

SUPPORTS FOR VULNERABLE ALBERTANS

These resources are listed in alphabetical order by topic and include both provincial and federal supports.

- **ALBERTA TREASURY BRANCH PAYMENT DEFERRAL:** ATB Personal Banking customers can ask to defer payments on their loans, lines of credit, and mortgages for up to 6 months. Contact your branch directly to discuss making new payment arrangements.
- **ALBERTA WORKS or AISH:** If you already receive income support through Alberta Works or Assured Income for the Severely Handicapped (AISH) and want to know if your benefits will be affected, we suggest trying to contact your worker directly by phone or email. All Alberta Supports locations are currently closed to in-person visits.
- **BANKS AND CREDIT CARDS:** Many banks and credit card companies are offering relief programs for their clients on a case-by-case basis. We suggest contacting them directly to discuss ways that they can help you ease your financial burden during this time.
- **CALGARY LOW INCOME BUS PASS:** Calgarians who qualify for the City of Calgary's Fair Entry Program Low-Income Bus Pass can use their March pass until the end of April 2020. This does not apply to regular monthly bus passes. Applications for the Fair Entry Program are now done by phone, mail, fax, or online. The City recommends calling 311 for assistance.
- **CANADA CHILD BENEFIT INCREASE:** Families will be receiving an additional \$300/month for each child. If you already receive the Canada Child Benefit, your May payment will be automatically updated and you do not need to apply for the increase.
- **CANADA EMERGENCY RESPONSE BENEFIT** (Federal Government): If your ability to work and earn income is impacted by COVID-19 and you are not eligible for regular EI benefits, you may be able to access a benefit of \$2,000/month for up to 4 months. [Learn more.](#)
- **EMERGENCY ISOLATION SUPPORT** (Province of Alberta): The Province is offering a one-time payment of \$1,146 to Albertans whose income is impacted due to self-isolation, or to care for someone in self-isolation. You can apply for this benefit immediately. If you are already receiving another form of income support (Alberta Works, AISH), you will not be eligible for this benefit. You will need government-issued identification to apply. [Learn more.](#)

- **EMPLOYMENT INSURANCE:** If you are laid off from employment due to the impacts of COVID-19 and are eligible for Employment Insurance, you are encouraged to apply for regular EI benefits as soon as possible. The 1-week waiting period prior to applying has been waived for those who are in self-isolation. Speak with your employer to see if you are eligible for Employment Insurance, or [click to learn more.](#)
- **EMPLOYMENT INSURANCE SICKNESS BENEFITS:** If you are eligible for sickness benefits, you no longer need to provide a medical certificate or doctor's note with your application. [Learn more.](#)
- **INDIGENOUS COMMUNITY SUPPORT FUND:** The federal government will be issuing funds to governance groups like First Nations, Metis Nations, Inuit Nations, as well as Indigenous community resources for those who live away from their nations. Contact your nation or organization from more information. [Learn more.](#)
- **JOB-PROTECTED LEAVE** (Province of Alberta): Employment Standards Code will now allow full and part-time workers 14 days of leave to self-isolate or care for a dependent who must self-isolate without risk of losing their job. You are not required to provide a doctor's note to your employer. Self-employed individuals and contract workers are not eligible for this protection.
- **MORTGAGE PAYMENT DEFERRALS:** Some national banks may be willing to arrange deferrals on mortgage payments for those who are most vulnerable. Contact your mortgage provider directly to discuss alternate payment arrangements.
- **NEWCOMER EMERGENCY INCOME GAP PROJECT:** The Centre for Newcomers will work with any newcomer (regardless of status) who finds themselves in difficult financial scenarios that have not been fully addressed by existing COVID-19 emergency supports. If any of your clients of partner organizations are in this circumstance due to COVID-19, then please have them apply for income support through this project. To start the application process, please email a referral to vpreferrals@centrefornewcomers.ca. The referral should have a brief summary of Client situation and contact number or email.
This is not a first come first served fund. It is triaged based on level of needs. Those that are homeless, on the cusp of losing accommodation, or in similarly precarious scenarios will be moved to the top of our list of applicants. This is a fund-limited project and when the project runs out of funds, then the project will end.
- **RRIF WITHDRAWAL MINIMUM:** Minimum withdrawals from Registered Retirement Income Fund accounts is reduced by 25% for 2020.

- **STUDENT LOAN PAYMENT DEFERRAL:** All Alberta Student Loan payments are paused interest-free for 6 months, effective March 30, 2020. This will be done automatically, and you do not need to apply.
- **TAX DEADLINES AND PAYMENT EXTENSIONS:** The federal government also announced additional extensions to many for tax-related deadlines. Most federal tax filing deadlines have already been extended to June 1, 2020, including the March 31 deadline for T1134 forms and T2s. The filing deadline for the T5013 partnership return and other information that individuals will need to complete their T1 returns has been extended to May 1, 2020.
- **UTILITY PAYMENT DEFERRALS:** Customers can defer (put off) payments on their electricity and natural gas bills for 90 days, regardless of the service provider. You must contact your service provider directly to arrange this, if you have electricity and natural gas you must contact both. [Learn more.](#)

