

Information and Support:

**Health Provider Line: 8-1-1**

- medical advice for those experiencing symptoms

**BC COVID-19 Support Line: 1-888-COVID19 (1-888-268-4319)**

- non medical information about COVID-19
- 7:30 am to 8 pm, 7 days a week
- available in 110 languages

**BCCDC website:** <http://www.bccdc.ca/health-info/diseases-conditions/covid-19>

- resources for health professionals
- commonly asked questions

**Symptom Checker :** <https://covid19.thrive.health/>

**World Health Organization COVID-19 Info:** <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

- up to date world-wide information
- advice by country

**Government of Canada COVID-19 Website:** <https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>

- Canada-wide COVID-19 updates
- travel advice
- preparation advice

Food and Supplies:

**Tri-Cities Coronavirus Support Line: 236-668-7463**

- will deliver food and supplies for people unable to leave home
- will provide emotional support/loneliness relief

Medication Concerns:

**BC College of Pharmacists:**

- To avoid any non-essential visits with a doctor or nurse practitioner, a pharmacist can provide you with a refill of your prescription or provide you with an emergency supply of medications you need

## Financial Concerns:

### **Canadian COVID-19 Economic Response Plan: 1-833-381-2725 (COVID -19 EI Hotline)**

- <https://www.canada.ca/en/department-finance/economic-response-plan.html>
- information on government financial support

### **BC Transit in Vancouver, Victoria and Nanaimo**

- no fare required for next month (starting March 19<sup>th</sup>)

### **BC Hydro COVID-19 Customer Assistance Program**

- Provides customers the option to defer bill payments or arrange for flexible payment plans with no penalty. Customers are encouraged to call BC Hydro's customer team at 1 800 BCHYDRO (1 800 224 9376) to discuss bill payment options.
- Customers facing temporary financial hardship and possible disconnection of their service due to job loss, illness, or loss of a family member may also be eligible for BC Hydro's Customer Crisis Fund, which provides access to grants of up to \$600 to pay their bills

### **Canadian EI Info: <https://www.canada.ca/en/services/benefits/ei.html>**

- who is eligible
- COVID-19 changes in EI
- how to apply

## For Employers:

### **BC Economic Development Association website: <https://bceda.ca/coronavirus.php>**

- guides for businesses, workplace and employer resources, community tips for response and recovery