

Community Supports During COVID 19

Cumberland County

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1 FOOD

This section includes information on grocery stores, store hours and delivery and information on food banks.

1.1 GROCERY STORES

1.1.1 AMHERST

- Highland Market
 - Monday-Friday: 8:30AM-2PM & 3PM-7PM (1 hour break for sanitizing)
 - Saturday-Sunday: 9:30-2PM & 3PM-7PM (1 hour break for sanitizing)
- Sobeys
 - Reduced hours: Mon-Sat: 7AM-8PM / Sunday: 8AM-8PM
 - First hour dedicated to Senior/Vulnerable individuals
- Superstore
 - Reduced hours: Mon-Sat: 8AM-8PM / Sunday: 8AM-7PM
 - 7AM-8AM reserved for seniors/ Vulnerable individuals
 - On line orders and store pick up - <https://www.atlanticsuperstore.ca/online-grocery-shopping>
- Walmart
 - Reduced hours: Every day: 8AM-8PM
 - 7AM-8AM reserved for seniors/vulnerable individuals
 - On-line orders and store pick up <http://www.walmart.ca/grocery>

1.1.2 ADVOCATE

- Advocate Country Store - Ritestop
 - Monday to Sunday 7AM to 7PM
 - Fast food take out
 - Accepting cash, debit and credit

1.1.3 OXFORD

- Scott's Your Independent Grocer
 - Reduced Hours: Open 7 days a week 8 AM to 6 PM
 - 8-9 AM reserved for seniors/ vulnerable individuals
 - Delivery or pick up provided in Oxford Monday, Wednesday & Friday call 902-447-2545

1.1.4 PARRSBORO

- Co-op
 - Reduced Hours: Sunday 7 am 8 pm Monday to Saturday 7 -8
 - 7AM -8AM reserved for seniors/ vulnerable individuals
 - Delivery – call fax or email Fall in 9022542174 fax 902-254-2799 email c9287@sobeys.com



1.1.5 PUGWASH

- Co-op
 - Monday to Wednesday 8AM to 6PM
 - Thursday Friday 8AM to 7PM
 - Saturday 8AM to 6PM
 - Sunday 11AM to 5PM
 - 8-9 AM Monday through Saturday reserved for seniors/vulnerable individuals
 - Store pick up available by phone 902-243-2525 or c9288@sobeys.com
- Jamiesons General Store
 - On line orders <https://jamiesongeneralstore.ca/>
 - Deliveries available – Malagash, Pugwash, Wallace, Folly Lake, Heathers Beach, Oxford and Collingwood Wednesdays
- Wentworth Market
 - 10 to 5 Monday to Saturday
 - Accepting cash credit and debit

1.1.6 SPRINGHILL

- Foodland
 - Monday to Saturday 8AM to 8PM Sunday 11AM to 5PM

1.2 FOOD BANKS

- Amherst Food Assistance Network
 - Requests taken by phone: 902-661-0677
 - Call Mon/Wed/Fri 9:30-11:30AM
- Oxford and Area Food Bank
 - Every Tuesday 6 to 7 pm
 - Every 2nd and 4th Thursday from 1:30 to 2:30
 - 902-447-2582
 - Only one person allowed in at a time during the pandemic
- Parrsboro Food Bank
 - Every 2nd and 4th Friday from 1:30 to 3:00
 - Orders taken at the door and brought outside to clients
 - First time users please call first
 - 902-254-2899
- Pugwash Open Hamper Food Bank
 - Open every Wednesday 1 – 3
 - If you cannot find a way in call 902-664-8691 and delivery to your home will be arranged.
- Springhill Salvation Army Food Bank
 - Requests taken by phone 902-597-3954
 - Call Wednesday from 9 to 12:00
- YMCA of Cumberland County



- Food security support
- Look for information on YMCA Facebook page - <https://www.facebook.com/YMCAofCumberland/> or email alison.lair@cumberland.ymca.ca

2 HOUSING & COMMUNITY SUPPORT

This section includes information on homeless prevention and outreach, family violence support as well as benevolent funders.

