

Covid 19 Updates – Information for those in need in Halifax
As of April 3, 2020

Nova Scotia Power:

Source: <https://www.nspower.ca/about-us/safety/covid-19-response>

- Follow the latest COVID-19 updates at www.nspower.ca/covid-19
- “We understand that many of you are concerned about the future, about employment insecurity and your ability to pay your bills... We’re also committed to being flexible, relaxing payment timelines, waiving penalties and fees on unpaid bills, and providing options for residential and small business customers.”
- For at least the next 90 days (as of March 23rd, 2020), NS Power will not be disconnecting customers for non-payment.
- If you are struggling to pay your bill, our Customer Care team is ready to listen and work with you, so you can stay as current as possible with your payments.
 - o Customer Care email: home@nspower.ca
 - o Customer Care phone:
 - 1-800-428-6230
 - 1-800-565-6051 (TTY/Hearing Impaired)
 - Hours: Monday - Friday 8am – 8pm.
- Support through the **Home Energy Assistance Top-up (HEAT Fund)** is available to families in Nova Scotia who live on a low income to help pay their energy bill. This support provides emergency assistance for all forms of home heating, including electric, propane, oil, wood, and natural gas.
 - o In light of COVID-19, the application deadline is extended indefinitely and the application restriction on applying only every 24 months has been waived; meaning customers who received funding in 2019, can also apply for 2020.
 - o You may apply if:
 - You live in Nova Scotia and are within the following low-income threshold:
 - \$21,487 for one-person households,
 - \$39,926 for two to four person households, and
 - \$56,861 for households of five or more individuals.
 - Your household is experiencing an emergency heating situation.
 - o The HEAT fund offers a maximum assistance in the amount of \$400.00 for individuals and families. If you are in an emergency heating situation, you can download the application here: <https://salvationarmy.ca/maritime/home/programs/heat/>
 - For more information, and/or to forward your application electronically:
 - Phone: 902-422-3435
 - Email: heat_fund@can.salvationarmy.org

Halifax Water:

Source: <https://www.halifaxwater.ca/alert/maintaining-critical-services-amid-covid-19>

- Disconnections for non-payment of service are suspended until April 13th, 2020 and will be reviewed as the situation evolves.

- Customers facing economic impacts due to the COVID-19 situation that will cause them to struggle with paying their account are asked to contact Halifax Water's Customer Care Centre to discuss payment arrangements:
 - o Phone: 902-420-9287
 - o Email: customer-care@halifaxwater.ca

- There is also the **H2O (Help to Others) Fund** to help residential customers who are having a hard time making their bill payments. This is not a rebate program, but intended to assist households in an emergency, especially those with no other resources available. Approved applicants will receive assistance once in a 24-month period to a maximum of \$275.00.
 - o You may apply if:
 - 1. The household is low income and in an emergency situation
 - The maximum annual income eligibility for a single income household is \$21,000, the maximum annual income eligibility for a family income household is \$39,000.
 - 2. The Halifax Water account is active and in the name of an adult living in the household (the account cannot be in your landlord's name).
 - 3. The household and household members have not received H2O Fund assistance within the last 24 months.
 - *not eligible if water is included in rent cost.
 - o How to apply:
 - Visit <https://www.halifaxwater.ca/get-help-paying-your-bill> or <https://salvationarmy.ca/maritime/home/programs/h2o/> to download and submit the form, along with supporting documents.
 - Supporting documents:
 - 1. Copy of recent (within past 2 months) Halifax Water bill showing name, address, account number, and amount owing.
 - 2. Declaration of income or of no income, or proof of study, to demonstrate financial need.
 - Contact:
 - Email: velma_clarke@can.salvationarmy.org

Employment Insurance:

Source: <https://www.canada.ca/en/employment-social-development/corporate/notices/coronavirus.html>

- Employment Insurance (EI) sickness benefits provide up to 15 weeks of income replacement and is available to eligible claimants who are unable to work because of illness, injury or quarantine, to allow them time to restore their health and return to work. Canadians quarantined can apply for Employment Insurance (EI) sickness benefits.

