

- Please note the updated date at the top, as this document is being updated frequently.

Financial Assistance – COVID-19											
Agency	Background	Contact Information/Resources									
Canadian Red Cross (New Brunswick)	<p>What if I need to pay bills or face loss of service?</p> <ul style="list-style-type: none"> • The Canadian Red Cross is operating a call centre on behalf of the Government of New Brunswick, providing information to those affected by COVID-19. • 1-800-863-6582 (Red Cross number). Ensure the caller understands that the Red Cross will work with them to address their needs. There may be options available through the the Red Cross to connect that caller with a United Way organization that is receiving service through the Compassion Fund. • The Red Cross is also delivering the New Brunswick Workers Emergency Income Benefit – a one-time income benefit of \$900 is available for workers or self-employed people residing in New Brunswick who have lost their job due to the state of emergency associated with COVID-19. The benefit will help to bridge the gap between when a person lost their job or closed their business on or after March 15, 2020, to when the national benefit takes effect. The benefit will end on April 30, 2020. Applications begin at noon on Monday, March 30, 2020 	<ul style="list-style-type: none"> • Registration for the New Brunswick Workers Emergency Income Benefit (COVID-19): Online applications are no longer available. To expedite the process and better determine your eligibility for the program, registration will now be done by telephone with a Canadian Red Cross agent. Please apply by telephone, by speaking with a Canadian Red Cross agent at 1-800-863-6582 (from 8:00 a.m. to 8:00 p.m., 7 days a week). Applications will close at 8pm on Thursday, April 9. 									
United Way	<p>What if my organization or service group needs help meeting needs of clients?</p> <ul style="list-style-type: none"> • The Department of Social Development recognizes that this crisis has created an increase demand for community-based supports and services. People in our province often look to community-based service providers to assist with a variety of needs, like food, shelter, counselling, and information. The Department of Social Development has provided fund to the United Way to help increase capacity of these organizations so that they are better equipped to meet the immediate and emerging needs of their clients and people across our province. You can direct community partners to the United Ways and sites to request assistance. 	<table border="1"> <thead> <tr> <th style="text-align: center;">Region</th> <th style="text-align: center;">United Way/Centraide</th> <th style="text-align: center;">Link to application/site pour demande</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Moncton Région 1</td> <td style="text-align: center;">Greater Moncton, South Eastern NB</td> <td style="text-align: center;">https://gmsenbunitedway.ca/atlantic-compassion-fund/</td> </tr> <tr> <td style="text-align: center;">Saint John Région 2</td> <td style="text-align: center;">United Way Saint John, Kings, Charlotte</td> <td style="text-align: center;">https://unitedwaysaintjohn.com/covid19/ https://unitedwaysaintjohn.com/apply-for-funding-demande-de-financement/</td> </tr> </tbody> </table>	Region	United Way/Centraide	Link to application/site pour demande	Moncton Région 1	Greater Moncton, South Eastern NB	https://gmsenbunitedway.ca/atlantic-compassion-fund/	Saint John Région 2	United Way Saint John, Kings, Charlotte	https://unitedwaysaintjohn.com/covid19/ https://unitedwaysaintjohn.com/apply-for-funding-demande-de-financement/
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		Fredericton Région 3	United Way Central New Brunswick	https://www.unitedwaycentral.com/atlantic-compassion-fund/
		Edmundston Région 4	United Way Central New Brunswick	https://www.unitedwaycentral.com/atlantic-compassion-fund/
		Restigouche Région 5	United Way Central New Brunswick	https://www.unitedwaycentral.com/atlantic-compassion-fund/
		Chaleur Région 6	Greater Moncton, South Eastern NB	https://gmsenbunitedway.ca/atlantic-compassion-fund/
		Miramichi Région 7	Greater Moncton, South Eastern NB	https://gmsenbunitedway.ca/atlantic-compassion-fund/
		Péninsule Acadienne Region 8	Partenariat avec Centre Bénévolat	

