



**VIA E-MAIL**

Ref: 257882

NAME

E-mail: EMAIL

Dear NAME:

We are reaching out to provide you with new information about the Ministry of Children and Family Development's emergency measures to support you through the COVID-19 pandemic. Minister Mitzi Dean outlines some of these changes in [her video](#). Specifically, we want to ensure that you have the information you need for your participation in the Agreements with Young Adults (AYA) Program.

The needs-based assessment of the AYA Program continues; however, there is increased flexibility to make it easier for you to access life skills and rehabilitative or mental health programs. There are also fewer weekly participation hourly requirements, the inclusion of a new cultural learning program, and the ability for you to participate in AYA for online programming.

We have created new opportunities for you to work with your ministry worker or Delegated Aboriginal Agency (DAA) worker if you are having trouble maintaining the AYA Program requirements. For example, you might be struggling to meet the hours per week requirement for a rehabilitation or mental health program or need additional financial support to cover your educational expenses. Whatever the case may be, if you need additional support, talk to your ministry or DAA worker to apply for an exception.

### **Other Resources You May Be Interested In**

For those who need access to technology, the TELUS [Mobility for Good \(M4G\)](#) program can provide you with a free cell phone and data plan for two years, followed by a low-cost data option of \$35/month. This will help you stay connected and maintain access to the important information that you need during this time.

If you have any questions or need any additional resources or support accessing a COVID-19 emergency measure, please let your ministry worker know.

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

- [Youth & Young Adults – MCFD Response to COVID-19](#)
- [Health Link Website](#)
- [Health Canada Information](#)
- [MCFD COVID-19 Public Information](#)
- [BC Centre for Disease Control \(CDC\)](#)

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Some additional resources include:

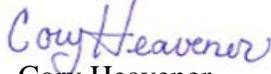
- [AgedOut.com](http://AgedOut.com) is an information hub for youth in or from government care.
- [BC Federation of Youth in Care Networks](#) is a youth-driven, provincial non-profit organization dedicated to improving the lives of young people in and from care in BC between the ages of 14 and 24.
- [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>.

To reach an MCFD complaints specialist on issues related to the services you received, call 1 877 387-7027 or visit: <https://www2.gov.bc.ca/gov/content/family-social-supports/data-monitoring-quality-assurance/child-family-service-complaints/children-teen-complaint-process>

Also, please do not hesitate to share this information with others who may be eligible for the AYA program and encourage them to contact a social worker to learn more.

Sincerely,



Cory Heavener  
Provincial Director of Child Welfare and  
Assistant Deputy Minister



Teresa Dobmeier  
Assistant Deputy Minister  
Service Delivery Division