



March 25, 2020

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We are reaching out in response to the recent COVID-19 outbreak to provide you with updates regarding your participation in the Agreements with Young Adults Program (AYA).

As a response to the recent COVID-19 outbreak, social (physical) distancing measures have been recommended by the Public Health Authority. This is resulting in educational program alterations or closures, including post-secondary institutions. Many of you may also be facing added stress due to loss of work, decrease in hours, or layoffs, and may be worried about your program and how this may impact your AYA funding. Please know that we are working to develop measures to support you during this time.

Please stay tuned for updates; we will work hard to get this information to you in a timely way. You are not alone. We care about you and we are working to find ways to best support you.

We want to provide you reliable information sources that will help you stay healthy. If you haven't already done so, please remember to sign up for the Telus for Good Mobility program. This program provides eligible young adults from care with a free cell phone and data plan for two years. This will help to ensure that you can stay connected, and to access to the important information that you need during this time.

If you have any questions, need any additional resources or you would like help connecting with your family or Indigenous community, please let your social worker know.

Please review the links below for credible, accurate and up-to-date information:

- [BC Center for Disease Control](#)
- [Health Link Web site](#)
- [Health Canada Information](#)
- [MCFD COVID-19 Public Information](#)

Dr. Bonnie Henry, Public Health Officer, has recently asked all British Columbians to “do their part to prevent the transmission of infections in our communities and in our health-care system.”

You can stay healthy and prevent the spread of infections by:

- Washing your hands often with soap and water for at least 20 seconds;
- Avoiding touching your eyes, nose or mouth with unwashed hands;
- Avoiding close contact with people who are sick;
- Coughing or sneezing into your sleeve and not your hands; and
- Staying home if you are sick to avoid spreading illness to others.

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If you think you are sick:

- If you suspect that you are ill as a result of COVID-19, please contact your health care provider or call **811** or **711** for those who are deaf/hard of hearing.
- If you think you are ill or have been tested and confirmed to have COVID-19, call Provincial Centralized Screening (PCS) at 1 800 663-9122 to speak with a social worker who can provide you with information, track your condition and follow-up as needed. PCS is available 24/7 if you are worried and need someone to talk with.
- You can call the Government of Canada at 1 833 784-4397 to answer your general questions about COVID-19. Service is available from 4 a.m. to 9 p.m. PDT.

How do you take care of yourself?

**The CDC has provided resources on [what to do if you are sick](#) and [caring for yourself at home](#).**

The situation is changing rapidly, and we understand these changes may be causing uncertainty for some of you. We are keeping you in mind and want to ensure that you are well taken care of.

Here are some additional resources:

Kids Help Line BC: 1 800 668-6868. This service is for children or youth struggling with a problem big or small.

[Vancouver Island Crisis Society](#): 1 888 494-3888 or text 250 800-3806

[Crisis Centre BC](#): 1 866 661-3311. This service also has an online chat option.

[Crisis Prevention, Intervention & Information Centre Northern BC](#): 1 888 562-1214. This service also has an online chat option.

[Interior Crisis Line](#): 1 888 353-2273

[My Anxiety Plans](#): My Anxiety Plans are anxiety management programs based on cognitive behavioural therapy, an evidence-based psychological treatment.

More social supports can be found at: <https://www2.gov.bc.ca/gov/content/family-social-supports/covid-19-information>.

Sincerely,



Cory Heavener  
Provincial Director of Child Welfare and  
Assistant Deputy Minister



Karen Blackman  
A/Assistant Deputy Minister  
Service Delivery Division