

## COVID Resource Guide for Langley Seniors: April 15, 2020

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### General Information

#### From Fraser Health:

- General, non-medical information about COVID-19: 1-888-COVID-19 (1-888-268-4319) or text 1-888-268-4319, 7:30 am to 8 pm. Information is available in **more than 110 languages**
- If you think you have COVID-19, try the new symptom checker – a self-assessment tool -- at <https://bc.thrive.health>
- If you are experiencing COVID19 symptoms or need assistance with other health issues, phone 8-1-1.

*A special thank you to our Langley community partners and community members for providing this information*

### General Information (cont'd.)

From Bowinn Ma, Vancouver MLA and Don Davies, MP:

- Comprehensive COVID-19 Guide: <http://bowinnmamla.ca/covid19/>

### Local Love in a Global Crisis

**Match a Senior in Need with a Pre-screened Volunteer: United Way/London Drugs initiative**

- <https://www.uwlm.ca>
- Sign up to volunteer to support a senior in some way; grocery shopping, deliveries, friendly phone call
- A senior can sign up, identifying what help they need.
- Senior will be matched with a **PRE-SCREENED VOLUNTEER**

### COVID-19 Phone Lines

- Langley City COVID Toll Free: 604-514-2848 (*automated information line for people without internet access*)
- Township COVID Toll Free: 604-532-7299 (*automated information line for people without internet access*)
- Medical Information: 8-1-1
- Non-medical information: 1-888-COVID19 (1-888-268-4319)
- Emergencies requiring urgent assistance of first responders only: 9-1-1
- Fraser Health Crisis Line: 604-951-8855 (*crisis intervention, support information on local services*)
- Community and Social Services information: 2-1-1
- Public Health Agency of Canada toll-free phone number: 1-833-784-4397

### Langley City & Township COVID-19 Websites

- **City of Langley COVID-19 webpage:** <https://langleycity.ca/covid-19>
- **Township COVID-19 webpage:** <https://www.tol.ca/covid19/>

### Health Information and Organizations

- Fraser Health Authority
- HealthLinkBC
- BC Centre for Disease Control
- Health Canada
- Provincial List of COVID-19 Essential Services Province of B.C. COVID-19 Self-Assessment Tool
- Province of B.C. COVID-19 Self-Assessment Tool

### Food Security: Grocery Stores:

- **Share the Goods:** [www.sharethegoods.ca](http://www.sharethegoods.ca) . This website matches people to volunteers in their community who can help with grocery shopping and supplies for seniors and the vulnerable. They are looking for volunteers.
- **Buy-Low Foods: Seniors and People with Disabilities Only Shopping: 8-9am.**  
**Delivery Service: Monday and Wednesday Only and FREE.** Phone in between 8-11am **604-533-1823** and ask for delivery or curbside pick-up. Buy-Low will do the shopping for you and will either deliver your order or place it in your vehicle when you drive up. This is considered a "neighbourhood" service and may not be available if you are a very long distance from the store.

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### **Food Security: Grocery Stores (cont'd.):**

