



Community Response to COVID-19 Children, Youth & Families

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Municipal

City COVID-19 webpage

<https://langleycity.ca/covid-19>

Township COVID-19 webpage

<https://www.tol.ca/covid19/>

Special thank you to: Langley community partners and community members for providing this information

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 App](#)

COVID-19 Related 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: 811

Non-medical information: 1-888-COVID19 (1-888-268-4319)

Fraser Health Crisis Line: 604-951-8855 *(crisis intervention, support information on local services)*

Community and Social Services information: 211

Rape Crisis Line BC 24 hours: (604) 255-6344; Toll-free: 1-877-392-7583

Public Health Agency of Canada toll-free phone number: 1-833-784-4397

*If you are a child or youth and would like to talk to someone call the Helpline for Children at 310-1234. You do not need an area code. You can call at any time of the day or night and you do not have to give your name.

Food Security

[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.

[Langley Senior Resources Society](#) Meal Pick Up Program *Please note that you need to pre-order the day before noon! **these meals are not just for seniors, anyone may order: <http://srs.ca/wp-content/uploads/LSRS-Pick-up-Menu.pdf>

Special thank you to: Langley community partners and community members for providing this information

[Langley Meals on Wheels](#) Langley Meals on Wheels is continuing to deliver meals to clients Monday to Friday: <https://lmow.ca/wp-content/uploads/2020/03/covid-19-update.pdf>

Aldergrove Food Bank 27309 Fraser Hwy, Langley Phone: 604-857-1671 Grocery Distribution: 11:30 - 2:00 1st four(4) Tuesdays a month

Langley Food Bank 5768 203 St, Langley City, BC V3A 1W3 May access the Food Bank on a Monday, Wednesday or Fridays between 10:00 and 2:00 with the following: Proof of Current Address in Langley Gov't ID - one piece with picture.

Sources Food Bank Unit 208 - 20445 62 Ave, Langley - continuing to operate with regular days/hours (Wednesday 10-3pm and Thursday 10-2pm) for Distribution and Donations. As part of our efforts to fight COVID-19 and maintain the health, safety and well-being of our staff, volunteers, clients and community:

- We ask that people line up 2 metres apart
 - Food items will be pre-bagged and larger amounts than normal
 - We will be distributing through the door (no entering the building)
- ***IF YOU ARE FEELING UNWELL OR SHOWING SYMPTOMS OF COVID-19, PLEASE STAY HOME AND ASK A FAMILY MEMBER TO COME INSTEAD.****

BC Food Boxes of Love (Christian Life Assembly) In response to Covid-19, we have been in discussions with representatives in our Langley School District. They are currently looking at ways to meet some very real needs for the students who would depend on their feeding programs while school is in session. We are committing to providing groceries on a weekly basis for eight weeks to 150 families (\$30,000). **For those who have been asking how they can help**, giving to BC "Food" Boxes of Love will tangibly make a difference for these families. For \$25 a week, together we can be a light in a dark time. Visit the [BC BOL page](#) for more details and to give

Loblaws - Free 20 minute live webinars re: cooking on a budget, super speedy snacks, cooking with kids, meals made easy. 15 minute phone chats with registered dietitian. Individual nutrition consults available through phone. Nutrition/wellness live webinars/presentations available for businesses and organizations. Contact kristy.yee@loblaw.ca

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Housing

The Sources Rent Bank may issue low income individuals and families a one-time crisis loan for residents of Surrey, White Rock, Langley and Delta. It is a program with the aim of providing families with loans to prevent homelessness due to a one-time unexpected circumstance. We may provide a loan for up to \$1,200 for a single person or up to \$1,600 for a family. Our loans can be used for rental arrears or utility arrears. We may also provide a damage deposit and first month's rent in special circumstances. [MORE](#)

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. 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.

BC Housing - has made temporary changes to the Rental Assistance Program (RAP) and SAFER. These changes support our new and existing clients who experience a loss of employment income due to the COVID-19 crisis. Info here: <https://www.bchousing.org/housing-assistance/rental-assistance>

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Mental Health

Langley Community Services Society - **The Family Connections Program** provides in-home counselling, support, and advocacy to families with a focus on reducing risk factors and keeping children safe. Operating via phone support and emergency outreach for existing clients. Phone: 604 534 7921

Ministry of Children and Family Development - Child and Youth Mental Health:

Continuing to offer services, including intakes. All services are currently being conducted via telephone or online. Contact dayna.mccracken@gov.bc.ca

FamilySmart® - offering phone, email or virtual support with Google Hangouts. Contact Langley Parent In Residence michelle.goetz@familysmart.ca

START Short Term, Assessment, Response, Treatment: 1-844-782-7811 (Mon-Fri 9-9pm, Sat & Sun 12-9pm ages 6-18 experiencing extreme mental health symptoms.)

