

Quick Reference Guide for New Brunswickers

March 31, 2020

Provincial Support	Details																		
<p>Social Development Contact Information for all Programs</p>	<p>Clients wanting to make a referral to Child or Adult Protection Services, apply for one of our programs or services.</p> <table border="1" data-bbox="516 302 1755 651"> <thead> <tr> <th data-bbox="516 302 1314 337">• Region</th> <th data-bbox="1318 302 1755 337">• Contact Information</th> </tr> </thead> <tbody> <tr> <td data-bbox="516 341 1314 376">• Region 1 (Moncton, Richibucto, Sackville & Shediac)</td> <td data-bbox="1318 341 1755 376">• 1-866-426-5191</td> </tr> <tr> <td data-bbox="516 380 1314 415">• Region 2 (Saint John, Sussex & St. Stephen)</td> <td data-bbox="1318 380 1755 415">• 1-866-441-4340</td> </tr> <tr> <td data-bbox="516 418 1314 454">• Region 3 (Fredericton, Woodstock & Perth)</td> <td data-bbox="1318 418 1755 454">• 1-866-444-8838</td> </tr> <tr> <td data-bbox="516 457 1314 493">• Region 4 (Edmundston & Grand Falls)</td> <td data-bbox="1318 457 1755 493">• 1-866-441-4249</td> </tr> <tr> <td data-bbox="516 496 1314 532">• Region 5 (Campbellton & Kedgwick)</td> <td data-bbox="1318 496 1755 532">• 1-866-441-4245</td> </tr> <tr> <td data-bbox="516 535 1314 571">• Region 6 (Bathurst)</td> <td data-bbox="1318 535 1755 571">• 1-866-441-4341</td> </tr> <tr> <td data-bbox="516 574 1314 610">• Region 7 (Miramichi & Neguac)</td> <td data-bbox="1318 574 1755 610">• 1-866-441-4246</td> </tr> <tr> <td data-bbox="516 613 1314 649">• Region 8 (Caraquet, Shippagan & Tracadie-Sheila)</td> <td data-bbox="1318 613 1755 649">• 1-866-441-4149</td> </tr> </tbody> </table> <p>SD's After-Hours Emergency Service deals with urgent situations Mon to Friday from 4:30 pm to 8:15 am and 24 hours on weekends and holidays. The prov. toll-free number is 1-800-442-9799.</p>	• Region	• Contact Information	• Region 1 (Moncton, Richibucto, Sackville & Shediac)	• 1-866-426-5191	• Region 2 (Saint John, Sussex & St. Stephen)	• 1-866-441-4340	• Region 3 (Fredericton, Woodstock & Perth)	• 1-866-444-8838	• Region 4 (Edmundston & Grand Falls)	• 1-866-441-4249	• Region 5 (Campbellton & Kedgwick)	• 1-866-441-4245	• Region 6 (Bathurst)	• 1-866-441-4341	• Region 7 (Miramichi & Neguac)	• 1-866-441-4246	• Region 8 (Caraquet, Shippagan & Tracadie-Sheila)	• 1-866-441-4149
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<p>Social Development - Social Assistance</p>	<p>Financial assistance is given to people who have no other income to meet their basic needs of food, clothing and shelter.</p> <ul style="list-style-type: none"> • Effective immediately, Social Development has waived the wait time for all applicants with a prior income who are applying for social assistance. Applicants may now apply immediately after their previous source of income has ended. • Effective immediately, Social Development will extend all expiring benefits such as: Health Cards, Extended Health Cards, Diabetic Supplies, and Over the Counter medications, etc. to April 30, 2020. 																		
<p>Social Development - Long Term Care and Disability Support</p>	<p>Eligibility determined on a case by case basis for:</p> <ul style="list-style-type: none"> • Home Support Services for Seniors • Home Support Services for Adults with a Disability • Meals on Wheels • Attendant Care and Family Support <p>Contact regional Social Development offices to access.</p>																		
<p>Social Development - Nursing Home Services</p>	<p>Presently in New Brunswick, Nursing Homes have restricted access to visitors, and are complying with social distancing directives.</p> <p>www2.gnb.ca/content/gnb/en/services/services_renderer.9615.Nursing_Home_Services.html</p>																		