<p>Government of Canada</p>	<p>I've lost my job because of COVID-19, what can I do?</p> <ul style="list-style-type: none"> To apply for Employment Insurance (EI) and other COVID-19 financial relief options (information on mortgage support, increases to the Canada Child Benefit, increases to Goods and Services Tax Credit payment, extra time to file tax returns, how to apply for the new Canada Emergency Response Benefit) callers can be referred to the Government of Canada website (under Benefits for Individuals). Canada Revenue Agency (CRA) – Community Volunteer Income Tax Program (CVITP) (free tax clinics); see also the Government of Canada website. 	<ul style="list-style-type: none"> Benefits for individuals: https://www.canada.ca/en/department-finance/economic-response-plan.html#individuals Free tax clinics: https://www.canada.ca/en/revenue-agency/services/tax/individuals/community-volunteer-income-tax-program/need-a-hand-complete-your-tax-return.html Canada Revenue Agency Accounts and Payments (individuals): 1-800-959-8281 (English); 1-800-959-7383 (French). Canada Revenue Agency Accounts and Payments (business): 1-800-959-5525 (English); 1-800-959-7775 (French). Canada Child Benefit (CCB) and GST credit: 1-800-387-1193 (English); 1-800-387-1194 (French). Business financing / liquidity: Finance Canada general enquiries: 1-613-369-3710; fin.financepublic-financepublique.fin@canada.ca. Export Development Canada general line: 1-800-229-0575. Business Development Bank of Canada general line: 1-877-232-2269; info@bdc.ca.
<p>Government of New Brunswick (GNB)</p>	<p>I'm low income, what can GNB help me with?</p> <ul style="list-style-type: none"> Property taxes <ul style="list-style-type: none"> There is no change to the 2020 property tax bill, and property owners have until May 31st to pay before any penalties are applied to their account. Benefits for seniors <ul style="list-style-type: none"> The Low-Income Seniors Benefit (\$400): Applications will be available April 1, 2020 online Property Tax deferral for seniors (special provisions apply) Low-income households <ul style="list-style-type: none"> Home Emergency Assistance Program (\$100) – applications close June 30, 2020. 	<ul style="list-style-type: none"> For non-health related questions, including questions about compliance with New Brunswick's State of Emergency: 1-844-462-8387 or helpaide@gnb.ca The Low-Income Seniors Benefit: https://www2.gnb.ca/content/gnb/en/departments/finance/promo/seniors.html Property Tax deferral for seniors: https://www2.gnb.ca/content/gnb/en/departments/finance/services/services_rendere/201264.Property_Tax_Deferral_Program_for_Seniors.html Home Emergency Assistance Program: https://www2.gnb.ca/content/gnb/en/departments/finance/promo/heap.html

	<ul style="list-style-type: none"> • Emergency Fuel Benefit <ul style="list-style-type: none"> ○ Department of Social Development: An emergency fuel benefit of up to \$550 per calendar year may be provided to eligible New Brunswick households <u>whether or not they are receiving social assistance</u> • Post-secondary students: The Emergency Bridging Fund for Vulnerable Post-Secondary Students will support students who are directly impacted by the COVID-19 pandemic. The funds will be distributed by post-secondary institutions based upon eligibility criteria and will provide a one-time amount of up to \$750 per student. <u>Students must contact their institution directly</u> to be considered and will be assessed on a case-by-case basis. Funding support will be based upon the need for food, shelter, unanticipated medical costs not covered through health plans, and unforeseen additional academic costs. <ul style="list-style-type: none"> ○ To qualify, vulnerable students must not qualify for the one-time \$900 provincial emergency fund as of March 30. They must be in a position in which they cannot access money through student loans, Employment Insurance, personal savings, or other COVID-19 related financial assistance programs. 	<ul style="list-style-type: none"> • Emergency Fuel Benefit: https://www2.gnb.ca/content/gnb/en/services/services_renderer.200993.Emergency_Fuel_Benefit.html • GNB (COVID-19/Coronavirus): www.gnb.ca/coronavirus • Government of Canada (COVID-19/Coronavirus):: https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html • Tele-Care (New Brunswick): 8-1-1
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Health Information – COVID-19 (Coronavirus)

Agency	Background	Contact Information/Resources
GNB	<p>I think I may have symptoms of COVID-19 or may have had exposure to someone with COVID-19. What do I need to do?</p> <p>Office of the Chief Medical Officer of Health (New Brunswick):</p> <ul style="list-style-type: none"> • Before calling 811 use the self-assessment tool to help determine whether you should be tested for COVID-19. You can complete this assessment for yourself or on behalf of someone else, if they are not able. • If you have symptoms: <ul style="list-style-type: none"> ○ Please do not visit a hospital, physician’s office, lab or healthcare facility without consulting 811 first. • If you are having difficulty breathing or experiencing other severe symptoms, call 911 immediately. Advise them of your symptoms and travel history. 	<ul style="list-style-type: none"> • GNB COVID-19/Coronavirus information (Chief Medical Officer of Health): www.gnb.ca/coronavirus • GNB’s COVID-19 self-assessment tool: https://www2.gnb.ca/content/gnb/en/departments/ocmoh/cdc/content/respiratory_diseases/coronavirus/assessment.html#/app/symptom-checker/guides/399/what-to-do

- We understand this is a difficult situation. NB's Chief Medical Officer of Health is providing regular updates regarding the COVID-19 virus to ensure New Brunswickers are well-informed.