Headspace - Online meditation program: <https://www.headspace.com/covid-19>

BC Suicide Help Line: 1-800-784-2433

Kids Help Phone: 1-800-668-6868 (*Bilingual and anonymous phone and web counselling and referral service for children and youth*)

Kids Help Phone web chat: <https://kidshelpphone.ca/what-is-kids-help-phone> (Wed-Sun 3-11pm)

Langley Youth Hub/Friends of Dorothy available for anyone aged 12-24 for essential items such as groceries/access to food, hygiene products, and general outreach support, counselling or connection to resources. Call ahead 604.546.1130. <http://www.langleyyouthhub.com/>

Substance Use Services (Langley Community Services Society) remains open during the COVID-19 pandemic, however has implemented modified service delivery in order to keep both staff and clients as safe and healthy as possible. We are providing counselling sessions by phone only unless it is deemed high urgency or there is no access to a phone. We continue to accept new intakes for children, youth and adults

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who are either substance using individuals, or those affected by a loved ones substance use– intake: 604-534-7230 ext. 1108

Langley Youth & Family Services Counselling for children, youth and families. They provide an early intervention counselling service working with the Langley RCMP, the community and families toward preventing child and youth entry into the criminal justice system. Contact email: LYFSinfo@langleycity.ca Referral form can be accessed [here](#):

Langley Community Service Society - we are providing 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. The service will be available Monday to Friday from 8:30am to 4:30pm.

How it works:

1. Anyone can call our general line: 604-534-7921.
2. The call will be answered by our reception, or you can leave a message with your name & phone number.
3. Your information will be provided to our trained staff and your call will be returned as soon as possible.

If you are in crisis, please call the Fraser Health Crisis Line: 1.877.820.7444

Parents/Caregivers

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. Ishtar Transition House crisis line: 604-530-9442 or 604-857-5797

YWCA Single Mothers Services - Parenting support for single mothers

Our weekly support groups are now doing ZOOM meetings to keep moms supported and connected. Additionally, our family resource workers can provide 1-1 support to single moms in need. Call/ text: 604-619-5276 or email: jbatementan@ywcavan.org

BC Alcohol and Drug Information Line: 1-800-663-1441

Special thank you to: Langley community partners and community members for providing this information

Encompass Support Services Society is open but running modified services and programming during the COVID-19 outbreak. Our goal is to keep our programs open but on a modified basis and essential programs are running, but with necessary safety measures in place. If you are a participant, please contact your program to confirm status or reach out to our General Administration at 604.534.2171. We have staff working remotely, in the office, and at program sites. Outreach and clinical services are being offered remotely by phone, and when needed/appropriate in-person.

Langley Community Services Society is open but we have made the decision to cancel our programs and services that involve group participation, and limit face to face interactions. Our role in the community is to deliver human services, we aim to continue our mission while protecting clients, staff and volunteers. Specific program information is listed throughout this document, however feel free to contact with the main office by Email: info@lcss.ca | Phone: 604 534 7921.

Langley RCMP Victim Services 604 532-3214 <https://www2.gov.bc.ca/gov/content/justice/criminal-justice/bcs-criminal-justice-system/if-you-are-a-victim-of-a-crime/victim-of-crime/victim-services-directory/vs-langley-rcmp>

Child Development Services and Support

Inclusion Langley Society - Our efforts at Inclusion Langley Society have focused largely on how to keep as many services and programs as operational as is possible. At the same time we must focus our efforts on the health and safety of the people and families we serve as well as our employees. Please be sure to check in with program staff or leadership who will be able to provide you with program and service delivery status updates. For more information contact Phone: 604-534-8611
main@langleyacl.com

- Child Development Services remain open at this time; however, our approach to service is changing. Consultants will be moving visits to online or over the phone in order to reduce the risk of exposure and are inviting creative ways to connect with and support families.
- We will be re-evaluating the delivery of the Child and Youth After School Program to explore a modified, facility-based service delivery.

