

Access to Community Services in the Tri-Cities During the COVID-19 Pandemic



What is Coronavirus or COVID-19?

Coronaviruses are a large family of viruses found mostly in animals. In humans, they can cause diseases ranging from the common cold to more severe diseases such as Severe Acute Respiratory Syndrome (SARS) and Middle East Respiratory Syndrome (MERS-CoV). The new coronavirus has been named COVID-19. While many of the characteristics of COVID-19 are still unknown, mild to severe illness has been reported for confirmed cases.

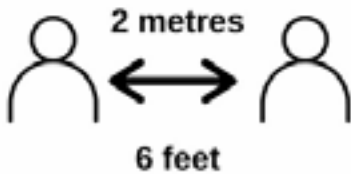
For more information on COVID-19 including translated information, visit <http://www.bccdc.ca/health-info/diseases-conditions/covid-19>

SOCIAL OR PHYSICAL DISTANCING is a measure our communities are implementing to reduce the spread of the virus. Many organizations have adjusted their business operations to adhere to social or physical distancing measures, including online or telephone services.

We all have a responsibility to do our part to reduce the spread of the virus in our community through:

• **PROPER HANDWASHING** • **STAYING HOME**

• **PRACTICING SOCIAL OR PHYSICAL DISTANCING WHEN YOU HAVE TO BE OUTSIDE**



HEALTH RESOURCES *Click on the blue rectangles to direct you to the relevant resources*

Have Flu-Like Symptoms?

- **Use the COVID-19 Self Assessment Tool or App:** www.bc.thrive.health
- **Fraser Northwest Division of Family Practice Virtual Assessment:** Set up a virtual appointment with a local physician to assess COVID-19 or influenza-like symptoms. If required, an in-person assessment may take place.

Other Resources

- **Mental Health & Stress Management Resources**
- **S.U.C.C.E.S.S. Counselling Services:** telephone/online services available in Chinese, English, Korean and Farsi. Contact 604.408.7266 | Email: family.youth@success.bc.ca

General Information on COVID-19

- **Fraser Health**
- **BC Centre for Disease Control:** Translated materials in other languages available

COMMUNITY SERVICES

Food Bank: open Monday to Friday 10:00am - 2:00pm *Note: The door will be locked. Please knock and staff can assist.* Food Bank Distribution Centres and Enhanced Procedures are available here: sharesociety.ca

Public Libraries: closed until further notice. Book drops are locked. Please hold onto items. Due dates are currently suspended. Online resources available using your library card. Visit the library website to learn more:

- **Coquitlam Public Library:** www.coqlibrary.ca
- **Port Moody Library:** www.portmoodylibrary.ca
- **Terry Fox Library:** www.fvrl.bc.ca

Settlement Agencies: Tri-Cities based settlement services are available by telephone or email.

- **ISSofBC:** Visit issbc.org or email settlement@issbc.org
- **MOSAIC:** Visit mosaicbc.org, call 604.254.9626 or email info@mosaicbc.org
- **SHARE Family & Community Services:** Visit sharesociety.ca or call 604.540.9161 or 604.936.3900. Group programs including New Beginnings & English Practice Groups are currently cancelled.
- **S.U.C.C.E.S.S:** Visit successbc.ca or register for online settlement services through isiponline.ca

Other Support Services:

- **Kinsight:** Visit kinsight.org, call 604.525.9494 or email info@kinsight.org

EMPLOYMENT & BUSINESS RESOURCES

WorkBC Employment Centres: visit Online Employment Services or call your nearest centre

- WorkBC Port Moody: Call 604.917.0286 | Email: centre-portmoody@workbc.ca
- WorkBC Port Coquitlam: Call 778.730.0171 | Email: centre-portcoquitlam@workbc.ca
- WorkBC Coquitlam: Call 778.730.0174 | Email: centre-coquitlam@workbc.ca

Tri-Cities Chamber of Commerce: tricityschamber.com/resources/business-resources/covid-19

List of tools and resources to support local businesses, including #SupportLocal campaign

FEDERAL MEASURES

Together Against Poverty Society has developed an information fact sheet on how to access federal benefits for those affected by COVID-19. Visit www.tapsbc.ca/ei-federal-emergency-benefits for up-to-date information

LAI D OFF DUE TO WORK CLOSURES?

- Apply for regular EI benefits
- You will need 420-700 work hours in last 52 weeks, depending on where you live.
- You will need a ROE saying you've been laid off from your employer to get benefits
- There is a 1-week wait period (so you will not be paid for 1 week)
- Apply online:
<https://www.canada.ca/en/services/benefits/ei.html>
- Call 1-800-206-7218 for more info

UNABLE TO WORK DUE TO ILLNESS OR QUARANTINE?

- Apply for EI Sickness benefits
- You will need 600 work hours in last year
- You do not need a sick note to qualify.
- You will need an ROE from your employer
- The 1-week wait period is waived.
- Apply online:
<https://www.canada.ca/en/services/benefits/ei.html>
- Call 1-833-381-2725 for more info

LAI D OFF AND INELIGIBLE FOR EI?

- Apply for the Emergency Support Benefit.
- Amounts and eligibility has not yet been announced.
- Applications will be available in April via CRA MyAccount, My Service Canada Account, and a yet to be released toll-free number

UNABLE TO WORK DUE TO SCHOOL CLOSURES?

- Parents with children who require care due to school/daycare closures can apply for the Emergency Care Benefit.
- 15 weeks of benefits, up to \$900 bi-weekly.
- Applications will be available in April via CRA MyAccount, My Service Canada Account, and a yet to be released toll-free number

SICK/QUARANTINED & INELIGIBLE FOR EI?

- Apply for the Emergency Care Benefit for workers not eligible for EI (including self-employed) who are sick with COVID-19, quarantined, or taking care of a family member with COVID-19.
- Up to 15 weeks of benefits, up to \$900 bi-weekly.
- Applications will be available in April via CRA MyAccount, My Service Canada Account, and a yet to be released toll-free number

WHERE TO GET MORE INFORMATION:

- Updates about federal benefits and services:
<https://www.canada.ca/en/employment-social-development/corporate/notices/coronavirus.html>
- The federal government's COVID-19 Economic Response Plan:
<https://www.canada.ca/en/department-finance/economic-response-plan.html>

PROVINCIAL MEASURES

The Government of BC continues to announce supports available to BC residents. Visit COVID-19 Provincial Support for up-to-date information. Supports include the BC Emergency Benefit for Workers, Enhancement to Climate Action Tax Credit, deferment of BC Hydro, ICBC monthly payments, suspension of BC Housing evictions and Translink fares.

MUNICIPAL MEASURES

The Cities of Coquitlam, Port Coquitlam and Port Moody:

- Extended the utility bill deadlines until Sept 30 (May 31 for Port Coquitlam)
- Closed city and school playgrounds, sport courts, fields and skate parks until further notice
- Closed recreation facilities & cancelled recreation programs