



## Cowichan - COVID-19 Agency update- March 30, 2020

The United Way Central and Northern Vancouver Island and Our Cowichan, will do our best to keep our communities posted of any social service agency closures/hour changes due to the COVID-19 pandemic that may impact those experiencing (or at risk of experiencing) homelessness. This list will be updated as information comes in.

Please email any updates to us at [info@uwcvi.ca](mailto:info@uwcvi.ca)

### **FOOD:**

#### COWICHAN BASKET SOCIETY

TEMPORARILY CLOSED. There is a team of folks working on the food situation in Cowichan.

#### COWICHAN GREEN COMMUNITY – Wendy Montgomery

- For now, our offices are closed to the public with most staff working remotely. We feel the thousands of pounds of excess food from the grocery stores we pick up and get out to emergency food providers needs to continue. As does our low-cost grocery store that folks who are really facing financial hardships need to access. And of course, the dozens of Meals on Wheels clients, who rely on, what for some, is their only meal of the day.
- If you need access to food, please connect with us at 250-748-8506. We will try to respond within a few hours. Please also come to our store at 360 Duncan Street next to the Duncan Garage (ignore the street work, you can get around it). We are requiring use of sanitizers when you enter, save your reusable bags for later and send a friend if you're not feeling well.

#### COWICHAN NEIGHBOURHOOD HOUSE ASSOCIATION – Chris

- We are hand out food only and do this outside for reduced days and reduced hours 1-2:30 Mon & Wed and 11:30-1:30 Fri.
- Youth activities, tax filing, daily drop in & lunch, workshops, tutoring, etc. are all closed.
- Anyone needing clothing can contact us and we will arrange something. We're setting up deliveries where possible for seniors and those with mobility issues.



- **We are no longer accepting donations of clothing or household items, but are accepting food.** If anyone would like to make a financial donation, we ask that they use our online CanadaHelps account <https://www.canadahelps.org/en/charities/cowichan-neighbourhood-house/>

#### COWICHAN VALLEY SCHOOL DISTRICT 79 - Thomas G.S. Longridge, Associate Superintendent

- The School District in partnership with Nourish Cowichan and Starfish provided 39 Bags of food for families of students within our district. Nourish in concert with Starfish provided the food bags and the school district provided transportation and distribution. This was only week one of our plan to support students and families in our school district who are experiencing food security challenges. We are planning on expanding this to more students and families over the coming weeks in partnership with Nourish, other not for profit organization, and district and school based resources

#### HOUSE OF FRIENDSHIP – Debbie Williams, ED

- We are still open, operating with a skeleton staff. Program staff/counsellors are working from home, available by phone. They regularly reach out to their clients, they find texting/phone or social media is effective.
- Our Homeless program is operating. the breakfast is five days per week. Although we got funded for enhanced hours, we have been unable to sustain the weekend services due to staffing shortages.
- The service is scaled down, 10 people at a time for social distancing. People wait outside to come in. Like-wise with the shower and laundry, limited numbers so we can keep up with sanitizing.
- The homeless people are angry. They don't know which is worse, starving or the COVID-19.
- We are presently working on a plan to give them bagged lunches before they leave.

#### WARMLAND HOUSE SHELTER (2579 Lewis St):

The Shelter gates are now closed 24-hours per day. Clients needing to use services, are buzzed in so that we can manage how many people are inside at any one time. People who are not transitional housing tenants are not permitted to gather inside. Tables in the dining



area have been further spaced apart, and meals are served directly to people. Some meals are provided as bag lunches.

## **SHELTER:**

### COWICHAN WOMEN AGAINST VIOLENCE – Debbie Berg, ED

- UPDATE: After the School Board decision March 24, 2020 - We will remain closed indefinitely for sleeping services but will continue to hand out food and clothing
- We just had to make the tough decision to close the shelter for sleeping tonight due to extreme staff shortage. We will be handing out bag lunches for our current clients and handing out clothing and blankets as women come to request them. The hours will be 7-9 pm for getting food/clothing at the door and 6-8 am for morning breakfast and clothing needs. We will continue to serve **women only**.
- We are looking at some alternate solutions that we hope to have in place later this week.

