

PROVINCIAL AND FEDERAL RESOURCES

Individual Benefits and Supports Summary

Benefit	Eligibility	Contact	More Information	Information Source
Federal Employment Insurance (Regular)	<ul style="list-style-type: none"> Employed through insurable employment Lost your job through no fault of your own Have been without work for at least seven consecutive days in the last 52 weeks Have worked the required number of insurable employment hours in the last 52 weeks or since the start of your last EI claim. (varies by region – between 420 – 700 hours you can check here https://srv129.services.gc.ca/ei_regions/eng/rates_cur.aspx?eiecon_nu=50) Are ready, willing, and capable of work each day Are actively looking for work 	<p>Information: https://www.canada.ca/en/services/benefits/ei/ei-regular-benefit.html</p> <p>Toll-Free: 1-800-206-7218 TTY: 1-800-529-3742</p> <p>Application: https://www.canada.ca/en/services/benefits/ei/ei-regular-benefit/apply.html</p> <p>Application By Mail: Service Canada Centre P.O. Box 245 Edmonton, Alberta T5J 2J1</p> <p>Submitting Reports by Mail:</p> <div> <p>Service Canada Employment Insurance Program PO Box 2100 Vancouver, BC V6B 3T4</p> </div>	<ul style="list-style-type: none"> Website encourages online application and self-help because of high volume. All Service Canada Locations have now been closed 	Federal Govt Website Canada.ca
Federal	<ul style="list-style-type: none"> you're unable to work for medical reasons 	<p>Apply: https://www.canada.ca/</p>	Information Required for Application	Federal Govt Website

Employment Insurance Sick	<ul style="list-style-type: none"> • your regular weekly earnings from work have decreased by more than 40% for at least one week • you accumulated 600 insured hours* of work in the 52 weeks before the start of your claim or since the start of your last claim, whichever is shorter 	en/services/benefits/ei/ei-sickness/apply.html	<ul style="list-style-type: none"> • the names and addresses of your employers in the last 52 weeks • the dates you were employed with each employer and the reasons you're no longer employed with them • your detailed explanation of the facts if you quit or were dismissed from any job in the last 52 weeks • your full mailing address and your home address, if they are different • your social insurance number (SIN) • your mother's maiden name • your banking information, including financial institution, branch (transit) number and your account number, to sign up for direct deposit 	
Federal Canada Emergency Response Benefit	<p>Taxable Benefit of \$2000/month</p> <ul style="list-style-type: none"> • workers who must stop working due to COVID19 and do not have access to paid leave or other income support. 	<ul style="list-style-type: none"> • The Canada Emergency Response Benefit will be accessible through a secure web portal 		https://www.canada.ca/en/department-finance/economic-response-plan/covid19-individuals.html#sick_quarantined_self_isolation_new_c

	<ul style="list-style-type: none"> workers who are sick, quarantined, or taking care of someone who is sick with COVID-19. working parents who must stay home without pay to care for children that are sick or need additional care because of school and daycare closures. workers who still have their employment but are not being paid because there is currently not sufficient work and their employer has asked them not to come to work. wage earners and self-employed individuals, including contract workers, who would not otherwise be eligible for Employment Insurance. 	starting in early April. Applicants will also be able to apply via an automated telephone line or via a toll-free number.		anada emergency response benefit
Federal Canada Child Benefit	<p>All eligible recipients for CCB benefit will receive one time top up of \$300 on their May CCB Payment for each eligible child.</p> <p>Eligibility for CCB in General:</p> <ul style="list-style-type: none"> You live with a child who is under 18 years of age You are primarily responsible for the care and upbringing of the child See who is primarily responsible You are a resident of Canada for tax purposes You or your spouse or common-law partner must be any of the following: <ul style="list-style-type: none"> a Canadian citizen a permanent resident a protected person a temporary resident who has lived in Canada for the previous 18 months, and who has a valid permit in the 19th month 	<p>1-800-387-1193 for information or to apply.</p> <p>https://www.canada.ca/en/revenue-agency/services/child-family-benefits/canada-child-benefit-overview/canada-child-benefit-apply.html</p>	<ul style="list-style-type: none"> If you have not previously applied for CCB you will need to apply first If you are currently receiving CCB you do not have to apply for this additional payment. 	Federal Govt Website