I am in self-isolation and running out of essential items (food, medications, baby formula, other vital items), What should I do?

- We understand this is a difficult time. You should stay at home for 14 days. If possible, ask family, friends or neighbours to assist and have them deliver food or essential items to your door.
- Many grocery stores and pharmacies are doing deliveries in light of the pandemic. Please contact your local grocery store or pharmacy and explain to them that you cannot leave your house to pick it up. Ask if they can help coordinate transportation of your groceries to your residence.
- If you are a Social Development client, contact your case manager.

What if I can't leave home and don't have the ability to pay for groceries or medicine?

- Effective immediately, Social Development will waive the wait time for all applicants with a prior income who are applying for social assistance. Applicants may now apply immediately after their previous source of income has ended. This measure is in effect until further notice. Any further changes will be communicated as required.
- Effective immediately, Social Development will extend all expiring benefits such as: Health Cards, Extended Health Cards, Diabetic Supplies, and Over the Counter medications, etc. to April 30, 2020. These measures are to ensure that clients will not experience a disruption in benefits.
- If the caller is a Social Development client whose household income has been disrupted and the household cannot pay for groceries or medicine, the caller should contact their case manager directly.
- If the household income has been disrupted and the caller cannot pay for groceries or medicine and is not a Social Development client, Social Development will work with the caller to determine what services can be provided.
- The Health Services Program offers a number of health benefits and services to Social Development clients who have an active health card. Specific client groups eligible through Health Services include:
 - Social Assistance recipients and their dependents

- The regional SD numbers are and website:
https://www2.gnb.ca/content/gnb/en/departments/social_development/about_us/emergency_socialservices.html
 - Moncton - 1-866-426-5191
 - Saint John - 1-866-441-4340
 - Fredericton - 1-866-444-8838
 - Edmundston - 1-866-441-4249
 - Restigouche - 1-866-441-4245
 - Chaleur - 1-866-441-4341
 - Miramichi - 1-866-441-4246
 - Acadian Peninsula - 1-866-441-4149

	<ul style="list-style-type: none"> ○ Health-Card-Only clients (those unable to cover the cost of service because of extensive health needs) ○ Clients in the Child and Youth Services Program ○ Long-Term Care clients residing in Adult Residential Facilities ○ Nursing Home clients ○ Mental Health clients residing in facilities <p>The Health Services Program has deemed providing services to clients being discharged from the hospital as urgent and will be prioritizing these requests.</p> <p>What if I can leave home but don't have the ability to pay for groceries?</p> <ul style="list-style-type: none"> • Food banks can be a source of assistance to New Brunswickers who need help with groceries. Even persons who aren't traditionally clients of foodbanks are encouraged to contact foodbanks as a potential source for food assistance. • If the caller is a Social Development client who has visited a food bank and has received their regular basket of food, but is still running low on food, the caller can contact their case manager. • If the person is not a Social Development client and we cannot assist them, suggest other options based on other benefits federally (e.g., EI or the new Canada Emergency Response Benefit (CERB)) or provincially (New Brunswick Workers Emergency Income Benefit - refer to the Red Cross or United Way through the Compassionate Fund). <p>I am on Social Assistance, what do I do?</p> <ul style="list-style-type: none"> • Your cheque will come to you the same as always. • If have questions, please contact your worker directly. 	
<p>Public Health Agency of Canada (PHAC)</p>	<p>Where can I get information from Public Health Canada?</p> <ul style="list-style-type: none"> • The Public Health Agency of Canada also has helpful information on COVID-19 (Coronavirus) 	<ul style="list-style-type: none"> • Public Health Agency of Canada: https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html
<p>World Health Organization (WHO)</p>	<p>Where can I get information from the World Health Organization?</p> <ul style="list-style-type: none"> • Coronavirus disease (COVID-19) Pandemic information 	<ul style="list-style-type: none"> • World Health Organization: https://www.who.int/emergencies/diseases/novel-coronavirus-2019