### M'AKOLA HOUSING SOCIETY – Audrey George, Assisted Living Manager

- We are “Essential Visits” only which would be Island Health, pharmacy and food/essential needs delivery only.
- No guests, visitors, and no meal bookings.
- We are serving boxed meals only and all recreational activities are cancelled until further notice.

### WARMLAND HOUSE SHELTER (2579 Lewis St):

The Shelter gates are now closed 24-hours per day. Clients needing to use services, are buzzed in so that we can manage how many people are inside at any one time. People who are not transitional housing tenants are not permitted to gather inside. Tables in the dining area have been further spaced apart, and meals are served directly to people. Some meals are provided as bag lunches.



## **OUTREACH SERVICES & COMMUNITY ORGANIZATIONS:**

### ALZHEIMER SOCIETY OF BC – Jane Hope, Support and Education Coordinator

**We will be increasing our phone outreach via our First Link® support calls to caregivers and people living with dementia.**

First Link® Dementia Helpline

The **First Link® Dementia Helpline** provides people living with dementia, their caregivers, health-care providers and the general public with information and guidance on dementia and memory loss.

**We have extended the hours of our Helpline, which are now open from 9 a.m. to 8 p.m.** to provide evening service in English. Our Mandarin, Cantonese and Punjabi support will continue to be available between 9 a.m. and 4 p.m., Monday through Friday. Call us:

- English: 1-800-936-6033
- Cantonese and Mandarin: 1-833-674-5007
- Punjabi: 1-833-674-5003

Webinars

Connect with dementia support and knowledge from anywhere through our webinars.

Visit <https://alzheimer.ca/en/bc/We-can-help/Dementia-education/webinars> for more details on all our upcoming webinars and to access the full webinar archive.

Helpful Resources

<https://alzheimer.ca/en/bc/Living-with-dementia/covid-19-and-dementia>

### BC SCHIZOPHRENIA SOCIETY – Tara McCaffery

- We are currently operating electronically only

### CMHA – COWICHAN VALLEY BRANCH

- Our need, and that of so many we serve, has never been greater.
- This week, many other local agencies, including the Duncan Foodbank, have had to close because of possible COVID-19 exposure. This leaves even more people who are struggling



in poverty and who are homeless or street-entrenched counting on Warmland House for meals.

- We are presently serving extra meals each day, most of it by take-out, outside our front doors at 2579 Lewis Street. Although very grateful for contributions of food by a number of local stores and restaurants, we are still in need of more.
- Here is a list of other items we also need. If you are on social media, please share our list.
- **If you are a business owner and have food that may spoil because you are now closed, please consider donating to the Shelter** (call to discuss 250.715.1132). Tax receipts can be arranged for larger donations.
- **If you are able, [Donate Now](https://www.canadahelps.org/en/dn/4857) to help us meet the needs of the hungry, homeless and hurting.** Secure online donations can be made at <https://www.canadahelps.org/en/dn/4857>



**How Can YOU Help During COVID-19?**

Here are some ways you can help address the immediate needs of the hungry, hurting and homeless people who continue to turn to the CMHA Cowichan Valley Branch for help through Warmland House Shelter and the Open Door Youth Services Centre.

**Please note, to reduce exposure and spread of the Coronavirus, we are only accepting NEW items at this time.**

We will gladly accept the following donations:

Bulk Food Items for "Take Out Meals":	For Those Sleeping Outdoors:
<ul style="list-style-type: none"> <li>• Bottled water</li> <li>• Bags/Boxes of Apples, Oranges, Bananas</li> <li>• Sandwich supplies:               <ul style="list-style-type: none"> <li>• Cans of Tuna/Ham</li> <li>• Peanut Butter &amp; Jam</li> <li>• Sealed bags of sandwich bread</li> </ul> </li> <li>• Bulk bags of rice</li> <li>• Ground Beef</li> <li>• Bags of onions, potatoes</li> <li>• Paper plates &amp; cups (no styrofoam please)</li> <li>• Disposable utensils</li> <li>• Juice boxes, Veggie juices</li> <li>• Single Serving Cups</li> <li>• Meal Replacement Drinks (ie Ensure)</li> <li>• Zip Lock sandwich bags</li> <li>• Single serving snacks (granola bars, fruit snacks, puddings, yogurts, etc)</li> </ul>	<ul style="list-style-type: none"> <li>• Single-person tents</li> <li>• Tarps</li> <li>• Sleeping Bags</li> <li>• Sealed Packages of socks &amp; underwear</li> <li>• Raincoats, umbrellas</li> </ul> <p><b>Hygiene Products:</b></p> <ul style="list-style-type: none"> <li>• Toiletries</li> <li>• Toothpaste &amp; Toothbrushes</li> <li>• Feminine Hygiene products</li> <li>• Incontinence products (Depends)</li> <li>• Personal Hand Sanitizer</li> <li>• Cleaning Supplies</li> <li>• Masks</li> </ul>

