

Resources to Access Help and Challenge Social Isolation for Folks with Developmental Disabilities

Please note these opportunities are not a comprehensive list and change happens. This is just a starting point for your exploration and to try to provide some online resources to help you stay updated on COVID-19, access the latest medical services as needed, and find social opportunities to remain connected by phone and online. The following exerts are taking from the resources themselves and have been shared by youth, families, and other agencies for circulation.

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Access COVID-19 Medical Care in Burnaby

Burnaby has created a community specific COVID-19 Response. They have create website with information available in English, Arabic, Chinese and Tagalog, the City of Burnaby has put together this resource for Burnaby residents and patients of Burnaby physicians and nurse practitioners to provide information about how and where to seek care.

If you suspect you have COVID-19, fill in the questionnaire at the bottom of the website to be directed to the right place of care.

Website: <https://www.burnabycoronavirus.com/>

Access COVID-19 Medical Care in New Westminster

This is how you can access online support screening in the city of New Westminister. The BC CoVID-19 Symptom Self-Assessment Tool developed with the BC Ministry of Health, will help determine whether you may need further assessment or testing for COVID-19. You can complete this assessment for yourself, or on behalf of someone else.

If you have respiratory symptoms and a serious ongoing condition, or are in the third trimester of pregnancy, please follow the advice of your specialist.

Website: <https://bc.thrive.health/covid19>

Accessing Plain Language COVID-19 Information by and for People with Disabilities

My Coronavirus Social Story

An Easter Seals and Illinois Autism Partnership put together a social story to help folks with developmental disabilities understand the health concern related to COVID-19.

Read it here: <https://www.flipsnack.com/KeshetChicago/coronavirus-social-story/full-view.html>

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COVID-19 Information by and for People with Disabilities

Green Mountain Self Advocates have put together a list of common topics and plain language responses about COVID-19. This material was created by and for people with disabilities.

Website: <https://selfadvocacyinfo.org/wp-content/uploads/2020/03/Plain-Language-Information-on-Coronavirus-accessible-.pdf>

Accessing Provincial Medical and Crisis Line Supports

COVID-19 BC Support App and Self-Assessment Tool

Website: <https://bc.thrive.health/>

811

HealthLink BC, your provincial health line, is as close as your phone or the web any time of the day or night, every day of the year.

Call **8-1-1** toll-free in B.C., or for the deaf and hard of hearing, call **7-1-1**.

You can speak with a health service navigator, who can also connect you with a:

- registered nurse any time, every day of the year
- registered dietitian from 9am to 5pm PT, Monday to Friday
- qualified exercise professional from 9am to 5pm PT, Monday to Friday
- pharmacist from 5pm to 9am PT, every day of the year

Translation services are available in more than 130 languages.

COVID-19 Phone Line

British Columbians can reach service representatives seven days a week, from 7:30 a.m. to 8 p.m., by calling 1 888 COVID19. Information is available in more than 110 languages.

This strategy is in place to allow 811 health-care professionals to support more people who are experiencing COVID-19 symptoms or who require assistance with other health issues, the Province has created a dedicated phone service to provide British Columbians non-medical information about COVID-19. This includes the latest information on travel recommendations and social distancing, as well as access to support and resources from the provincial and federal governments.

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Kids Helpline

SMS/Text the Kids Help Phone by texting CONNECT to 686868, if you would like to stop the conversation text STOP. You can reach us by phone 1 800-668-6868.

Website: <https://crisiscentre.bc.ca/>

Crisis Line

During the current health emergency, answering our crisis phone lines and online chats is our top priority. We may take a little longer to reply to business-related calls and emails. Thank you for your patience. You can reach us 1 877-820-7444.

Website: <https://crisiscentre.bc.ca/>

Government Announcements and Financial Supports

COVID-19 MLA's Bulletin Quick Sheet(s)

Bowinn Ma MLS has developed regularly updated [COVID-19 Quick Sheet on Government Announcements](#). The quick sheet is updated daily and is also issued as an email bulletin when significant public health orders are issued. Subscribe to have them automatically delivered to your inbox when significant public health orders are issued.