Food Security		
Agency	Background	Contact Information/Resources
Food Banks	Where can I access a food bank? <ul style="list-style-type: none"> For information that callers can access on where to find their local foodbank, please see the two websites listed. 	<ul style="list-style-type: none"> http://www.nbinfo.ca/ https://www.foodbankscanada.ca/utility-pages/find-a-food-bank.aspx
Shelter/Housing		
Agency	Background	Contact Information/Resources
Various Community Organizations	I can no longer couch surf, or I am about to lose my place – what can I do? <ul style="list-style-type: none"> For those experiencing homelessness or who on the verge of becoming homeless, homeless shelters contacts across the province are listed. 	Homeless Shelters <ul style="list-style-type: none"> Harvest House men and women’s shelter in Moncton: (506) 855-0626 House of Nazareth men and women’s shelter in Moncton: (506) 858-5702 Outflow Ministry Inc. men’s shelter in Saint John: (506) 658-1344 Coverdale Center for Women women’s shelter in Saint John: (506) 672-6285 (shelter staff) St John House men’s shelter in Fredericton: (506) 450-1102 Grace House women’s shelter in Fredericton: (506) 450-3001 Out-of-the-Cold Shelter men and women’s shelter in Fredericton: (506) 999-5626 (director) Bathurst Emergency Shelter men and women’s shelter in Bathurst: (506) 549-3232 Miramichi Youth House Inc. female and male youth shelter in Miramichi: (506) 624-9909
Various Community Organizations	I want to leave an abusive situation – where can I go? <ul style="list-style-type: none"> Transition Homes for women and children fleeing intimate partner violence are listed. 	Free Transition Homes for Women & Children <ul style="list-style-type: none"> L’Accueil Sainte-Famille Inc. (Tracadie-Sheila): 506 395-1500 Crossroads for Women (Moncton): 506 853-0811 Escale Madavic (Edmundston): 506 739-6265 Fundy Transition House (St. Stephen): 506 466-4485 Gignoo Aboriginal Transition House (Provincial): 1 800 565-6878 / 506 458-1224 Grace House (Fredericton): 506-450-3001 Hestia House Inc. (Saint John): 506 634-7570 Maison de Passage House Inc. (Bathurst): 506 546-9540 Maison Notre Dame (Campbellton): 506 753-4703

		<ul style="list-style-type: none"> • Miramichi Emergency Centre: 506 622-8865 • Women in Transition (Fredericton): 506 459-2300 • Sanctuary House (Woodstock): 506 325-9452 • Serenity House (Kent): 506 743-1530 • Sussex Vale Transition House: 506 432-6999
	<p>Where is second stage housing available?</p> <ul style="list-style-type: none"> • Second stage housing for women and children 	<p>Second Stage Housing for Women & Children</p> <ul style="list-style-type: none"> • Liberty Lane (Fredericton): 506 451-2120 • Maison Oasis (Kent): 506 743-5449 • Residence of Hope (Shediac): 506 533-9100 • Second Stage (Moncton): 506 857-4211 • Second Stage Safe Haven Inc. (Saint John): 506 632-9289 • L'Accueil Sainte-Famille (Tracadie): 506 395-1500 • Carol-Ann's House, St. Stephen: 506 466-4485 • Escale Madavic (Edmundston): 506 739-6265

Childcare

Agency	Background	Contact Information/Resources
Department of Education and Early Childhood Development	<p>I have no childcare and school is closed – what can I do?</p> <ul style="list-style-type: none"> • To find out if you qualify for <u>essential service child care</u>, please register at the Parent Portal. Emergency childcare services will be available to essential workers who have no other alternative during this pandemic. • The provincial government has announced the closure of all schools and post-secondary institutions to prevent the spread of COVID-19. • It has not yet been determined how long the school closures will remain in effect. • We understand this is a difficult situation. If possible, ask family, friends or neighbours to assist. 	<ul style="list-style-type: none"> • To find out if you qualify for <u>essential service</u> child care, please register: https://www.nbed.nb.ca/parentportal/en or call 1-833-221-9339.

Crisis Lines

	<p>I need help, who can I call?</p> <ul style="list-style-type: none"> • Various contact numbers for persons in crisis. 	<ul style="list-style-type: none"> • Police – emergency only: 911 • Chimo Helpline: 1 800 667-5005 • Child Abuse and Adult Abuse or Neglect: 1 888 992-2873 / After-hours Emergency Social Development: 1 800 442-9799 • Canadian Human Trafficking Hotline: 1 833 900-1010 • Looking Out for Each Other (Missing & Murdered Indigenous Families in Need of Direction): 1 833 664-3463 • Beauséjour Family Crisis Resource Centre Inc.: 506 533-9100
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- Sexual Violence New Brunswick: 506 454-0437
- L'Éclipse Edmundston: 506 739-7729
- South East Sexual Assault Centre: 1 844 853-0811
- Libère-toi, Acadian Peninsula: 506 395-3555
- Greater Saint John Sexual Assault Response Team: 506 634-8295, ext. 214
- **Domestic Violence Outreach Services**
 - Acadian Peninsula: 506 395-6233
 - Bathurst: 506 545-8952
 - Campbellton: 506 790-1178
 - Charlotte County: 506 469-5544
 - Kent County: 506 743-5449
 - Edmundston: 506 740-4888
 - Fredericton: 506 458-9774
 - Kennebecasis Valley: 506 847-6277
 - Miramichi: 506 778-6496
 - Moncton: 506 377-5444 / 506 381-8808
 - Saint John: 506 649-2580 / 506 632-5616
 - Shediac: 506 533-9100
 - Sussex: 506 433-6579
 - Woodstock: 506 328-9680