- Homelessness Prevention & Outreach Program (provided by YMCA)
 - Service Description- COVID-19 UPDATE – Homelessness Prevention and Outreach program is still running, although services are more limited and no in-person visits *
 - For general Inquires please call 902-669-0005 or email alison.lair@cumberland.ymca.ca
- AUTUMN HOUSE
 - New Directions is continuing to support men through counselling and system navigation; however, no face to face appointments. Call 902-694-7869
 - Autumn House is continuing to provide shelter to women and their children who need us and we are continuing counselling, safety planning, system navigation and support through phone appointments 902-667-1344
 - Autumn House provides a 24-hour crisis line service for people dealing with an abusive relationship 902-667-1200
- Salvation Army
 - Provide support and help to individuals in the community. Available to offer assistance in emergencies - 902-597-3954
- St. Vincent de Paul Society
 - Provide support, resources and emergency assistance to those in need- 902-661-0433
- Neighbour to Neighbour: Cumberland County
 - This service pairs community volunteers with those in need.
 - Volunteers will provide services, such as picking up essential products, and delivering them
 - Visit www.cumberland.nbr2nbr.ca for more information
- OXNAZ DELIVERS
 - Available in the OXFORD, NS area only
 - Delivers prescriptions and groceries to those in need
 - Contact: 902-447-2539 Tuesday to Friday 10 – 2 or delivery@oxfordnazarenechurch.ca
- Wentworth Deliveries
 - Volunteers will gladly pick up groceries, prescriptions and any other items and deliver them to your door. If you know of any seniors or vulnerable residents in the area who may be in need, tell them to call 902-548-2076



3 HEALTH SERVICES

This section information on pharmacies, including hours and delivery services as well as virtual health care for unattached patients and 811.

3.1 PHARMACIES

** Pharmacists can now renew most prescriptions and the provincial government will cover the dispensing fee*

3.1.1 Amherst

- Amherst Pharmasave
 - Pharmacy
 - Monday to Friday to Saturday 9-6 Sunday 11-5
 - Drive Through
 - Delivery available – 902-667-3784
 - Front Store
 - Seven day a week 8AM to 10PM
 - Online service curbside pickup <https://amherstpharmasave.com/>
 - Delivery available – 902-667-3784
- Lawton’s Drugs
 - Pharmacy & Front Store
 - 9 to 6 Monday to sat 12 to 5 Sunday
 - 902-667-8631
- Sobeys Pharmacy
 - Monday to Friday 9 to 6
 - Saturday 10-6
 - Sunday 12-5
 - 902-667-3099
- Superstore Pharmacy
 - Monday to Friday 9 to 8
 - Saturday 9-5
 - Sunday 12-4
 - 902-661-0380
- Walmart Pharmacy
 - Monday to Friday 7AM to 9Pm
 - *7 to 8 AM is reserved for seniors / vulnerable clients
 - Saturday 9 to 5
 - Sunday – Closed
 - 902-661-0871



3.1.2 Springhill

- Ross Anderson Pharmacy
 - Monday to Friday 9 AM to 7 Pm
 - Saturday 9AM to 5PM
 - Sunday 1PM to 5 PM
 - Delivery available – 902-597-8626
- Springhill Community Pharmacy
 - Monday to Friday 9 AM to 7 Pm
 - Saturday 9AM to 5PM
 - Sunday 12PM to 5 PM
 - Pick up & Delivery available – 902-7979

3.1.3 Parrsboro

- The Medicine Shop (Co-op)
 - 9:30 to 4;30 Monday to Friday
 - Sat 9:30 to 1:30
 - Pharmacy not open on Sunday
- Wrights Pharmacy
 - Front store hours
 - Monday to Saturday 9 to 6
 - Sunday and holidays 12 to 5
 - Pharmacy Hours
 - Monday to Friday 9 to 5:30
 - Saturday 9 to 1:30
 - Sundays & holidays closed
 - Curbside pickup available
 - Delivery available Tuesdays and Thursdays in Parrsboro and out to Advocate – Phone 902-254-2342

