



# COVID CORNER Webinar: Managing Patient Anxiety and Mental Health Decompensation during COVID19

April 15, 2020

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## Territorial Acknowledgement



Source: <https://www.ucalgary.ca/indigenous>

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## Disclosure of Financial Support



- The program was developed and planned to achieve scientific integrity, objectivity and balance.
- This program has not received any financial or in-kind support.


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## Housekeeping



- Multiple speakers will address various aspects of the topic.
- We will have polls during the presentation, it will pop up on your screen and you simply select your answer to participate.
- There will be a Q&A after all the presentations.
- Use the Q&A box to enter questions by text. No spoken questions.
- Refer to this How-to page for info on Questions, Chat etc
  - <https://olab.ca/using-zoom-for-large-groups/>
- We get lots of Questions: scan the list and Upvote
- Formal notices, copyright, declarations and disclaimers at the end

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## Faculty/Presenter Disclosure

**Faculty** Rachel Grimminck

- Other Financial Affiliations:  
ii' taa'poh'to'p Grant Competition, Confronting the Reality of Racism that Indigenous Canadians Experience in Health Care: A Video and Simulation Project to Spur Decolonization in Medical Education with co-collaborators Drs. Janet Degroot, Lynden Crowshoe, Nazia Viceer, Pamela Roach, Francesco Rizzuti, Alya Heirali, Pamela Chu, and Rita Henderson, approximate value \$10,000

**Faculty** Eden McCaffrey


- None to Disclose

**Faculty** Sheila Raukema

- None to Disclose

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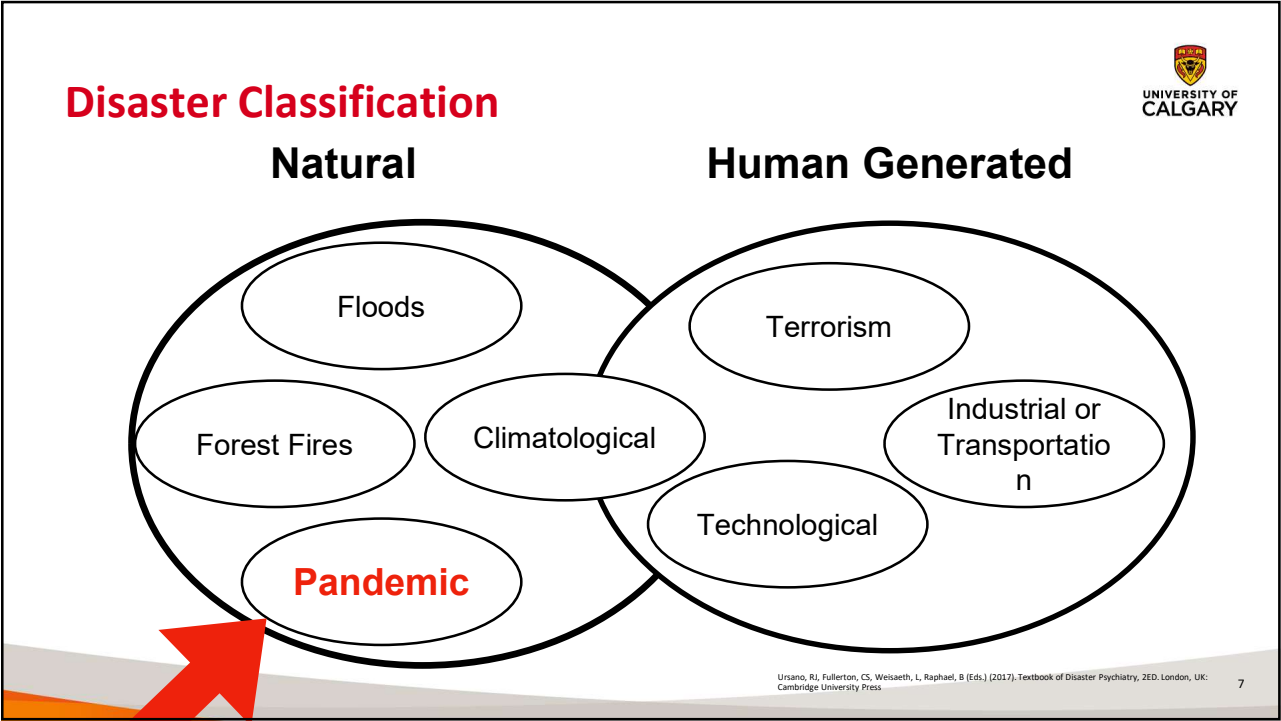


## Learning Objectives

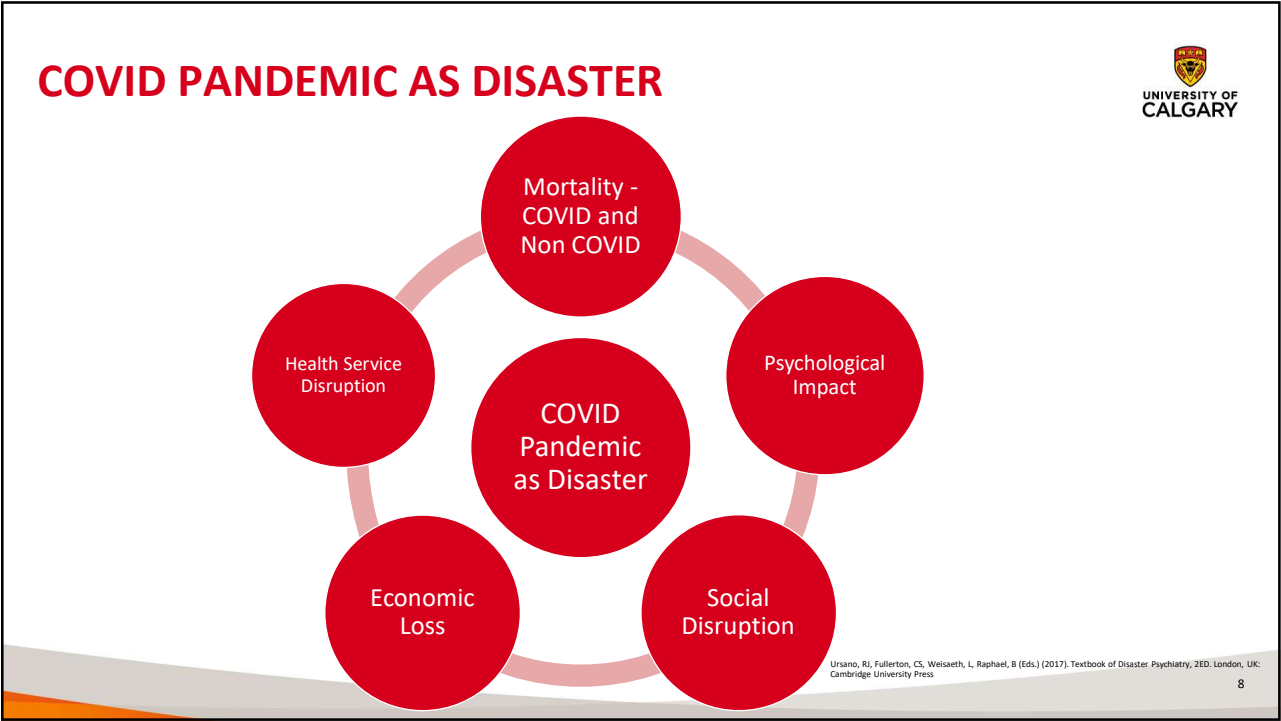
- Recognize the additional stressors created by the COVID19 pandemic
- Identify clinical levels of anxiety
- Summarize strategies for supporting the mental health of patients and their families
- Describe the red flags of anxiety and decompensation
- Identify resources for patients and families