Donations can be dropped off at:

WARMLAND HOUSE SHELTER	OPEN DOOR YOUTH SERVICES CENTRE
2579 Lewis Street	371 Festubert St
Please come to the gate and use buzzer You can also call/text when you arrive Call: 250.715.1132 or Text: 250.732.3252 and we will meet you at the gate.	Please call 250.746.5521 to arrange drop off or text our Youth Outreach Team at 250.732.2395 to meet at 371 Festubert.

Updated March 23, 2020



## **CMHA Cowichan Valley Programs Update:**

To comply with strict health guidelines, we have taken the following precautions to prevent the spread of COVID-19:

### **WARMLAND HOUSE SHELTER (2579 Lewis St):**

The Shelter gates are now closed 24-hours per day. Clients needing to use services, are buzzed in so that we can manage how many people are inside at any one time. People who are not transitional housing tenants are not permitted to gather inside. Tables in the dining area have been further spaced apart, and meals are served directly to people. Some meals are provided as bag lunches.

### **GOOD FOOD BOX, WARMLAND FOOT CLINICS:**

Suspended.

### **SOBERING & ASSESSMENT CENTRE:**

Will remain open, operations as usual, with extra disinfection and extra distancing between clients.

### **OVERDOSE PREVENTION SITE:**

Continuing to operate but with extra disinfection and extra spacing between tables to provide distance between clients.

### **HOMELESS OUTREACH TEAM:**

Continuing to connect with people, but with added precautions.

### **OPEN DOOR YOUTH SERVICES CENTRE (371 Festubert St) & YOUTH OUTREACH SERVICES:**

Continuing to operate. Open Door staff will no longer be making breakfast, at this time we are making brown bag lunches for the youth.

### **FAMILY CAPACITY, SEXUAL ASSAULT INTERVENTION PROGRAMS:**

Counsellors will be connecting with clients remotely.

### **BIKEWORKS / ARTWORKS / DISCOVERYWORKS PROGRAMS (51 Trunk Rd):**

All programs closed until further notice. Program staff is working to keep in touch with youth via social media and other online options.

### **RAINBOWS FOR CHILDREN:**

Cancelled until further notice.



**MALAHAT YOUTH GROUPS/PROGRAMS:**

Cancelled until further notice.

**BOUNCEBACK PHONE COACHING PROGRAM:**

Coaches will be operating remotely.

**CMHA-CVB ADMINISTRATIVE OFFICES (5878 York St)**

Currently closed to the public. Staff are working remotely. To connect with us, send an email to [cmhacvb@cmha.bc.ca](mailto:cmhacvb@cmha.bc.ca).

We thank you for your patience and support during this challenging time.

COWICHAN FAMILY CAREGIVERS SUPPORT SOCIETY - Sara Ferrario, ED

- Cowichan Family Caregivers recognizes this is a challenging time for family caregivers. You are not alone. Our services will still be there to support you through this time. We continue to provide family caregivers one to one support by phone and email.
- Contact: 250-597-0886 Main email: [sara@familycaregiverssupport.org](mailto:sara@familycaregiverssupport.org)

COWICHAN FAMILY LIFE - Rick Stordeur, Clinical Supervisor

Cowichan Family Life Association is maintaining its 1 to 1 counselling to its clients by providing this service by phone or internet. Clients call the usual number (748-8281) and leave a message. We get back to them to schedule a phone or internet intake. The client is then assigned to one of our counsellors.

Our group programs, Healing Anger and Personal Power remain suspended.

COWICHAN HOSPICE – Gretchen Hartley, ED

- March 30, 2020 UPDATE: Cowichan Hospice trained volunteers continue to provide emotional support and information/navigation to people living with advancing illness and their family members, by phone.
- One to one grief support is available by phone or using video tools, depending on the preferences of client. Grief support groups are also being offered by video conference.



