

List of Resources for Help During COVID-19

VictimLink BC: Phone 1-800-563-0808.

VictimLinkBC: To call collect, call the Telus Relay Service at 711. Text 604-836-6381. Email VictimLinkBC@bc211.ca. TTY 604-875-0885.

211: BC has launched a new 211 service that will work to connect seniors, and volunteers during COVID-19 pandemic. The 211 phone number can now be called from anywhere in the province, and will be staffed 24 hours a day with a live operator. The additional funds will support 68 community agencies (including 24 that have been declared COVID-19 response agencies) to coordinate efforts such as meal delivery, help with cooking, grocery and medicine delivery, and wellness checks and visits. Call 211, or visit www.bc211.ca

HealthLink BC <https://www.healthlinkbc.ca/> which provides 24/7 reliable non-emergency health information and advice to residents of British Columbia. Information and advice is available by telephone, our website, a mobile app and a collection of print resources. Here you will information about the mobile app and the 8-1-1 number

8-1-1

A free-of-charge provincial health information and advice phone line available in British Columbia. <https://www.healthlinkbc.ca/about-8-1-1>

BC COVID-19 Symptom Self-Assessment Tool: The BC Ministry of Health has developed a COVID-19 self-assessment tool that will help determine whether you may need further assessment or testing for COVID-19. You can complete the assessment online here: <https://bc.thrive.health/covid19>

BC COVID-19 Support App: The BC government has created a COVID-19 support phone app that will help to provide up-to-date information on COVID-19. The app can be downloaded through the App Store or Google Play. To download, just search "BC COVID-19 Support" in the App Store or Google Play. <https://bc.thrive.health/>

BC COVID-19 Mental Health Network: A newly developing counselling network aimed at supporting citizens of BC during the COVID-19 crisis. Free, short-term one-on-one counselling is available online or by phone. The network is comprised of volunteers and the criteria to be on our list is to have a postgraduate degree/certification, a professional affiliation and are insured. Potential clients are instructed to email bccovidtherapists@gmail.com to receive an appointment time.

Canadian Mental Health Association BC: Please see information from the Canadian Mental Health Association – BC Division on staying mentally well during this time period in regards to Covid-19: <https://www.heretohelp.bc.ca/infosheet/covid-19-and-anxiety>. You can also register

for free for Bounce Back, a self-directed course to help you manage low mood, anxiety and depression.

Here2Talk The Government of British Columbia has launched Here2Talk, a new mental-health counselling and referral service for post-secondary students.

The service offers confidential, free single-session services by app, phone or online chat, 24 hours a day, seven days a week. <https://here2talk.ca/home>

Canada Emergency Response Benefit (CERB): Canada has introduced a new benefit to support Canadians who have lost income because of COVID-19. This benefit is called the Canada Emergency Response Benefit (CERB). This benefit will provide \$2000 a month, for up to four months, for workers (including wage earners, contract workers, and those who are self-employed) who have lost income because of COVID-19. For more information, visit: <https://www.canada.ca/en/department-finance/news/2020/03/introduces-canada-emergency-response-benefit-to-help-workers-and-businesses.html>

BC Temporary Rental Supplement Program: BC has announced a new temporary rent supplement will provide up to \$500 per month. This rent top-up will be paid directly to landlords on behalf of the tenant. For more information, visit: <https://www.bchousing.org/COVID-19>

BC Emergency Benefit for Workers: The BC Emergency Benefit for Workers will provide a one-time \$1,000 payment to people who lost income because of COVID-19. Read more by visiting the BC Government website: <https://www2.gov.bc.ca/gov/content/employment-business/covid-19-financial-supports#BCEBW>

BC Hydro: Customers can defer bill payments or arrange for flexible payment plans with no penalty through the COVID-19 Customer Assistance Program. Customers experiencing job loss, illness, or lost wages due to COVID-19 can access grants up to \$600 to pay their hydro bills through the Customer Crisis Fund. Read more by visiting the BC Government website: <https://www2.gov.bc.ca/gov/content/employment-business/covid-19-financial-supports#BCEBW>

BC Student Loans: Starting March 30, 2020, B.C. student loan payments are automatically frozen for six months.

ICBC: Customers on a monthly payment plan who are facing financial challenges due to COVID-19 may defer their payment for up to 90 days with no penalty. Read more by visiting the BC Government website: <https://www2.gov.bc.ca/gov/content/employment-business/covid-19-financial-supports#BCEBW>

Support for Income/Disability Assistance: If you are not receiving federal Employment Insurance (EI) or the Canada Emergency Response Benefit (CERB) and are on: Income Assistance, Disability Assistance, Comforts Allowance, or the BC Senior's Supplement,

you will automatically receive a \$300 supplement on your cheques issued in April, May, and June. No action is required on your part. For more information, visit <https://www2.gov.bc.ca/gov/content/family-social-supports/income-assistance/on-assistance/covid>

Canada Child Benefit: The federal government is providing an extra \$300 per child through the Canada Child Benefit (CCB) for the 2019-20 benefit year. For more information on this increase and other supports, please visit: https://www.canada.ca/en/departement-finance/economic-response-plan/covid19-individuals.html#increasing_canada_child_benefit

Indigenous Emergency Assistance Fund for Post-Secondary Students: This fund assists Indigenous students who are experiencing an unexpected financial emergency that may affect their ability to finish their studies. Students who access the emergency funding do not have to repay it. Indigenous students can contact the Indigenous Student Service Centre on campus, which will help with the application process to receive the financial assistance. Information on this emergency fund can be found here: <https://news.gov.bc.ca/releases/2020AEST0022-000623>

Provincial Emergency Fund for Post-Secondary Students: Domestic post-secondary students who are facing uncertainty because of COVID-19 will be able to access this one-time emergency funding. Funding will be distributed to students by individual schools and will be based on need. This non-repayable emergency assistance can be used to help with a broad range of costs, including living expenses, food, travel, portable computers and other supports for students who are not already able to study remotely. Information on this emergency fund can be found here: <https://news.gov.bc.ca/releases/2020AEST0018-000615>

Adoptive Families Association of BC: Offers youth bursaries and programming like AgedOut.com, giving youth a place to be heard, feel supported, and develop life skills. Please find the link at the end of the survey for more information.

Battered Women's Support Service: Text 604-652-1867. Email intake@bwss.org. Phone 604-687-1867 / Toll-Free 1-855-687-1868. Hours are Mon – Fri: 10:00 a.m. – 5:00 p.m. & Wed, 10:00 a.m. – 8:00 p.m.

Rape crisis line (24 hours): Phone 604-872-8212.

Women against Violence against Women: Phone 604-255-6344 / Toll-Free 1-877-392-7583.

Women's Crisis Lines: Phone 604-687-1867 / Toll-Free 1-855-687-1868. Hours are Mon – Fri: 10:00 a.m. – 5:00 p.m. and Wed 10:00 a.m. – 8:00 p.m.