Special thank you to: Langley community partners and community members for providing this information

- Children's Respite services will continue where possible. Families and Care Providers are encouraged to remain in regular contact with your Coordinators.

Family Support Institute (<https://familysupportbc.com/>) The foundation of the Family Support Institute is peer to peer support and this has not changed during this unprecedented time of the COVID-19 pandemic. Our volunteer Resources Parents all have a family member with a disability and are available to support you through the challenges, uncertainties and fears you are facing. Together, we can share what is working, troubleshoot what isn't, and brainstorm creative solutions to move our families through this troubling time. If you would like to connect with a Resource Parent for support, you can: Call us directly: 604-540-8374 or 1-800-441-5403 Make an on-line request through the general contact form. [Click here!](#)

Centre for Child Development (<https://the-centre.org/>) The Centre for Child Development provides therapeutic services to children with special needs in the Surrey and Langley communities.

- Langley office is closed so please call Main (Surrey) location: 604-584-1361; email info@the-centre.org
- Sophie's Place (for children who are victims of physical, mental or sexual abuse): 604-588-0727 or email: spinfo@the-centre.org

Ministry of Children and Family Development, Child & Youth with Special Needs

Main Contact: 604-514-2711 Direct: 604 532-4998; email nadine.watson@gov.bc.ca

Team Lead: 778-617-2385; email delyth.schmunk@gov.bc.ca [Special Funding](#)

[Announcement](#)

Financial

Canada's COVID-19 Economic Response Plan<https://www.canada.ca/en/department-finance/economic-response-plan.html>

Support for families facing unemployment, sick, quarantined, or in directed self-isolation

The new [Canada Emergency Response Benefit \(CERB\)](#)

Special thank you to: Langley community partners and community members for providing this information

- People need to sign up on the day that corresponds with their birth month.
- https://www.canada.ca/en/services/benefits/ei/cerb-application.html?utm_campaign=not-applicable&utm_medium=vanity-url&utm_source=canada-ca_coronavirus-cerb

We 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.
- 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.

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.

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.

EI Application - Step by Step Guide: <https://docs.google.com/document/d/1Tv9UH8Nn5Y0ilGZ5GflvfhhXhpEaSDTbwthfTKfzZkl/preview?fbclid=IwAR0ztGSsQnENS6X526bGf5HnpM6VPdmQzP4j-wZ-216p9OAoj3ibh6I2wEo>

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Children's Aid Foundation Canada COVID-19 YOUTH SUPPORT FUND

Children's Aid Foundation of Canada is providing grants up to \$1000 to former youth in care to help support you as you navigate challenges related to the COVID-19 pandemic.

Intended to cover short-term needs while you explore government or other supports, these funds can be used to cover expenses such as: housing costs like rent, food, household supplies, mental health counselling, technology support, and other emergency needs. For young people, aged 18 to 29 (inclusive) at the time of application, who were in permanent or temporary care of Ministry of Children and Family Development/Delegated Aboriginal Agency or on a youth agreement as of their 19th birthday.

Education

[The Langley School District](#) and the [Ministry of Education](#) have excellent resources and tools to support families in their continued learning during this time. Families are encouraged to regularly check their emails and the district website for the most current information. Teachers and Admin are working remotely or with social distancing and are available for families to connect with. The Ministry has put together a parent website with resources for them to support learning. For Ministry resources and tools: <https://www.openschool.bc.ca/keeplearning/>

Langley School District - School and district buildings are closed to the public, unless arranged with school administrator. Schools are gathering information from families and community groups to provide basic needs for our families who already access breakfast, lunch, and food throughout the year. Best way to stay up to date with district information is www.sd35.bc.ca

Settlement Workers in Schools (SWIS) provides settlement assistance (currently over the phone and email) to assist parents and students during the COVID crisis [Contact](#)

Fraser Valley Regional Library - Due dates and holds will automatically extend to accommodate the closure period, and all late fines waived. All of our digital content, including eBooks, audiobooks, magazines, video streaming, eLearning, is available 24/7 online. Borrowing and streaming limits have been doubled for our most popular eBook, audiobook and streaming services, including OverDrive, RBdigital, Kanopy and Acorn TV. Customers can contact their local library using the emails and online form available on each library's information page (available under the locations tab). www.fvrl.ca

Special thank you to: Langley community partners and community members for providing this information

Technology - For families needing to access technical requirements such as Internet services or refurbished computers both [Telus](#) and [Shaw](#) are offering programs.