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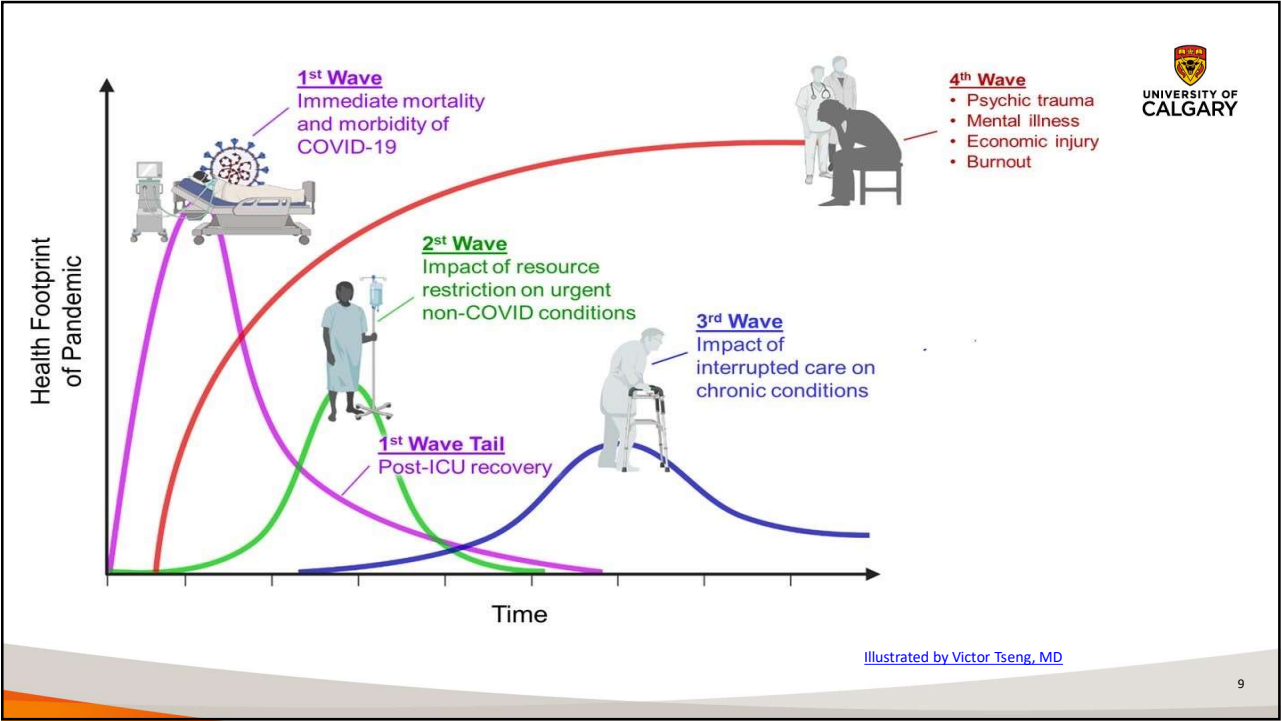
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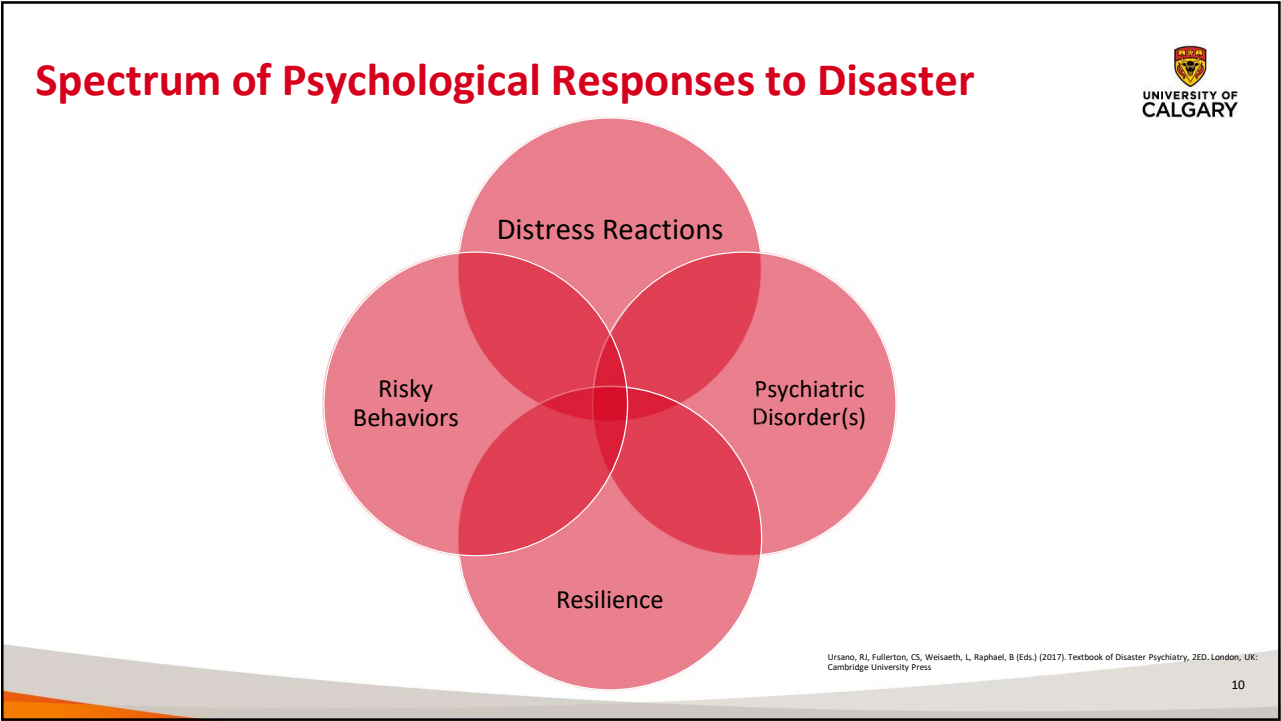
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Distress  
Reaction

Risky Behaviors

Psychiatric Disorder(s)


Resilience

Insomnia and Fatigue  
Somatic Complaints  
Irritability / Anger / Frustration  
Grief and Anticipatory Grief  
Anxiety

Ursano, R.J., Fullerton, C.S., Weisaeth, L., Raphael, B (Eds.) (2017). Textbook of Disaster Psychiatry, 2ED. London, UK: Cambridge University Press

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Distress  
Reaction

Risky Behaviors

Psychiatric Disorder(s)

