

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.

### **CITY SERVICES DURING COVID-19**

City services continue to operate to support the community and to protect the health and wellbeing of our residents and staff. To help prevent the spread of COVID-19, the Parksville Civic and Technology Centre is open to access the City's finance department only. COVID-19 resources are provided for our residents at [Let's Talk Parksville](#). **Masks are mandatory when at City Hall and visitors will be asked to provide contact information for contact tracing purpose.**

**Monday to Friday, 9 am to noon and 1 pm to 3 pm.**

The finance department at City Hall is open to accept property tax payments, utility payments, tickets/licence fee payments and to process homeowner grants as well as the purchase of bus passes, dog licences and building permits. Please continue to access our services electronically.

All other City business is by appointment only and walk-in services are not available. Call 250 248-6144 to book an appointment or refer to [contact info](#) on our website.

- City staff/department contact by email or phone, refer to [department contact information](#).
- General inquiries/questions, please email [info@parksville.ca](mailto:info@parksville.ca)
- Please contact VIU, School District #69 and the library by phone at this time.

### **FIND WHAT YOU'RE LOOKING FOR**

- Resources for Engagement During COVID-19
- 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

## Resources for Engagement During COVID-19

Prior to the pandemic and Public Health Orders limiting in-person meetings and gatherings, residents were welcome to attend Council meetings, Coffee with the Mayor and we held creative opportunities in our parks. While restrictions are in place, here are some of the ways the City of Parksville will collect feedback on specific projects using some of the following tools:

**Online Sessions:** At this time, Council meetings may be viewed using Zoom or YouTube from our website. Until it is safe to meet again in person, we will host public sessions with notice provided on our website, social media channels and [Let's Talk Parksville](#).

**Phone:** 250 248-6144 to speak with City staff from planning, operations, engineering, finance or administration. Contact info is on our [website](#).

**Surveys:** We conduct surveys regularly which can be completed online or by requesting a paper copy.

**Let's Talk Parksville** is our portal for public engagement. We encourage you to register/signup and join in the conversation. There are opportunities to ask questions, present an idea or comment with each project that we post on Let's Talk Parksville. Questions or comments may also be emailed to [letstalk@parksville.ca](mailto:letstalk@parksville.ca)

**Council:** Residents may also email comments or questions to members of Council at [council@parksville.ca](mailto:council@parksville.ca)

## Telephone Resources

|   |   |
|---|---|
| <a href="#">HealthLink BC</a>                   | <b>8-1-1</b>                            |
| BC non-medical info                             | <b>1 888 COVID19 (1 888-268-4319)</b>   |
| <a href="#">Public Health Agency of Canada</a>  | <b>1 833 784-4397</b>                   |
| <a href="#">Senior Support Program</a>          | <b>2-1-1</b>                            |
| <a href="#">Vancouver Island Crisis Society</a> | <b>1 888 494-3888 or 1 800 588-8717</b> |

## 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.

### [Emergency employment programs](#)

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#### [Canada Emergency Business Account \(CEBA\)](#)

The Government of Canada is providing continued support to small business owners and entrepreneurs to help them adapt and position their businesses for recovery.

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

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

#### [Employment Insurance](#)

1 800 206-7218

### *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.

#### [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.

### [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.

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

Support App and self assessment tool.

### [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 COVID-19 Safe Schools 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.

#### [Provincial Support for Businesses](#)

Resources and supports for small businesses in BC.

#### [Provincial Small and Medium Sized Business Recovery Grant](#)

The program provides fully funded grants to businesses to ensure they have the support they need during and beyond COVID-19.

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

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

#### [Prepared BC-Pandemic Preparedness Guide](#)

A roadmap to help you plan for a pandemic and provides resources, supports, and information on what to do to keep yourself and others safe.

#### [Union of BC Municipalities](#)

COVID-19 and local government preparedness

## *Business and Economy Resources*

### **Federal**

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#### [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**

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#### [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 your 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 is 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**

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#### [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**

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### [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.

### [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**

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### [BC Student Loan](#)

### [Canada Student Loans](#)

### [BC's COVID-19 Safe Schools Plan](#)

### [Open School BC](#)

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

## **Taxes**

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### [Registered Retirement Income Fund](#)

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



## [CRA and COVID-19](#)

Updates on changes to the Canada Revenue Agency (CRA) services, due dates and programs affected by the pandemic.

## *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**

|   |                                |
|---|--------------------------------|
| <b><u>310-Mental Health Support</u></b> | 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**

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.

### [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.