

Clinical Care (ALL COVID)

For COVID positive and presumed positive – [Follow - COVID clinical pathway](#)

Cargill Employees ONLY Resource Access

1. To find applicable financial support options from employer (such as paid leave, sick leave, laid off etc): <https://gounion.ca/covid-19/support/>
 - a. If no internet: Joe Attwood & Devin Yeager 1-888-468-6466
2. If one or more social issue is identified such as-financial, housing, food access (either cost or delivery), language barriers, health literacy, form completion:
 - a. **Refer directly to Calgary Catholic Immigrant Services (CCIS)** - link to referral form PDF can be found at <https://www.ccisab.ca/response.html>
 - b. **You can fill out the online submission form (Calgary residents only) OR email the referral directly from your clinic email if you have patient consent to do so (please note this is not secure).**

Clients **INSIDE** of Calgary Email referral to:
response@ccisab.ca

Clients **OUTSIDE** of Calgary (Okotoks, High River, etc.) Email referral to:
FCISresponse@ccisab.ca

CCIS is accepting **any** newcomer (in Canada less than 5 years) **AND any** Cargill employee or person affected by Cargill outbreak (even if they are no longer a newcomer by definition). They offer:

 - i. ***Access to Immediate Interpretation and Translation***
 - ii. ***Direct Financial Support for Emergency Living Costs***
 - iii. ***Direct Financial Support for Emergency Medical Needs***
 - iv. ***Ensured Food Security, Virtual Brief Therapy Sessions***
 - v. ***Family Violence Support***
 - vi. ***Emergency Housing and Accommodations***
 - vii. ***Designated Transportation, Pick Up, Delivery,***
 - viii. ***Family Support Counseling***
3. **Isolation Hotel:** If it is identified a Cargill related case cannot self-isolate at home due to risk of transmission please refer to Provincial Emergency Social Services (PESS)

- a. **Doctor or medical provider referral:** Telephone ONLY: (780-644-0323) or (780-643-1239) or (780-910-9476)
- b. **Info required:** phone number, healthcare number, COVID medical status, DOB (must be 18+), PPE availability, do they need transportation, smoker or non-smoker (AHS will support on-site with patches).

Resources for ANY Calgarian

Please note: we are still accepting *SCPCN Social Work referrals* for any resource connecting for NON-Cargill patients.

Language/Translation

COVID Information (Translated Sheets)

<https://www.alberta.ca/isolation.aspx> (bottom of page)

Tagalog for Philipino patients

Tigrinya for Ethiopian

Somali

Language Line Language Line Translation Services:

1-866-874-3972 – Call first, they will facilitate 3-way call with client

Client Code: 253003

Connect any language within 1 minute

Videos that are in 18 languages for the following topics:

<https://aimga.ca/covid-19/>

What is COVID 19?

What is social/physical isolation?

When to seek medical information

How to prevent spread of COVID 19

COVID-19 Financial Resources

COVID Related Unemployment

Canada Emergency Response Benefit (CERB) - Taxable benefit of \$2000 for up to 16 weeks, for individuals 15+. Apply over phone: 1-800-959-2019, or online.
<https://www.canada.ca/en/services/benefits/ei/cerb-application.html>

Unemployment extension past typical 16 weeks

Employment Insurance (EI): Tel: 1-800-206-7218

Utility support - deferred repayment to help individuals during pandemic. Contact utility provider directly for payment relief.

Rent Support:

Call 211 (self-referral) – If **individuals** are at risk of homelessness or eviction

Aspen Home Stay Program (self-referral) – for **families** who are at risk of homelessness or eviction Tel: 403-219-3477

Basic Needs Resources

Food

Calgary Catholic Immigration Society (CCIS) - For any newcomer to Canada (5 years or less) in need of food delivery or crisis food access:

Refer directly to CCIS - <https://www.ccisab.ca/response.html> (referral).

Email referral to: response@ccisab.ca

Deer Park United Church Covid-19 Food- emergency food assistance bags are delivered directly to households in the SE and SW of Calgary. Church can also complete food bank referrals: Refer or self-refer at: <https://forms.gle/pvkQBM8Dt2UvCcws9>

Calgary Food Bank - Self referral for up 4 emergency food hampers (403)253-2055 (Hamper Request Line). Agency referral required after 4 hampers.

Brown Bagging for Calgary's Kids (BB4CK): Focused on providing food for kids who would otherwise go without. Right now, they are providing grocery gift cards bi-weekly no questions asked:

- Families can sign up at www.bb4ck.org/help to receive \$30 gift card per child in household every two weeks. These will be mailed directly to the address that families give and will continue every two weeks.

Housing

Calgary Women's Emergency Shelter - provide safe and secure accommodation, food, basic needs for women facing domestic violence (403) 234-7233

SORCe - housing navigation (587)-779-5015

Newcomer support

Calgary Catholic Immigration Society -For any newcomer to Canada (5 years or less) who needs basic needs and/or barriers to accessing resources due to language: Refer directly to CCIS - <https://www.ccisab.ca/response.html> (referral). Email referral to: response@ccisab.ca

Pharmacy support

Pharmacies request that quarantined COVID patients call their pharmacy first to arrange an alternate way to receive their prescription.

Free Delivery options: CO-OP, London Drugs

COVID Senior Resources

Calgary Senior Resource Society – Isolated seniors who would benefit from social phone calls several times a week https://www.calgaryseniors.org/volunteer-programs-referral-form?fbclid=IwAR0yFYNxsUAEEo5iMUuzENpU20qyA3YKXuaFOYNFIGg-0v5JBc2jR_FYrAA

Advance Care Planning – Senior planning for advance care decision with Green Sleeve- Application available online <https://myhealth.alberta.ca/health>

COVID Mental Health

SCPCN Social Work - refer to SCPCN Social Worker for triage and support

South Calgary Health Centre – Offering mental health walk-in sessions still, as well as option for phone appointments (403) 943- 9374

Carya – Offering single-session by self-referral as well as hosting free webinars on managing stress and anxiety (403) 269-9888

Calgary Counselling Centre – Offering over the phone and virtual sessions. Sliding scale (403) 265-4980

Text4Hope – free service providing offering three months of daily Cognitive Behavioural Therapy (CBT)–based text messages written by mental health therapists. An Alberta-based innovation, Text4Hope is an evidence-based tool that helps people identify and adjust the negative thoughts, feelings and behaviours a pandemic might be expected to provoke. Community members simply text COVID19HOPE to 393939 to subscribe. There is no cost. Standard text messaging rates may apply.

Access Mental Health – A non-urgent service that provides information, consultation and referral to individuals residing in Calgary who have addiction and/or mental health concerns. Clinicians work over the telephone to help people navigate the addiction and mental health system. 403.943.1500