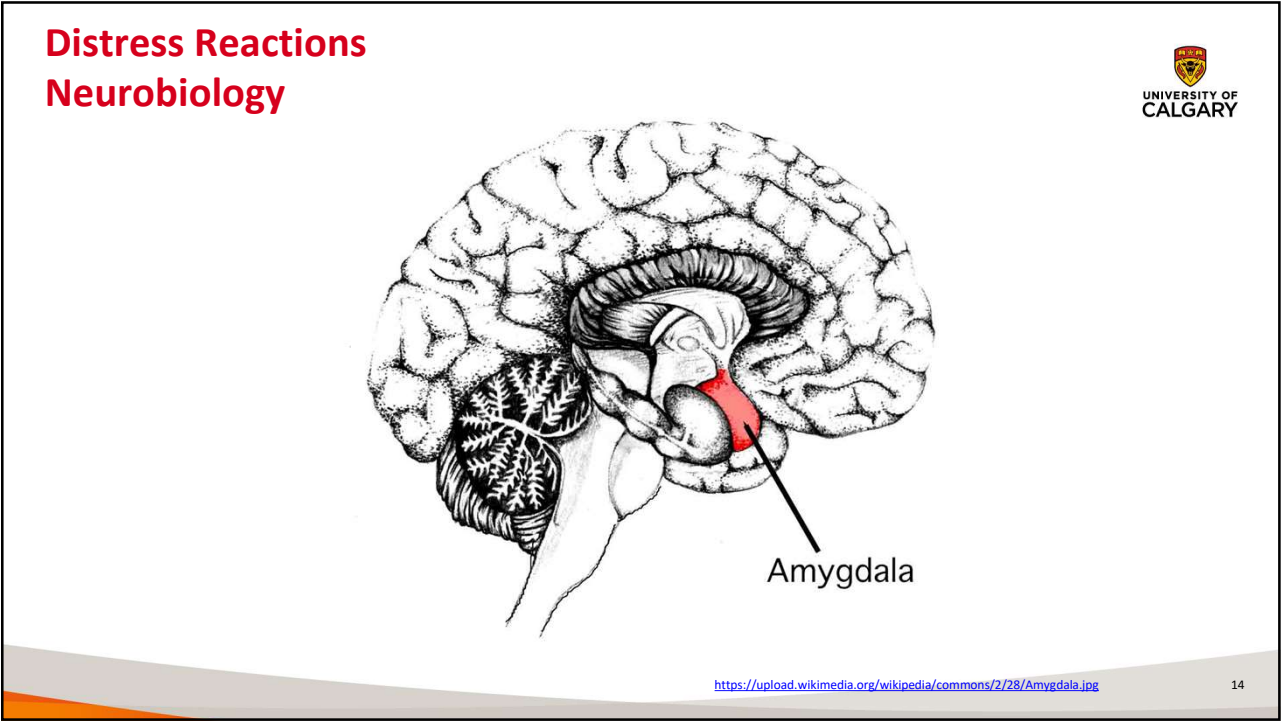
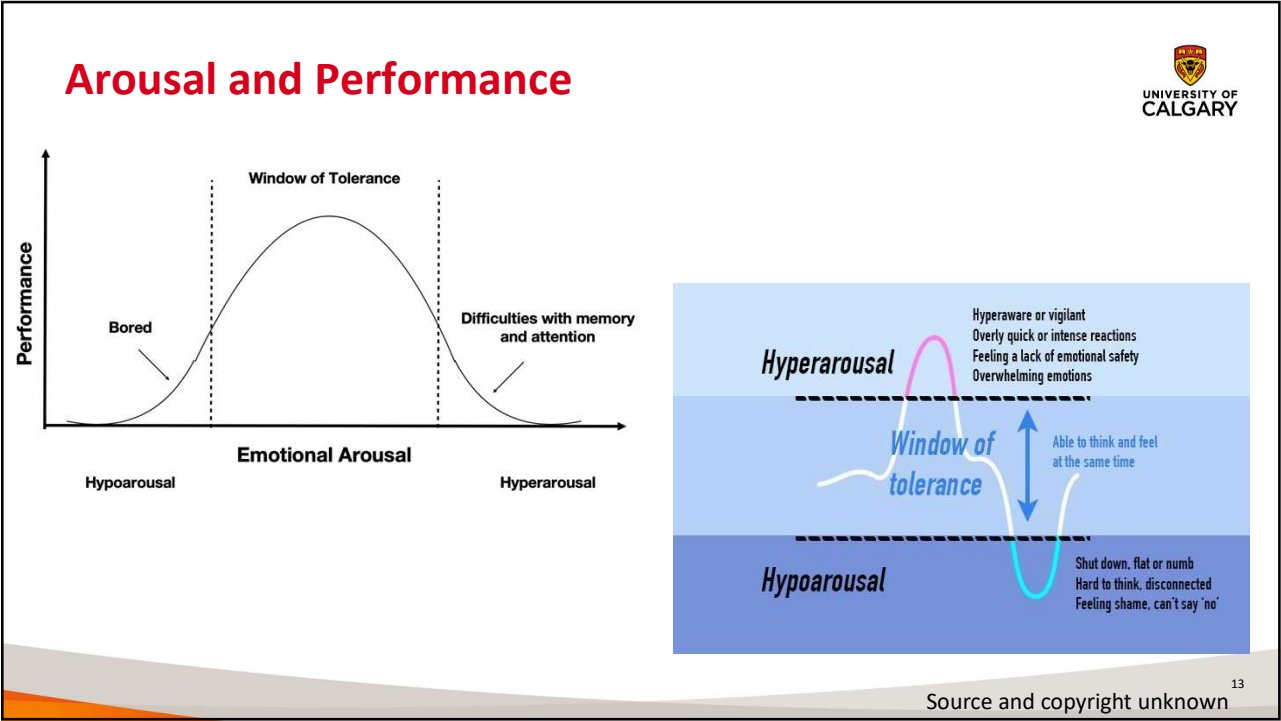
Resilience

Regression  
Changes in Play  
Specific Fears  
Separation Difficulties  
Irritability / Frustration  
Somatic Complaints

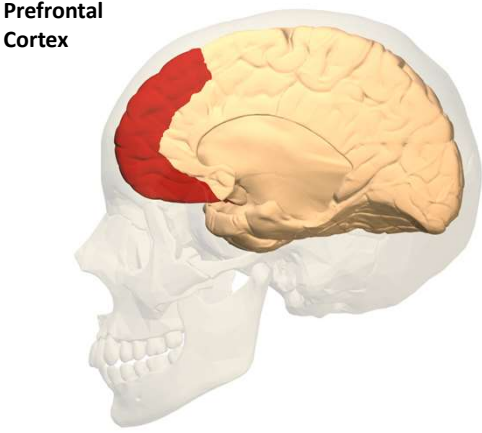
Ursano, R.J., Fullerton, C.S., Weisaeth, L., Raphael, B (Eds.) (2017). Textbook of Disaster Psychiatry, 2ED. London, UK: Cambridge University Press

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### Distress Reactions - Neurobiology



Prefrontal Cortex



What if? Worry Loop

Panic

Social Media

Social Contagion

Fear and Anxiety

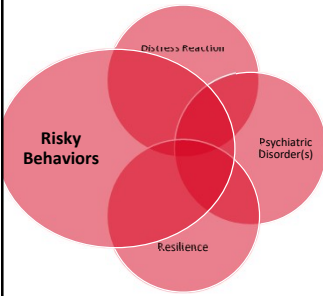
[https://commons.wikimedia.org/wiki/File:Prefrontal\\_cortex\\_\(left\)\\_-\\_medial\\_view.png](https://commons.wikimedia.org/wiki/File:Prefrontal_cortex_(left)_-_medial_view.png)

<https://previews.123rf.com/images/hfsmaging/hfsmaging1510/hfsmaging151000024/46940834-the-brain-in-cross-section-showing-the-basal-ganglia-hypothalamus-amygdala-and-hippocampus.jpg>

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### Psychological Responses – Risky Behaviours



Risky Behaviors

Distress Reaction

Psychiatric Disorder(s)

Resilience

Substance Use

Overeating

Altered Work Life Balance

Poor Adherence to Medical Recommendations

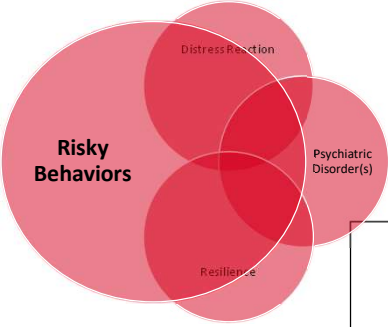
Interpersonal Violence

Urano, R.J., Fullerton, C.S., Weisaeth, L., Raphael, B. (Eds.) (2017). Textbook of Disaster Psychiatry, 2ED. London, UK: Cambridge University Press.

