

INFORMATION AND RESOURCES REGARDING COVID-19

Federal Supports and Subsidies:

All information regarding Federal Supports and Subsidies is taken from
Canada's Covid-19 Economic Response Plan.

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

2019 Tax Returns for Individuals

- Deadline is deferred to June 1, 2020.
- If you are receiving Canada Child Benefit or GSTC, you should not delay in filing your return to ensure your entitlements for the 2020-21 benefit year are properly determined.
- The Canada Revenue Agency will allow all taxpayers to defer the payment of any income tax amounts that become owing on or after today and before September 2020.

Options for Filing:

- NETFILE: If you can access a computer or a mobile device, you can file online using CRA certified tax-filing software.
 - These include: H&R Block Online, TurboTax, CloudTax, TaxTron, and Simple Tax. For full list, visit: www.canada.ca
- Paper filing: You can view, download and order forms at: www.canada.ca/taxes-general-package or call the CRA at 1-855-330-3305 to order your copy
- File my Return: Eligible people with low income or a fixed income whose situations remain unchanged from year to year, have received an invitation letter in the mail or in their T1 income tax and benefit package.

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Mortgage Support:

- Payment deferral
- Loan re-amortization
- Capitalization of outstanding interest arrears
- Other eligible expenses
- Special payment arrangements
- 6-month payment deferral for mortgages, and the opportunity for relief on other credit products.

Contact your bank for more information

Canada Child Benefit

- Increasing payment amounts for 2019/20 benefit year by \$300 per child.
 - This will be part of the May payment.

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Canada Emergency Response Benefit (CERB) Part 1

- \$2,000 a month for up to 4 months

- Available through the Canada Revenue Agency (CRA) and provide income support if:
 - You have stopped or will stop working for reasons related to COVID-19, or because you are unable to work due to illness, or because you lost your employment for other reasons beyond your control
 - You have not quit your job voluntarily
 - You are not receiving nor have you applied for the CERB from the Canada Revenue Agency
 - You are not receiving Employment Insurance benefits for the same benefit period
 - You have earned a minimum of \$5,000 in income within the last 12 months or in the 2019 calendar year from either:
 - Employment income
 - Self-employment income

- Applications are now open
 - Applications will be accepted on certain days depending on your birth month:
 - Jan, Feb, March = Mondays
 - April, May, June = Tuesdays
 - July, Aug, Sept = Wednesdays
 - Oct, Nov, Dec = Thursdays
 - Fridays, Saturdays, and Sundays = Everyone can apply

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Canada Emergency Response Benefit (CERB) Part 2

- Should you apply for EI or for CERB?
 - If you have stopped working because of COVID-19, you should apply for the Canada Emergency Response Benefit, whether or not you are eligible for Employment Insurance. The Benefit is available for the period from March 15, 2020 to October 3, 2020.

- To apply:
 - Apply through your CRA MyAccount secure portal
 - Call the automated toll-free line
 - 1-800-959-2019
 - 1-800-959-2041
 - Before you call make sure to have your Social Insurance Number and postal code on hand
 - Both of these services are available 21 hours a day, 7 days a week. Both services are closed from 3:00 a.m. to 6:00 a.m. (Eastern time) for maintenance.

- The CRA will issue payments by direct deposit or cheque, based on the payment method we have on file for you.

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Increased Goods and Services Tax Credit

- The Government is proposing to double the maximum annual GST Credit payment amounts for the 2019-20 benefit year.
- The average boost to income for those benefitting from this measure will be close to \$400 for single individuals and close to \$600 for couples.

Eased the Rules for Registered Retirement Income Funds

- The Government of Canada is reducing required minimum withdrawals from Registered Retirement Income Funds (RRIFs) by 25% for 2020.
- This will provide flexibility to seniors that are concerned that they may be required to liquidate their RRIF assets to meet minimum withdrawal requirements.

A Moratorium on the Repayment of Canada Student Loans

- The Government of Canada is placing a six-month interest-free moratorium on the repayment of Canada Student Loans for all individuals currently in the process of repaying these loans.

Federal Supports and Subsidies:

Supports available in partnership or funded by the Government of Canada

Computers for Schools Canada

- Distributes refurbished computers to schools, libraries, not-for-profit organizations, Indigenous communities, and eligible low-income individuals, helping millions of Canadians access the resources and skills they need.
- If your organization is interested in participating, visit:
 - <https://cfsc-opec.org/en/computers-for-schools/>

Connecting Families (Internet Accessibility)

- Helps connect Canadians to the Internet by offering \$10 month high speed internet programs.
- Participating Internet Service Providers will offer eligible families Internet services with at least 10 Mbps download speed (or the fastest available if less than 10 Mbps) and a minimum of 100 GB of data usage.
- To apply:
 - <https://www.connecting-families.ca/welcome>

Provincial Supports and Subsidies:

All information regarding Provincial Supports and Subsidies is from the *Covid-19*

Supports for Albertans

<https://www.alberta.ca/covid-19-supports-for-albertans.aspx>

Utility Payment Deferral

- This program is available to Albertans who are experiencing financial hardship as a direct result of COVID-19.
- For example, those who have lost their employment or had to leave work to take care of an ill family member.
- Call your utility provider directly to arrange for a 90-day deferral on all payments.