- Visit this website for the forms: <https://www.canada.ca/en/employment-social-development/corporate/notices/coronavirus.html>

- Service Canada is ready to support Canadians affected by COVID-19 and placed in quarantine, with the following support actions:
 - o The one-week waiting period for EI sickness benefits will be waived for new claimants who are quarantined so they can be paid for the first week of their claim

- Establishing a new dedicated toll-free phone number to support enquiries related to waiving the EI sickness benefits waiting period
- People claiming EI sickness benefits due to quarantine will not have to provide a medical certificate
- People who cannot complete their claim for EI sickness benefits due to quarantine may apply later and have their EI claim backdated to cover the period of delay.
- Important: if you are directly affected by the COVID-19 due to sickness/quarantine and you have not yet applied for EI benefits, please submit your application before contacting us.
- If you have already completed the application for EI sickness benefits whether you are sick or quarantined and would like to have the one-week waiting period waived, call the new toll-free number below:
 - Telephone: 1-833-381-2725
 - Teletypewriter (TTY): 1-800-529-3742

***The new Canada Emergency Response Benefit:**

Source: <https://www.canada.ca/en/department-finance/news/2020/03/introduces-canada-emergency-response-benefit-to-help-workers-and-businesses.html>

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.
- The Canada Emergency Response Benefit will be accessible through a secure web portal **starting in early April**. Applicants will also be able to apply via an automated telephone line or via a toll-free number.
- Check the Government of Canada website for more information in April: <https://www.canada.ca/en/department-finance/news/2020/03/introduces-canada-emergency-response-benefit-to-help-workers-and-businesses.html>

Nova Scotia Income Assistance:

Source: <https://novascotia.ca/coronavirus/#support>

- Every individual and family member on income assistance will receive an additional \$50.00 starting Friday, March 20. This is automatic, people need not apply.

Food Banks/Food Options in Halifax:

Source: <https://www.feednovascotia.ca/find-food/finding-support-during-the-covid-19-crisis>

(and relevant food bank/organization websites)

- At this time, many food banks are working to stay open by adjusting their operating process and finding low-touch workarounds for providing support. Keep checking the Feed Nova Scotia website for updates, and Feed Nova Scotia encourages people to call, text, or email ahead to their location.
- Search for all food banks in Nova Scotia here: <https://www.feednovascotia.ca/find-food>
- Contact Feed Nova Scotia:
 - o Phone: 902-457-1900
 - o Email: communications@feednovascotia.ca

- **Here is a list of the food banks/organizations in Halifax and their updates (if any) regarding COVID-19 services:**
 - o **West End Community Food Bank:**
 - 3495 McAlpine Ave, Halifax NS, B3L 3X8
 - Phone: 902-221-0468
 - **COVID-19 UPDATE:** Beginning Thursday March 26, they will be open on Thursdays 9am-12 noon until further notice.

 - o **Hope Cottage Halifax:**
 - 2435 Brunswick Street, Halifax NS, B3K2A4
 - Phone: 902-429-7968
 - Facebook: <https://www.facebook.com/HopeCottageHFX/>
 - **COVID-19 UPDATE:** Unfortunately, they have had to suspend their eat-in service, and move from two available meals a day to one. However, take out is still available – and a boxed lunch is being offered each day at the door, Monday – Friday, from 12:00 – 1:00PM.

 - o **Brunswick Street Mission Food Bank:**
 - 2107 Brunswick St., Halifax NS, B3K 2Y4
 - Phone: 902-423-4605
 - Twitter: Active on twitter - @BSMHalifax – check for updates.
 - **COVID-19 UPDATE:**
 - Office is now closed, messages returned between 9am and 2pm.
 - Breakfast Program:
 - o Breakfast is served Monday-Saturday between 7:15am and 8:30am. Take-out meals provided. No seating.
 - Food Bank:
 - o Call 902-423-4605 on Wednesdays at 9am with your named and phone number and number of people in your household. Food will now be available for pick-up Thursday between 10am and 12 noon. Clients will not be able to enter the building but will be given a box of food once they arrive.
 - Clothing Bank:
 - o Closed for the time being. Anyone in urgent need should call: 902-423-4605.

