

COVID-19 Support Resources

To help you during these uncertain times, we have compiled a list of resources as support for residents and businesses affected by the COVID-19 pandemic. We understand it may be difficult to navigate the numerous links and web pages and hope to provide as many as possible here for your information. Please check back often for updates as new information becomes available.

HOW TO CONTACT CITY HALL DURING COVID-19

Although our offices are closed to the public, we're still working behind the scene and will continue to provide the services you rely on. We continue to receive bylaw complaints, process business licences, building permits, building inspections, utilities information among other tasks. Direct department contacts are available [here](#).

FIND WHAT YOU'RE LOOKING FOR

- Telephone Resources
- Federal: Core Resources
- Provincial: Core Resources
- Business and Economy Resources
- Health Resources
- Individual and Family Supports and Resources
- Vulnerable Population Resources
- Mental Health Resources
- Local Links

Telephone Resources

[HealthLink BC](#)

BC non-medical info

[Public Health Agency of Canada](#)

[Senior Support Program](#)

8-1-1

1-888-COVID19 (1 888-268-4319)

1 833 784-4397

2-1-1

Federal: Core Resources

Here is a list of essential resources from the Government of Canada and other federal organizations.

[Public Health Agency of Canada – COVID-19](#)

Comprehensive support and resources from the Government of Canada.

[Canada's Economic Response Plan](#)

The Government of Canada is taking immediate, significant and decisive action to support Canadians and businesses facing hardship as a result of the global COVID-19 outbreak.

[Federal Support for Businesses](#)

Information about supporting your employees and your business. It is constantly updated as the COVID-19 crisis evolves.

[Guidance on Essential Services and Functions in Canada During COVID-19](#)

Outlines essential services and functions by critical infrastructure. For specific questions and guidance on essential services and functions, please contact the appropriate authorities in your respective jurisdiction.

[Technical guidance for communities, schools/daycares, health professionals and businesses](#)

This site offers technical guidance on COVID-19 for communities, schools and daycares, health professionals, businesses, industry, death care services, and faith community leaders.

[Prime Minister's daily updates – News Releases](#)

[Emergency employment programs](#)

[Canada Emergency Response Benefit](#)

Applications are now open for Canada's Emergency Response Benefit (CERB). Provides \$2,000 per month to workers who lose income due to COVID-19 including contractors and self-employed workers.

[Canada Emergency Wage Subsidy \(CEWS\)](#)

For workers still being paid by an employer or who are part-time and not eligible for CERB.

[Canada Emergency Student Benefit](#)

Financial relief to students and recent graduates who are unable to work, or unable to find work, due to reasons related to COVID-19.

[Employment Insurance](#)

Existing EI benefit continues to be available. Provides up to \$573 per week to people who have lost income. One week waiting period has been waived. 1 833-381-2725

Provincial: Core Resources

Here is a list of resources from the provincial government and other organizations that offer support and reliable information during the COVID-19 pandemic.

[BC's Response to COVID-19](#)

[BC's Restart Plan](#)

A series of steps that we will take together to protect people and ensure that our province can come back from COVID-19 stronger than before.

[BC's Back to School Plan](#)

[Province of British Columbia – COVID-19 Recovery](#)

How to participate in BC's recovery.

[Provincial Health Officer – Orders, Notices and Guidance](#)

In a Provincial State of Emergency, the Provincial Health Officer can make orders as needed. You **must** follow the orders.

[Health Link BC – BC's Response to COVID-19](#)

Information about COVID-19, how to protect yourself, your family and your community.

[BC Centre for Disease Control - Covid-19](#)

Resources/hand-outs and additional information.

[BC Ministry of Health – COVID-19 App](#)

Support App and self assessment tool.

[Island Health Covid-19](#)

Information about COVID-19, how to protect yourself, your family and your community and what to do if you suspect you have the virus.

[Provincial Support for Businesses](#)

Resources and supports for small businesses in BC.

[BC Business COVID-19 Support Service](#)

Connecting businesses with the resources and guidance necessary to navigate challenges from COVID-19.

[BC Emergency Benefit for Workers](#)

One-time additional tax-free payment of \$1,000 to those on EI or CERB

[Union of BC Municipalities](#)

COVID-19 and local government preparedness

Business and Economy Resources

Federal

[Canada.ca - Support for Businesses](#)

Information about supporting your employees and your business. It is constantly updated as the COVID-19 crisis evolves.

- [Canada Emergency Wage Subsidy \(CEWS\)](#) - For workers still being paid by an employer or who are part-time and not eligible for CERB.
- [Canada Emergency Business Account \(CEBA\)](#) - Provide interest-free loans of up to \$40,000 to small businesses and not-for-profits, to help cover their operating costs during a period where their revenues have been temporarily reduced.

[Canada.ca - Support for Sectors](#)

Outlining support for individual sectors. Agriculture, air transportation, culture, tourism, energy etc.

