



Edmonton COVID19 Rapid Response Collaborative (ECRRC) is a cooperative project created by 13 non-profit organizations in Edmonton serving the local community funded by the City of Edmonton, Government of Alberta and the Government of Canada. We tackle the various challenges that individuals and families are facing due to isolation, quarantining, and/or contracting the COVID19 virus.

Who do we help?

Our target group is anyone who has tested positive for COVID, has had someone in their family/household test positive, or who has been required to isolate due to close contact.

How can people be connected to the supports offered?

Individuals in need can call our Call Centre at 1-833-738-7727, Monday through Friday from 9am-5pm. Our Call Centre Outreach Workers offer service in 31+ languages. Callers can choose from one of the five languages in the calling queue, or choose “0” to be connected to an operator who will connect them with the language of their choosing.

Individuals can also be referred by agencies or other organizations or individuals, at which point an Outreach Worker will be assigned to contact the individual being referred to complete an intake form.

What kind of supports are offered?

The Collaborative exists to ensure that callers are supported in whatever challenge they are facing. The more immediate supports we offer include:

● Food Support

- The Collaborative with the support of the John Humphrey Centre for Peace and Human Rights along with other partners has the ability to offer food support.
- Outreach Workers will ask clients for their immediate needs, and how many days of food are required. A personalized list of needs will be taken to meet the individual’s personal needs.
- Additional non-food items can be provided including: pet food, diapers, formula, personal hygiene products, menstrual products, toilet paper, laundry detergent, cleaning supplies, over-the-counter medicines, etc.
- Food support will be provided within 24-48 hours of intake.
- Follow-up will be conducted with the client within 3-5 days following their support to see if additional support is required.
- Food support can be offered up to 3 times approximately (once per week) and can be longer depending on circumstances. If a client is still in need, connection will be made to longer term food supports and resources by Outreach Workers.

● Income Support:

- The Collaborative in alignment with Francophonie Albertaine Plurielle (FRAP) has the ability to provide up to \$1,000 in Emergency income support to those in need.
- This amount is paid directly to the Landlord/Mortgage Company, Utility Company, or other bill holder. No funds will go directly to the client.
- The Collaborative also has a contract with a transportation company to provide emergent transportation needs for testing, hospital/doctor visits, or other emergent needs.
- The Collaborative will work to connect those in need of emergency funds with 24-48hrs. Clients will be required to provide documentation related to their COVID results or isolation.
- The Income Support Coordinator will also review the client's options for income support, and where needed help to fill out any forms or applications for longer term supports (ie. CRB, Alberta Works, etc.).
- If the client requires housing, the Income Support Coordinator will connect them with the appropriate agency.

- **Mental Health Support:**

- The Collaborative in alignment with the Africa Centre and Action for Healthy Communities has a team of 21 counsellors that can work with clients who are experiencing depression, anxiety or simply need someone to help them process the stress of their Covid situation.
- The Collaborative will do a mental health assessment with the client once referred, and connect them either to one of the above counsellors, or a cultural or faith-based support that is aligned with the individual's own value system.
- Follow-up will be conducted to ensure the client's continued safety.

- **Employment Support:**

- The Collaborative in alignment with Action for Healthy Communities has the ability to assess an individual's employment situation, and connect them to programs and services that can help them find meaningful employment.

- **Vaccination Support:**

- Rides to Vaccinations: Free rides are available to vaccination appointments through Uber. Connect with Gail Kessler at info@ecrrc.ca to receive.
- Pop-up Clinics: Vaccination clinics are available aligned with our collaborative agencies. (ie. Africa Centre, EMCN, C5Hub).
- Help in booking vaccinations are available through Action for Healthy communities in multiple languages.
- Information on vaccinations to help overcome vaccination hesitancy and address questions is available through AIMGA (www.aimga.ca)

Promotional Material, Town Halls, or Presentations can all be provided if required.

Contact: Gail Kessler at: gail@ecrrc.ca or by phone at 780-238-4933