Those needing support can also contact the Community Mental Health Centre in their area. Some virtual services are now available:

<https://www2.qnb.ca/content/gnb/en/departments/health/AddictionsandMentalHealth.html>

https://www2.qnb.ca/content/gnb/en/departments/ocmoh/cdc/content/respiratory_disease/coronavirus/mental-health-and-coping-during-covid-19.html

Women's Equality Branch: Support Services for Victims of Abuse:

https://www2.qnb.ca/content/gnb/en/departments/women/Violence_Prevention_and_Community_Partnerships/content/Support-Services-for-Victims-of-Abuse.html

Departmental Updates (Social Development)

Agency	Background	Contact Information/Resources
Social Development	<ul style="list-style-type: none"> • Social Development - Adult Residential Facilities: Presently in New Brunswick, facilities have restricted access to visitors, and are complying with social distancing directives. • Social Development - Nursing Home Services Presently in New Brunswick, Nursing Homes have restricted access to visitors, and are complying with social distancing directives. • Social Development – Housing Emergency Repair Program - Emergency Repair Programs assist low income homeowners in need by providing assistance for urgent repair to existing housing that is a threat to the occupants’ health or safety. <ul style="list-style-type: none"> ○ Rent adjustments will be considered on a case-by-case basis. • Prescription Drug Plan (PDP) Form Process: PDP has indicated that any individual who has a restriction form and is required to make a modification to it will not have to come into the SD office to sign a new form. As an interim measure, for the time being, PDP can make any adjustment required to restriction forms based on a phone call into their office from a Case Manager. 	<ul style="list-style-type: none"> • Adult Residential Facilities: https://www2.qnb.ca/content/gnb/en/services/services_renderer.2735.html • Nursing Homes: https://www2.qnb.ca/content/gnb/en/services/services_renderer.9615.Nursing_Home_Services.html • Housing: Please contact regional Social Development offices for more information or visit our website for information on our housing programs at: https://www2.qnb.ca/content/gnb/en/departments/social_development/housing.html

Other GNB Updates

Agency	Background	Contact Information/Resources
NB Power	<ul style="list-style-type: none"> • NB Power: NB Power will support impacted customers by: <ul style="list-style-type: none"> ○ suspending disconnections for non-payment and collection ○ deferring electricity bill payments for residential and small business customers for up to 90 days ○ extending existing payment arrangements ○ waiving interest for past due balances and late payment charges issued after March 19, 2020 	<ul style="list-style-type: none"> • 1 800 663-6272
Service New Brunswick	<ul style="list-style-type: none"> • Service New Brunswick: Nine Service New Brunswick Service Centres will be open BY APPOINTMENT ONLY, as of Wednesday, April 1. 	<ul style="list-style-type: none"> • To book an appointment, please call TeleServices at 1-888-762-8600, from Monday to Friday, 10 a.m. to 4 p.m. • https://www2.snb.ca/content/snb/en.html

<p>Municipalities</p>	<ul style="list-style-type: none"> • Transportation: Various changes and safety precautions have been employed around the province with respect to city transit, including reduced service in some areas and the introduction of social distancing practices. 	<ul style="list-style-type: none"> • https://miramichitransit.ca/ • http://www.fredericton.ca/en/transit • https://www.saintjohn.ca/en/home/cityhall/transportation/transit/default.aspx • https://www.codiactranspo.ca/node/4 <p>Please note some changes to hours of operation and route schedules for interprovincial travel: https://maritimebus.com/</p>
<p>Student Loans</p>	<ul style="list-style-type: none"> • Six-month moratorium on student loan payments and interest (federal and provincial). 	<ul style="list-style-type: none"> • 1-800-667-5626 (Provincial Student Loans) • 1-888-815-4514 (National Student Loan Service Centre)
<p>WorkSafeNB</p>	<ul style="list-style-type: none"> • Occupational health and safety information; best practices on creating safe workplace conditions during pandemics; employer and employee responsibilities; right to refuse unsafe work info. 	<ul style="list-style-type: none"> • 1 800 999-9775