- Volunteers can also offer telephone emotional support to isolated frail seniors.
- Since Tuesday, March 17th, we have made the following decisions regarding hospice services in Cowichan:
  - We are offering all clients support over the phone or by video-call.
  - We welcome those interested in using Hospice programs to contact us by phone, email or fax (please see numbers below) and will connect new clients with supporting volunteers for phone or video calls.
  - We have suspended all wellness sessions, at the Hospice office, in homes and in facilities, and have suspended all visits to patients in hospital.
- This situation is evolving rapidly and we will work to continue providing support to individuals and families in our community while taking the necessary steps to keep clients, volunteers, and staff safe. If you or someone you know would like to use hospice services please get in touch with us by phone at: 250-701-4242 or 1-888-701-4242 (toll-free from Ladysmith) Fax: 250 701-4243, or by email at: [frontdesk@cowichanhospice.org](mailto:frontdesk@cowichanhospice.org)
- Events:
  - You may have heard that Reel Alternatives fundraising films have been cancelled for March and April. This is following the advice of our provincial government to cease all gatherings of 50 people or more.
  - Our Annual General Meeting, which usually takes place in early May, has been tentatively moved to June 9th.
  - Happily, construction on Cowichan Hospice House continues to be on schedule.
- We will continue to monitor the situation and provide updates as they become available. Please check our [Facebook](#) and our [website](#) for up to date information.
- The Cowichan community is strong, loving and compassionate, and we will get through this together. And remember, wash your hands!
- Thank you for your continued support during this challenging time.

#### COWICHAN INTERCULTURAL SOCIETY – Lynn Weaver, ED

- CIS has moved services/supports online/by phone, including:
- For existing clients:
  - English classes and tutoring/mentoring
  - Youth groups and children's reading group





General settlement services (assistance with housing, employment-related, health-related, education-related, etc.)

- We can still accept referrals – our clients are newcomers to Canada settling in the Cowichan Region. They can have any immigration status, including permanent residency, temporary work permit, student visa, asylum seeker, naturalised citizen, no status.
- For new clients:  
General intake and needs/assets assessment  
Information & orientation  
No Canadian Language Benchmark (CLB) assessments taking place at this time

We can screen/on-board new volunteers remotely if anyone is interested in being an English language tutor.

We are not running daycare currently.

#### COWICHAN TRIBES – Cynthia Jamieson

- Kwunatsustul suspending groups but doing on call crisis and regular check ins with Community Members. Will do intake for new cases starting next week but we will have a wait list.

#### COWICHAN VALLEY YOUTH SERVICES – Michelle Bell, ED

- Following Public Health and Government recommendations, we have moved our services to virtual contact only. CVYS is keeping in touch with clients and community partners via email, telephone, text, FaceTime, and Zoom. We are still receiving Intakes and counsellors are available by scheduled phone, FaceTime, zoom or telehealth appointments. Our office phone will be answered and we will return any phone messages. We are available our usual business hours, 9:00 to 5:00.
- We are beginning to plan some virtual groups: Youth Pride for LGBTQSAI+ youth and an Art group, and with other services we are helping to coordinate the ability to identify and drop off food and essentials for those youth and families that are in need (more information to follow).



- We will continue to offer our support services virtually until we are no longer being recommended to social distance. Hope everyone stays safe!

#### DISCOVERY YOUTH AND FAMILY SUBSTANCE SERVICES – Moira McNairnay

- Counsellors at Discovery Youth & Family Substance Use are continuing to stay connected to youth and families by phone and text, and potentially down the road from telehealth. You can reach any of us by phone or email as needed.

#### LADYSMITH RESOURCE CENTRE ASSOCIATION – Christy Wood, ED

- The Ladysmith Resources Centre Association (LRCA) is committed to providing services to the most under-served populations in our community. We are limiting the number of people who access our facility, so please phone us for service in advance to make an appointment or receive program specific information. We are working on providing services in modified ways where possible (please see attached table). Our essential services, the food bank program and the shelter will continue to operate as



usual, with additional safety precautions in place.