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Pre-Existing Psychiatric Disorder

Heroic and Anti-Heroic Feelings

Changes in Attitudes

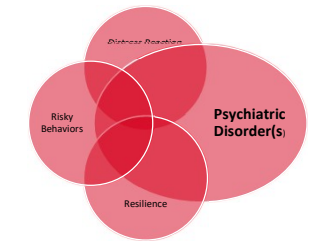
Changes in Interpersonal Relationships

University of Calgary

Ursano, R.J., Fullerton, C.S., Weisaeth, L., Raphael, B. (Eds.) (2017). Textbook of Disaster Psychiatry, 2ED. London, UK: Cambridge University Press

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Exacerbation of Pre-existing Conditions & New Presentations

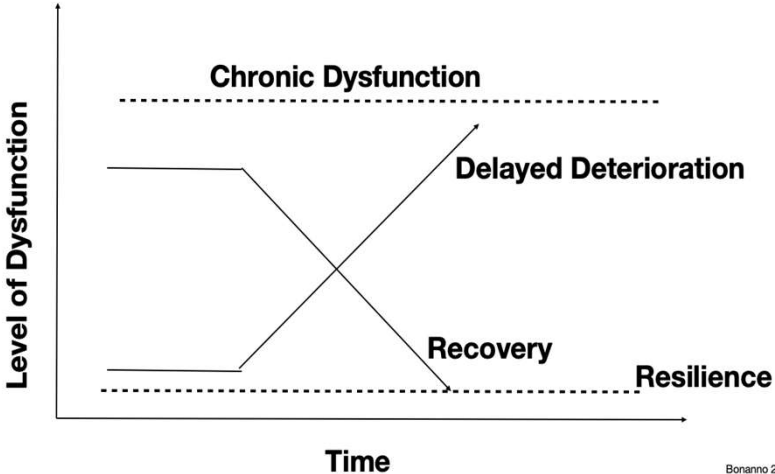
PTSD

Anxiety

Depression

Adjustment Disorders

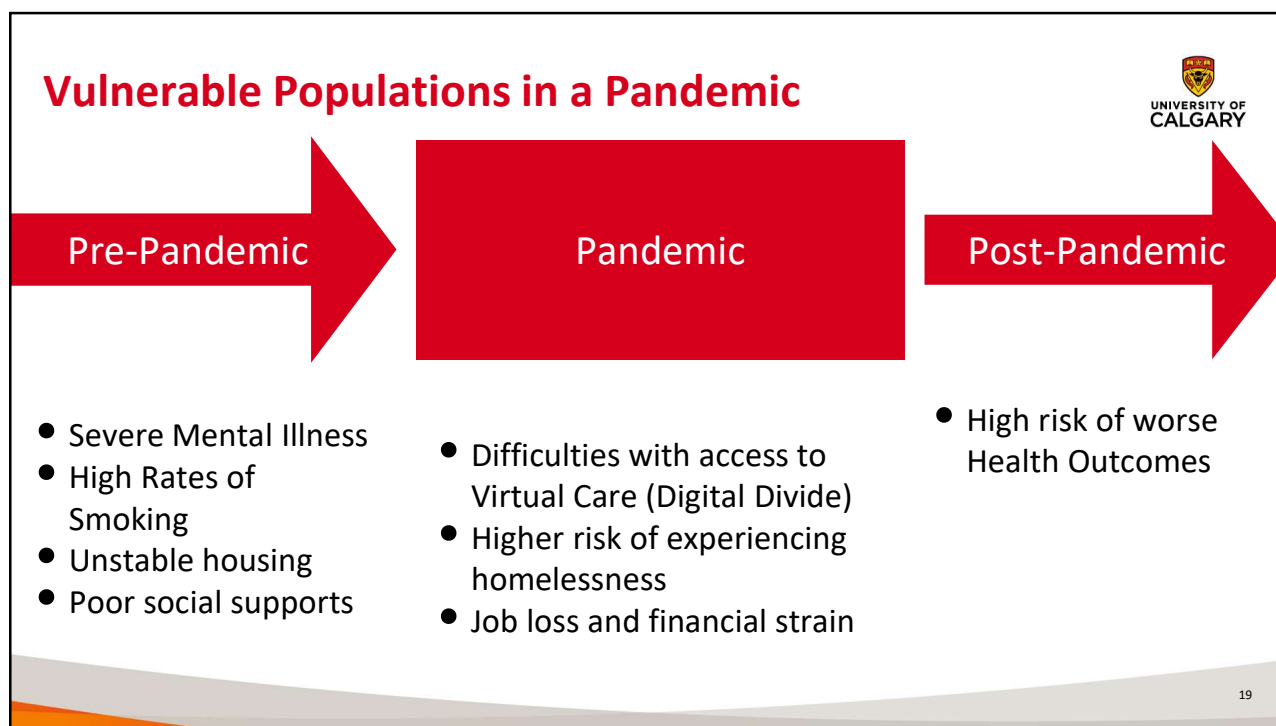
### Trajectories for Mood and Anxiety Disorders



Bonanno 2008

Ursano, R.J., Fullerton, C.S., Weisaeth, L., Raphael, B. (Eds.) (2017). Textbook of Disaster Psychiatry, 2ED. London, UK: Cambridge University Press

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## Psychological Effects of Social Distancing

The diagram illustrates the psychological effects of social distancing. It includes a central text box with the following content:

Various forms of social distancing for approximately the next 18 months

Impairs routines, access to health care, and increased risks (substance, violence)

Short term and long term risks  
post-traumatic or acute stress disorder symptoms,  
increased suicide risk  
increased mortality (elderly at highest risk)

Technology helps but has limitations

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## GENERAL PRINCIPLES



- Important to differentiate a psychiatric disorder from distress as it requires different interventions
  - Important to address distress, normalize it and not pathologize distress
- Screening high risk groups and look for comorbidities
- Rule out medical conditions and the effects of substances
- Assess Safety Risk in every patient with Anxiety and Depression
- Use Evidence Based interventions

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## GENERAL PRINCIPLES



Distress in the  
context of  
Pandemic  
(Adjustment)



Moderate to  
Severe Anxiety  
Disorder  
with/without  
comorbidities

## SCREENING & INTERVENING

CADDRA has made their fillable forms open access: <https://www.caddra.ca/open-access-caddra-forms/>  
Also, the website: [www.childmentalhealth.ca](http://www.childmentalhealth.ca)

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## Anxiety Disorders



- **Risk Factors** for Anxiety
  - Female gender, Family history of anxiety, Personal history of anxiety or mood disorder, Childhood stressful life events or trauma, Chronic medical illness, Behavioral inhibition
- **Screening:** During the past two weeks how much have you been bothered by the following problems?
  - Feeling nervous, anxious, frightened, worried, or on edge?
  - Feeling panic or being frightened?
  - Avoiding situations that make you anxious?

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## GAD (Generalized Anxiety Disorder)



- Excessive anxiety and worry about a number of events or activities and difficulties controlling the worry
- Associated with  $\geq 3$  of the following symptoms for  $\geq 6$  months:
  - Restlessness or feeling keyed-up or on edge, being easily fatigued, difficulty concentrating, irritability, muscle tension, or sleep disturbance
- **Scale:** GAD 7
- **First line agents:** duloxetine, escitalopram, sertraline, venlafaxine XR


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## GAD

### Added Considerations for Children/Adolescents

- **Scale:** GAD 7, SCARED
- **COLDER**  
Characteristics, **O**nset, **L**ocation, **D**uration, **E**xacerbation, **R**elief
- **Environment** (modelling in caregivers, barometer for home)
- **Multimodal Treatment**  
Bio-Psycho-Social



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## PTSD


### Risk factors for PTSD

Female gender, veterans/first responders, history of sexual or physical abuse, co-morbid substance use, depression, eating disorders, anxiety, borderline PD, chronic pain and IBS

### Screening: Primary Care PTSD Screen for DSM-5 (PC-PTSD-5)

Must have experienced a traumatic event **and** in the past month:

- had nightmares about the event(s) or thought about the event(s) when you did not want to? Y/N
- tried hard not to think about the event(s) or went out of your way to avoid situations that reminded you of the event(s)? Y/N
- been constantly on guard, watchful, or easily startled? Y/N
- felt numb or detached from people, activities, or your surroundings? Y/N
- felt guilty or unable to stop blaming yourself or others for the event(s) or any problems the event(s) may have caused? Y/N



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## PTSD



Debriefing of all trauma victims is not recommended, rather, screening and treating appropriate individuals is preferred

Risk of suicide attempts increased 2-3x in PTSD

An estimated 75% of patients with PTSD have another comorbid psychiatric disorder - another anxiety disorder, MDD and SUD

First line pharmacotherapy: Fluoxetine, paroxetine, sertraline, venlafaxine XR

CBT is an effective first-line option for the treatment of PTSD

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## PTSD

### Added Considerations for Children/Adolescents



- **Scale:** CPSS
- **Exposure + Symptoms**

#### **Re-Experience**

*nightmares, misperceiving danger, distress when cued*

#### **Avoidance**

*numbing out, detachment, isolation, decreased interest*

#### **Hyperarousal**

*hypervigilant, startle response, irritability, physical complaint*

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## Depression (MDD)