3.1.4 Oxford

- PharmaChoice
 - Monday to Friday 9 to 6
 - Closed Saturday and Sunday
 - *hours are subject to change
 - 902-447-3700

3.1.5 Pugwash

- O’Brien’s Pharmacy
 - Open Monday to Saturday 11 to 4:30



- Closed Sunday
- Answering phones from 9 to 11
- Delivery to Pugwash and surrounding area
- Customers are encouraged to call ahead to limit time spent in store 902-447-3700

3.2 VIRTUAL CLINIC

For people in Cumberland County who do not have a family doctor or nurse practitioner

Nova Scotia Health Authority has established a virtual clinic for people in Cumberland County who do not have a family doctor or nurse practitioner. This is in addition to clinics that have recently opened in Truro and New Glasgow. The clinics will be operational through June 30, 2020, as a temporary measure to provide care for people who do not have a primary care provider during the pandemic.

We are working with a number of family doctors and nurse practitioners in Advocate, Amherst, Parrsboro, Pugwash, River Hebert, and Springhill who will provide appointments by phone to people in their area who are on the Need a Family Practice Registry. Anyone who does not have a primary care provider can add their name online at <https://needafamilypractice.nshealth.ca/>.

The majority of the appointments will be by phone; there may also be video appointments. This is in keeping with the direction of physical distancing. The family doctors and nurse practitioners will determine if a patient needs to be seen in-person.

All appointments at the primary care access clinics for unattached people must be arranged by phone. People who do not have a primary care provider and who are on the registry should call:
Cumberland County: 1-855-597-2420 Monday – Friday, 9 am – 12 pm

3.3 811

Provides access to non-emergency health information and services.

A registered nurse will give you advice and information, and provide reassurance concerning all kinds of general health issues and questions

Advice may include a recommendation to visit your physician, or to visit the local emergency department

They can also provide information about health issues and services available in your community

Can provide service in French, and many other languages (including Arabic, Farsi, and Cantonese)

For those are hearing impaired, call 7-1-1 (TTY)



4 MENTAL HEALTH & WELLBEING

This section includes information on Mental Health and Addiction Services, including crisis lines, peer support and support websites.

- MENTAL HEALTH & ADDICTIONS
 - All sessions will be conducted via phone
 - Intake line: 1-855-922-1122
 - Provincial Crisis line: 1-888-429-8167
 - Text: HOME to 686868
- ONLINE PEER SUPPORT
 - “We have started offering Online Peer Support Groups to anyone needing support. We are running three different types of groups every week – Adult Mental Health, Youth Mental Health, and Addictions.
 - Dates/ times and registration info can be found on our [Facebook page](#) or email info@peersupportns.ca for a registration link.”
- ICAN (CONQUER ANXIETY AND NERVOUSNESS)
 - Adult anxiety program 18+
 - Self-refer at: www.strongestfamilies.com/ican
- Therapy Assistance Online (TAO)
 - A free and private online resource available to Nova Scotians. It includes interactive activities and videos for people having challenges with their mental health (youth and adults) <https://www.taoconnect.org/>
 - Mindwell-U- A free online challenge that takes just five minutes a day, and can be accessed anywhere and on any device (youth and adults) <https://app.mindwellu.com/novascotia>
- Self-refer at: www.strongestfamilies.com/ican
- ANXIETY CANADA
 - Visit <https://www.anxietycanada.com/>
- MENTAL HEALTH COMMISSION OF CANADA
 - <https://www.mentalhealthcommission.ca/English>
- HOPE FOR WELLNESS HELPLINE
 - 24/7 service.
 - Connection for IMMEDIATE mental health counselling and crisis support to ALL indigenous people across Canada
 - Available in English and French
 - By request, counseling also available in Cree, Ojibway, and Inuktitut
 - Call toll free: 1-855-242-3310
 - OR use the chat option at www.hopeforwellness.ca



5 RESOURCES FOR CHILDREN, YOUTH & THEIR FAMILIES

This section includes information on organizations providing support for home schooling, i.e. learning resources and technology support, as well as mental and physical wellbeing during the COVID Crisis.

