

Resources re Staying Safe & Connected during COVID

Non-emergency Medical Support Phone Line

- Call 8-1-1 toll-free
- For those with deafness and hearing loss, call 7-1-1 toll-free
- Translation services in 130+ languages
- The non-emergency medical support phone line allows you to seek health information from a registered nurse, pharmacist, registered dietician and qualified exercise professional

Safe Seniors, Strong Communities – BC 211

- Dial 2-1-1 toll-free open 8AM – 11 PM PST, 7 days a week
- Go online www.bc211.ca
- BC 211 is a support hub to connect you with critical resources and services in the community. The new Safe Seniors, Strong Communities program matches seniors who need support with non-medical essentials, to volunteers in their community who are willing to help. Non-medical support includes phone and/or virtual friendly visit. Call or go online to register for support or to volunteer.

Digital Literacy Exchange Program

- The YMCA of Greater Vancouver is offering FREE one-hour workshops to get you comfortable with the digital world.
- The goal of this program is to increase digital literacy and participants' comfort level with current technology by focusing on computer, tablet and smart phone usage.
- No eligibility requirements needed to take the program.
- You can attend online group workshops on a variety of topics, or receive one-to-one support directly with one of our Facilitators. Please email ydigital@gv.ymca.ca or call 604-218-9651 to find out information and to register.

SFU STAR Institute

- <http://www.sfu.ca/starinstitute/covid-19/technology-guides.html>
- SFU's STAR Institute created guides to learn about technology and how to use them to stay socially connected.

Help Seeker

<https://helpseeker.org/>

COVID-19 Psychological Support Service

- Offers "Psychological First Aid" telephone calls, free of charge, to any BC resident (19+) affected by the COVID-19 pandemic.
 - o Psychological First Aid is a brief (up to 30 minute) telephone consultation to provide you with information and strategies to help you cope with the stress associated with the COVID-19 pandemic. It is designed to help people who usually cope with daily life pretty well, but who might be feeling overwhelmed during this very stressful time.
 - o <https://www.psychologists.bc.ca/covid-19-resources>

HeretoHelp

- https://www.heretohelp.bc.ca/?bcgovtm=20200319_GCPE_AM_COVID_4_NOTIFICATION_BCGOV_BCGOV_EN_BC_NOTIFICATION
- HeretoHelp Provides information about managing mental illness and maintaining good mental health, including self-management resources and screening self-tests for wellness, mood, anxiety and risky drinking.

Information about COVID-19

- BC Centre for Disease Control
- Call 1-888-COVID19

- Non-medical information about COVID-19 open 7:30am-8pm, 7 days a week
- www.bccdc.ca
- Up-to-date information, 24-hours a day.

BC Centre for Disease Control

- Provides trusted health information related to COVID-19, including:
- Self-assessment for testing
- Information and data
- <http://covid-19.bccdc.ca/>

BC Crisis Centre

- Provide emotional support, crisis and suicide assessment/intervention and resource information to people at the community level

- <https://crisiscentre.bc.ca/get-help/>

COVID-19