- **Costco Langley and Surrey: Seniors/People with Disabilities Only Shopping: Tues and Thursdays only from 8:00 - 9:00 am.** Costco is allowing only 100 people in the store at a time so there are line ups outside.
- **No Frills: Seniors Only Shopping: 8 – 9 am, Tuesday and Thursday only. NO DELIVERY SERVICE.** Regular store hours are 9 am – 8 pm
- **Ralph's Farm Market: Seniors Only Shopping: 8 – 9 am, Monday to Saturday, CASH OR DEBIT ONLY. Tap Payments Maximum = \$100.00.** See website for additional information <https://ralphsfarmmarket.com/covid-19/>.  
**Delivery Service: Kim's Angels** will shop at Ralph's for you and deliver the groceries. Phone Shelly at **604.338.3797** for available dates/times.
- **Real Canadian Superstore: Seniors Only Shopping: 7– 8 am daily.** (Regular hours at 8am – 8pm at Willowbrook Drive location).  
**Delivery Service: On-line only** at <https://www.instacart.ca/langley-bc/real-canadian-superstore>. The senior creates an account and submits their order on-line and it is delivered by Instacart. There is a fee of 5% of the value of the order (minimum \$2.00) and a tip of 5% of the value of the order.
- **Safeway: Seniors Only Shopping: 7 - 8 am** or first hour after daily opening. **Delivery Service:** You have to **shop in the store and a fee of \$6.00 per delivery** applies.
- **Save-On Foods: Seniors Only Shopping: 7 - 8 am daily** (or first hour after opening). Delivery and curbside pick-up are available, but only **through an on-line account** that the senior has to create. <https://www.saveonfoods.com/shop-online-how-it-works/>
  - You have to buy a minimum of \$40 worth of groceries
  - You select your grocery items on line
  - You can either pick them up curbside at the Save-On Foods store you have indicated on line, or have them delivered. <https://www.saveonfoods.com/shop-online-how-it-works/>
  - The standard fee is \$7.95
- **Shoppers Drug Mart: Seniors Discount of 20%** applies every day, during first hour following store opening (each store is different; Langley Crossing hours are 8am to 10pm). You can also consult with a doctor on-line via virtual care service at no cost to the patient. <https://www1.shoppersdrugmart.ca/en/home>
  - 604.881.9121 Walnut Grove
  - 604.882.3566 Willoughby Town Centre
  - 604.553.2132 Murrayville
  - 604.534.3870 Langley City
  - 604.530.5388 Brookswood

### **Food Security: Community Programs**

- **Langley Meals on Wheels:** Running as normal. [info@lmow.ca](mailto:info@lmow.ca) or **604.533.1679**
- **Langley Sources Food Bank:** This Program is continuing to operate 10am – 3pm Wednesday and Thursday **for Distribution and Donations**. Ask that people line up 2 metres apart; Food items will be pre-bagged and larger amounts than normal; Will be distributing through the door (no entering the building). If showing any symptoms of COVID 19, have a family member come instead.
- **Langley Food Bank:** This Program is continuing to operate: Monday & Wednesday, 10am – 2pm and Friday, 10am – 1:45pm. Process has changed: Register at a table in the parking lot; Food items will be pre-bagged; Will be distributed “hands-free”. **Pick-up can be made by someone else – but they need the senior's card or a photo of “card” on their phone. One person can do pick-up for more than 1 individual.**
- **Aldergrove Food Bank** 27309 Fraser Hwy, Langley Phone: 604-857-1671 Grocery Distribution: 11:30 - 2:00 1st four (4) Tuesdays of the month
- **Better Meals:** Still doing deliveries (as of March 19/20) **604.299.1877** The driver will bring delivery to door but will not enter the residence unless absolutely necessary due to a client’s physical limitations. They are extremely busy.
- **Langley Senior Resources Centre:**
  - Meals are available for both pick up and delivery.
  - Phone **604-530-3020 Extension 315**, to pre-order **BEFORE NOON THE DAY BEFORE** the meal is to be picked up or delivered.
  - Fee: \$6.00
  - **Critical Situations:** There are a very few volunteers who will deliver groceries – that are already bagged and ready to be delivered
- **The Salvation Army Gateway of Hope:** Effective March 26, the Community Meal program will run at lunch every day of the week. The meals will continue to be a take-out bagged meal, which will be available for pick up between 12:30 and 1:00.
- **Domino’s** offering 50% off pizza. Online orders for carry out and delivery. Code: 8700.
- **Pizza Hut**-Buy one get one free pizza. Code 879 at checkout
- **Papa John’s** providing “touch-free” delivery – for on-line orders.

## Pharmacies:

- **General**
  - **Daily Dispensing:** Phone individual pharmacy to find out if the service is still being offered. See phone numbers and locations below.
  - **Prescription Renewals:**
    - On a case-by-case basis, if your prescription for a long-standing medical condition has run out, Pharmacists are now able to provide a prescription for a maximum 3 months' supply.
    - If an individual cannot get in to see his/her Doctor, Pharmacists are usually prepared to contact the Doctor to see if a prescription can be renewed.
  