5.1 MAGGIES PLACE

- We are providing support/counseling/navigation and communication through
- Telephone- 902-667-7250
- Email: cumberland@maggiesplace.ca
- Facebook & Messenger: <https://www.facebook.com/maggies.place.3/>
- Instagram: maggiesplacecumberland
- Drop offs are being made to families (on doorsteps) to assist with emergency aid and Porch Pick-ups are also available for diapers, formula, food, children's take home activity/art kits.
- Check out our Facebook page for Public Health Agency of Canada resources as well as song / story videos, coffee & conversation, prenatal/ postnatal classes and more.
- Parenting, breastfeeding and prenatal/postnatal classes are being offered through Zoom.

5.2 CHIGNECTO CENTRAL REGIONAL CENTRE FOR EDUCATION

- www.ccrce.ca
- At this time, schools will remain closed until May 1st, 2020.
- Work packages for students in Pr to grade 9 will be delivered through Saltwire (Chronical Herald) (<http://www.saltwire.com>) with the bi-weekly flyer deliver service (started April 8, 2020). This is a paper option, particularly for those families without access to technology, and is a way to help students remain engaged with schooling at home.
- In order to receive work packages, households must be signed up for Flyer delivery. If they are not, they will need to call General Inquiries at 902-426-2811 or 1-800-565-3339 and press 2 for flyer delivery or email at flyerdelivery@herald.ca
- On-line learning opportunities are available for all students, including students in grades 10 to 12.

5.3 NOVA SCOTIA DEPARTMENT OF EDUCATION AND EARLY CHILDHOOD DEVELOPMENT

- <http://novascotia.ca>
- <http://curriculum.novascotia.ca/learning-home>
- <http://novascotia.ca/news/release/?id=20200330004>

5.4 CUMBERLAND SCHOOLSPLUS

- Cumberland SchoolsPlus coordinates services for referred students and their families using a collaborative interagency approach. Contact 902-694-8581.
- Cumberland SchoolsPlus support continues but staff are working from home by phone, text, video-conference (no in person contact).



- Like Cumberland SchoolsPlus (<https://www.facebook.com/cumberlandschoolsplus/>) on Facebook for updated information on resources and supports as well as activities for children and youth.
- <https://schoolsplus.ednet.ns.ca>

5.5 WHITE'S COMPUTER SERVICES

- Providing a free computer to families that currently do not have a computer for their kids to use for schoolwork from home.
- Accepting donations of used computers for the program
- You can fill out a form at: whitescomputers.com/student-computers/

5.6 KIDS HELP PHONE

- Available 24/7
- Call 1-800-668-6868

5.7 NS EARLY CHILDHOOD DEVELOPMENT INTERVENTION SERVICES

- Provides services to families with children younger than school age who have a development delay in two or more areas of development or are at risk of development delay based on documented biological risk factors.
- Nova Scotia Early Childhood Development Intervention Services has an open referral system, where referrals can be made directly by the family or on behalf of the family with their consent.
- NSECDIS is currently offering services by phone and online. We are not doing home or community visits at this time.
- 902-667-8244, leave a voicemail as we are checking it daily.
- General emails they can email me: ejolly@nsecdis.ca

5.8 SCHOLASTIC CANADA

- Online learning resources
 - <https://classroommagazines.scholastic.com/support/learnathome.html>
 - <https://classroommagazines.scholastic.com/support/coronavirus.html>
- Free online activities
 - <http://scholastic.ca/kids/thingstodo/>
- Talking to your kids about COVID-19
 - <https://www.anxietycanada.com/articles/talking-to-kids-about-covid-19/>
 - https://www.camh.ca/-/media/files/camh_covid19_infosheet-talking_to_kids-pdf.pdf



6 GOVERNMENT SUPPORTS

This section includes information on Federal and Provincial COVID information sites, Department of Community Services Programs, Local leadership contacts and Municipal Government contacts.

