

seniors first BC

COVID-19 INFORMATION (RISKS, NUMBER OF CASES, SYMPTOMS, PRECAUTIONS, WHERE TO GET HELP, ETC.):

- **COVID-19 Information:**
<https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>
 - Covid-19 updates, prevention and risks, symptoms and treatment, travel advice, and Canada's response.
- **COVID-19 helpline-1-888-COVID19 (1-888-268-4319) or via text message at 604-630-0300**
 - Provides non-medical information about COVID-19, including the latest information on travel restrictions and more. Information is available in more than 110 languages, 7:30 a.m. - 8 p.m. Pacific Standard Time
- **COVID-19 BC Support App and Self-Assessment Tool:**
<https://bc.thrive.health/>
- **COVID-19 provincial support and information:**
<https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-recovery/covid-19-provincial-support>
- **BC Centre for Disease Control:**
<http://www.bccdc.ca/health-info/diseases-conditions/covid-19>
 - Includes translated content-<http://www.bccdc.ca/health-info/diseases-conditions/covid-19/about-covid-19/translated-content> (traditional Chinese, Punjabi, Farsi, English)
- **COVID-19 Symptom Self-Assessment Tool:**
<https://bc.thrive.health/>
 - If you are feeling unwell, you can check your symptoms online. This resource is available 24 hours a day.

- **811 Healthlink BC:**

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

- For the deaf and hard of hearing, call 7-1-1. Translation services are available in more than 130 languages.
- Free provincial health information and advice phone line operated by HealthLink BC. Callers are connected to a health service navigator, who can help callers find health information or connect them directly with a registered nurse, registered dietitian, qualified exercise professional, or pharmacist.

Regional Health Authorities

Visit your local health authority website for information regarding health care facilities, covid-19 updates, and more.

- **Vancouver Coastal Health** <http://www.vch.ca/>
- **Fraser Health** <https://www.fraserhealth.ca/health-topics-a-to-z/coronavirus#.Xn4rqupKi5s>
- **Interior Health** <https://www.interiorhealth.ca/Pages/default.aspx>
- **Island Health** <https://www.islandhealth.ca/>
- **Northern Health** <https://www.northernhealth.ca/>
- **Vancouver Coastal Health** <http://www.vch.ca/>

Community Living BC

Plain Language Update:

[https://mailchi.mp/communitylivingbc/update-for-clbc-eligible-individuals-and-families-on-covid-3238792?e=\[UNIQID\]](https://mailchi.mp/communitylivingbc/update-for-clbc-eligible-individuals-and-families-on-covid-3238792?e=[UNIQID])

Families:

<https://www.communitylivingbc.ca/resources/information-about-the-novel-coronavirus-covid-19/>

Service Providers:

<https://www.communitylivingbc.ca/for-service-providers/information-about-the-novel-coronavirus-covid-19-for-clbc-funded-service-providers/>

Beware of Scams Related to Covid-19:

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/fraudulent-phone-calls.html>

Canadian Anti-Fraud Centre:

<https://antifraudcentre-centreantifraude.ca/features-vedette/2020/covid-19-eng.htm>

Callers who have received a suspicious telephone call can report it by contacting the Canadian Anti-Fraud Centre. 1-888-495-8501 (toll free) Monday to Friday, from 10 am to 4:45 pm, Eastern Time.

Online: Fraud Reporting System:

