

# COVID-19 Patient Resources

## A guide for Albertans

Last updated: August 2020

# Table of contents

Introduction .....	3
Acknowledgements.....	3
Medical Services.....	4
Primary Care Network (PCN) Primary Care Services .....	4
Alberta Health Services (AHS) Primary Care Services .....	4
HealthLink 811 .....	4
NEW Preparing for COVID-19 Illness.....	4
Pain Management.....	4
Prenatal & Postnatal .....	5
Rehabilitation Advice Line .....	5
NEW Family Support & Visitation of Patients & Residents .....	5
Non-Medical Services & Supports .....	5
211 Alberta .....	5
NEW Indigenous Health Cultural Support Line.....	5
Social & Mental Health Services.....	6
Mental Health & Addiction .....	6
Help in Tough Times.....	6
Family & Sexual Violence .....	6
Caregiver Support.....	6
Canadian Mental Health Association.....	7
Seniors with Dementia.....	7
Resources.....	7
Government of Alberta: COVID-19 Information for Albertans.....	7
Alberta Health Services: Information for Albertans.....	7
MyHealthAlberta .....	8
Government of Canada COVID-19 Information.....	8
Immigrant Services .....	8
World Health Organization (WHO) .....	8

# Introduction

This guide was developed to assist community providers and their teams in finding links to supportive care services in the community during the COVID-19 pandemic. The guide provides basic information that can be shared with Albertans and their families, as they experience the COVID-19 journey, to help address the social determinants of health.

## Acknowledgements

We would like to thank the following groups for their contributions to the development of this resource.

- AHS Volunteer Resources
- Over 25 patient and family advisors who are part of the e-Advisor volunteer network

# Medical Services

## Primary Care Network (PCN) Primary Care Services

These include family physician clinics and PCN-run clinics. PCN supports include behavioural specialists and online counselling services.

During COVID-19, clinics are expected to remain open to support patients with primary care needs. For the safety of patients and clinic staff, clinics may ask to see patients virtually (e.g., by telephone or online). Clinics may redirect patients with COVID-19 or influenza-like symptoms to HealthLink 811 for screening, where they may be recommended for COVID-19 testing.

## Alberta Health Services (AHS) Primary Care Services

These include AHS Family Care Clinics (Slave Lake, East Calgary and Edmonton East), AHS Ambulatory Care Clinics and AHS Urgent Care Centres.

For the safety of patients and clinic staff, clinics may ask to see patients virtually (e.g., by telephone or online). Clinics may redirect patients with COVID-19 or influenza-like symptoms to HealthLink 811 for screening, where they may be recommended for COVID-19 testing.

## HealthLink 811

Patients with primary care sensitive conditions, or those needing screening and triage for COVID-19 or influenza-like symptoms, can dial 811 for health advice. Based on HealthLink's assessment, patients may be redirected to:

- **COVID-19 Assessment Centres:** Single points of access to COVID-19 testing
- **Secondary Assessment and Treatment Centres:** For those with COVID-19 symptoms who need to be physically seen within a 4-24 hour period, or for patients who do not have a family physician or their clinic is not open
  - Each site has different hours of operation and patient groups seen (adult or child)
  - Sites are located in Edmonton, Lethbridge, Medicine Hat and Calgary.

## NEW Preparing for COVID-19 Illness

Resources are available to help Albertans think about, discuss and share wishes about their care if they get sick from COVID-19.

For more information:

- [What if I Get Seriously Ill with COVID-19? Life-Support Treatments and Complications](#)
- [Be prepared in the time of COVID-19](#)

## Pain Management

These organizations provide services and resources to help Albertans cope with chronic pain that may impact mobility or everyday activities:

- **Pain Canada:** Call 1-780-482-6727 or visit the [webpage](#)
- **Canadian Pain Society:** Call 1-416-642-6379 or visit the [webpage](#)

## Prenatal & Postnatal

Questions and answers for expectant and new parents during the COVID-19 pandemic:  
[Pregnancy, Birth, Postpartum and Breastfeeding: Information for Expectant and New Parents](#)

## Rehabilitation Advice Line

This telephone service provides free rehabilitation advice and general health information for Albertans with physical disabilities related to neurological conditions, musculo-skeletal conditions and/or are awaiting or recovering from related surgeries, or recovering from COVID-19.