March 18, 2020

The Ladysmith Resources Centre Association (LRCA) is committed to providing services to the most underserved populations in our community. We are limiting the number of people who access our facility, so please phone us for service in advance to make an appointment or receive program specific information. We are working on providing services in modified ways where possible. Our essential services, the food bank program and the shelter will continue to operate as usual, with additional safety precautions in place. Check back regularly for updates.

Programs	Status	Services Being Provided
Food Bank	Open	Full services using social distancing and increased hygiene measures.
Cold Weather Shelter	Open	Full services using social distancing and increased hygiene measures.
Soup Kitchen	Thursdays only	Take-out meals will be available at the Food Bank Thursdays 2-3pm
Seniors' Medical Transportation	Available	Full services using social distancing and increased hygiene measures; call in advance.
Housing Support Services	Available	Full services using social distancing and increased hygiene measures; call in advance.
Income Tax Program	Available	Available; call in advance. Intake is being done over the phone and paperwork required dropped off.
Seniors' Services	Available	Available; call in advance for an appointment.
49 <sup>th</sup> Parallel Phoners	Available	Call 49 <sup>th</sup> Parallel Wednesdays 8am-noon to place orders.
Volunteer Counselling	Available	Sessions offered by phone and video conference. Call for more information.
Family and Youth Support Services	Available	Sessions offered by phone and video conference. Call for more information.
Victim Services	Available	Available; call in advance for an appointment.
Restorative Justice	Available	Services offered by phone and video conference. Call for more information.
Born Healthy	On spring break	Services will be offered by phone and video conference after spring break.
Adventures in Early Literacy	On spring hiatus	Sessions will be offered virtually. Call for more information.
Mother Goose	On spring hiatus	Sessions will be offered virtually. Call for more information.
Triple P	On spring hiatus	More information to come.
Seniors' Coffee Drop-in	Suspended	Cancelled until further notice.
Dads' Drop-in	Suspended	Cancelled until further notice.

P 250 245 3079 | F 250 245 3798 | info@lrca.ca | 630 2nd Avenue, Box 1653, Ladysmith, BC V9G 1B2

facebook.com/ladysmithresourcecentre @ladysmithcares

www.lrca.ca

## LITERACY NOW COWICHAN – Kathleen Erickson, ED

- Literacy Now Cowichan is moving to online and phone service for tutoring and intakes and our office/learning centre is closed to the public. The phone will be answered and calls returned. One staff member is working in the empty office and others working remotely.



## PIVOT POINT – Allison Hutchinson

We wanted to pass along a bit of info as we have adjusted our model of service delivery to allow us to continue to work with the children/youth/families we serve as well as invite new families to join us as needed.

1. We are offering a series of ONLINE social groups starting week of April 6th and running until the end of June. (See below for descriptions and you're welcome to share about the groups and my contact info if you know anyone who may be interested, [allison.hutchinson@pivotpoint.ca](mailto:allison.hutchinson@pivotpoint.ca) or 250-216-6101)
2. Our lead professionals (Behaviour Consultants, Clinical Counsellors and Education Consultants) are available for online sessions either with children/youth directly or providing support to parents.
3. Our Behaviour Interveners and Tutors are also available online!

### HANG Online:

#### *Online Social Groups for Children and Youth with Diverse Abilities*

#### **Dungeons & Dragons: Friday's 3:00-5:00 PM, (ages 8-11 and 12-18)**

- Delve into the darkest dungeons and explore ancient ruins in the pursuit of increased social skills, problem solving, co-operation and fun!

#### **Lego Challenge: Tuesday AND Thursdays 1:30-2:30 PM**

- Just because you're cooped up at home doesn't mean you can't think outside of the box! Join us for building tutorials, speed builds and challenges! A different activity each week with everybody's favourite building toy, LEGO!

#### **Minecraft: Monday's 3:00-5:00 PM (Girls Club!), Tuesday's 3:00-5:00 PM, Friday's 12:30-2:30 PM**

- Join us as we venture into the world of Minecraft! Our custom Pivot Point Server is going to be hosting building competitions, learning challenges, and all sorts of fun adventures! Learn to use Redstone to code and perform Logic tasks. Let your creativity flow during collaborative builds and interactive games.