<https://www.services.rcmp-grc.gc.ca/chooser-eng.html?ipeReferer=CAFCFRS>

Mental Wellness

- **Crisis Line Association of BC: Phone: 310-6789**
Toll-free provincial access to emotional support, information and resources specific to mental health, available 24/7/365
- **First Nations and Inuit Hope for Wellness Help Line: 1-855-242-3310:**
<https://www.hopeforwellness.ca/> 24/7 Toll-free Helpline, provides emotional support and crisis intervention to all Indigenous peoples across Canada. Toll-free Help Line at 1-855-242-3310, 24 hours a day, 7 days a week, can use the chat box to connect with a counsellor on-line. Phone and chat counselling is available in English and French. On request, phone counselling is also available in:
Cree, Ojibway, Inuktitut.
- **Mental Health and Substance Use Supports in BC:**
<https://www2.gov.bc.ca/gov/content/mental-health-support-in-bc>
- **E-MentalHealth.ca** Mental Wellness and Resiliency while Coping with COVID-19 (Coronavirus) Infosheet:
<https://www.ementalhealth.ca/index.php?m=article&ID=62192>
- **Centre for Addiction and Mental Health - Mental Health and the COVID-19 Pandemic**
<https://www.camh.ca/en/health-info/mental-health-and-covid-19#top>
- **Anxiety Canada:**
<https://www.anxietycanada.com/>
 - Explore self-management strategies like mindfulness, yoga, meditation, art, or exercise to manage anxious thoughts. You can find self-management strategies for anxiety from the Anxiety Canada website.
- **Here to Help BC:**
<https://www.heretohelp.bc.ca/infosheet/covid-19-and-anxiety>
 - Consider tele-health or e-health services, online support, and online or app-based self-management tools. You can learn more and find resources at www.heretohelp.bc.ca. Your doctor's office may also offer tele-health or e-health services. If you need more information about local services or you just need someone supportive to talk to, call the BC Mental Health Support Line at 310-6789 (no area code) at any time.

- **Bounce Back Online:**
<https://online.bouncebackonline.ca/>
Free online Self-directed course from the Canadian Mental Health Association to help people manage low mood, stress, and anxiety.
- **Free Apps**
Mindshift MindShift™ CBT teaches about anxiety, helping users to engage in healthy thinking and to take action. Users check in each day to track their anxiety and work with tools in the app. Free user-friendly self-help tool by Anxiety Canada
<https://www.anxietycanada.com/articles/new-mindshift-cbt-app-gives-canadians-free-anxiety-relief>

Grief & Bereavement

- **BC Bereavement Line 604-738-9950 Toll free 1-877-779-2223 Monday - Friday 9am - 5pm**
Free and confidential service that connects the public to grief support services within the province of BC. Covid-19 resources
<http://www.bcbh.ca/sgevents.php?plD=19>
- **MyGrief.ca** <http://www.mygrief.ca/> online resource to help understand grief. This site was developed by a team of grief experts and people who have experienced significant loss.
- **Gone too Soon** <https://www.bccsu.ca/gone-too-soon-canada-english/>
Handbook developed to help people navigate grief and loss as a result of substance use, written by the British Columbia Centre on Substance Use in collaboration with the British Columbia Bereavement Helpline and the Affected Persons Liaison with the British Columbia Coroners Service.

Domestic Violence

- **If you are in immediate DANGER or fear for your safety, please CALL 911.**
- **If you are not in immediate danger, call our SAIL (Senior Abuse & Information Line)** a safe place for older adults and those who care about them to talk to someone about situations of abuse and mistreatment. Line Tel: 604-437-1940 / Toll Free: 1-866-437-1940 Monday to Sunday, 8am to 8pm. Language Interpretation Available: Monday to Friday, 9am - 4pm
- **Victim Services Program:** The Victim Services Program at Seniors First BC is a community based program that provides assistance to victims of crime and abuse to older adults over 50. Services are provided whether or not a report has been made to the police. Call us at Tel: 604-437-1940 /

Toll Free: 1-866-437-1940 Monday to Sunday, 8am to 8pm. Language Interpretation Available: Monday to Friday, 9am - 4pm

- **VictimLink BC 1-800-563-0808 toll-free, confidential, multilingual telephone service available across B.C. and the Yukon available 24/7. Provides information and referral services to all victims of crime.**
- **Transition Houses** provide short- to long-term shelter (generally 30 days) and related support services to women, children, and youth who have experienced or are at risk of violence. Staffed 24 hours a day, or 7 days a week.
 - **For Transition House Information (Canada-wide search tool - includes accessibility information) <https://www.sheltersafe.ca/>**
 - **BC Housing Transition Houses & Safe Homes List <https://www.bchousing.org/housing-assistance/women-fleeing-violence/transition-houses-safe-homes>**

