

the alex Snapshot

First three months* of COVID-19

As COVID-19 reached Calgary, The Alex team worked tirelessly to adapt and reorganize our entire operation to create new ways of supporting our community. Within a matter of days, we tapped into the commitment and ingenuity of our staff to find solutions despite creating needed physical distance between us.

Not one day was lost. We worked to be as responsive and nimble as we've ever been, to ensure continuity of care for our community.

We rolled out our new Social Dispatch Centre which involved the re-deployment of our food, social and wellness staff members. Our medical teams separated into two and rotated, to ensure we would have a staffing component if one team had to self-isolate. Though we closed our Youth and Housing social spaces to minimize close contact, we centralized our medical clinic receptions to continue to offer in-person visits as needed, while following all cleaning protocols. In addition to adding weekend hours, our clinics delivered more appointments and saw more unique patients than in previous years, with a substantially higher ratio of virtual/telephone appointments to in-person visits.



All of our programs pivoted to respond to COVID-19, but the following areas had a unique focus...

Social Dispatch

Our Social Dispatch Centre moved dozens of our staff into a new team of cross-program social workers, justice navigators, client resource specialists, case managers, food educators and more. By managing a bank of phones (at a safe 2 metres from each other), the Social Dispatch team provided critical lifelines to our community.

By integrating our Social Dispatch team, we were able to reach out, check in, and be there through phone, email and video when our entire community needed us most.

Each Social Dispatch team member could direct and support requests for mental health and addiction supports, parenting questions, justice issues, educational resources, and financial resources, using our network of collaborative agencies and expertise.

*Social Dispatch data from March 15 - June 15. Community Food Centre data from April 1 - June 30. ASIS data from April 6 - June 14

6,314

direct outreach connections to individual community members and families.

1,015

youth aged 12-24 received services through our Social Dispatch team from April - June.



Watch our social dispatch story & more at thealex.ca/video

Assisted Self-Isolation Site (ASIS)



ASIS is a collaborative project between The Alex, Calgary Homeless Foundation, Alberta Health Services, HomeSpace, and CUPS, that repurposes a vacant hotel in Calgary's northeast. ASIS provides safe, comfortable rooms (as well as mental health and addiction resources) for those who have tested positive, are waiting for test results, have symptoms, or have come into contact with a known case of COVID-19 and don't have a home to properly isolate.

Through tremendous efforts of the front-line teams, ASIS opened within one week of funding support from the Government of Alberta. We immediately saw incredible collaboration take place across the city, as shelters and hospitals referred into the program.

223

Calgarians experiencing homelessness protected from potentially spreading the virus in our community.

Community Food Centre (CFC)

First, we focused on our most vulnerable community members, those with complex medical, mental health and addiction needs. Our kitchen staff began preparing and delivering over 4,500 hot meals to our clients, to ensure they stayed comfortably in their homes.

As we moved away from an emergency response and into the longer-term, the CFC kitchen pivoted yet again to ensure we were prepared to respond to increased requests for support. With the help from our funders and supporters, we began to offer financial help for food, shopping services, grocery kits, and meal kits.

Our first affordable produce market kicked off in early May, ensuring physical distancing, but celebrating social togetherness. The market is providing a spark of community spirit in the Greater Forest Lawn area.



14,502

meals delivered to food-insecure Calgarians.

\$77K

in grocery cards given for basic needs items.