[Canadian Chamber of Commerce](#)

Find the latest information, tools and resources businesses need to make it through the COVID-19 pandemic.

[Canada Business App](#)

Tailored supports to address needs in the face of COVID-19.

[Canadian Business Resilience Network](#)

Established by the Government of Canada and the Canadian Chamber of Commerce to help Canadian businesses navigate the COVID-19 reality and prepare for recovery.

Provincial

[BC Financial Supports in Response to COVID -19](#)

A comprehensive list of financial supports for British Columbians.

[BC's Restart Plan](#)

A series of steps that we will take together to protect people and ensure that our province can come back from COVID-19 stronger than before.

[BC COVID -19 Response Update](#)

Access to daily updates from the Province of British Columbia

[Provincial Support for Businesses](#)

Resources and supports for small businesses in BC.

[BC Business COVID-19 Support Service](#)

Connecting businesses with the resources and guidance necessary to navigate challenges from COVID-19

[BC Chamber of Commerce](#)

Provincial resources for businesses.

- [List of current Oceanside business operations/ how to register you business to the list](#)

[Parkville and District Chamber of Commerce](#)

Resources for local businesses and members.

[BCEDA Resources for BC Businesses](#)

The BCEDA (British Columbia Economic Development Association) has created one document with all of the relevant and current information, tools and resources for businesses in B.C and they are updating this on a daily basis.

[BC Business Taxes](#)

Payments for Employer health tax (EHT), provincial sales tax (PST), municipal and regional district tax, tobacco tax, motor fuel tax, and carbon tax are deferred until after Sept 30. Scheduled April 1 increases to provincial carbon tax and PST are deferred.

Health Resources

Here are a list of reliable health resources with the most up-to-date COVID-19 information.

[Public Health Agency of Canada– COVID-19](#)

Comprehensive support and resources from the Government of Canada

[BC Centre for Disease Control - COVID-19](#)

Resources/hand-outs and additional information.

[Health Link BC](#)

Information about COVID-19, how to protect yourself, your family and your community.

[BC Ministry of Health – COVID-19 App](#)

Support App and self assessment tool

[Island Health COVID-19](#)

Information about COVID-19, how to protect yourself, your family and your community and what to do if you suspect you have the virus

[Canadian Medical Association](#)

- [Resources for Physicians](#)
- [Resources and Tools for the public](#)

You can also use the [Centres for Disease Control and Prevention](#) and [World Health Organization](#) as resources if you are looking for further information.

Individual and Family Supports and Resources

Here are a list of reliable resources to help navigate and assist the individual needs of you and/or your family during the COVID-19 pandemic

Social

[Family and Social Supports](#)

The Ministry of Children and Family Development is proactively responding to COVID-19 ensuring children, youth, families, caregivers, service providers, partners and staff have the information they need.

[Emergency Community Support Fund](#)

Community-based organizations from across the country can now apply for funding to support a variety of activities that address a pressing social inclusion or well-being need caused by COVID-19.

[Emergency Child Care Funding](#)

Child care providers receiving emergency government funding cannot charge parent fees for any periods of closure or for vacant spaces and must reserve spaces for families, starting April.

[Food Banks Canada](#)

Food Banks Canada provides food to those in need and is currently accepting donations to support food banks' coronavirus response efforts across Canada

[Food Banks of BC](#)

Funding boost to Food Banks British Columbia, who will distribute the money among food banks province wide.

[United Way Canada](#)

Funding boost to United Way Canada for local organizations to support practical services to Canadian seniors, such as: Delivery of groceries, medications, or other needed items, or personal outreach to assess individuals' needs and connect them to community supports.

[#canadatgether](#)

A national initiative to inspire, educate & engage Canadians as we band together during these times.

Housing

[Rental supplement and rental rates freeze](#)

Provides up to \$500 per month towards rent, paid directly to landlords

[Support for Renters and Landlords](#)

Outlines the comprehensive package to support renters and the new changes to support landlords.

[Canada Mortgage and Housing Corporation](#)

CMHC's safety measures and precautions in response to the coronavirus.

[Mortgage Payment Deferral](#)

Homeowners facing financial hardship may be eligible for a mortgage payment deferral of up to six months.

[New Reaching Home program funding](#)

Support to those experiencing homelessness and women fleeing gender-based violence during the coronavirus disease (COVID-19) pandemic.

[Canadian Alliance to End Homelessness](#)

Homelessness sector COVID-19 information exchange

[Canadian Network for the Health and Housing of People Experiencing Homelessness](#)

CNH3 is collecting resources to help the homelessness sector respond to a COVID-19 outbreak, and regularly updating this page with the best practices, tools and tips below.