- **London Drugs: Seniors Only Shopping:** 7 to 8 am, Monday to Friday
  - Phone: 604.448.4818
  - Regular hours: Monday to Friday 8am – 7pm; Saturday: 9am – 7pm; Sunday & Holidays 10am – 6pm
  - Program to help isolated seniors or those in desperate need of essential items or medication, London Drugs has a dedicated team of staff to support them. Caregivers and family members can email [SupportSeniors@LondonDrugs.com](mailto:SupportSeniors@LondonDrugs.com).
  - **Delivery Service:** Available for most prescriptions.
  - **Prescription Dispensing:** Contact them directly about this home services.
  
- **Pharmasave: Free delivery of prescriptions.**
  - Murrayville: 604.510.5522
  - Langley City: 604.533.7322
  - Walnut Grove: 604.513.1414)

**Prescription Dispensing:** Contact them directly about this home services
  
- **Shoppers Drug Mart: Seniors Discount of 20%** applies every day, during first hour following store opening (each store is different; Langley Crossing hours are 8am to 10pm). You can also consult with a doctor on-line via virtual care service at no cost to the patient. <https://www1.shoppersdrugmart.ca/en/home>
  - 604.881.9121 Walnut Grove
  - 604.882.3566 Willoughby Town Centre
  - 604.553.2132 Murrayville
  - 604.534.3870 Langley City
  - 604.530.5388 Brookswood

**Prescription Dispensing:** Contact them directly about this home services.
  
- **The Medicine Shoppe**
  - Fleetwood (DOES SERVE LANGLEY): 604.507.0190
  - Langley: 604.510.3140
  - Free prescription delivery. Over-the-counter items (incontinence pads; non-prescription pain relievers) can be included with the prescription
  - Free Medicine dispensing by a nurse up to 2 times per day

**Prescription Dispensing:** Contact them directly about this home services.

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### **Community Programs and Support:**

- **Alzheimer Society BC**
  - Suspended all in-person activities and education; Increasing phone outreach via First Link
  - Extended hours of the First Link Dementia Hotline
    - English – M-F 9am-8pm 1-800-936-6033; Cantonese and Mandarin - M-F 9am-4pm 1-833-674-500; Punjabi – M-F 9am-4pm 1-833-674-5003
  - Alzheimer Society BC website is offering webinars and educational information [www.alzheimerbc.org](http://www.alzheimerbc.org)
  
- **Adult Day Programs PHYSICAL LOCATIONS ARE CLOSED**
  - Adult Day Program – run by Langley Senior Resources Society **778.328.2302**. Staff, including an on-site nurse, are manning phones to provide support to Clients and Caregivers
    - Directing them to community resources
    - Answering questions
    - Creating “In-home Activity Guide”
  
- **Seniors Centres** are CLOSED
  - Langley Senior Resources Centre is closed but offering Meals, both pick-up and delivery. Phone: **604-530-3020 Extension 315**
  - Brookwood Seniors Centre is CLOSED
  
- **Red Cross Equipment Loan Cupboard Langley** location – CLOSED. Other locations may be open to pick up or return equipment
  
- **HandyDART** – Still running as normal but are limiting the number of riders on the bus to space them out
  - Suspended all fares
  - Requesting riders follow all provincial health officer’s recommendations.
  
- **TaxiSAVERS** – still accepting applications and riders are able to purchase vouchers. Will need to check with local taxi companies to see if they are still running as normal
  
- **Lifeline** – Running as normal (could change)

### **Mental Health Supports**

- **IN CRISIS: Fraser Health Crisis Line: 1-877-820-7444**
- **Phone 2-1-1**
- **BC Suicide Help Line: 1-800-784-2433**
- **Addictions & Mental Health Support:** BC Ministry of Health & Addictions and Langley Community Service Society; **604-534-7921**
- **Headspace:** Online meditation program: <https://www.headspace.com/covid-19>

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### Mental Health Supports (cont'd.)

- **Langley Community Service Society: 604-534-7921.**
  - **Counselling:** Telephone-based support, to help those experiencing **stress and anxiety due to COVID-19** and the varying stressors it has placed on everyone in our community. **Monday to Friday, 8:30 am – 4:30 pm**  
**How it works: Phone:** 604-534-7921; The call will be answered by the reception, or a message can be left with name and phone number; Trained staff will receive the information and your call will be returned as soon as possible
  - **Substance Use Services**
- **Encompass Support Services: 534-2171.** Support services.

