

COVID-19 Resources and Information

Provincial Financial Supports and Resources			
Name and Details	Who's Eligible?	Contact or Link	Deadline
<p>BC Emergency Benefit: One time additional tax-free payment of \$1,000 for BC resident (15 years or older) who meets the eligibility requirements of the CERB (documented under the Federal Financial Supports section)</p>	<p>For those receiving EI or the Canada Emergency Response Benefit</p> <p>Must have filed or agree to file a 2019 BC income tax return. Must not be receiving provincial income assistance or disability assistance</p>	<p>Application Details Call 778-309-4630 or toll free within BC at 1-855-955-3545 to apply (after May 4)</p>	<p>Can apply anytime after May 1 online or May 4 via phone</p>
<p>BC Student Loans: Six-month interest-free pause to repayment, starting April until September 30, 2020</p>	<p>BC Student Loan holders</p>	<p>More information on BC Student Loans</p>	<p>No action, paused automatically</p>
<p>BC Hydro: Customers can arrange for bill deferral, flexible payment plans without penalty through the crisis funding program.</p> <p>The COVID 19 Relief fund provides up to 3 months of bill credit based on your average consumption.</p>	<p>All BC Hydro customers</p>	<p>Call 1-800-BC-HYDRO or apply online</p> <p>More Information</p>	<p>Crisis funding – 1 per year</p> <p>By June 30, 2020</p>
<p>Fortis BC: Customers can arrange for flexible payment plans.</p> <p>Waiving any late payment fees</p> <p>Suspending any disconnections for any reason.</p> <p>Customer Recovery Fund – automatic deferral to June 30, 2020 with interest free repayment schedule (over next 12 months)</p>	<p>All Fortis BC customers</p> <p><i>Contact and links for flexible payment plans:</i> Natural Gas: 1-888-224-2710 gas.customerservice@fortisbc.com</p> <p>Electricity: 1-866-436-7847 electricity.customerservice@fortisbc.com</p>	<p><i>Contacts and links for Customer Recovery Fund:</i> Customer Recovery Fund – More information</p> <p>Apply now</p> <p>Natural Gas: 1-888-292-4104 Electricity: 1-888-292-4105</p>	<p>As needed</p>

<p>TELUS: TELUS will provide a 40% Discount to all BCNPHA Society members on Optik Internet and TV services</p>		<p>call 310-3343 or email MDUbilling@telus.com</p>	
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<p>ICBC:</p> <ul style="list-style-type: none"> • Customers on the monthly Autoplan payment plan can apply for 90 day deferral with no penalty. • All requests for medical information has been temporarily post-poned. • A License can be renewed up to 6 weeks in advance via phone • Cancellation fee (\$30) and plating fee (\$18) will be waived temporarily (no cost to cancel insurance) 	<p>All ICBC customers (Autoplan members for deferral)</p>	<p>More information on all of ICBC options and updates Apply online</p> <p>Call 1-800-950-1498</p>	<p>Prior to 6 pm at least one day before your payment is due</p>
<p>Translink and Handydart: Suspended bus fares on both handydart and all buses</p> <p>Bus operators are not supporting customers in a wheelchair to be strapped in a front-facing position on conventional buses.</p> <p>Those with mobility devices on buses that have a rear facing accessible seat will be able to park in the designated area themselves and secure their device. This is the case for most buses. For buses that do not have this area, (e.g. highway coaches, Community Shuttle) customers with mobility devices will need to travel with someone who can assist them or find an alternate mode of travel. A taxi can be provided in the event a customer in a wheelchair can't be accommodated on the bus.</p>	<p>All bus users</p>	<p>More information</p> <p>Call Translink Customer Information: 604 953 3333</p>	<p>No action required</p>

