

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

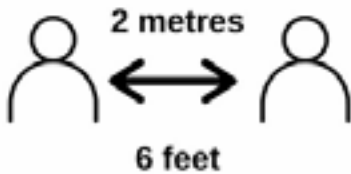


Updated April 3, 2020

## 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](http://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](mailto: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

**Tri-Cities SHARE Rent Bank:** Interest-free loans are made available to Tri-Cities residents who have short term financial issues that are putting their tenancy in jeopardy. The program helps market renters maintain their tenancy through help with their rent payment, or a hydro/natural gas payment or security deposit. Loans are to be repaid over 18-24 months. Contact [esther.uwimana@sharesociety.ca](mailto:esther.uwimana@sharesociety.ca) or 604.529.5146 for more information

**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](http://www.coqlibrary.ca)
- **Port Moody Library:** [www.portmoodylibrary.ca](http://www.portmoodylibrary.ca)
- **Terry Fox Library:** [www.fvrl.bc.ca](http://www.fvrl.bc.ca)

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

- **ISSofBC:** Visit [issbc.org](http://issbc.org) or email [settlement@issbc.org](mailto:settlement@issbc.org)
- **MOSAIC:** Visit [mosaicbc.org](http://mosaicbc.org), call 604.254.9626 or email [info@mosaicbc.org](mailto:info@mosaicbc.org)
- **SHARE Family & Community Services:** Visit [sharesociety.ca](http://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](http://successbc.ca) or register for online settlement services through [isiponline.ca](http://isiponline.ca)

## 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](mailto:centre-portmoody@workbc.ca)
- WorkBC Port Coquitlam: Call 778.730.0171 | Email: [centre-portcoquitlam@workbc.ca](mailto:centre-portcoquitlam@workbc.ca)
- WorkBC Coquitlam: Call 778.730.0174 | Email: [centre-coquitlam@workbc.ca](mailto:centre-coquitlam@workbc.ca)

**Tri-Cities Chamber of Commerce:** [tricitiechamber.com/resources/business-resources/covid-19](http://tricitiechamber.com/resources/business-resources/covid-19)

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

## FEDERAL MEASURES

VISIT [WWW.CANADA.CA/CORONAVIRUS](http://WWW.CANADA.CA/CORONAVIRUS) FOR UPDATED INFO

### CANADA EMERGENCY RESPONSE BENEFIT

- \$2000 per month for up to 4 months
- CERB is available for people who lost income due to lay-offs, sickness, quarantine, caring for someone who is ill with COVID-19, or caring for a child due to school/daycare shut downs
- To qualify, applicants must have made at least \$5000 over the last year from employment, self-employment, EI benefits or parental leave benefits
- Applications will be accepted starting April 6, 2020 and the first payment should be received 10 days after completing the application.
- Apply online through [www.canada.ca/coronavirus](http://www.canada.ca/coronavirus)

### ALREADY ON EI?

- If you are receiving EI regular or sickness benefits as of March 25, 2020, you will continue to receive those benefits. You should not apply for CERB
- If your EI benefits are less than CERB, you will not receive a top up
- If your EI benefits run out before October 3, 2020, you can apply for CERB once your EI benefits end

### ALREADY APPLIED FOR EI?

- If you have already applied for EI and your application is still being processed, you do not need to reapply for CERB
- Your claim will be automatically changed over to CERB

### STILL SICK/LAID OFF AFTER CERB RUNS OUT?

- CERB is available for up to 16 weeks
- If you are still sick or unemployed, you can apply for EI benefits after October 3, 2020
- To be eligible for EI regular benefits, you will need 420- 700 hours of work over the year prior to receiving CERB
- For EI sickness benefits, you will need 600 hours of work over the year prior to receiving CERB

### DO NOT QUALIFY FOR EI?

- CERB is available for up to 16 weeks for people who lost work due to COVID-19, but would not otherwise be eligible for EI
- If CERB runs out and you are not eligible of EI, there are currently no other federal benefits available

## PROVINCIAL MEASURES

VISIT [WWW.GOV.BC.CA/COVID19](http://WWW.GOV.BC.CA/COVID19) FOR UPDATED INFORMATION

The Government of BC continues to announce supports available to BC residents. Supports include:

- BC Emergency Benefit for Workers
- Enhanced Climate Action Tax Credit
- Deferral of ICBC monthly payments
- Suspension of BC Housing evictions and Translink fares
- BC Hydro 3 month credit on bills
- Temporary rental supplement and freezing rent increases
- Freeze on student loan payments

# PHYSICAL DISTANCING vs SELF-ISOLATION FOR COVID-19

**PHYSICAL DISTANCING**  
aka Social Distancing



**SELF-ISOLATION**

## WHAT DOES IT MEAN?



Limiting close contact with other people

This prevents healthy people from getting COVID-19 in the community.



Staying at home and away from all other people, household members included

This ensures that people with COVID-19 will not infect others.

## WHO SHOULD DO THIS?

You have **no symptoms** AND **no known exposure** to COVID-19

Everyone should be doing this.