It provides information on:

- Activities and exercises that help with physical concerns
- Strategies to manage the day-to-day activities affected by these concerns
- Rehabilitation services that are open for in-person and/or virtual visits
- Community-based organizations

For more information, call 1-833-379-0563 or visit the [web page](#).

## NEW Family Support & Visitation of Patients & Residents

Alberta Health Services has had to make the difficult decision to limit the interactions between patients/residents, families and visitors in AHS facilities in order to ensure their safety, as well as physicians and staff providing their care. Guidance is available for Emergency Departments, Hospital Wards, End of Life Situations, Long-Term Care, Supportive Living and Congregate Living.

For more information visit the [AHS Family Support & Visitation of Patients & Residents webpage](#).

# Non-Medical Services & Supports

## 211 Alberta

Access to a full range of community, government, social and health services 24/7 via phone, text or chat (available to over 60 per cent of Albertans). Free and confidential in over 170 languages.

To access support, dial **211**, text **INFO** to **211** or visit [www.ab.211.ca](http://www.ab.211.ca) to live chat with staff.

Visit the [211 webpage](#) to search over 800 links to community-based government, social and health services and resources, or search the [211 Alberta spreadsheet](#) for available resources.

Visit the [Distress Centre webpage](#) to learn more about 211 services and crisis support.

For 24-hour crisis support, call the Crisis Line: 403-266-HELP (4357) or 780-482-HELP (4357).

## NEW Indigenous Health Cultural Support Line

An after-hours, toll-free support line for indigenous patients and their families is available. The support line offers a place to talk and be listened to, pray, elder support, and connection to information and resources.

To contact, call: **1-855-735-6766, on Monday-Wednesday, 3 p.m.–9 p.m.**

The line can also be used by health facilities, staff and community members supporting the care of indigenous people.

Additional resources: [COVID Advice for Indigenous Peoples and Communities](#)

## Social & Mental Health Services

### Mental Health & Addiction

These services provide mental health and addiction support and advice during the COVID-19 pandemic and beyond.

24-hour help lines:

- **Addiction Help Line:** 1-866-332-2322
- **Mental Health Help Line:** 1-877-303-2642
- **Distress Line (within the '403' area code):** 1-800-SUICIDE (784-2433)
- **Kid's Help Line:** 1-800-668-6868

Subscribe to [TEXT4HOPE](#) to receive free daily messages from a mental health therapist with advice and encouragement helpful in developing healthy personal coping skills and resiliency. To subscribe, text **COVID19HOPE** to **393939**

### Help in Tough Times

Visit the AHS [Help in Tough Times page](#) for online resources related to:

- Emergency preparedness
- Employment loss
- Mental health & addiction
- Stress
- Grief
- Suicide
- Information relevant to Indigenous or LGBTQ2S+ communities

### Family & Sexual Violence

These services provide support and advice on family & sexual violence, and can assist during the COVID-19 pandemic.

- **24-hour Family Violence Info Line:** 310-1818 or use the [online chat](#) anonymously
- **Alberta One Line (sexual violence):** 1-866-403-8000 or use the online chat by clicking "Get Support Now" at the bottom of the [webpage](#)
- **24-hour child abuse hotline:** 1-800-387-KIDS (5437). Children are at a higher risk for neglect and abuse during times of uncertainty and crisis. Call the 24-hour child abuse hotline if you think a child is being abused, neglected or sexually exploited

### Caregiver Support

Nearly one million Albertans act as caregivers for loved ones experiencing challenges related to illness, disability or aging. Caregivers can get psychosocial and other peer and community supports by calling:

6

COVID-19  
Patient Resources  
Last updated: 08/25/2020 1100h



- **The Caregivers Advice Line:** 1-877-453-5088 or visit their [website](#)

## Canadian Mental Health Association

The Association provides a variety of mental health supports in Edmonton and Calgary.