Social Development - Housing	<ul style="list-style-type: none"> • Emergency Repair Program - Emergency Repair Programs assist low income homeowners in need by providing assistance for urgent repair to existing housing that is a threat to the occupants' health or safety. • Rent adjustments will be considered on a case-by-case basis. • Please contact regional Social Development offices for more information or visit our website for information on our housing programs at: www2.gnb.ca/content/gnb/en/departments/social_development/housing.html
Prescription Drug Plan (PDP) Form Process	<p>PDP has indicated that any individual who has a restriction form and is required to make a modification to it will not have to come into the SD office to sign a new form. As an interim measure, for the time being, PDP can make any adjustment required to restriction forms based on a phone call into their office from a Case Manager.</p>
NB Power	<p>NB Power will support impacted customers by:</p> <ul style="list-style-type: none"> • suspending disconnections for non-payment and collection • deferring electricity bill payments for residential and small business customers for up to 90 days • extending existing payment arrangements • waiving interest for past due balances and late payment charges issued after March 19, 2020
Service New Brunswick	<p>Nine Service New Brunswick Service Centres will be open BY APPOINTMENT ONLY, as of Wednesday, April 1. To book an appointment, please call TeleServices at 1-888-762-8600, from Monday to Friday, 10 a.m. to 4 p.m.</p> <p>www2.snb.ca/content/snb/en.html</p>
Transportation	<p>Various changes and safety precautions have been employed around the province with respect to city transit, including reduced service in some areas and the introduction of social distancing practices.</p> <p>miramichitransit.ca/ www.fredericton.ca/en/transit www.saintjohn.ca/en/home/cityhall/transportation/transit/default.aspx www.codiactranspo.ca/node/4</p> <p>Please note some changes to hours of operation and route schedules for interprovincial travel.</p> <p>maritimebus.com/</p>
Food Security	<p>New Brunswick Community Services Database to find local foodbank information www.nbinfo.ca/</p> <p>Some stores are offering food delivery, pick up or online shopping options including www.atlanticsuperstore.ca/ Information should be verified with your local grocery stores as the services and hours may vary.</p>

Mental Health Services	<p>Those needing support can contact the Community Mental Health Centre in their area. Some virtual services are now available.</p> <p>www2.gnb.ca/content/gnb/en/departments/health/AddictionsandMentalHealth.html</p> <p>www2.gnb.ca/content/gnb/en/departments/ocmoh/cdc/content/respiratory_diseases/coronavirus/mental-health-and-coping-during-covid-19.html</p>
One-Time \$900 Benefit	<p>Will be administered through the Red Cross to help bridge the time between when people lose their employment or close their business and when they receive their federal benefit. www2.gnb.ca/content/gnb/en/departments/post-secondary_education_training_and_labour/promo/nbweib.html</p>
Compliance / Covid-19 Info Line:	<ul style="list-style-type: none"> • Enforcement is being carried out across the province and is being stepped up with the goal of realizing full compliance. Anyone with questions or comments regarding compliance with the state of emergency declaration can call 1-844-462-8387 from 8:30 a.m. to 4:30 p.m. or email helpaide@gnb.ca. • Peace Officers with the Department of Public Safety are currently conducting compliance checks of businesses. The vast majority of the businesses checked have been in compliance. • Anyone who violates, fails to comply with or obstructs any direction, or requirement made pursuant to the Emergency Measures Act commits an offence that carries a fine to a maximum of \$10,200. • A toll-free information line and email address have been set up to help answer non-health related questions, including questions about compliance with the state of emergency. The number, 1844-462-8387, is operational seven days a week from 8:30 a.m. to 4:30 p.m. The email address is helpaide@gnb.ca
Canadian Red Cross	<p>The Red Cross Emergency telephone line for Emergency Social Services responds to COVID-19 requests and directs individuals to the appropriate resource: 1-800-863-6582</p>
Donations	<p>The Department of Social Development and the United Way are supporting community-based food aid projects. If people wish to support these kind of projects, they can donate to the Compassion Fund online at www.unitedwaycentral.com</p> <p>To support getting additional food supplies to Food Banks and Soup Kitchens, people can make a monetary donation to the Food Depot Alimentaire. Donations can be made via their website www.fooddepot.ca/</p>
Food Banks	<p>For food needs, Food Banks and Community Kitchens can go to the Food Depot Alimentaire. 506-383-4281 www.fooddepot.ca/</p>

	<p>For additional support for cleaning supplies, protective equipment/clothing, and delivery costs, Food Banks can access the Atlantic Compassion Fund through the United Ways at the following links:</p>
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United Way/Centraide of Central N.B.: [click here](#)

United Way of Greater Moncton and South Eastern NB: [click here](#)

United Way Saint John, Kings and Charlotte: [click here](#)