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<p>Renters and Landlords:</p> <ul style="list-style-type: none"> • Freeze on rental rates, no increases allowed as of April 1, 2020. • No evictions, except in extreme cases due to safety or if court-ordered • Landlords may now restrict use of common areas and visitors • Landlords may not enter tenants homes without expressed consent, unless threat to people or property 	<p>Tenants who have a residential tenancy agreement under the Residential Tenancy Act and Tenants in BC Housing funded buildings</p>	<p>Visit Residential Tenancies for more information</p>	<p>No action</p>
<p>Rent: Rental supplement of \$300/month for households with no dependents and \$500/month for households with dependents, paid directly to landlords.</p> <p>Eligible for April, May and or June 2020.</p> <p>Those who have paid their rent for April and are eligible, can still apply for April.</p> <p>Tenants must be renting a primary residence in British Columbia and the unit must be covered under the Residential Tenancy Act, the Manufactured Home Act, or the Cooperative Association Act.</p>	<p>On a per household basis, every individual roommate may be eligible based on:</p> <ul style="list-style-type: none"> • receiving or eligible for EI or CERB or experiencing a 25% reduction in monthly employment income as a result of COVID-19; • 2019 household income of less than \$74,150 for households with no dependents and \$113,040 for households with dependents; • paying more than 30% of current/reduced gross monthly income towards rent; and • not receiving any other rent subsidy from any level of government, including subsidized housing or rent supplements 	<p>Visit Residential Tenancies for more information</p> <p>Apply now and more information</p> <p>Call Toll Free: 1-877-757-2577</p>	<p>Open as of April 9, 2020</p>

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<p>BC Disability and Income Assistance BC Bus Pass Fare Suspension and Compass Passes:</p> <ul style="list-style-type: none"> Automatically receive the \$52 Transportation Supplement on your cheque starting in April This will continue for as long as BC Transit and Translink are suspending fares Bus pass will not be cancelled and will remain active for use on Sky Train and Sea Bus services. You will not need to re-apply once fares are re-instated 	<p>Those on Disability Assistance, Income Assistance, low-income seniors who receive the BC Senior's Supplement and those in receipt of these programs who reside in special care facilities</p>	<p>More information</p>	<p>No action required</p>
<p>BC Disability and Income Assistance Supplement:</p> <ul style="list-style-type: none"> CERB and EI are temporarily exempt and will have no effect on regular Income Assistance or Disability Assistance. Those not eligible for the CERB or EI are eligible for an automatic \$300-monthly COVID-19 crisis supplement for the next three months 	<p>Those on Disability Assistance, Income Assistance, low-income seniors who receive the BC Senior's Supplement and those in receipt of these programs who reside in special care facilities</p>	<p>More information</p>	<p>Not defined</p>
<p>BC Disability and Income Assistance – Crisis Supplement:</p> <p>A supplement may be available for food, shelter or clothing if an unexpected expense or item has arisen for a family or individual receiving assistance. The supplement varies (up to \$40/person for food or \$100/person for clothing) and specific criteria must be met.</p>	<p>A family unit that is eligible for income assistance, disability assistance, or hardship assistance</p> <p>This is an existing benefit.</p>	<p>More information</p>	<p>Not defined</p>
<p>Senior Support:</p> <p>Matching volunteers with seniors in need of help with groceries, etc</p>		<p>Call 2-1-1 More information</p>	<p>As required</p>

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<p>Child Care:</p> <p>For care of children up to 5 years of age, a matching service can be accessed. As an essential service organization, CLS is identified as Tier 1 and would be considered “high priority”. Complete a new “parent” form to identify a need for urgent care.</p> <p>Parents of school age children should contact their school district directly. Each district is managing how to support essential service workers children aged 5 to 12 (up to Grade 6):</p> <ul style="list-style-type: none"> - North Vancouver: complete a form and email childcare@sd44.ca to apply and or find out more - Vancouver: complete this form or visit this link for more information - Burnaby: link for more information; email inquiries@burnabyschool.ca - New Westminster: contact your child's Principle - Delta: email ESW@deltasd.bc.ca - Richmond: complete this form - Surrey: complete this form; email ecw@surreyschools.ca - Langley: email feedback@sd35.bc.ca - Coquitlam, Port Coquitlam, Port Moody: contact your child's Principle - Pitt Meadows, Maple Ridge: email register@sd42.ca - Mission: <i>none posted</i> – more information - Abbotsford: email crr@archway.ca 	<p>All essential service workers – CLS employees would be considered “high priority”</p>	<p>Contact Request and More Information</p> <p>Call 1-888-338-6622 (option 4)</p>	<p>N/A</p>