### **What to expect:**

- **Facilitated online fun for different age groups!**



- Training and tech support provided to families setting up their child.
- All you need is a computer/tablet, access to the internet, and a microphone!
- \*Eligible for payment through Autism Funding and DL School funding
- \*Costs vary, reach out for full details

#### PROVIDENCE FARM – Tracy Parow, ED

- Providence Farm is a service provider to Island Health and CLBC clients in:
  - Mental Health Substance Use
  - Brain Injury Program
  - Geriatric (Seniors social services)
  - Developmental Disabilities
  - Behavioural Health
  - Personal Supports Initiatives
- At present Providence Farm is closed to on-site programming. Farm managers are working virtually, in consultation with caregivers, to survey for current and projected desired supports.
- Each client/caregiver is being contacted for the purpose of categorizing potential service response which may include:
  - a) virtual support
  - b) one-on-one caregiver and/or client support at Providence Farm in scheduled blocks
- Depending on circumstances, Providence Farm may explore providing remote services on location at client homes.

#### THE COWICHAN THERAPEUTIC RIDING ASSOCIATION

- We have suspended all activities, programs, and volunteering.
- Our Offices, Used Tack Shop, and Barn are closed to the public at this time.
- We are in communication with our rider families and caregivers and monitoring our phone messages and email.

#### VOLUNTEER COWICHAN – Cathy La France, Administrative Assistant

- Currently we are setting up an initiative to recruit volunteers to pick up groceries and other necessities for those that are in isolation for various reasons. We are also



setting up a bank of volunteers to do phone check ins with people who are isolated. Our webmaster is working on setting up a database for this purpose and it should be operational soon. I am currently gathering names and contact information from those interested in participating and gathering information as to how they are interested in volunteering and in what area they are located. You may direct people to me at this email address: Cathy La France, [vc@volunteercowichan.bc.ca](mailto:vc@volunteercowichan.bc.ca)

#### WARMLAND RESTORATIVE JUSTICE SOCIETY - Denise Mc Arthur, President

- For now, **Warmland Restorative Justice Society's** office is closed, but we are still open for business and ready to receive new files, member applications and provide service by email, phone and through our website.

All Community Justice Forums and training, including the Restorative Justice Facilitator Training for March 27-29 will be rescheduled.

We can be reached by phone/text 250-510-8473, by email [warmlandrjs@gmail.com](mailto:warmlandrjs@gmail.com), or our website for new member applications [www.warmlandrestorativejustice.org](http://www.warmlandrestorativejustice.org).

#### **GENERAL:**

#### COWICHAN SOCIAL PLANNING – Rosalie Sawrie, Project Director, Facilitator

- This is a reminder that Ryan and myself at Social Planning Cowichan are here to help you and your organization in any way we can based on your needs.
- **Is there anything you need us to do?**
  - Some things we thought might be helpful could be:
    - recruiting donations of needed items
    - finding volunteers - we are working directly with Volunteer Cowichan on this
    - designing communications for social media sharing including basic graphics, web design or messaging to support your needs/services/etc.
- We also put together and sent out a "**COVID-19 Volunteering Protocol Guidelines**" handout in both Word and as a PDF so you can edit as needed with additional reference handouts on:



- social distancing,
- hand washing and
- stress management

- Feel free to share this information with anyone you know servicing the community.

As always, we thank you so much for all of your dedication, long hours and hard work.

Please take care and stay healthy.

#### MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION – Julie Macdonald

- Located at 205 Boundary St. Duncan
- We are open to the public 9am-12noon 1-4pm
- Services can be accessed via 1 866 866 0800 as well
- 

#### MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT – Marcia Hower, Director of Operations

- MCFD's offices at Craig St and 4th St remain open

#### UNITED WAY CENTRAL & NORTHERN VANCOUVER ISLAND – Nicole Benson Communications Director

- Our staff are busy working hard to help our communities. We are mobilizing our resources to best serve our communities and help to keep our neighbours safe and healthy. To stay engaged with our work follow our updates on Facebook, visit our website and sign up for our e-news.
- Most staff are working remotely and can be reached by email during regular office hours. Our office line will be monitored and answered 250.591.8731.
- All UWCNVI events, meetings and site visits are cancelled or postponed. We will host as many of these events through teleconference as possible.
- We are working closely with United Way Canada and other United Ways in BC to talk to federal and provincial funders to see if more resources can be made available for our hard-working agencies in our region.