For the most up to date and accurate information please go to the following websites.

- The Government of Canada Corona Virus Information
 - <https://www.canada.ca/coronavirus/>
- Nova Scotia Corona Virus Information
 - <https://novascotia.ca/coronavirus/>

6.1 DEPARTMENT OF COMMUNITY SERVICES

- www.novascotia.ca
- Cumberland District Office: 902-667-3336 (reception and regular office hours (8:30 AM until 4:30 PM))

6.2 CHILD WELFARE

- Services remain open 24/7 for Child Welfare referrals (during working hours call 902-667-3336 or 1-888-919-4236; after-hours call 1-866-922-2434).

6.3 INCOME ASSISTANCE

Income Assistance currently have extended phonline hours (weekdays from 4:30 to 7 PM, Saturdays 8:30 AM to 4:30 PM and Sunday 10 AM to 2 PM) to address the increased inquiries due to COVID-19. To speak to a worker about income assistance eligibility call toll free 1-833-722-1417. During regular business hours (Monday to Friday 8:30 AM until 4:30 PM) call the local office at 902-667-3336 or the regular toll-free line at 1-877-424-1177.

- Monthly Income Statements can be submitted with a Caseworker via phone.
- Those clients who do not have income each month such as wages, will be changed to “Periodic” for a three-month period (this means their payment will issue automatically without the department receiving an Income Statement or completing one via phone).
- For those clients who do have income that varies, their Income Statement will be completed by phone each month.
- To limit or eliminate any in person contact or collecting of paper, for everyone’s safety, revisions are being made to address everything via phone. At this time other required activities such as Annual Reviews, requiring job search activity, etc. are on hold.

6.4 DISABILITY SUPPORT PROGRAM

The Department of Community Services is making a policy exception to provide any family already in the Direct Family Support (DFSC) for Children or Flex Funding (Flex at home living with Family and Flex



Independent) program with additional respite funding (above their current approved level). This can be used to assist with support while schools and Day programs are closed. Please contact your care coordinator to ensure you are eligible for additional funding and for further information.

6.5 LOCAL LEADERSHIP

- Tory Rushton – MLA Cumberland South
 - 1-833-597-8679
 - Tory.Rushton@novascotia.ca
- Elizabeth Smith McCrossin – MLA Cumberland North
 - 902-661-2288
 - mla@esmithmccrossinmla.com
- Lenore Zann – MP Cumberland- Colchester
 - 902-667-8679
 - Lenore.Zann@parl.gc.ca
- Town of Amherst
 - 902-667-3352
 - Facebook – Town of Amherst <https://www.facebook.com/townofamherstns/>
 - Facebook – Amherst Recreation <https://www.facebook.com/amherstrecreation/>
 - <https://www.amherst.ca/>
- Municipality of Cumberland County
 - 902-667-2313 or toll free 1-888-756-6262
 - Facebook – Municipality of Cumberland County <https://www.facebook.com/MunicipalityofCumberland/>
 - Facebook – Springhill Recreation <https://www.facebook.com/SpringhillRecDepartment/>
 - Facebook – Parrsboro Recreation <https://www.facebook.com/ParrsboroRec/>
 - <https://www.cumberlandcounty.ns.ca/covid-19/>
- Town of Oxford
 - 902-447-3129
 - Facebook Town of Oxford- <https://www.facebook.com/groups/131654913523/>
 - Facebook Oxford Recreation-<https://www.facebook.com/oxfordrecenter/>
 - <https://town.oxford.ns.ca/>
 - RCMP 902-447-2525
- Village of Pugwash
 - 902-243-2946
 - Facebook - <https://www.facebook.com/villageofpugwash/>
 - <https://www.pugwashvillage.com/>
- Justice
 - Town of Amherst – 902-667-7227
 - RCMP Nappan- 902-667- 3859
 - Cumberland Restorative Justice – 902-667-4414



- Probation Services 902-667-7278

7 OTHER COMMUNITY RESOURCES

This section includes information on 211, Library services, i.e. Wi-Fi and digital loans, and other not for profit organizations providing support.

