

Dear North Shore Community Members,

The past several weeks have been challenging, but we will get through this pandemic together. Each of us has a duty to ourselves, our neighbours, and our loved ones to follow the orders of Provincial Health Officer Dr. Bonnie Henry and Health Minister Adrian Dix with 100% compliance.

- **Physical Distancing** means that we stay at home as much as possible and maintain a 2m (6ft) distance from others when we go out for essential purposes. Everyone must practice this every day.
- **Self-Isolating** means that we do not go out at all. We must self-isolate when we are sick, even if it is not COVID-19. We must also self-isolate for 14 days if we've just returned from outside Canada, even if we do not feel ill.

Thank you for taking these instructions seriously. I am proud of the love and compassion that I see within our community, humbled by the dedication of every single essential service worker, and honoured to serve you as an MLA.



In your service,
Bowinn Ma, MLA for North Vancouver-Lonsdale

PERSONAL INCOME – WORKFORCE

Canada Emergency Response Benefit (CERB)	\$2,000/month to people who have stopped earning income due to COVID-19, including contractors, self-employed people. Dial 1-800-959-2019 / 1-800-959-2041 or visit Canada.ca/coronavirus-CERB to apply.
Employment Insurance (EI)	One-week waiting period for EI-Sickness Benefit has been waived. Apply for EI or EI-Sickness via CERB.
BC Emergency Benefit	One-time additional tax-free payment of \$1000 to those on EI or CERB. Applications open soon.
Income Tax Return	Filing due date is deferred to June 1 . Payments owed are deferred until after August 31.

INCOME SUPPLEMENTS

Low/moderate income households	Eligible individuals and families will receive one-time boosts to their GST credit, Climate Action Tax Credit, and Canada Child Benefit.
Families with children	<p>Emergency Government Funding available for child care providers who reserve spaces for families at no cost. Speak with your provider.</p> <p>Wage Enhancement of \$2/hr in place for ECEs.</p> <p>Essential Service Workers requiring child care for kids 0-5 should call 1-888-338-6622. Contact your school directly for school-aged kids.</p> <p>Children and Youth with Special Needs (CYSN) services are available to families with greater flexibility. Emergency Relief Support Fund will also provide eligible families with direct payments of \$225/month for three months.</p>
Youth-in-Care	<p>Youth-in-care will not age out of services during the pandemic.</p> <p>Agreements with Young Adults (AYA) program payments will continue despite school closures and training interruptions.</p>
Students	<p>Government student loan repayments are paused for six months, interest free.</p> <p>Non-repayable emergency financial assistance for a broad range of costs available to students at public post-secondary institutions. Contact your school's Financial Aid Office or the Indigenous Student Service Centre on campus.</p>
People on Income & Disability Assistance	<p>Temporary exemption of EI/CERB: no clawback for three months.</p> <p>Those on assistance who do not qualify for EI/CERB will receive the COVID-19 Crisis Supplement of an additional \$300/month for three months.</p> <p>Disability Assistance clients on the BC Bus Pass Program will receive an additional \$52 Transportation Supplement while bus fares are suspended.</p> <p>The "work search" requirement for those on Income Assistance has been temporarily suspended.</p>
Seniors	<p>COVID-19 Crisis Supplement of additional \$300/month for three months for low-income seniors who receive the BC Senior's Supplement.</p> <p>Minimum withdrawals from Registered Retirement Income Funds (RRIFs) has been reduced by 25% for 2020.</p> <p>Federal CPP, OAS, GIS, and Allowance / Allowance for Survivors benefits continue.</p> <p>bc211 available for seniors who need support with non-medical essentials like grocery pick-up and drop off. Visit bc211.ca or dial 2-1-1.</p>

HOUSING

BC Hydro	<p>Service disconnections for non-payment of electricity bills have been halted.</p> <p>COVID-19 Relief Fund: three-month BC Hydro credit for eligible customers (avg credit will be \$477).</p> <p>COVID-19 Customer Assistance Program: bill deferral and payment plans for customers.</p> <p>Customer Crisis Fund: grants of up to \$600 off your energy bill. Dial 1-800-BC-HYDRO or visit BCHydro.com to apply.</p>
Renters	<p>Rent increases and evictions are not allowed during the crisis. Questions? Contact the Residential Tenancy Branch at 604-660-1020 or HSRTO@gov.bc.ca.</p> <p>BC Temporary Rental Supplement (BC-TRS): up to \$500/month towards rent, paid directly to landlords. Dial 778-452-2836 or visit BCHousing.org/COVID-19 to apply.</p>
Home Owners	Payment deferral options are available for CMHC-insured mortgages. Options may also be available for non-CMHC-insured mortgages. Speak with your lender.
Emergency Housing	Existing shelters are still active and additional emergency options may be available. New spaces have been secured for those without a safe place to self-isolate. Dial 2-1-1 or visit bc211.ca .

TRANSPORTATION

Hospital parking	Parking is free of charge at all health authority owned/operated health care sites for staff, patients, and visitors.
ICBC	Monthly payment deferrals for up to 90 days with no penalty. Apply online via ICBC.com or dial 1-800-665-6442.
Public Transit	Fare-free boarding on all buses. Enter through rear of the bus, unless accessible loading is required. Service reductions are in effect and the annual scheduled fare increase has been postponed indefinitely.

QUESTIONS

- Call 8-1-1* for medical information and advice, and call 1-888-COVID-19* or text 604-630-0300 for non-medical info about COVID-19 (*Translation available in over 100 languages)
- Official BC Gov Website: gov.bc.ca/COVID19
- Contact your local MLA for help with provincial programs
- Contact your local MP for help with federal programs (i.e. EI and CERB)