Addiction

- **Alcohol & Drug Information Referral Service (ADIRS) ADIRS toll-free at 1 800 663-1441, or in the lower mainland at 604 660-9382.** Free, multilingual telephone assistance is available 24 hours a day; 7 days a week provides free, confidential information and referral services to British Columbians in need of support with any kind of substance use issue (alcohol or other drugs). Information available from ADIRS includes prevention resources, support groups, and addiction related topics such as fetal alcohol syndrome.
- **Alcoholics Anonymous (AA) <https://www.bcyukonaa.org/aboutaa/wanthelp.php>**
Online & Video Meetings by community
<https://www.bcyukonaa.org/meetings/meetingsvideo.php>

Legal

- **Coronavirus: Your Legal Questions Answered (By People's Law School) <https://www.peopleslawschool.ca/everyday-legal-problems/health/coronavirus/coronavirus-your-legal-questions-answered>**
- **Seniors First BC**
Assist older adults age 55+ who have low-income with select legal issues in British Columbia The Legal Advocacy Program provides legal advice, advocacy and representation to people on legal issues involving tenancy, debt and government benefits. Our Elder Law Clinic provides legal advice and representation to older adults with a focus on legal issues that affect older adults, such as financial abuse, physical abuse or neglect, guardianship issues, capacity issues, issues in assisted living and residential care and appeals regarding government benefits.

<http://seniorsfirstbc.ca/programs/legal-programs/>

- **Law Society of BC**

The Law Society has a dedicated webpage for BC Lawyers who have questions about COVID-19 and impacts to their practice.

<https://www.lawsociety.bc.ca/about-us/covid-19-information/>

Safe Seniors, Strong Communities - BC211

- A program that matches seniors who need support with non-medical essentials, to volunteers in their community that are willing to help. To register for services, or to offer help, you can register online <http://www.bc211.ca/safe-seniors-strong-communities/> or **call or text 211**.

- **BC211** provides free information and referral to a full range of community, social, and government services, and operates twenty-four hours a day, seven days a week. You can call or text 211, or even chat with an information and referral specialist on their website here <http://www.bc211.ca/contact> Texting and online chat are limited to 8 am to 11 pm.

- **Better at Home** <http://betterathome.ca/>

Program that helps seniors with simple day-to-day tasks so that they can continue to live independently in their own homes and remain connected to their communities. To find your closest better at home program:

<http://betterathome.ca/map/> or <http://betterathome.ca/organization-directory/>

Food Banks

- **Greater Vancouver Food Bank**

The GVFB is committed to our vision for healthy communities through fair and effective food systems, and we pro-actively work to help alleviate hunger in our communities.

<https://foodbank.bc.ca/find-food/locations/>

Questions 联络方式: 604.876.3601 | cfh@foodbank.bc.ca

- **Vancouver Coastal Health: Shop by Phone Grocery Program**

Provides homebound seniors and disabled adults help with their grocery shopping. Clients call a designated order line to place an order and volunteer grocery shoppers then pick up and deliver the groceries to the client's home.

<https://find.healthlinkbc.ca/ResourceView2.aspx?org=53965&agencynum=17677206>

Government Benefits

Federal:

Canada's COVID-19 Economic Response Plan

<https://www.canada.ca/en/department-finance/economic-response-plan.html>

- Information about financial support for individuals and businesses, i.e. taxes, benefits, Canada Emergency Response Benefit, and more.

COVID-19: Financial help for Canadians outside Canada

<https://travel.gc.ca/assistance/emergency-info/financial-assistance/covid-19-financial-help>

- For Canadians who have no available source of funds to return home. This emergency assistance is a repayable loan.

Immigration, Refugees and Citizenship Canada Client Support Centre services

<https://www.canada.ca/en/immigration-refugees-citizenship/corporate/contact-ircc/client-support-centre.html>

Provincial:

COVID-19 provincial support and information:

<https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support>

- Provides official information from BC government responding to Covid-19 developments, including employment, finances, housing, and Provincial Health Officer (PHO) orders.