

COVID-19 Resources and Information

Last Updated April 14, 2020 (version 1.1)

Provincial Financial Supports and Resources			
Name and Details	Who's Eligible?	Contact or Link	Deadline
<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>	All BC Hydro customers	<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) ***New</p>	All Fortis BC customers	<p>Natural Gas: 1-888-224-2710 gas.customerservice@fortisbc.com</p> <p>Electricity : 1-866-436-7847 electricity.customerservice@fortisbc.com</p> <p>Customer Recovery Fund – More information</p> <p>Apply now</p> <p>1-888-292-4104 (natural gas) and 1-888-292-4105 (electricity)</p>	As needed

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<p>ICBC: Customers on the monthly Autoplan payment plan can apply for 90 day deferral with no penalty.</p> <p>All requests for medical information has been temporarily post-poned.</p> <p>A License can be renewed up to 6 weeks in advance via phone</p>	All ICBC customers (Autoplan members for deferral)	<p>More information on all of ICBC options and updates Apply online</p> <p>Call 1-800-950-1498</p>	Prior to 6 pm at least one day before your payment is due
<p>BC Student Loans: Six-month interest-free pause to repayment, starting April until September 30, 2020</p>	BC Student Loan holders	More information on BC Student Loans	No action, paused automatically
<p>BC Emergency Benefit: One time additional tax-free payment of \$1,000</p>	For those receiving EI or the Canada Emergency Response Benefit	More information	To be determined
<p>Senior Support: Matching volunteers with seniors in need of help with groceries, etc</p>		Call 2-1-1 More information	As required
<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 no restrict use of common areas • Landlords may restrict visitors • Landlords may not enter tenants homes without expressed consent, unless threat to people or property 	Tenants who have a residential tenancy agreement under the Residential Tenancy Act and Tenants in BC Housing funded buildings	Visit Residential Tenancies for more information	No action

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<p>Rent: <u>*** Updated</u></p> <p>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>
<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>

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<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: <u>*** New</u></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>Translink and Handydart:</p> <p>Suspended bus fares on both handydart and all busses</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>Child Care: ***New</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 their need for urgent care.</p> <p>Parents of school age children should contact their school district directly. The district will be working on options for essential service workers children aged 5 to 12 (up to Grade 6)</p>	<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>
<p>Emergency Child Care Funding:</p> <p>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>			<p>Provider specific</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</p> <p>Apply online</p> <p>List of Shelters</p>	<p>As required</p> <p>As required</p>

Federal Financial Supports and Resources			
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<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 to • 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 not 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>	<p>More information including additional criteria</p> <p>Apply here</p>	<p>Available online as of April 6</p>
<p>Canada Student Loans:</p> <p>Six-month interest-free pause to repayments, starting April until September 30, 2020</p>	<p>Canada Student Loan holders and Canada Apprentice Loans</p>	<p>More information on Canada Student Loans</p>	<p>No action, paused automatically</p>
<p>Mortgages:</p> <p>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:</p> <p>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>Climate Action Tax Credit:</p> <p>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>

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<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>
<p>Canada Child Benefit (CCB): one time boost of up to \$300 per child in May based on tax return</p>	<p>Parents giving primary care to at least one child, and who are legally residing in Canada.</p>	<p>More information Apply online</p>	<p>No action, enhanced payment to be received in May</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>

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Income Taxes: filing deferred to June 1, 2020, payments owed deferred to August 31, 2020	All tax filers	More information	June 1, 2020 deadline
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](#)
- [Provincial Health Officer \(PHO\) orders.](#)

This document 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.