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<p>Emergency Child Care Funding: Child care providers receiving emergency government funding cannot charge parents fees for any periods of closure or for vacant spaces and must reserve spaces for families, starting April</p>			Provider specific
<p>MCFD: Ministry of Children and Family Development (MCFD) Emergency Relief Support Fund</p> <p>Direct payment of \$225 per month to eligible families over the next three months (to June 30, 2020)</p> <p>This payment can be used to purchase supports that help alleviate stress. These could include:</p> <ul style="list-style-type: none"> • meal preparation and grocery shopping assistance; • homemaking services • caregiver relief support (e.g., funded support to allow a family member to provide temporary care for a child or youth); • counselling services, online or by phone; and • and other services that support family functioning. 	<p>Families who were deemed eligible to receive MCFD Children and Youth with Special Needs (CYSN) Family Support Services prior to March 30, 2020 including children/youth who are eligible for the Autism Funding Program and the At Home Program medical benefits.</p>	<p>Families who have already been deemed eligible to receive CYSN Family Support Services can call their CYSN Worker who will support prioritized families to access the emergency relief funding.</p> <p>If you don't know who your CYSN Worker is, please contact the local MCFD office and ask for intake.</p>	<p>This is a short-term relief fund that is offered to families who require extra support during the period of April 1, 2020 to June 30, 2020.</p>
<p>Climate Action Tax Credit: One time boost of up to \$564 for low and moderate income eligible families of 4 and \$218 for eligible individuals based on tax return</p>	<p>Based on tax return and income for your family</p>	<p>More information</p>	<p>No action, enhanced payment to be received in July</p>
<p>Resources in Other Languages Information on resources and COVID-19 are available on the BC Centre for Disease Control website in Traditional Chinese, Simplified Chinese, Punjabi, Farsi, French and English.</p>		<p>Translated Content</p>	

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<p>BC Government Contact – Non Health Related Information:</p> <p>Speak to a Service BC agent about non health related services including child care, travel restrictions and general funding supports.</p>		<p>Text 1-604-630-0300 Call 1-888-COVID19</p> <p>Service available 7:30 am to 8:00 pm</p> <p>Telephone for Deaf: 7-1-1</p>	
<p>Existing BC Programs with No Changes:</p> <ul style="list-style-type: none"> • Income Assistance • Disability Assistance • BC Seniors Supplement • Emergency Housing: existing locations remain 		<p>Call 1-866-866-0800 or visit a local office</p> <p>Apply online Apply online</p> <p>List of Shelters</p>	<p>As required As required</p>
Federal Financial Supports and Resources			
<p>Canada Emergency Response Benefit (CERB):</p> <p>Workers with no income for at least 14 days within the 4 week period and who have stopped working because of COVID-19 are eligible to receive:</p> <ul style="list-style-type: none"> • \$500/week for up to 16 weeks • Payments should be received within 10 days of an application and will be paid every 4 weeks between March 15 and October 3 (up to 4 months) • Must-re-apply after 4 weeks 	<p>Worker has not voluntarily quit their job and are eligible for EI regular or sickness benefits. Must have had an income of at least \$5,000 in 2019 or in the 12 months prior to the date of their application.</p> <ul style="list-style-type: none"> • Can earn up to \$1,000/month and receive the CERB • Seasonal workers who have lost an opportunity due to COVID are eligible • Those unable to find a job because of COVID are eligible 	<p>More information including additional criteria</p> <p>Apply here</p>	<p>Available online as of April 6</p>

