcda.ca</p> <p>Confident Parents Thriving Children offers parent telephone-based coaching for parents struggling with behaviour aged 3-12 and a phone-based coaching program to help parents develop skills effective in</p>

	<p>reducing mild to moderate anxiety problems in children ages 3–12. For more information. For more information visit: https://welcome.cmhacptk.ca/contact-us/</p> <p>Family Development Program for families already connected with the Ministry of Children and Families (MCFD), please contact Tammie Manson at 250-338-7575</p> <p>Healthy Families Program supports pregnant women, parents and caregivers and their children (birth to 6 years). For more information contact Jane Hughes at 250-871-7577</p> <p>Family Smart - Parent in Residence - call toll free 1-855-887-8004 for peer support for adults who are parenting a child or youth who is struggling with a mental health challenge.</p>
I need help for medical needs outside of Covid 19.	<p>Family doctors are reducing face-to-face contacts. In many cases they will be using phone-calls and online assessments and follow ups. All physicians are able to provide effective care in this way and will ensure the patient is brought to the office for an examination when needed. Do not drop in to your doctor's office. It is best to call ahead or make contact first through other channels such as email or through online portals as they become available. For more information https://www.divisionsbc.ca/comox-valley</p> <p>For information from Pediatricians or Psychiatrists please contact your individual office for more information.</p> <p>Comox Valley Public Health Nursing is offering continued support at the Glacier View Wellness Centre. Youth age 12-25 can access Sexual Health Services. Call 250-331-8520 to speak to a Youth Clinic Nurse or connect via https://www.facebook.com/ComoxValleyPublicHealth/</p> <p>If you do not have a family doctor, Comox Valley Medical Clinic is offering phone consults and prescription refills 7 days a week from 8:30 a.m. to 2:30 p.m. Call 250-334-1512 to set up a time to speak with a Doctor.</p> <p>Parking is free of charge at all health authority owned/operated health are sites.</p>
I need help with paying my bills.	<p>The provincial government has put a moratorium on evictions for renters in apartments run by B.C. Housing and says they are working to make this happen for renters in affordable</p>

and subsidized housing. This is the general information number for BC Housing: 1-866-465-6873

B.C. is introducing a new temporary rental supplement, halting evictions and freezing rents, among other actions. If you need information or assistance if your landlord is not complying with the freeze, contact the Residential Tenancy Board at:

<https://www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies>

The new **rental supplement** will help households by offering up to \$500 a month towards their rent, building on federal and provincial financial supports already announced for British Columbians facing financial hardship. For more information visit:

<https://www2.gov.bc.ca/gov/content/employment-business/covid-19-financial-supports#BCEBW>

BC Hydro has help if you are having trouble paying your bill:

Call 1-800-BC-HYDRO or for more information visit:

<https://www.bchydro.com/news/conservation/2020/covid-19-updates.html>

FortisBC has help if you are having trouble paying your bill. For more information visit:

<https://www.fortisbc.com/about-us/supporting-british-columbia-during-the-covid-19-outbreak/billing-support-during-covid-19>

TELUS has started a program called Internet for Good. The goal is to provide affordable internet and access to an affordable computer for eligible families.

For more details and how to apply, visit:

<https://www.telus.com/en/about/company-overview/community-investment/how-we-give/cause-campaigns/internet-for-good>

The **Canada Emergency Response Benefit (CERB)** provides \$2000/month to workers who lose income due to COVID-19, including contractors and self-employed people). CERB will take the place of EI for new applicants; in the meantime, continue to submit to EI if you qualify as the benefits of EI last up to 45 weeks and can continue after CERB ends on October 2, 2020.

Check here for more information:

https://www.canada.ca/en/departement-finance/economic-response-plan.html#increasing_canada_child_benefit

The **BC Emergency Benefit** for Workers will pay a one-time \$1,000 payment in May for people in BC getting EI or the CERB. Applications will open soon. For more information visit:

<https://www2.gov.bc.ca/gov/content/employment-business/covid-19-financial-supports#BCEBW>

A one-time enhancement to the **climate action tax credit** will be paid in July 2020 for moderate to low-income families:

- An adult will receive up to \$218.00 (increased from \$43.50)
- A child will receive \$64.00 (increased from \$12.75)

For more information visit:

<https://www2.gov.bc.ca/gov/content/employment-business/covid-19-financial-supports#BCEBW>

Repayment of **BC and Canada Student loans** has been suspended. You do not need to do anything as this is automatic.

Child Canada benefits have been increased by \$300 per child for eligible families beginning in May

Climate Action Tax Credit is a one time boost of up to \$564 for eligible families of 4 and \$218 for eligible individuals in an enhanced payment in July. Children under 18 must be registered for the Canada Child Benefit to qualify; no other action is needed, benefit is paid out according to your income tax return.

Comox Valley Community Foundation has set-up Emergency Response Grants for Families with children who are experiencing unemployment, difficulty in accessing food, shelter and/or care due to workplace/school closures, etc. For more information: <https://cvcfoundation.org/grants/covid-19-emergencyresponse-grants/>

Disability Assistance continues to be available for those in need with no other resources. Apply by phone at 1-866-866-0800 or online:

<https://myselfserve.gov.bc.ca>

Employment Insurance (EI) is available for those that have experienced job loss due to sickness/injury or shortage of work. Individuals can receive up to \$573/week to people who have lost income.

For more information: <https://www.canada.ca/en/employment-socialdevelopment/services/my-account.html>

Employment Insurance Sick Benefit is available for those unable to work due to sickness with COVID-19. Eligible individuals can receive up to \$573/week, the one-week waiting period has been waived.

For more information: <https://www.canada.ca/en/employment-socialdevelopment/services/my-account.html>

GST credit – a one-time boost of up to \$600 per eligible couple, \$400 for eligible individuals in May. Benefit is paid out according to your income tax return.

Income Assistance continues to be available for those in need with no other resources. Apply by phone at 1-866-866-0800 or online:

<https://myselfserve.gov.bc.ca>

Many **mortgage and car loan** lenders are offering payment deferral. Contact your specific institution for further information.

Students attending British Columbia's 25 public post-secondary institutions, who are experiencing emergency financial pressures can contact their school's financial aid office, which will assist with the application process. Each post-secondary institution will determine the specific amount a student can receive based on their individual needs.

Income Tax Return – Filing due date is deferred to June 1. Payments owed are deferred until after August 31.

BC has a toll-free number to connect you to the help you need if you are unsure what you qualify for financial aid: 1-888-268-4319

Youth in Care will not age out of services during the pandemic – program payments will continue despite school closures and training interruptions

Young Adults Program – payments will continue to former youth-in-care despite school closures and training interruptions.

The Immigrant Welcome Centre is helping immigrant families/new Canadians with applying for the CERB benefits. The person has to phone in to make an appointment...they will be serviced by a Settlement worker via a phone interview or online using Zoom. For more information contact by phone or email to book an appointment:

Courtenay: 250-338-6359 admin@ImmigrantWelcome.ca

North Island Toll Free: 1-855-805-0171 info@ImmigrantWelcome.ca

	<p>Emergency Relief funding for Special Needs Children - direct payment of \$225 a month for 3 months may be available for eligible families of children with special needs. Can be used to purchase supports that help alleviate stress (meal prep, caregiver relief support, counselling services, homemaking services. Families should contact their CYSN worker to see whether they qualify (250) 334-5820</p>
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