- **Risk Factors** for Depression Screening
  - Personal and family history of depression, Psychosocial adversity, High users of the medical system, Chronic medical conditions, comorbid psychiatric conditions, times of hormonal challenge (e.g., peripartum), Unexplained physical symptoms, Chronic pain, Fatigue, Insomnia, Anxiety, Substance abuse
- 2-question **screen** (yes to either is a positive screen)
  - “In the last month, have you been bothered by little interest or pleasure in doing things?”
  - “In the last month, have you been feeling down, depressed or hopeless?”
- PHQ 9 commonly used

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MDD

Added Considerations for Children/Adolescents

- **Scales:** PHQ-9, Columbia Depression Scale, KADS,
- **Screen, Interview, Ask**

HEADSS is an acronym, representing the following domains:

H	Home
E	Education and employment, eating and exercise
A	Activities and peer relationships, social media
D	Drug use, including prescribed medications, cigarettes, alcohol and other drugs
S	Sexuality and gender
S	Suicide and depression (including mood and possible psychiatric symptoms), safety and spirituality

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## RED FLAGS FOR SUICIDE



- Comorbid depressive and anxiety disorders significantly increases the risk of suicidal behavior, higher risk with substance use disorders
- Insomnia, impulsivity, agitation
- Family history, peer suicide
- Cognitive distortions - black and white thinking, catastrophizing
- Hopelessness, lack of future orientation, feeling trapped, without choices
- Passive or active suicidal ideation/intent/plan
- Scales: SADPERSONS, Columbia Suicide Severity Rating Scale

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## IMPACT OF PANDEMIC ON SUICIDE RATES



- During economic downturn in 2008:
  - Increase in completed suicide in Canada and many countries, M>F
  - Increased premature death from intentional violence (suicide and homicide) in Europe
- During SARS, increased suicides in older adults in Hong Kong likely associated with mental stress, anxiety, loneliness and disconnectedness
- Authors concluded  
*"Maintaining and enhancing mental well being of the public over the period of epidemic is as important as curbing the spread of the epidemic. Attention and effort should also be made to enhance the community's ability to manage fear and anxiety, especially in vulnerable groups over the period of epidemic to prevent tragic and unnecessary suicide deaths"*

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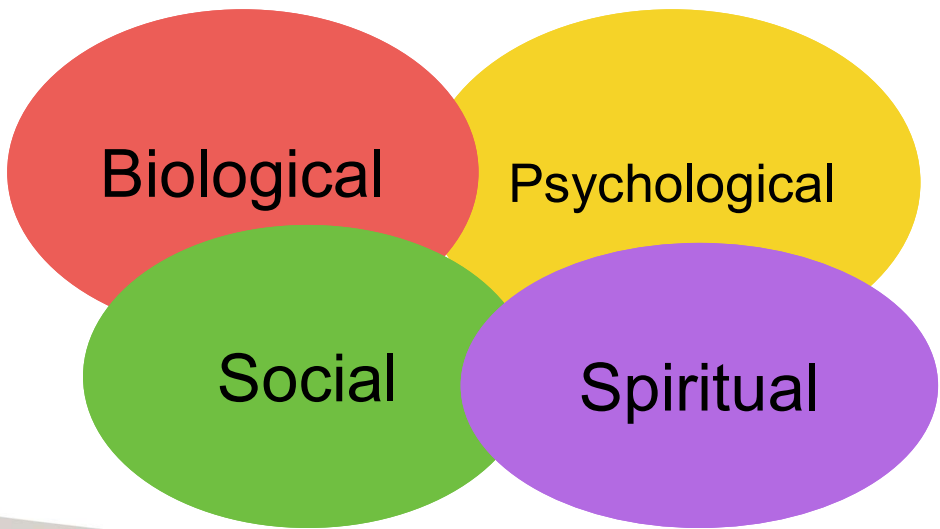
## Virtual Health Considerations

- Prior to every session
  - Location and phone number for patient
  - Contact information for support person
- Form 1s can be issued virtually by phone or videoconferencing options
  - Ensuring Part b) “information provided by others” is completed with collateral or prior history

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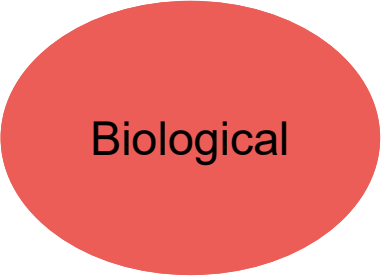

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## Bio-Psycho-Social-Spiritual Treatment



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- Nutrition/hydration
- Sleep Hygiene
- Exercise
- Cutting back/Avoiding Substances
- Medications as indicated

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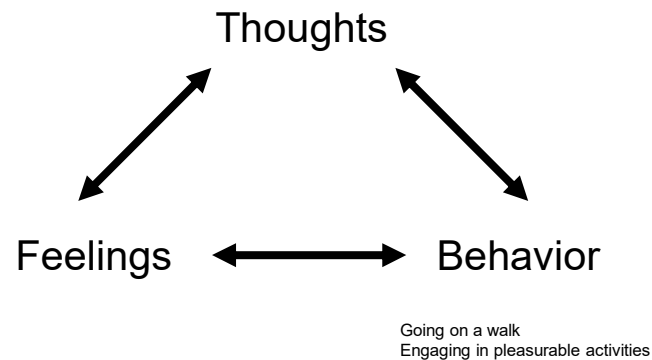


- Acknowledge and allow for emotions non-judgmentally
- Normalize distress
- Limit Media Exposure and Use Credible Sources
- Behavioral Activation (next slide)

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# Cognitive Behavioral Therapy and Behavioral Activation



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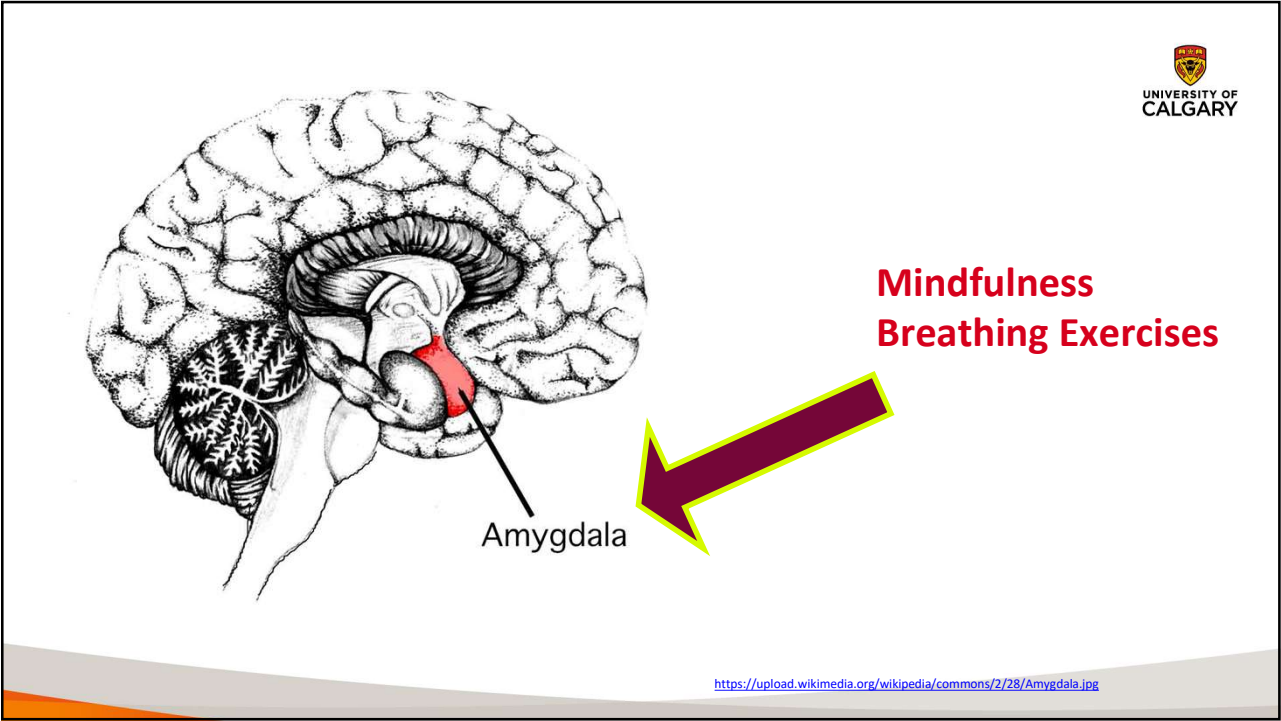
## Disaster Psychological Interventions