### Caregivers/Family Supports

- **Family Caregivers of British Columbia; 1-877-520-3267.** Call are answered Monday to Friday 8:30 am to 4pm.  
<https://www.familycaregiversbc.ca/>
- **Crisis chat support for adults <http://crisiscentrechat.ca> (12pm-1am)**
- **Ishtar Women's Resource Society** - Providing multiple services for women experiencing abuse including safe houses <http://www.ishtarsociety.org/> All counselling, support and advocacy services are available remotely. Transition houses are available.
- **BC Alcohol and Drug Information Line:** 1-800-663-1441
- **Adult Day Programs** PHYSICAL LOCATIONS ARE CLOSED
  - Adult Day Program – run by Langley Senior Resources Society **778.328.2302**. Staff, **including an on-site nurse**, are manning phones to provide support to Clients and Caregivers
  - Directing them to community resources; Answering questions; Creating “In-home Activity Guide”

### Financial: Support Programs

- **Canada's COVID-19 Economic Response Plan:** <https://www.canada.ca/en/department-finance/economic-response-plan.html>
- **Support for families facing unemployment:** [https://www.canada.ca/en/department-finance/economic-response-plan/covid19-individuals.html#new\\_canada\\_emergency\\_response\\_benefit](https://www.canada.ca/en/department-finance/economic-response-plan/covid19-individuals.html#new_canada_emergency_response_benefit)
  - **The new Canada Emergency Response Benefit (CERB) will provide a taxable benefit of \$2,000 a month for up to 4 months to:**
    - workers who must stop working due to COVID19 and do not have access to paid leave or other income support.
    - workers who are sick, quarantined, or taking care of someone who is sick with COVID-19.
    - working parents who must stay home without pay to care for children that are sick or need additional care because of school and daycare closures.

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- workers who still have their employment but are not being paid because there is currently not sufficient work and their employer has asked them not to come to work.
- wage earners and self-employed individuals, including contract workers, who would not otherwise be eligible for Employment Insurance.

*The Canada Emergency Response Benefit will be accessible through a secure web portal starting in early April. Applicants will also be able to apply via an automated telephone line or via a toll-free number.*

- **Support for families who are sick, quarantined, or in directed self-isolation. The new Canada Emergency Response Benefit (CERB)** will provide a taxable benefit of \$2,000 a month for up to 4 months to:
  - workers who must stop working due to COVID-19 and do not have access to paid leave or other income support.
  - workers who are sick, quarantined, or taking care of someone who is sick with COVID-19.
  - working parents who must stay home without pay to care for children that are sick or need additional care because of school and daycare closures.
  - workers who still have their employment but are not being paid because there is currently not sufficient work and their employer has asked them not to come to work.
  - wage earners and self-employed individuals, including contract workers, who would not otherwise be eligible for Employment Insurance.

*The Canada Emergency Response Benefit will be accessible through a secure web portal starting in early April. Applicants will also be able to apply via an automated telephone line or via a toll-free number.*

**Improved access to Employment Insurance sickness benefits:** If you are sick, quarantined or have been directed to self-isolate, we will waive the requirement to provide a medical certificate to access EI sickness benefits.

**EI Application - Step by Step Guide:** <https://docs.google.com/document/d/1Tv9UH8Nn5Y0iIGZ5GflvfhhXhpEaSDTbwithfTKfzZkl/preview?fbclid=IwAR0ztGSsQnENS6X526bGf5HnpM6VPdmQzP4j-wZ-216p9Oaj3ibh6I2wEo>

- **Support for individuals and families**
  - **Increasing the Canada Child Benefit**  
We are providing an extra \$300 per child through the Canada Child Benefit (CCB) for 2019-20. This will mean approximately \$550 more for the average family. This benefit will be delivered as part of the scheduled CCB payment in May. Those who already receive the Canada Child Benefit do not need to re-apply.
  - **Special Goods and Services Tax credit payment**  
We are providing a one-time special payment by early May through the Goods and Services Tax credit for low- and modest-income families. The average additional benefit will be close to \$400 for single individuals and close to \$600 for couples. There is no need to apply for this payment. If you are eligible, you will get it automatically.
  - **Extra time to file income tax returns**  
We are deferring the filing due date for the 2019 tax returns of individuals. For individuals (other than trusts), the return filing due date will be deferred until June 1, 2020. We will also allow any new income tax balances due, or instalments, to be deferred until after August 31, 2020 without incurring interest or penalties.