7.1 211

- For those who need NON-EMERGENCY, NON-MEDICAL, help
- Available 24/7, in over 140 languages
- Call 211 from your phone
- OR visit www.ns.211.ca
- This is a toll free helpline that connects you to community and social services in your area

7.2 CUMBERLAND PUBLIC LIBRARIES

The Cumberland Public Libraries are currently closed to the public however they are still offering some services.

WIFI is available the following branches:

- Advocate Harbour Library
- Four Fathers Memorial Library, Amherst
- Parrsboro Public Library
- River Hebert Public Library
- Springhill Library

** You must adhere to social distancing rules and all government and Public Health Directives*

Also available:

- Overdrive (audiobooks and eBooks)
- Hoopla (audiobooks, eBooks, TV shows, movies, and music)
- RB Digital (magazines)
- Book delivery by mail starting April 27th

These resources are all available to anyone with internet access and a library card.

We're issuing library cards for those who don't have them via our online form on our website:

- www.cumberlandpubliclibraries.ca.

For more information please contact us:

- Email information@cumberlandpubliclibraries.ca
- Phone 902-667-2135.



7.3 SENIOR SAFETY COORDINATOR

Cumberland County Seniors' Safety Society enhanced services for vulnerable seniors during the COVID-19 health crisis

- Connections to food, medication & essentials
 - We will connect you with the appropriate existing community resources. If existing resources do not meet your needs, we will problem solve to help meet your needs.
- Social connection (one-on-one) phone calls
 - If you are feeling isolated and need someone to have a social chat with, give us a call, we'd love to hear from you!
- Trishe Colman 902-664-4540 cumberlandseniorsafety@gmail.com

7.4 YREACH

Offering service to existing clients and eligible new clients virtually. Also continuing to support the Atlantic Immigration Project including employee Settlement Plan and employer support as well.

- Email heeyeon.son@halifax.ymca.ca
- Facebook <https://www.facebook.com/heeyeonson.atwork.7>
- Cellphone 902-397-1787

7.5 CFTA

For a list of what's open in Amherst <https://cftafm.com/site/covid-19/>

7.6 YMCA OF CUMBERLAND

Is offering a variety of different classes on line check out their Facebook Page and their Group Fitness page for more information

- <https://www.facebook.com/YMCAofCumberland/>
- <https://www.facebook.com/groups/557920434848825/>

7.7 ASSOCIATION OF BLACK SOCIAL WORKERS (ABSW)

Helping the Black Community find resources and supports. ABSW is committed to helping you through this pandemic call toll free 1-855-732-1253 Monday to Friday 8:30 to 4:30 or go their website:

<http://nsabsw.ca/covid-19-support/>

7.8 NOVA SCOTIA WORKS - CANSA

Nova Scotia Works is here to support employers with recruitment needs. A survey will be sent to employers in April 2020.

Job seekers: Nova Scotia Works is here to support job seekers with career and employment needs.

- Nova Scotia Works – CANSA, Amherst NS www.cansa.ca



- Executive Director – Elizabeth Cooke-Sumbu (902) 661-1509 ext. 222
elizabeth.cooke.Sumbu@cansa.ca
- Operations Manager – Bernice Vance (902) 661-1509 ext. 223 bernice.vance@cansa.ca
- Employer Engagement Specialist – Brent Noiles (902) 661-1509 ext. 227
brent.noiles@cansa.ca
- Job Developer – Rorey Hoeg (902) 661-1509 ext. 230 rorey.hoeg@cansa.ca
rorey.hoeg@cansa.ca

8 EMERGENCY MANAGEMENT OFFICER

The Cumberland Regional Emergency Management Coordinator, Mike Johnson can be contacted at 902-667-2313