Langley Centennial Museum - Our website has a large collection of artifacts and photographs from our archives which are useful with at-home learning for social studies and study of local communities. The email address above can be used for questions about the information online as well. museum.tol.ca

Child Care

The Langley School District is committed to providing child care options for families with parents or caregivers who are tier 1 essential service workers. Contact your school administration with any questions or to request placement for your school age child.

Families currently enrolled in child care programs who are not using their space (because the program is closed or because they are keeping their child at home) will not have to pay fees if their program accepts new provincial funding support, and their space will be available when they are able to return to their program. For more information click [HERE](#)

For families needing help with Child Care options or forms, **Langley's Child Care Resource & Referral** is closed for face to face client services. Online (langccrr@lcss.ca) and phone (604- 533-4425) assistance still provided. Outreach and home support services are cancelled. Access Child Care maps and information [HERE](#)

Province of BC To support parents who are essential service workers during the response to novel coronavirus (COVID-19), the Province is launching a new process. This process will match parents, who are working on the front lines of B.C.'s COVID-19 response and have children up to five years of age, with child care in their communities. Essential workers can fill out a new "parent" form to identify their need for urgent child care. Forms can be accessed by calling 1 888 338-6622 and selecting Option 4, or online: www.gov.bc.ca/essential-service-child-care

Family Navigation and Early Years Support

Early Years Family Navigator: works one-on-one with families who have children ages 0-6 to provide information and supports to meet the needs of your family. Services continue to be offered virtually or by phone at this time www.leyc.ca

What can they do?

- Help find programs for you to attend with your children
- Assist with finding childcare
- Filling out paperwork and/or referrals

Special thank you to: Langley community partners and community members for providing this information

- Finding early intervention supports for your child with extra needs
- Help with access to food and housing needs
- Services for emotional and physical health
- Assist with connecting to other community agencies, programs, workshops and events

Please contact one of the Early Years Family Navigators for more information:

astark@inclusionlangley.com

604-308-1584

nmiddleton@encompass-supports.com

778-808-4031

Best Babies Lunch Club & Pregnant & Parenting Youth Group (Encompass Support Services Society) Outreach & phone support available – call 604.530.2772

Aldergrove Family Place (Encompass Support Services) No drop in programs but call and connect should you need access to support - 604.856.1664

Family Place North and Family Place South (Langley Community Services Society) No drop in programs but call and connect should you need access to support - 604.534.7921, extension 1317

StrongStart facebook pages will support families with activities and opportunities to virtually connect.

Simonds Elementary StrongStart

West Langley Elementary StrongStart

Langley Meadows StrongStart

James Hill StrongStart

Nicomekl StrongStart

StrongStart Parkside

North Otter StrongStart

Douglas Park StrongStart

Willoughby StrongStart

Langley Poverty Law

Poverty Law Program (Langley Community Services Society) 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

Special thank you to: Langley community partners and community members for providing this information

- 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.

Client's can access the program through personal or professional referrals. At this time the services provided through the Poverty Law program will be by appointment only. Please call 778-574-4119 ext. 101 to make inquires or set an appointment.

Additional Web-based Resources

Kelty Mental Health <https://kelymentalhealth.ca/>

Pacific Community Resources Society <https://pcrs.ca/service-types/youth/>

Options Community Services – Suicide Prevention, Education and Counselling (SPEAC) <https://www.options.bc.ca/program/suicide-prevention-education-and-counselling>

YouthSpace.ca <https://www.youthspace.ca/>

BC 211 <http://www.bc211.ca/> or call 2-1-1

The BC Centre For Disease Control <http://covid-19.bccdc.ca/>

Health Link BC <https://www.healthlinkbc.ca/healthfeature/coronavirus-disease-covid-19>

Health Canada <https://www.canada.ca/en/publichealth/services/diseases/coronavirus-disease-covid19.html>

The World Health Organization <https://www.canada.ca/en/publichealth/services/diseases/coronavirus-disease-covid19.html>

Anxiety BC <https://www.anxietycanada.com/>

Langley Hospice <https://langleyhospice.com/>

Stepping Stone Community Services Society <https://sscss.org/>

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BC Housing Housing with Support <https://www.bchousing.org/housing-assistance/housing-with-support>

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