



Supporting those in crisis is what Family Services of Greater Vancouver has done for 90+ years – and the COVID-19 pandemic is no exception.

Our staff have been on the frontlines of the COVID-19 pandemic, providing support to a variety of clients, whose circumstances have been quickly and dramatically changed for the worse. From youth experiencing homelessness to victims of domestic violence, or those unexpectedly impacted by employment loss, FSGV staff have quickly pivoted to provide a compassionate response to this global crisis.



This November is the 10th annual national **Financial Literacy Month**, highlighting the need for all Canadians to make better, more informed financial decisions. This month-long event encourages Canadians to gain a better understanding of their finances and develop good financial habits that contribute to their wellbeing, through the COVID-19 crisis and beyond.

FSGV's Financial Empowerment Program and COVID-10 Money Navigator are giving British Columbians the skills and confidence to look ahead to a better tomorrow.

FINANCIAL LITERACY MONTH EVENTS

Sign up for a free financial workshop, or visit the financial literacy displays at one of the participating libraries below. Please also mark your calendars for the planned weekly virtual events that you can promote with your respective networks and with your community.

Virtual Events

Tuesday, November 10	Money and debt management webinar for Canadians
Thursday, November 19	Event targeting students and young adults
Thursday, November 26	Inspiring event for financial literacy stakeholders and practitioners on innovation in Financial literacy

Vancouver Public Library

Tuesday, November 10	1:00-2:30 pm	Your Relationship to Money
Tuesday, November 17	1:00-2:30 pm	Dealing with Credit and Debt
Tuesday, November 24	1:00-2:30 pm	Frauds and Scams

New West Public Library

Tuesday, November 10	5:00-6:30 pm	Dealing with Credit and Debt
Tuesday, November 17	5:00-6:30 pm	Budgeting and Financial Goal Setting
Tuesday, November 24	5:00-6:30 pm	Investing In Your Future

North Vancouver District Public Library

Thursday, November 12	2:00-3:30 pm	Dealing with Credit and Debt
Thursday, November 19	2:00-3:30 pm	Investing In Your Future
Thursday, November 26	2:00-3:30 pm	Your Relationship to Money

For more info, visit c19moneynavigator.ca.

Financial Empowerment and the COVID-19 Money Navigator

Financial anxiety is at the heart of the COVID-19 crisis. The hardest hit are those with the least resources, but even higher income workers are feeling the strains of this new financial and employment landscape. There is a lot of info coming from a variety of sources and it can be challenging to understand how one fits in and what they may qualify for.

The COVID-19 Money Navigator – an extension of FSGV’s Financial Empowerment Program – provides immediate support to address the socio-economic impacts of this crisis, by helping people access government benefits, become more financially literate, and – ultimately – make the most of their money. This will result in improved financial resiliency for themselves and their families, and increased participation in the economy. For 17 years, FSGV’s Financial Empowerment Centre has delivered a range of services; from tax filing and income-boosting clinics to one-on-one coaching, we enhance people’s financial knowledge and empower them to make more informed financial decisions. Now, more than ever, this support is vital. The Navigator is an important expansion of service, via a new service delivery model.

Our staff work remotely to coach community members, connecting them to resources that will help them through this time. We leverage our deep expertise in supporting vulnerable people to help clients access financial and community benefits, and coach those individuals on how to manage through difficult financial times. Our team is constantly researching benefits from all levels of government to provide information, guidance and support.

Our low-income clients include:

Single Parents | Families | Newcomers | Seniors | Youth

This response to the COVID-19 crisis is immediate and practical support that we provide the community in order to build resilience through these difficult months and the years to come. Providing the tools to create safe and healthy individuals and families, leads to a thriving community now, and into the future.



Online Resources & Chat

Your quick reference to available supports, money tips and multi-lingual live chat during business hours.



Personal Navigators

Get custom support to explain your benefits and the application process, answer questions and address concerns.



Money Coaches

Book an appointment to create budgets, help prioritize payments, get referrals to other providers and plan for the future.

**THE FINANCIAL STRESS
OF COVID-19 IS REAL.
WE CAN HELP.**



By Family Services of Greater Vancouver