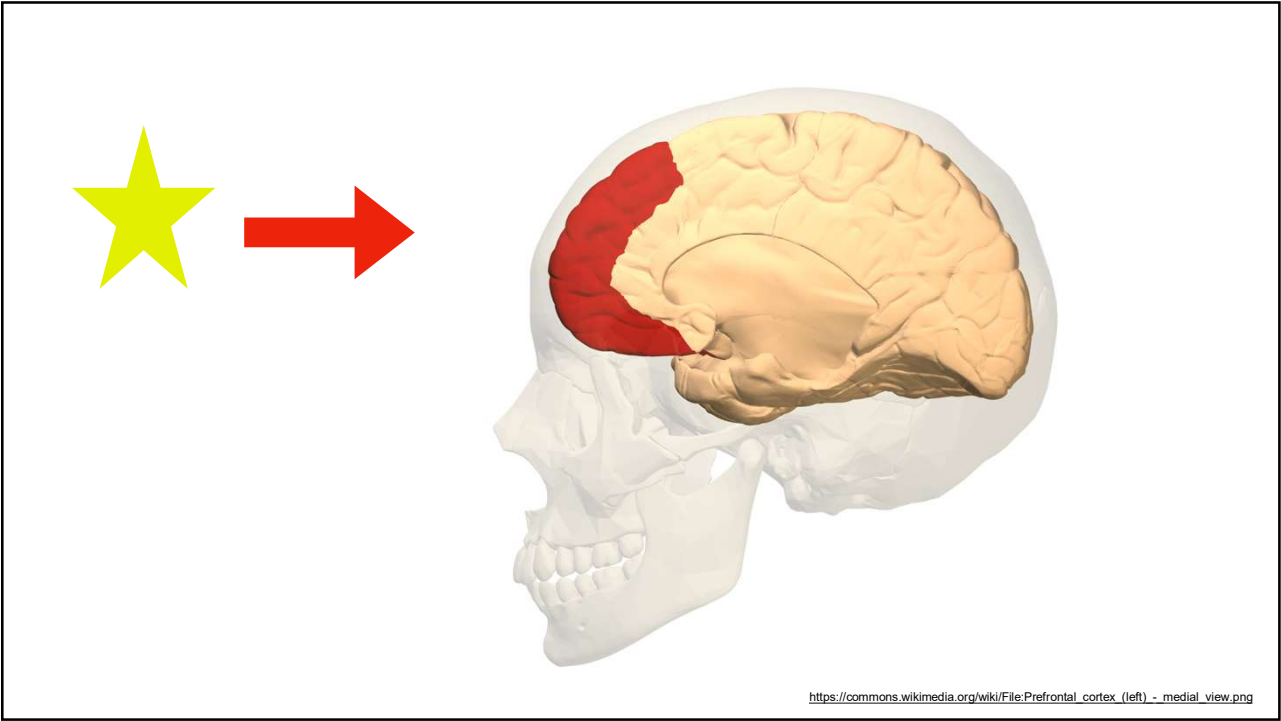
- **Psychological First Aid (PFA) and Skills for Psychological Recovery (SPR)**
  - Safety
  - Calming (Mindfulness)
  - Building Problem Solving Skills
  - Self/Community Efficacy - Focus on what an individual can Control
  - Connectedness and Rebuilding Healthy Social Connections
  - Managing Reactions, Promoting Helpful Thinking and Promoting Positive Activities
  - Hope/Optimism

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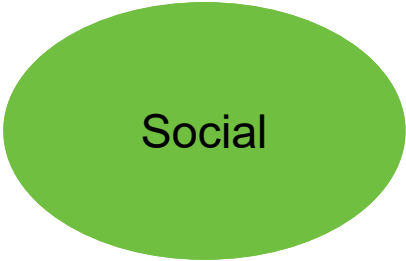
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- Ensure basic needs met including shelter, finances
- Promote Social Connectedness
  - Reframe Social Distancing as **“Physical Distance with Increased Social Connection”**
- Modify ability to work from home
- Create a schedule while distancing, including exercise + social time

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- Connection with spiritual communities as appropriate
- Connection to something greater than the pandemic
- Altruism, generosity, caring and kindness
- Common Humanity
- “We are in this together”

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## THERE IS HOPE



- This is a new threat with a lot of uncertainty and a lot of unknowns. Acknowledge uncertainty and fears
- Don't offer false reassurance or over promise
- Simple, clear, consistent messaging is a significant behavioral intervention
- This too shall pass and majority of people will do well
- Crisis offers opportunity to foster resiliency and increased community cohesion, altruism, generosity. Help people move from helplessness and hopelessness to constructive action

[https://emergency.cdc.gov/cerc/ppt/CERC\\_Psychology\\_of\\_a\\_Crisis.pdf](https://emergency.cdc.gov/cerc/ppt/CERC_Psychology_of_a_Crisis.pdf)


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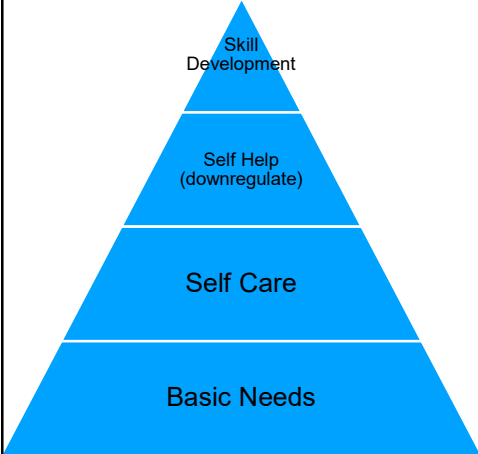
## Resources for Providers

- Harvard Psychopharmacology Algorithm - [http://psychopharm.mobi/algo\\_live/](http://psychopharm.mobi/algo_live/)
- American Psychiatric Association - <https://www.psychiatry.org/psychiatrists/covid-19-coronavirus>
- Center for the Study of Traumatic Stress <https://www.cstsonline.org>
- National Child Traumatic Stress Network <https://www.nctsn.org>
- Well Doc Alberta <https://www.welldocalberta.org/>
- Psychological Association of Alberta <https://psychologistsassociation.ab.ca/global-events/>
- Center for Disease Control and Prevention <https://www.cdc.gov/coronavirus/2019-ncov/community/index.html>
- Grief - From the American Psychological Association <https://www.apa.org/news/apa/2020/04/grief-covid-19>
- Grief - From the Harvard Business Review <https://hbr.org/2020/03/that-discomfort-youre-feeling-is-grief>
- CADDRA: COVID-19 Resources for Health Care Providers: <https://www.caddra.ca/covid-19/>

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IN PRIMARY CARE






- **Self Care**  
Sleep (routine, hygiene), Eat, Activity, Social Connection
- **Down Regulate**  
Breathing, Relaxation, Visualization, Containment, Mindfulness
- **CBT**
  - Notice and Label
  - Thoughts-Feelings-Actions
  - Control during uncertainty
  - Fact Based Reasoning
  - “AND” versus dichotomous thinking
  - Positives / Opportunities

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Children and Adolescents



Modelling

Monitor and manage self and exposure

Talking with Children

Find out what they know, validate, encourage questions, clarify misinformation

Self Care & Routines

Schedule, Create certainty and control, Ensuring outlets and enjoyment

Skill Development

Belly Breathing, Books, Lots of Resources, Do together as a family,

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→ Motivational Interviewing – OARS Strategy