Website Link: <http://bowinnmamla.ca/>

EI Benefits

There's up to 15 weeks in income replacement for eligible claimants who are unable to work because of illness, injury or quarantine. There's a one week waiting period for EI sickness benefits will be waived for new claimants who are quarantined. To waive the one week waiting period call Toll Free: 1-833-381-2725 or TTY: 1-800-529-3742. People claiming EI sickness benefits due to quarantine will not have to provide a medical certificate.

The process to apply for EI takes 5 steps:

1. Gather supporting documents – You must have your records of employment (ROEs), but a medical certificate won't be necessary for those who have been asked to self-isolate or quarantine. Service Canada advises people to apply right away even if you don't have these documents as you can send them in later.
2. Complete the online application– This includes making sure you have: the names and addresses of your employers in the last 52 weeks, the dates employed with each employer and the reasons you're no longer employed, and personal information including mailing address, Social Insurance Number (SIN), and banking information.

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3. Provide supporting documents- You can visit My Service Canada Account (MSCA) to view ROEs that have been issued to you by past and current employers.
4. Receive access code by mail – Service Canada will mail you a benefit statement, which includes a 4-digit access code. You need this code and your SIN to get updates about your application and to complete biweekly reports.
5. Review your application status

Website Link: <https://www.canada.ca/en/services/benefits/ei/ei-sickness/apply.html>

Emergency Care Benefit (For Those Who Don't Qualify for EI)

The economic aid package includes the emergency care benefit, which would give up to \$900 every two weeks for up to 15 weeks to those who don't qualify for EI but have been sickened by COVID-19, are in quarantine or have to stay at home to care for children or other family members.

Canadians can apply for the emergency care benefit by going to the [Canada Revenue Agency MyAccount](#) secure portal, or through a My Service Canada account, or by calling a toll-free number that has not yet been announced.

Registration for this benefit is not yet open.

Website Link: <https://www.canada.ca/en/revenue-agency.html>

Resources Specific to People with Disabilities

BACI

If you are feeling stressed by the increased focus on COVID-19 – in the media or in daily conversations around you – please remember that Shepell-fgi, BACI's Employee Assistance Program provider, is available to support people with a BACI Membership 24/7. See their Tips for Coping with COVID-19 here: <https://www.morneaushepell.com/ca-en/tips-coping-covid-19>.

BACI Members can also contact them directly to speak to a counsellor at 1-866-833-7690, or to contact an e-counsellor at <https://www.shepellfgiservices.com/ec/>.

To become a BACI member or to renew your membership click here:

<https://www.canadahelps.org/en/charities/burnaby-association-for-community-inclusion/events/baci-annual-membership/>.

Website: <http://family.gobaci.com/events/baci-news-and-events-for-march-18th-2020/>

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BC 211

Lastly, we remind agencies that bc211 has been created as a hub for information and referral and that members of the public will be using it more to find services during this time. Bc211 asks that you provide changes/additions to your agency to updates@bc211.ca.

Centre for Addition and Mental Help (CAMH)

CAMH has created a resource with tools for coping with stress and anxiety during social isolation.

Website: <http://www.camh.ca/en/health-info/mental-health-and-covid-19#coping>

Health Care Access Research and Developmental Disabilities

Health Care Access Research and Developmental Disabilities has created a list of practical resources for both people with a developmental disability and the people caring for them. Some of the resources include Q&A with families helping to dispel some of the misinformation being circulated.

Websites: <https://mailchi.mp/4fcf79dfe5/covid-19-hcardd>

Inclusion BC

Concerned that people with disabilities are not being addressed properly during the COVID-19 outbreak? Contact [Inclusion BC](#) to express your concerns.

Find Support BC

Parents will sometimes search for resources for neurodiverse young people by visiting [Find Support BC](#). If you go to their website, you can add in some basic information to help narrow down the resource pool. If you're looking to search in your current community of Burnaby choose "Greater Vancouver" as your region.