All deferred bill payments must still be paid within the 90-day limit.

Student Loans Repayment Deferral

- 6-month, interest free, moratorium on Alberta Student Loan payments for all Albertans in the process of repaying these loans.
- Alberta Student Loan repayments will be paused for 6 months, beginning March 30th, 2020.
- Interest will not accrue during this period.
- Students do not need to apply for the repayment pause.

Provincial Supports and Subsidies:

All information regarding Provincial Supports and Subsidies is from the *Covid-19 Supports for Albertans*

<https://www.alberta.ca/covid-19-supports-for-albertans.aspx>

ATB Financial

- Personal banking customers can apply for a deferral on their ATB loans, lines of credit and mortgages for up to 6 months.

Alberta Credit Unions

- Credit union members will have access to a variety of programs and solutions designed to ease difficulties with loan payments and short-term cash flow.
- Contact your Credit Union to work out a plan for your personal situation.

If your bank is not listed, contact the bank's customer service or visit their web page for more information.

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Security for Alberta Renters

Direct supports and deferrals designed to relieve the immediate financial burden brought on by the crisis

- Tenants cannot be evicted for non-payment of rent and/or utilities before May 1.
- Rents will not increase while Alberta's state of public health emergency remains in effect.
- Effective April 1, late fees cannot be applied to late rent payments for the next three months.
- Effective April 1, landlords and tenants need to work together to develop payment plans while the state of public health emergency is in effect.

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Psychologists' Association of Alberta

- The Psychologists' Association of Alberta is offering help to those Albertan's who are experiencing distress due to COVID-19.
- The Disaster Response Network members are offering pro-bono psychological services with priority for health care providers and first responders traumatized by recent events.
- This is not a crisis line or a referral services, but a pro-bono support by volunteer psychologists for 1-3 sessions for those in need.
- To access this service, contact the PAA Office:
 - paa@paa-ab.ca
 - 780-424-0294

Local Supports and Subsidies:

All information regarding each organization was collected from their website or Facebook page. If there are any questions or concerns, please contact the organization directly.

Vegreville & District Family & Community Support Services (FCSS)

In light of the COVID-19 pandemic, many of our programs and services have been suspended until further notice. Our programs and services that remain accessible to Vegreville and area residents are as follows:

Information & Referral:

- We understand that this is a time of uncertainty and stress, if you need any assistance please contact our FCSS team at **780-632-3966**; we are standing by to help.
- Updates on our programs and services are available on the Town of Vegreville website www.vegreville.com/town-services/fcss or on our Facebook Page www.Facebook.com/vegfcss

Community Volunteer Income Tax Program (CVITP): Get your taxes done by FCSS staff and CRA-trained volunteers. Drop-off service available.

• Income Requirements:

- Single Person: Under \$35,000
- Couple: Under \$45,000

• Here's How:

- Pick up a form on the steps of the Town of Vegreville Administrative Building during business hours.
- Complete the form.
- Put it in the mail slot beside the main doors of the building.
- FCSS volunteer or staff will call you to complete your tax return.

Local Supports and Subsidies:

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Vegreville & District Family & Community Support Services (FCSS)

Continued

Meals on Wheels Program (MOW): For those with difficulties preparing meals for themselves due to illness, recent hospitalization, disability, inadequate facilities, or circumstance, meals can be purchased and delivered to the home.

- This program is delivered in partnership with Covenant Health, St. Joseph's General Hospital Vegreville.
- Precautions are being taken to ensure the health and safety of program participants.
- To apply call FCSS at 780-632-3966

Local Supports and Subsidies:

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Vegreville Food Bank Society

- The Food Bank will not be delivering hampers to homes.
- An appointment must be made to allow for pre-screening.
- Food Bank Hampers:
 1. Appointments and pre-screening: 780-632-6002. Messages checked up to 24 hours before the next open hour.
 2. Appointment times every two weeks:
 - April 17th: 9:00 am - 11:50 am
 - May 1st: 9:00 am - 11:50 am
- Clients must book an appointment by phone 780-632-6002. Leave a message and a bookkeeper will contact you.
- On Good Friday, April 10, 2020, the Vegreville Food Bank will be closed.
- Food donations:
 - By appointment Tuesdays and Wednesdays by phoning 587-280-1499 (please give 24 hours notice for appointments).

Online donations:

<https://atbcares.benevity.org/communi.../.../124-892843848RR0001>

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Adam's No Frills

- Hours are now 9:00 am - 8:00 pm.
- Tuesdays and Thursdays from 8:00 am - 9:00 am are for seniors and people living with disabilities.