 - o **Mulgrave Park Tenants Association**
 - 27 Jarvis Lane, Halifax NS, B3K 3J3
 - Phone: 902-789-3531

- **COVID-19 UPDATE:** *As of March 17, 2020, open usual hours – Saturdays: 9:30am – 12:30pm.
- **Salvation Army Family Services**
 - 2038 Gottingen St., Halifax NS, B3K 3A9
 - Phone: 902-422-1598
 - Email: doreen_grandy@can.salvationarmy.org
 - Hours: Tuesday and Friday 9am – 12 noon. Call prior to arrival*.
- **St. Paul’s Family Resources Institute Inc.**
 - 173 Old Sambro Rd., Halifax NS, B3R 2H6
 - Phone: 902-477-5090
 - **COVID-19 UPDATE:** As of March 20, Food Bank and Soups On Lunch (take out only) are still operating, taking appropriate health precautions. Wednesdays 10am – 12 noon.
- **Parker Street Food Bank:**
 - 2415 Maynard St., Halifax NS, B3K 3V2
 - Phone: 902-425-2125
 - **COVID-19 UPDATE:**
 - Existing clients, call Parker Street at ext. 200 for appointment time to pick up food.
 - New food bank clients need to register by calling Parker Street at ext. 200 before visiting.
 - Food delivered to our existing shut-in clients will be delivered to the outside door of building or dwelling.
 - Keep checking website for updates: <https://www.parkerstreet.org/>
- **CLOSED:**
 - **Emmanuel Anglican Church Food Bank**
 - Phone: 902-477-1954
 - **Jesus House Food Bank**
 - Phone: 902-423-5629
 - **St. Mark’s Food Bank**
 - Phone: 902-454-0019 or 902-454-0018.
 - As of March 12, 2020 – closed until April 6.

Eastlink:

Source: <https://www.eastlink.ca/about/covid-19-updates>

- Our teams have been working tirelessly to ensure we live up to our commitment to keep you connected to the things and people that matter most while supporting you through this unsettling time with measures like flexible payment options, waiving mobile travel fees, and offering more free entertainment options with an expanded list of free preview channels.
 - Contact:

- Phone: 1-888-345-1111 (general), or 1-800-968-9445 (making payment arrangements)
- Chat/Email: <https://www.eastlink.ca/about/contact/sales-and-billing-enquiry>

Telus:

Source: <https://www.telus.com/en/about/covid-19-updates>

- Helping you stay connected and protected – effective immediately:
 - Waiving all Easy Roam[®] Travel Passes and pay-per-use roaming charges for postpaid customers until April 30
 - Offering flexible payment options for customers who have been financially affected by the crisis.
 - Postponing all disconnection dates until further notice
- Contact:
 - Phone - Telus Mobility: 1-866-558-2273
 - Account & Billing hours: Monday – Sunday: 9am – 7pm.
 - Online:
 - https://www.telus.com/en/ns/support/?INTCMP=Tcom_COVID>Contact_Support

Bell Aliant:

Source: <https://aliant.bell.ca/Covid-19-update>

- We understand customers could be facing financial challenges during the COVID-19 situation. If it happens that you can't pay your bill on time, you can set up a flexible payment option in our self-serve tools and this will ensure your services remain active.
- To assist Canadians working from home because of COVID-19, we will be waiving extra usage fees for all residential Internet customers until April 30th. This will be applied automatically. No action is required by our customers.
- We are waiving all Roam Better[™] and all pay-per-use roaming fees for all destinations and for all consumers and small businesses between March 18th and April 30th 2020

Irving Oil:

Source: <https://www.irvingoil.com/en-CA/irving-values/covid-19>

- Due to COVID-19, our walk-in payment offices are temporarily closed.
 - Please visit My Account for online payment options, or call 1-888-310-1924. Hours: Monday-Friday: 7am – 7pm, Saturday: 8am – 2pm.

General updates on accessing services in Halifax:

- **211 Nova Scotia Hotline:** 211 is here to help you 24/7 to find services and programs offered by local community groups, non-profits and government departments.