- 1) You have **fever, cough, or other symptoms**
- 2) Returned **travellers** from outside Canada
- 3) Anyone diagnosed with **COVID-19**
- 4) You were **exposed** to a person diagnosed with COVID-19

## HOW DO I DO THIS?

- Stay home as much as possible
- Keep **2 m** apart from others when outside your home
- **Work from home**
- **Avoid non-essential gatherings** (such as visiting friends, playing team sports)
- **Keep your hands to yourself** when possible



- Stay home the whole time you self-isolate
- Live in a **separate room** away from other people and use a different bathroom
- **Avoid face-to-face** contact with others
- **Do not** go to school, work, or public places
- **Do not** share personal items
- Use a **mask** when you leave your room



These measures prevent COVID-19 from spreading between individuals and in our communities

*Remember to cough & sneeze into your elbow or tissue and perform regular hand hygiene with soap & water or hand sanitizer!*

## MUNICIPAL MEASURES

VISIT YOUR MUNICIPALITY'S WEBSITE FOR UPDATED INFO

The Cities of Coquitlam, Port Coquitlam and Port Moody:

- Extended the utility bill deadlines until Sept 30 (May 31 for Port Coquitlam)
- Free activities offered online, such as fitness instructional videos, fun and educational activities for children and families. See their website for more information.
- Seniors' support programs are offered. See below for more information.

To reduce the risk of spreading the virus, the following measures have been implemented:

- Closed city and school playgrounds, sport courts, fields and skate parks until further notice
- Closed recreation facilities & cancelled recreation programs
- Signage at local trails to remind residents to adhere to physical distancing measures

## SENIORS' SUPPORT SERVICES

- **BC 2-1-1 Safe Seniors, Strong Communities Program/ SHARE Better at Home Program:** Matches seniors who need help with grocery shopping and non-medical essentials with volunteers who are willing to help. Call 211 on your phone or visit [bc211.ca](http://bc211.ca) to register for the program.
- **Tri-Cities Seniors Planning Network:** Accepting requests from seniors to help with grocery shopping, driving to appointments, or for phone connections to help with anxiety or to ease isolation. Also, still accepting volunteers to help. Contact 604.949.0599 or [tricityseniorsplanningtwk@gmail.com](mailto:tricityseniorsplanningtwk@gmail.com)
- **City of Coquitlam Meal Delivery Service:** For Coquitlam residents 50 years and over, the City is offering a frozen meal delivery service. Frozen meals cost \$7.50 each and are prepared by staff at Dogwood and Glen Pine pavilions. They are delivered for free on Tuesdays and Fridays. Call 604.927.6940 between 10am & 2pm on Monday for Tuesday deliveries and from 10am to 2pm on Thursday for Friday deliveries. Visit [coquitlam.ca/meals](http://coquitlam.ca/meals) for more information and to see the weekly menu.
- **Phone Buddies:** Cities of Coquitlam and Port Coquitlam are connecting with seniors who are registered for their seniors programs through phone calls. To register seniors for this service, contact:  
Dogwood: 604.927.6098 | Glen Pine: 604.927.6940 | To volunteer, go to [coquitlam.ca/volunteers](http://coquitlam.ca/volunteers)  
Port Coquitlam Wilson Seniors: 604.927.7974 or [wilsonseniors@portcoquitlam.ca](mailto:wilsonseniors@portcoquitlam.ca)
- Some grocery stores and businesses are offering designated hours for seniors and vulnerable individuals to shop before opening to the general public. Please check with stores for designated hours.

## ACCESS TO FOOD SUPPORTS

- **SHARE Food Bank:** Monday to Friday 10am - 2pm [www.sharesociety.ca](http://www.sharesociety.ca)  
To maintain physical distancing and ensure everyone's health & safety, doors will be locked. Please knock and a staff member will assist. Pre-packaged hampers will be distributed on Wednesdays. Visit the website for enhanced procedures.
  - Port Moody - SHARE Family & Community Services- 2615 Clarke Street
  - Coquitlam- Hillside Church- 1393 Austin Avenue
  - Port Coquitlam- Trinity United Church- 2211 Prairie Avenue
- **CityReach Care Society:** Contact Craig Savage at [craigs@cityreach.org](mailto:craigs@cityreach.org) or visit [cityreach.org/clubfreedom](http://cityreach.org/clubfreedom)
  - Tuesdays at 6pm: Hot Meals To-Go at Broadway Church, 1932 Cameron Ave, Port Coquitlam
  - Mondays, Wednesdays, Thursdays, Fridays, Saturdays at 4pm: Bagged Sandwich Meals handed out at Lions Park, Port Coquitlam
- **Better Meals:** Meal Delivery Service [www.bettermeals.ca](http://www.bettermeals.ca) | 604.299.1877  
Order meals online or by phone. Meals start at \$7.50. Free Delivery for orders over \$30. Delivery to Tri-Cities on Wednesdays
- **PoCoMo Meals on Wheels:** Meal Delivery Service [pocomomealsonwheels.com](http://pocomomealsonwheels.com) | 604.942.7506  
Order meals online or by phone. Meals start at \$5.75. Visit website to register.