

We're In This Together

Although we are in a time when our social connections are limited, we are not alone! It is important to stay connected with others by phone or online. During an extended time of isolation and crisis, we may find ourselves needing some extra help. This brochure provides some initial contacts and supports for this unique time of the COVID-19 pandemic.



Reach out to the Town of Redwater Community Services Office or Redwater HYPE to talk to someone and receive help to navigate through some of the resources available to you.

Town of Redwater Community Services Office

Phone: 780-942-4101

Email: cscordinator@redwater.ca

Redwater HYPE (Helping Young People Excel)

Phone: 780-292-1205

Email: redwaterHYPE@sturgeon.ab.ca

Government Resources & Supports

Government of Alberta

Alberta Connects Contact Centre, 310-4455 Toll Free
8:00 am to 8:00 pm, 7 days a week

Call the number above or visit www.alberta.ca for information on provincial COVID-19 supports including:

- *Utility Payment Deferral* (call your utility provider directly to arrange for a deferral)
- *Student Loans Repayment Deferral*
- *Renter Protection* - tenants facing financial hardship due to COVID-19 cannot be evicted for non-payment of rent and/or utilities before May 1, 2020
- *Mortgage Deferrals* (call your bank for options)

You can find further information at www.alberta.ca including COVID-19 updates, mental health supports, family supports and emergency situation supports.

Government of Canada

Visit www.canada.ca or call **1-800-622-6232** for information on specific initiatives in response to COVID-19 such as:

- Increased Canada Child Benefit and GST rebates
- Reduced minimum withdrawals for RRIFs
- Student loan payment suspensions
- EI Sickness Benefits
- Canada Emergency Response Benefit (CERB) for workers without paid sick leave who must stay home due to sickness, quarantine or childcare
- Extended deadline of June 1, 2020 for individual income tax returns

The Town of Redwater

Visit www.redwater.ca for updates including information on utilities, payments, public places, programs and support contacts. You may also phone the Town Office at **780-942-3519**.

Alberta Health Services

Visit www.albertahealthservices.ca for information on current public health restrictions and mandates, the covid-19 self assessment tool, and many other health supports and resources.



During COVID-19





Family & Children Supports

Redwater HYPE (Helping Young People Excel) 780-292-1205

- Phone support for children, youth and their families
- Wellness strategies
- Mental health support
- Check out their Facebook page

Redwater School www.redwaterschool.ca 780-942-3625

Ochre Park School www.ochreparkschool.ca 780-942-2901

Visit the *COVID-19 Info for Albertans* section at www.alberta.ca for information on the disease and further resources and articles to support your family during this time. Under the section *Mental Health*, there are resources such as:

- Talking With Children about COVID-19
- Help in Tough Times
- Mental Health and Coping with COVID-19

Mental Health & Crisis Supports

Call 911 if you need immediate emergency help

If you need help to cope:

Alberta Health Services Mental Health Help Line 24/7
1-877-303-2642

Alberta Heartland Primary Care Network
780-997-0046

Alberta Mental Health Services, Adult Intake 24/7
780-342-7600 (Morinville)

Children's Mental Health Crisis Line
Monday - Friday: 8:00am-10:45pm
Weekdays and Stat Holidays: 10:00am-10:45pm
780-427-4491

Kids Help Phone
1-800-668-6868 or text CONNECT to 686868 to contact the Crisis Text Line (no data or internet needed). Visit www.kidshelpphone.ca for articles and more information.

Seniors Abuse Hotline
780-454-8888

Domestic Violence Help:

Alberta Family Violence Crisis Line 24/7
310-1818

Jessica Martel Memorial Foundation
Outreach Worker: 587-879-6125 (call or text)

Alberta's One Line for Sexual Violence
1-866-403-8000 (call or text)

Income Support:

**Alberta Supports,
Emergency Income Support 24/7**
1-866-644-5135

To apply for non-emergency income support, AISH or for information on further services, call 1-877-644-9992 (weekdays 7:30am-8:00pm) or visit www.alberta.ca/alberta-supports.

Community Supports

Redwater Fellowship of Churches Food Bank
780-942-2061

If you are in need of a food hamper, call and leave a message. A volunteer will phone you back to make arrangements. To donate or volunteer, also leave a message. Consider growing an extra row of produce in your garden for the Food Bank this summer.

Heart to Home Meals

Nutritious frozen meals can be delivered to your home. Deliveries to Redwater are on the last Friday of the month. View the catalogue online at www.HeartToHomeMeals.ca or contact the Community Services Office at 780-942-4101 to request a catalogue.

Meals on Wheels

Frozen meals are available for order and may be picked up at the Gibbons Family Resource Centre. Phone 780-923-2374 for more details. View the menu options online at www.mealsonwheeledmonton.org or request a copy from the Community Services Office at 780-942-4101.

Alberta Heartland Primary Care Network

The PCN continues to offer diabetic, dietician, pharmaceutical and mental health support during the COVID-19 crisis. Call 780-997-0046 to set up a phone appointment.

Seniors' Centre Without Walls

Socialize, learn new skills and stay connected by phone with this free program. Call the Community Services Office at 780-942-4101 for more information.

Our local pharmacies are offering delivery service for prescriptions and medications if needed. Check with other local businesses as well for ordering and delivery services available. A full business directory is available at www.redwater.ca under the business tab.



For more information, contact the Community Services Office at 780-942-4101 or cscordinator@redwater.ca