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- **Mortgage support**

Canadian banks have committed to work with their customers on a case-by-case basis to find solutions to help them manage hardships caused by COVID-19. Canadians who are impacted by COVID-19 and experiencing financial hardship as a result should contact their financial institution regarding flexibility for a mortgage deferral. This allows flexibility to be available - when needed - to those who need it the most.

**Contact your financial institution for further mortgage assistance.**

*The Canada Mortgage and Housing Corporation and other mortgage insurers offer tools to lenders that can assist homeowners who may be experiencing financial difficulty. These include payment deferral, loan re-amortization, capitalization of outstanding interest arrears and other eligible expenses, and special payment arrangements. Canada's mortgage insurers are committed to providing homeowners with solutions to mitigate temporary financial hardship related to COVID-19. This includes permitting lenders to defer up to six monthly mortgage payments (interest and principal) for impacted borrowers. Deferred payments are added to the outstanding principal balance and subsequently repaid throughout the life of the mortgage.*

### **Financial Institutions: Hours of Business**

- **Royal Bank:** rbcroyalbank.com
  - Branches open: Walnut Grove, Brookwood, Main Office, Langley
  - Hours: 10 to 4 Monday to Friday. Closed Saturday and Sunday
- **Bank of Montreal:** bmo.com
  - Branches open: Walnut Grove, Willowbrook
  - Hours: 10 to 4 Monday to Friday, Closed Saturday and Sunday
- **Scotiabank:** scotiabank.com
  - Branches open:
    - Langley Financial Centre, 20171 Fraser Hwy; Hours: 9:30 to 3 Monday to Friday, Closed Saturday and Sunday;
    - Willowbrook; Hours: 9:30 to 3 Monday to Friday; Hours: 10 to 3 Saturday
- **Toronto Dominion:** td.com
  - Branches open: 19711 Willowbrook Dr. AND 22259 48<sup>th</sup> Ave
  - Hours: 10 to 4 Monday to Friday. Closed Sat and Sunday
- **HSBC Bank:** hsbc.ca
  - Hours: 10 to 4, Monday to Friday Closed Sat and Sunday
- **Coast Capital Savings:** coastcapitalsavings.com
  - Branches open:
    - Langley: Hours: 9:30 to 3 Monday to Friday. Closed Sat and Sunday
    - Walnut Grove: Hours: 9:30 to 3 Tuesday to Saturday
- **Envision Financial:** envisionfinancial.ca
  - Branch open: Willoughby; Hours: 10 to 4 Monday to Friday

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### **Financial Institutions: Hours of Business (cont'd)**

- **Prospera Credit Union:** prospera.ca
  - Branch open: Langley
  - Hours: 9:30 to 3 Monday to Friday
- **Aldergrove Credit Union:** aldergrovecu.ca
  - Branches open: Murrayville and Aldergrove
  - Hours: 9:30 to 3 Monday to Friday; 9:30 to 1 Saturday
  -
- **Vancity:** vancity.com
  - Branch Open: Langley
  - Hours: Tuesday to Saturday 9:30 to 3.

### **Legal Assistance**

- **Poverty Law Program** (Langley Community Services Society): by appointment only at this time **778.574.4119 extension 101**. The goal of the program is to ensure fair access to income support and services through information, referrals, supports and one-on-one advocacy in the following areas:

- Income assistance
- Housing
- Federal Income benefits
- Public Legal Education (PLE)
- Resource and referrals

The advocate will work directly with clients to educate them about their legal rights, explain options for legal problem solving and, where appropriate, assist with dispute resolution and/or representation at hearings before boards and tribunals. The advocate will also promote awareness of the legal advocacy program and its activities. The program aligns with our core mission to assist individuals and families to enhance their lives through the provision of information, programs, and services. Clients can access the program through personal or professional referrals.