Walmart Supercenter

- Hours are now 8:00 am - 8:00 pm.
- Seniors and people living with disabilities:
 - Monday - Friday, 7:00 - 8:00 am

Co-op Vegreville

- Open 9:00 am - 9:00 pm, 7 days a week.
- Home delivery available for anyone that needs it.
- Cash, cheque, or electronic transfers accepted.

Skyline Greenhouse

- Full list of items can be found on their website:
 - www.skylinegreenhouse.com
- Accepting credit card payment over the phone.
- Free delivery for Vegreville and Lavoy
 - Vegreville Location: 780-632-0009
 - Lavoy Location: 780-658-3330

Local Supports and Subsidies:

All information regarding each organization was collected from their website or Facebook page. If there are any questions or concerns, please contact the organization directly.

Vegreville Family Clinic

- **Appointments with physicians are now available over the phone.**
 - Call 780-632-6414
 - Then press #2
 - You will be forwarded to reception where you can set an appointment time for a physician to call you.

- **For Seniors:**
 - Goals for Care or GreenSleeve forms are important for seniors to have completed to make sure that your desires for your care are followed should you require urgent medical treatment.
 - A physician can help you complete this form through a phone consultation.
 - If you have not completed one of these forms, please contact the Vegreville Family Clinic.

Local Supports and Subsidies:

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The Veg AI-Drug Society (Contract Provider of Alberta Health Services)

- Still operating.
- If you need to talk to someone you can call 780-632-6617.
- The hours of operation are 8:15 am - 4:30 pm, Monday - Friday.
- After hours/weekends you can call:
 - 24 hour Addictions helpline 1-866-332-2322
 - Mental Health helpline 1-877-303-2642.

Canadian Mental Health Association Alberta East Central

- CMHA Camrose main office is closed due to the COVID-19 pandemic.
- All non-critical programming is suspended until further notice.
- See website or social media channels for further updates:
 - www.cmhacamrose.ca
- Staff will continue to be available via text/email/Facetime/phone during the next few weeks from the hours of 8:30 am - 4:30 pm.
- General Inquiries can be directed to:
 - 780-672-2570

Local Supports and Subsidies:

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The Society of St. Vincent de Paul

- Catholic organization ministering emergency assistance on a case by case basis.
 - Call 780-603-2270

BGS Enterprise:

- BGS provides career development services.
- BGS offers programs that move the client through self-assessment, identifying needs & current employment trends, establishing realistic goals & setting out action steps to reach these goals.
- There is a virtual Job Club Monday-Friday.
- If you are looking for information/resources for job readiness, contact BGS at:
 - 587-280-3170

Come2Life

- Come2Life engages youth in emotional health conversations, inviting them to experience help, hope & healing.
- Online Programming currently being offered:
 - "Good Medicine" series which can be found on the Come2Life Facebook Page.
 - www.facebook.com/ResilientHopeful

Local Supports and Subsidies:

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Vegreville Centennial Library

- Offering Temporary Free Library Memberships
 - If you live Vegreville or the County of Minburn, visit:
 - www.vegrevillelibrary.ab.ca/temporary-free-membership
 - If you live outside of Vegreville or the County of Minburn, visit:
 - www.nlls.ab.ca (click on the "Temporary Memberships" box)
- With these Temporary Free Memberships, you will have access to all the e-resources. This includes:
 - Hobbies and craft tutorials and ideas
 - Access to Ancestry.ca
 - Access to Solaro (an online educational resource for grades 3-12 that follows the Alberta curriculum)
- If you need help with these resources, you can contact the library, Monday - Friday between 10:00 am - 5:00 pm by phone.
 - Call: 780-632-3491

Hotlines:

Canada and Alberta Information Lines or Hotlines

Canada

Kids Help Phone

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. Whether by phone, text, mobile app or through our website, you can connect with us whenever you want, however you want. Our service is completely confidential — you don't even have to tell us your name if you don't want to

Text: CONNECT to 68686

Phone: 24/7 at 1-800-668-6868.

Website: www.kidshelpphone.ca/

Canada Suicide Prevention Service (CSPS)

Call: English: toll-free 1-833-456-4566 Available 24/7

Hotlines:

Canada and Alberta Information Lines or Hotlines

Alberta

The Support Network Distress Line: Serving Edmonton and surrounding areas

- Crisis 24 hours: (780) 482-HELP
- Seniors Abuse Helpline: (780) 454-8888

Family Violence Information Line: 310-1818 to get help anonymously in more than 170 languages.

Abuse Hotline: Call 1-855-4HELPAB (1-855-443-5722) Callers can remain anonymous. If you suspect an adult or child is being abused or neglected, help is just a phone call away. The provincial abuse helpline will connect you to resources, supports, services and referrals to address your concerns. Callers can remain anonymous. Hours of operation: 7:30 am to 8 pm, Monday to Friday

Child Abuse Hotline: 1-800-387-KIDS (5437) for help 24/7

Addiction Helpline: 1-866-332-2322

Alberta Quits Helpline: 1-866-710-QUIT (7848)

Mental Health Help Line: 1-877-303-2642

Bullying Helpline: 1-888-456-2323 to get help anonymously