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<p>Wage Top Up for Low-Income Essential Workers</p> <p>Province and federal government to cost share a temporary top up of salaries for low income essential workers</p>	<p>Low-income workers earning less than \$2,500 per month on a full time basis, deemed essential as per provincial guidelines</p>	<p>List of essential services for B.C.</p> <p>More information</p>	<p>To be determined</p>
<p>Student Supports</p> <p>Expanded youth and student programming including: launch of an “I want to help” platform, additional funding for existing programs, and expanded job opportunities.</p> <p>Canada Student Service Grant supporting students to take part in the COVID response and secure national service activities and opportunities. Students may be eligible for up to \$5,000 in post secondary education costs</p>	<p>Youth and post secondary students</p>	<p>More information</p>	<p>To be determined</p>
<p>Canada Student Loans:</p> <p>Six-month interest-free pause to repayments, starting April until September 30, 2020</p> <p>Enhanced student loan eligibility for Fall 2020 for full and part time students</p>	<p>Canada Student Loan holders and Canada Apprentice Loans</p>	<p>More information on Canada Student Loans</p> <p>More information</p>	<p>No action, paused automatically</p> <p>To be determined</p>
<p>Canada Emergency Student Benefit:</p> <p>Post-secondary students and recent graduates who are ineligible for the CERB or EI and are unable to find full-time employment or are unable to work due to COVID-19 will be eligible to receive \$1,250/month (May to August 2020). \$1,750/month for students with dependents and those with permanent disabilities.</p>		<p>More information</p>	<p>To be determined</p>

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<p>Mortgages: CMHC-insured or non CMHC - deferrals available including deferrals, flexible plans on a case by case basis</p>	<p>Contact your financial institution as many banks have introduced initiatives. The big 6 banks have confirmed commitment (TD, CIBC, BMO, Scotia, NBC, RBC) for those who are currently in good standing and have been impacted by COVID-19</p>		<p>Lender specific</p>
<p>GST Credit: one time boost for low and moderate income families of up to \$600 per eligible couple / \$400 for eligible individuals based on tax return</p>	<p>Based on tax return and income for your family</p>	<p>More information</p>	<p>No action, enhanced payment to be received in May</p>
<p>Income Taxes: filing deferred to June 1, 2020, payments owed deferred to August 31, 2020</p>	<p>All tax filers</p>	<p>More information</p>	<p>June 1, 2020 deadline</p>
<p>Registered Retirement Income Funds (RRIFs): Minimum withdrawals from Registered Retirement Income Funds (RRIFs) has been reduced by 25% for 2020</p>	<p>Those with RRIFs</p>	<p>More information</p>	<p>No action</p>
<p>Employment Insurance: up to \$573/week if at least 7 days without pay and based on eligibility criteria</p>		<p>More information and How to apply online</p>	<p>As soon as possible</p>
<p>EI Sickness Benefit:</p> <ul style="list-style-type: none"> • up to \$573/week • The one-week waiting period for EI sickness benefits will be waived for new claimants who are quarantined so they can be paid for the first week of their claim • People claiming EI sickness benefits due to quarantine will not have to provide a medical certificate • People who cannot complete their claim for EI sickness benefits due to quarantine may apply later 	<p>Eligible claimants who are unable to work because of illness, injury or quarantine, to allow them time to restore their health and return to work</p>	<p>Call 1-833-381-2725 More information and How to apply online</p>	<p>As required</p>

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Canada Child Benefit (CCB): one time boost of up to \$300 per child in May based on tax return	Parents giving primary care to at least one child, and who are legally residing in Canada.	More information Apply online	No action, enhanced payment to be received in May
Existing Canada Programs with No Changes: <ul style="list-style-type: none"> • Old Age Security (OAS) – up to \$614/month • Guaranteed Income Supplement (GIS) – up to \$916/month • Allowance/Allowance for Survivor – up to \$1,389/month 		More information	No action, eligible seniors automatically enrolled

Other Important Links

- [Canada Economic Response Plan](#)
- [British Columbia Government – COVID support page](#)
- List of [essential services](#) for B.C.
- [COVID-19 BC Gov Newsroom updates](#)
- Government and Provincial Health Officer [press conference videos](#)
- CBC – [Benefits Summary by Province](#)
- [Provincial Health Officer \(PHO\) orders.](#)

This document has been compiled and shared by our partner Community Living Society and is intended to act as a resource and the information on here is subject to change. Eligibility is based on the provider identified and may change.