O	A	R	S
Open-ended Questions	Affirmative Statements	Reflections	Summary Statements
- Ask open-ended questions that encourage response to engage in 2-way dialogue - Goal to understand barriers and expectations	- Recognize the patient's strengths, successes, and efforts to change - Goal is to promote a collaborative relationship	- Use reflective listening by responding with thoughtful paraphrasing - Goal is to ensure patient is heard and validated	- Use statements to recount and clarify the patient's statements. - Goal is to identify points/goals to act on

→ Motivational Interviewing – LEEAP Strategy

L	E	E	A	P
Listen	Empathy	Educate	Agree	Partner and Plan
Be curious and use open-ended questions to ask about the client's view. Look for non-verbal feeling	Seek to understand what it has been like for your client (i.e., shame, stigma, difficulty).	Offer psychoeducation and ensure awareness of the child's basic needs (to feel loved, important, and	Exchange information and share ideas of what might work to work towards finding areas you can agree	Through shared decision-making, offer support and interventions that can be monitored and

Eden McCaffrey

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## Online Resources for Patients



- Excellent Free Coronavirus Anxiety Workbook: <https://thewellnesssociety.org/free-coronavirus-anxiety-workbook/>
- Canadian Association of Cognitive and Behavioural Therapies <https://info.starlingminds.com/covid19-free-mental-health>
- UCSD Mindfulness - <https://medschool.ucsd.edu/som/fmph/research/mindfulness/free-sessions/Pages/default.aspx>
- Brene Brown Podcasts <https://brenebrown.com/podcast/david-kessler-and-brene-on-grief-and-finding-meaning/>
- Dr. Jud Brewer at MindSciences on Mindfulness <https://drjud.com/blog/>
- Dr. Bruce Perry Stress, Distress & Trauma Series <https://www.neurosequential.com/covid-19-resources>
- CADDRA Resources: <https://www.caddra.ca/covid-19-resources-patients/>

### FREE Mindfulness / Meditation Apps

Insight Timer  
Stop Breath Think  
DRT – Dynamic Running Therapy  
(only on iOS)  
UCLA Mindful  
Smiling Mind  
A Happy Mind  
Eternal Sunshine  
Youper  
Buddify

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## A family's story



"Being self-centred is not the way to live. The answer is to try and help others." – Terry Fox

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## Adapting from in-person to phone sessions



**"stay calm and carry on"**

Some of the positive affirmations that have helped, include:

- You've done this before.
- We're ALL in this together.
- You can adapt.
- Be patient and gentle with yourself.

What I still need to work on:

- Practice active listening.
- Don't try to do too much in one session.
- Remember to ask – what's most important to you today?
- Get up and move!

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## Adapting from in-person to phone sessions cont..



### What has gone well?

- Surprisingly, almost everything.
- People have been understanding of the change in format and appreciative the focus on keeping everyone safe.

### What has been challenging?

- People's stress and anxiety has gone up significantly.
- They are seeking information about government resources and basic needs and many resources or how they are being delivered is changing daily.

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## Adapting from in-person to phone sessions cont...



### What are my growth opportunities?

- Use new technologies, like Zoom and setting up a home office.

### I'd like to give you a few seconds for you to reflect on:

- What has gone well?
- What has been challenging?
- What you would like to work on?

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## 211 Alberta

### Daily Emerging Needs Summary – April 8, 2020

211 Alberta and hub partners CMHA, Calgary & Edmonton Region Distress Centres received **5300 contacts since March 8, 2020 related to COVID-19.**

Top 10 Needs	Top 10 Unmet Needs
1. Information Services	1. Food
2. Food	2. Housing/Shelter
3. Housing/Shelter	3. Temporary Financial Assistance
4. Community Groups & Govn/Admin Offices	4. Information Services
5. Social Insurance Programs	5. Tax Organization & Services
6. Health Supportive Services	<b>6. Public Health</b>
<b>7. Individual &amp; Family Support Services</b>	7. Public Assistance Programs
<b>8. Mental Health Assessment &amp; Treatment</b>	8. Community Group & Govn/Admin Offices
9. Public Assistance Programs	9. Legal Services
<b>10. Public Health</b>	<b>10. Individual &amp; Family Support Services</b>




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## When you need help now

211 is a free confidential service that provides information and referrals to a wide range of community, social & government services.

- To visit 211, dial 2-1-1, text INFO to 211 or click “live chat” at [ab.211.ca](https://ab.211.ca)
- Distress Centre 24 Hour Crisis Line (Calgary and Southern Alberta): 403-266-HELP (4357)
- Calgary ConnectTeen call 24/7 403-264-8336, text daily 587-333-2724 or chat online <https://calgaryconnectteen.com/>
- Distress & Suicide Prevention Line (24/7, Southwestern Alberta): 1-888-787-2880
- AHS Mobile Response Team (MRT) – MH assessment/intervention/critical incident debriefing: 403-266-4357
- **Kids Help Phone** is available via text, live chat and phone anytime 24/7. Children and youth can text CONNECT to 686868, call 1-800-668-6868 or visit [kidshelpphone.ca](https://kidshelpphone.ca).
- 24 hour Connect Family Violence Helpline: ph 403-234-7233 (SAFE), text 403-604-6689, email [help@cwes.ca](mailto:help@cwes.ca)






When you don't know where to turn.

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## Counselling Resources

- Employee Assistance Program – Free timely counselling for eligible employees
- AHS - Access Mental Health – non urgent information and referrals for community resources 403-943-1500
- AHS – Indigenous Mental Health – phone intake, therapy & wellness support 403-955-6645
- AHS – Grief Support Program – self referral grief counselling 403-955-8011
- AHS – Mental Health Helpline – free and timely phone counselling offered by clinicians 1-877-303-2642
- AHS – Addiction Helpline – free and timely phone counselling offered by clinicians 1-866-332-2322
- AHS – Adult Addiction Services – Self referral phone support and addiction resources 403-367-5000
- AHS – South Calgary Health Centre – Single session same day ph appointments (before 4pm) 403-943-9374
- AHS – Sheldon Chumier Urgent MH – Walk-in assessment and counselling 1213 – 4 St SW 403-955-6200
- Calgary Counselling Centre –phone and video counselling 403-691-5991
- CARYA –phone support for families and individuals and connection to community resources 403-269-9888
- CARYA - The Way Inn –phone support and connection senior's with resources 403-736-4677

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## Counselling Resources cont...

- Catholic Family Service –phone or video counselling 403-233-2360
- CCASA (Calgary Communities Against Sexual Abuse) – Information only – counselling suspended 403-237-5888
- Distress Centre –phone counselling by appointment 403-266-1601
- Employee Assistant Program – Free short-term counselling for eligible employees
- Eastside Family Services (Mon-Sat) – free phone or online counselling 403-299-9696
- Jewish Family Services – 3 free intervention therapy sessions during the pandemic crisis 403-287-3510
- Money Mentors – offering free credit counselling and money coaching by phone or chat line 1-888-294-0076
- Starling – Free digital mental health support - <https://info.starlingminds.com/covid19-free-mental-health>
- Alcoholics Anonymous – Phone meetings – Complete listing at <https://calgaryaa.org/covid-19-updates#Online>
- Alberta Association of Social Work – private counselling – [www.acsw.ab.ca/public](http://www.acsw.ab.ca/public) 1-800-661-3089
- Psychologicals Association of Alberta -private counselling – [www.psychologistassociation.ab.ca](http://www.psychologistassociation.ab.ca) 403-246-8255