[BC Hydro](#)

Bill deferral, payment plans and crisis funding which is a grant customer can apply for up to \$600 if dealing with job loss, illness or loss of wages due to Covid-19. BC Hydro will also give April to June power for free if you have lost your job. You have until June to apply for it. 1 800-BC-HYDRO

Student and Education

BC Student Loan

Six month interest free moratorium on repayment starting April; repayment will be paused automatically

Canada Student Loans

Six month interest free moratorium on repayment starting April; repayment will be paused automatically

Canada Emergency Student Benefit

Financial relief to students and recent graduates who are unable to work, or unable to find work, due to reasons related to COVID-19.

Open School BC

Suggestions for parents and caregivers to keep their children learning at home during the COVID-19 pandemic

Taxes

Registered Retirement Income Fund

Minimum withdrawals from Registered Retirement Income Funds (RRIFs) has been reduced by 25% for 2020.

Income Tax Return

Filing due date is deferred to June 1. Payments owed are deferred until after August 31.

Increased GST Rebates

Individuals will see an increase in their quarterly GST payment of about \$400; couples will see an average of \$600. There will also be an additional GST payment in May 2020.

Vulnerable Population Resources

Here is a list of helpful and reliable resources offering support to the most vulnerable people in our communities.

Safe Seniors, Strong Communities Program

A program that matches seniors who need support with non-medical essentials, to volunteers in their community who are willing to help. When you register as a senior or a volunteer, your contact information is shared with the [United Way's Better at Home](#) agencies. Those agencies make the connections between seniors and volunteers in the community. To register for services, or to offer help, please fill in this [form](#).

[New Reaching Home program funding](#)

Support to those experiencing homelessness and women fleeing gender-based violence during the coronavirus disease (COVID-19) pandemic.

[Emergency Community Support Fund](#)

Community-based organizations from across the country can now apply for funding to support a variety of activities that address a pressing social inclusion or well-being need caused by COVID-19.

[United Way Canada](#)

Funding boost to United Way Canada for local organizations to support practical services to Canadian seniors, such as: Delivery of groceries, medications, or other needed items, or personal outreach to assess individuals' needs and connect them to community supports.

[Food Banks Canada](#)

Providing food to those in need.

[Food Banks of BC](#)

Funding boost to Food Banks British Columbia, who will distribute the money among food banks province wide.

[Impacts of COVID-19 Substance abuse](#)

Resources and trusted information on COVID-19 and substance use.

- [Health Canada Toolkit: COVID-19 Substance Use](#)

[Financial assistance for newcomers, temporary residents and refugees](#)

Canada is helping people who face financial hardship due to the COVID-19 pandemic. If you live in Canada, even temporarily, there may be support for you.

Mental Health Resources

If you need help there is help available. Please reach out to one the resources below for support. We're in this together.

Telephone Resources

<u>310-Mental Health Support</u>	310 6789
Kid's Help Phone	1-800-668-6868
Alcohol & Drug Info and Referral	1-800-663-1441
Crisis Centre	1-800-SUICIDE (1-800-784-2433)

[Taking Care of Your Mental Health](#)

The federal government has launched a mental health portal that will list all of the mental health resources available to Canadians.

[BounceBack™](#)

Provides free access to online, video and phone-based coaching and skills-building program. Seniors, adults and youth who are experiencing low mood, mild to moderate depression, anxiety, stress, or worry, can receive care. Register for programs and connect with a coach.

[Canadian Mental Health Association – BC Division: COVID-19](#)

Virtual community counselling for individuals or groups at low or no cost; virtual mentoring and goal-oriented supports offered by peer support and system navigation workers.

[Living Life to the Full](#)

Free access to Living Life to the Full peer support and practical skills courses for coping with stress, problem solving and boosting mood. The 8-week course is led by a trained facilitator.

[BC COVID-19 Mental Health Self-Assessment Tool](#)

Available April 20, 2020, a set of mental health screening self-tests alongside the COVID-19 self-assessment tool.

Local Links

Helpful links that provide information, resources and services for the City of Parksville.

[City of Parksville](#)

Municipal government website containing resources and City related information.

[Let's Talk Parksville/covid-19](#)

City of Parksville updates, information and resources. Parksville

[Emergency Management Oceanside](#)

Recent COVID-19 updates from Emergency Management Oceanside, City of Parksville and the Town of Qualicum Beach. EMO provides professional 24/7 emergency support and has the capacity to develop and undertake preparedness, mitigation, response and recovery planning.

[Parksville and District Chamber of Commerce](#)

P&DCC is urging members, network and community to support local businesses impacted by economic challenges caused by the virus by looking to do business with a local business first.

[Parksville Qualicum Beach Tourism](#)

COVID-19 advisories for tourists and local travelers. Parksville Qualicum Beach Tourism strives to make sure every visitor has the information they need to make informed travel decisions.

[Parksville Downtown Business Association](#)

A comprehensive guide to businesses in downtown Parksville.