Foundry BC

Try [Pathfinder](#), Foundry's 4-step tool to help you find personalized support options. You can find other support options on our [Get Support](#) page.

Support Worker Central

Support Worker Central is an online database designed to match individuals, families and agencies with support workers in their communities.

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Website: www.supportworkercentral.com

Ways You Can Engage Others and Stay Connected

Comakedo

We're Kudoz, Real Talk, Meraki, and friends – initiatives developed in partnership with Burnaby Association for Community Inclusion, posAbilities, Kinsight and InWithForward. Our ambition has been to re-imagine social services; to build a future support system that functions more like a trampoline, not just a safety net.

Every week, we'll offer up a range of experiences to connect neurodiverse folks with self, community and the wider world. These experiences will take place online, using YouTube, Facebook Live, Zoom and over the phone, for those without Internet access. We'll offer tech support for those new to digital platforms. All of the experiences are designed to be doable and safe, and honor physical distancing.

Website: www.comakedo.ca

Family Support Institute

Families can:

- Call us directly at 604-540-8374 or toll free at 1-800-441-5403
- Via on-line request at <https://familysupportbc.com/contact/#form> through the general contact form
- Or give you permission someone else permission to contact us on their behalf

Once a message is received regarding a family needing support, we will contact them within 72 hours.

We are continually reassessing the situation as more information becomes available. Please check out FSI's Facebook page at <https://www.facebook.com/familysupportinstitute> and/or our website at www.familysupportbc.com for regular updates.

For a list of online Zoom support meetings in your community please visit the following Google Doc List:

https://docs.google.com/document/d/12VQvCslC33sQSodDw3JL9VOgCAWje_OG6yB8dBtLWCM/edit

Website: <https://familysupportbc.com/>

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Fed Connects Facebook Group for Youth in and from Foster Care in BC

The Fed is excited to announce the launch of Fed Connects! We will provide virtual content while we navigate the new normal of physical distancing to help prevent the spread of COVID - 19.

Our goal is to create virtual spaces where community and belonging are at the forefront. The content we are creating will support youth to engage with each other while having access to workshops, consultations, live events, Zoom webinars and more.

Events will take place via Facebook through the new [Fed Connects Group](#). Search “Fed Connects” and request to join. Most of our activities will take place through this group and our Zoom Webinars will also be live streamed here.

MOSAIC – Online Peer Support Group for Newcomers

Beginning March 23rd, everyday from 10 am to 11 am using the online platform Zoom, newcomers are welcome to come together online in a forum moderated by MOSAIC. To get an invitation to the online group please email: settlement@mosaicbc.org.

PLAN BC

In the face of ‘social distancing’, cancelled community events and strong encouragement to for all of us to spend more time ‘self-isolating’, [we are forming a COVID-19 response team](#) (and promise that will come up with a better name for the group soon!). 😊

This team which will made up of PLAN team members, families, network members and community members, will work together to coordinate a higher level of social connectedness in the most creative ways that we can come up with.

To volunteer for this opportunity, send an email to rpauls@plan.ca and they will bring you up to speed on where things are at.

Website: <https://plan.ca/2020/03/14/please-join-our-plan-covid-19-response-team/>

Planning Network

Staying Connected While Social Distancing is a list of tools, links and resources relevant to the topics discussed. We hope you find this information useful.

Website: <http://www.planningnetwork.ca/en-ca/Webinar/StayingConnectedToolsPage>

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VELA

1. Vela Hosts: Conversations Supporting Microboards and IF During COVID-19

We are hosting online conversations for families and individuals who have Microboards or receive Individualized Funding to help answer questions and provide relevant information. [Click here to see](#) discussion topics and details.

2. Social Media

We will be posting information related to COVID-19 that relates directly to people with Microboards and Individualized Funding through these channels:

- Vela Canada's [Facebook Page](#)
- Vela Canada's [Twitter Account](#)

3. Email

We will be sending notifications via email, if you don't currently receive our email notifications/online newsletter and would like to, then we encourage to [sign-up here](#).