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## Financial Resources

- <https://www.canada.ca/COVID19> - For the most up-to-day information from the Canadian government
  - Canada Emergency Response Benefit (Federal)
  - Employment Insurance EI (Federal)
  - Employment Insurance Sickness (Federal)
  - Mortgage Deferrals
  - Student Loan Replacement deferrals
  - Property Tax Payment extensions
  - GST Credit – one time double payment if you are eligible
  - Child Tax Benefit – Extra \$300 per child if eligible
  - Income Tax deadlines to file taxes by June 1
  - Indigenous Community Support Fund –Contact your nation or organization for more information.
- AB Supports Offices - <https://www.alberta.ca/alberta-supports.aspx> - (Emerg. 1-866-644-5135) 1-877-644-9992
- [Financial Supports for People Impacted by COVID-19](#) –article from Momentum with links and information
- [Community Helpline and Coaching Services from Momentum](#) – Money management/coaching 403-272-9323
- Calgary Workers' Resource Centre – <http://www.helpwrc.org/> - by phone staff help with emp standards... 403-264-8100

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## Senior's and Youth Resources

- Essential Numbers for senior  
<https://www.calgary.ca/CSPS/CNS/Documents/seniors/age-friendly/Essential-numbers.pdf>
- [COVID-19 Seniors Information Hotline](#)  
senior's resources, food security, emergency shelter, prescription, etc - 403-265-0111
- [Seniors Support Resources from the Kerby Centre](#)  
Kerby Centre is closed to the public, but is still supporting vulnerable seniors.
- Seniors Connect - <https://www.calgaryseniors.org/seniors-social-supports>  
60+ intervention/resource - 403-269-5445
- Kerby Centre - <https://www.kerbycentre.com/> - Income Tax Drop off - 403-705-3246
- The Ready Squad – <https://www.calgary.ca/CSPS/cema/Pages/Ready-Squad.aspx>  
Fun Emergency Preparedness e-course
- Community Resource Team (CRT) Woods Homes – phone, text & chat for youth and families  
<https://www.woodshomes.ca> – or text 587-315-5000 or phone 403-229-9699 or 1-800-563-6106
- Children's Cottage – high risk children triaged for short stay (less than 42 hrs) in quarantined area  
403-233-2273
- The Centre for Disease Control (CDC) has some guidelines about how to talk with children  
[Talking with Children about Coronavirus Disease 2019](#)

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## Indigenous Resources



- AHS – Indigenous Mental Health – only phone intake, therapy & wellness support  
403-955-6645
- Aspen Community Services – Referrals still being taken – email Sharon Edwards at [ahamblin@aspenfamily.org](mailto:ahamblin@aspenfamily.org)  
403-629-0413
- Aboriginal Friendship Centre – <https://www.afccalgary.org/wp-content/uploads/2020/04/Interim-COVID.pdf>  
403-370-6422
- Aboriginal Friendship Centre – Resources - Doreen Williams at [dwilliams@afccalgary.org](mailto:dwilliams@afccalgary.org)  
or general email [ictf@afccalgary.org](mailto:ictf@afccalgary.org)
- Awo Taan Healing Lodge – Counselling and emergency shelter– crisis line 403-531-1970 ext 210  
403-531-1970
- Metis Calgary Family Services – online mental health support  
403-240-4642
- Hope For Wellness – <https://www.hopeforwellness.ca/> - MH/crisis counselling across Canada 24/7  
1-855-242-3310

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## Immigrant Services Resources



• Calgary Local Immigrant Partnership – <a href="https://www.calgarylip.ca/translation-and-interpretation">https://www.calgarylip.ca/translation-and-interpretation</a> list of service providers	
• Immigrant Services Calgary – <a href="https://settlementcalgary.com/">https://settlementcalgary.com/</a> register for support in your own language	403-265-1120
• Centre for Newcomers - <a href="https://www.centrefornewcomers.ca/">https://www.centrefornewcomers.ca/</a> full service online or phone support	403-569-3325
• Calgary Women’s Immigrant Society – <a href="https://www.ciwa-online.com">https://www.ciwa-online.com</a> online counselling and resources	403-263-4414
• Calgary Catholic Immigration Services – <a href="https://www.ccisab.ca/">https://www.ccisab.ca/</a> prioritizing newly arrived Albertans	403-517-8830

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## Food Resources

- Calgary Foodbank Free Hamper Program – suspended referral requirement  
p.u. at 5000 11 St SE 403-253-2055
- COOP Care Package Delivery - <https://www.calgarycoop.com/covid19/>  
for doctor-mandated quarantine 403-219-6064
- Youth Centre Calgary – <https://youthcentresofcalgary.com/>  
No cost bag lunches for kids– p.u. from 11-1pm, 7400 23 St SE
- Brown Bagging for Kids Lunch Support – <https://bb4ck.org/help/>  
renewable \$30 gift vouchers for K-12 delivered to grocery stores
- Kerby Centre “Thrive” – <https://www.kerbycentre.com/>  
Grocery delivery with lifted income requirements 403-265-0661
- Meals on Wheels – <https://www.mealsonwheels.com/>  
Free Delivery – minimum \$24 online order 403-243-2834
- Victory Outreach – <https://victoryoutreach.ca>  
free food pickup in Forest Lawn or Ogden 403-273-1050

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## Housing & Shelter Resources

- Alberta College of Social Workers - <https://acws.ca/shelters> - Shelter Directory
- Calgary Homeless Foundation – Emergency shelter (Telus Convention Centre) and private rooms for self-isolation  
<http://calgaryhomeless.com/blog/update-calgary-homeless-foundationss-updated-response-covid-19/>
- Affordable Housing – <https://www.alberta.ca/affordable-housing-programs.aspx> 780-422-0122
- Accessible Housing – <http://accessiblehousing.ca/> 403-282-1872
- Calgary Housing Corp – <http://calgaryhousingcompany.org/> 403-221-9100
- Calgary Drop-In Society – Providing medical screening tests – 1 Dermot Baldwin Way SE 403-266-3600
- Kerby Centre – seniors Housing Directory 2020  
<https://www.kerbycentre.com/directory/housing-directory/> 403-705-3230
- Kerby Centre – Rotary Shelter – <https://www.kerbycentre.com> older adults fleeing elder abuse 403-265-0661
- Landlord & Tenant Services 1-877-427-4088
- SORce- <http://www.sorce.ca> – Housing assessments and homeless resources 403-617-4183 or 403-608-5559
- Low cost rent – <http://www.lowcostrent.org>

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## Other Resources

- 811 - Healthlink
- 311 City of Calgary Services – online service requests – <https://www.calgary.ca/cfod/csc/Pages/311FAQ.aspx>
- Enmax Relief Program – increased payment flexibility and suspending disconnection  
<https://www.enmax.com/covid19>
- Telus Temporary Free Internet  
<https://www.telus.com/en/about/company-overview/community/internet-for-good>
- Shaw Go Wifi Free – <https://www.shaw.ca/internet/wifi> - connect without a login or ID
- Spectrum - Free Internet during the shut down of schools 1-844-488-8398
- [Low Income Transit Pass Extension](#) – No charge, March pass extended until April 30
- [Women's Centre of Calgary](#) - 9:30 a.m. to 3:30 p.m. by phone for referral assistance 403-264-1155.  
[Refer to this PDF list of available services from womenscentrecalgary.org](#)
- Canadian Red Cross - <https://www.redcross.ca/>  
Various services including medical equipment rental 403-541-6100

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## Community Initiatives & Activities/Tools

- City of Calgary - Activity Book - <https://www.calgary.ca/CSPS/Pages/At-Home-Activities/At-home-activities.aspx>
- City of Calgary – Helping Neighbors - <https://www.calgary.ca/CSPS/cema/Pages/COVID19-NeighboursHelpingNeighbours.aspx>
- The Wellness Society, Jamma International – Free downloadable Coronavirus Anxiety Workbook <https://thewellnesssociety.org>

Resources for Allied Health, all AHS and Covenant Health employees  
<https://extranet.ahsnet.ca/teams/HPSP/AHPPE/Manage/covid-19/SitePages/Home.aspx>

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Thank you for your attention!

The following slides are our references and we will open it up now for our Q and A

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### Q&A



Rachel Grimminck



Eden McCaffrey



Sheila Raukema

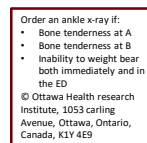
The Office of CME & PD 

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