Edmonton Area:

- **CASA Child Adolescent & Family Mental Health:** 780-400-2271
- **City of Edmonton Community Services:** 780-496-4777
- **Drop-In Single Session Counselling:** 780-423-2831 or [www.dropinyeg.ca](http://www.dropinyeg.ca)
- **Edmonton Mennonite Center for Newcomers:** 780-423-9696
- **Momentum Walk-in Counselling:** 780-757-0900
- **Native Counselling Services of Alberta:** 780-451-4002
- **Suicide Grief Support Program:** 780-482-0198

Calgary Area

- **Suicide Bereavement & Family Support Counselling:** 403-297-1708
- **Canadian Mental Health Association, Peer Support:** 403-297-1402

## Seniors with Dementia

Visit the [Alzheimer Society Alberta and Northwest Territories website](#) or call 1-780-761-0030 (toll-free: 1-866-950-5465) for more information on living with dementia.

# Resources

## Government of Alberta: COVID-19 Information for Albertans

Visit the Alberta Health [COVID-19 info for Albertans site](#) for a range of information relating to COVID-19. Some key pages to note:

- [Prevention](#), symptoms and [testing](#) for COVID-19
- [Public health orders](#) and [isolation requirements](#)
- **Income Support Alberta** provides financial support for people who are physically able to work but are not working right now or not earning enough money to pay for their basic needs. To learn more, go to the [Income Support](#) website, call Alberta Supports at 1-877-644-9992, or the 24-hour Emergency Income Support Centre at 1-866-644-5135.
- Links to support for vulnerable Albertans: [care givers](#), [volunteers](#), [disability service providers](#), [expectant mothers](#), [homeless](#), [places of worship](#), [congregate living centres](#)
- [Alberta's Relaunch Strategy](#)
- Relaunch criteria for child care: Visit [child care during COVID-19](#) or call 310-4455
- Continuing K-12 student learning: Visit [K-12 school re-entry](#) from the Government of Alberta or call 310-4455

## Alberta Health Services: Information for Albertans

Visit the AHS [Information for Albertans COVID-19 page](#) for a range of information on:

- COVID-19 Testing / Online Booking & [Self-Assessment](#)

- COVID-19 symptoms, spread, risks and testing; prevention; caring for COVID-19 patients at home; resources for specific health conditions; physical distancing; changes in health services; mass gatherings, schools, and travel

## MyHealthAlberta

Visit [MyHealthAlberta](#) for general health information and tools, such as information about symptoms, health conditions or medications. COVID-19 pages of note:

- [Care instructions](#) for those with COVID-19
- Information on [how to manage symptoms](#)

## Government of Canada COVID-19 Information

For a list of services and information regarding health, financial and economic support, travel, safety and more, visit the [Government of Canada's COVID-19 web page](#).

- **Canada Emergency Response Benefit (CERB):** Temporary income support for those who stopped working because of COVID-19. Visit [CERB](#) or call 1-833-699-0299 for more information.
- **Canadian Emergency Wage Subsidy (CEWS):** Canadian employers whose business has been affected by COVID-19 may be eligible for a subsidy of 75 per cent of employee wages for up to 12 weeks. Visit [CEWS](#) or call 1-833-966-2099 for more information.

## Immigrant Services

Resources specifically for new Canadians about COVID-19 in multiple languages. Immigrant-serving organizations have information on COVID-19, tips for social distancing and resources.

- Visit the Immigrant Services Calgary [website](#) or call 403-265-1120 (see [COVID-19 Fact Sheets](#) in multiple languages)
- [Multilingual COVID-19 Resources](#) from Calgary Local Immigration Partnership

## World Health Organization (WHO)

COVID-19 advice for the public, including [myth-busting](#) information.