

FAMILY AND STUDENT SUPPORT

Alberta Education Help Line

- Help line and email for parents of students, particularly those with disabilities, during COVID-19 and at-home learning.
- Alberta Education Help Line: phone 780-422-6548 (toll-free by first dialing 310-0000, followed by the 10-digit phone number) or via email at: studentsupport@gov.ab.ca.

Alberta Health Services: Help in Tough Times

- Resources for financial pressures, unexpected difficulties, unemployment, or stressful situations: <https://www.albertahealthservices.ca/amh/Page16759.aspx>
- Family Violence: 310-1818 talk anonymously in 170 languages (physical, verbal, emotional, financial and sexual abuse, neglect, stalking or being kept from seeing other people or forced to stay in one place)
- Family violence questions, supports, and services:
<https://www.alberta.ca/family-violence-find-supports.aspx>
 - Alberta provincial abuse helpline: 1-855-443-5722 for assistance in more than 100 languages from 7:30 am to 8 pm, Monday to Friday
 - Child Abuse Hotline: 1-800-387-5437 for help 24/7

Income Support

- Canada Emergency Response Benefit:
<https://www.canada.ca/en/services/benefits/ei/cerb-application.html> (if you have lost income because of COVID-19)
- Alberta Income Supports: 1-866-644-5135 <https://www.alberta.ca/income-support.aspx> (support to pay for basic expenses like food, clothing, and shelter)
- [Support for Albertans and General information](#) - tax deferral, income support, etc.

Food Support

- Edmonton Food Bank: 780-425-4190 <https://www.edmontonsfoodbank.com/> (free food hampers)

- Halal Food Hamper: <https://www.ifssa.ca/food-bank> (free food hampers to anyone of any religion [hampers meet Islamic food requirements] as well as other supports. 780-900-2777)
- Food4Good: <https://food4good.ca/programs/> (low-cost groceries and food prep)
- Free Footie YEG: <https://www.freefootie.ca/free-food> (free food hampers delivered to your door)
- Fresh Routes Mobile Grocery: <https://freshroutes.ca/delivery-request/> (free or low-cost food hamper delivery)
- Please contact your Principal if you need further support, as some donations may be available (780-454-1855). Elementary: jharman@auroraschool.ca; Middle School: pdang@auroraschool.ca

Mental Health Support: all services are available 24/7 for free

- Kids Help Phone: text CONNECT to 686868 (professional counselling, information, and referrals by volunteer-led, text-based support for young people)
- Crisis Text Line Alberta: text CONNECT 741741 (information, referrals, and volunteer-led, text-based support to young people)
- Alberta 211: phone 211 for a free helpline to connect to community and social services in your area (available in 150 languages) <https://edmonton.cmha.ca/211-resource-lists/>
- Alberta Mental Health Helpline: 1-877-303-2642 for confidential support for mental health concerns
- Alberta Addiction Helpline: 1-866-332-2322 for confidential support for alcohol, tobacco, drugs, and problem gambling

Parenting Support and Self Care

- Alberta Health Services Free Parent Information Series: articles to answer frequently asked questions such as how to support your child's self-confidence, skills working with others, or talking about drugs/alcohol/peer pressure: <https://www.albertahealthservices.ca/amh/Page2434.aspx>
- Alberta Health Services Free Caregiver Sessions: live sessions offered on Zoom to give information about skills and strategies on a variety of topics. Information sheets are available here if you are unable to attend: https://www.cyfcaregivereducation.ca/caregiver-education_1

- Parents and caregivers must pre-register to attend live sessions here:
<https://www.surveymonkey.com/r/VirtualCaregiverEducation2020>
- May 13: Technology and the Teenage Brain - Supporting digital wellbeing
- June 9: Supporting Self-regulation in Elementary Children
- July 14: Breaking the Cycle of Anxiety
- Big Brothers/Big Sisters of Edmonton: free 90-minute sessions to offer information to parents and caregivers of children aged 4-12. You must pre-register here:
<https://www.surveymonkey.com/r/TripleSParentSessions>
 - May 20: Using Praise and Rewards to Promote Self-Confidence
 - May 28: Managing Meltdowns and Tantrums
 - June 6: Navigating Challenges and Relationships
 - July 9: Helping Children Learn from Past Mistakes and Actions
- Healthy Together: A guide to family and home life during COVID-19
<https://www.albertahealthservices.ca/news/Page15439.aspx>
- <https://www.alberta.ca/family-resource-networks.aspx> **Family Resource Network**
- **COVID-19 Storybook for Children**
 - The Inter-Agency Standing Committee has published [My Hero is You](#), a storybook for children on COVID-19. The book is available as a PDF in 16 languages, and was based on a global survey that assessed children's mental health and psychosocial needs during the COVID-19 outbreak.