	<ul style="list-style-type: none"> an Indigenous person who meets the definition of "Indian" under the Indian Act <p>To see if you meet the income threshold use the online calculator: https://www.canada.ca/en/revenue-agency/services/child-family-benefits/child-family-benefits-calculator.html</p>			
Federal Special GST Credit	<p>Government is paying a one-time special payment to low and modest-income families. Income cap not defined. If you are eligible for GST you will see a payment early May. The average benefit will be \$400 for individuals and close to \$600 for couples.</p> <ul style="list-style-type: none"> You are generally eligible for the GST/HST credit if you are considered a Canadian resident for income tax purposes the month before and at the beginning of the month in which the Canada Revenue Agency makes a payment. You also need to meet one of the following criteria: <ul style="list-style-type: none"> you are at least 19 years old you have (or had) a spouse or common-law partner you are (or were) a parent and live (or lived) with your child 	<p>Information: https://www.canada.ca/en/revenue-agency/services/child-family-benefits/gsthstc-eligibility.html</p> <p>Mailing address: 9755 King George Boulevard Surrey BC V3T 5E1</p> <p>1-800-387-1193</p>	No need to apply – if you are eligible you will receive this benefit automatically	Federal Govt Website
Federal Income Tax	<p>The Federal Government is deferring the filing due date for the 2019 tax returns of individuals.</p> <p>For individuals (other than trusts), the return filing due date will be deferred until June 1, 2020.</p> <p>We will also allow any new income tax balances due, or instalments, to be deferred</p>	<p>You can view, download and order forms at canada.ca/taxes-general-package or call the CRA at 1-855-330-3305 to order a copy.</p>	<p>Filing methods There are several options for you to file your taxes:</p> <p>NETFILE: If you can access a computer or a mobile device, you can file online using CRA certified tax-filing software. There are a variety of software products to</p>	Federal Govt Website

	<p>until after August 31, 2020 without incurring interest or penalties.</p> <p>Everyone is eligible for this support.</p>		<p>meet their needs, some of which are free!</p> <p>Paper filing: You can still file your income tax and benefit return on paper. If you filed on paper last year and your address information with the CRA was up-to-date, you should have received your paper tax package in the mail by February 17, 2020. You can view, download and order forms at canada.ca/taxes-general-package or call the CRA at 1-855-330-3305 to order a copy. If you need to order a package, please keep in mind that it may take up to 10 days for delivery. Factor this time in so you don't miss the filing deadline.</p> <p>File my Return: File my Return is a free, secure, and easy to use telephone service for eligible people with low income or a fixed income whose situations remain unchanged from year to year. Those who are eligible have received an invitation letter in the mail or in their T1 income tax and benefit package. The service makes it easy and lets you file your income tax and benefit through an automated phone service. For individuals who are residents of Québec, the</p>	
--	---	--	--	--

			service only completes the federal portion of the income tax and benefit return.	
Federal Registered Retirement Income Funds (RRIF)	Unclear		<p>To ensure that certain groups who may be vulnerable to the impacts of COVID-19 have the support they need, the Government is proposing targeted help by reducing required minimum withdrawals from Registered Retirement Income Funds (RRIFs) by 25% for 2020, in recognition of volatile market conditions and their impact on many seniors' retirement savings.</p> <p>This will provide flexibility to seniors that are concerned that they may be required to liquidate their RRIF assets to meet minimum withdrawal requirements. Similar rules would apply to individuals receiving variable benefit payments under a defined contribution Registered Pension Plan.</p>	Federal Govt Website
Federal Mortgage Support		<p>Information: https://cba.ca/mortgage-deferral-to-help-canadians-experiencing-financial-hardship-due-to-covid-19</p> <p>For more information, please visit:</p>	<p>During this period of unprecedented economic upheaval and financial uncertainty, Canada's largest banks are offering mortgage payment relief to customers by way of deferred mortgage payments.</p>	<p>Federal Govt Website</p> <p>https://cba.ca/mortgage-deferral-to-help-canadians-experiencing-financial-hardship-due-to-covid-19</p>

		www.bmo.com/main/personal/bmo-branches-coronavirus-update www.cibc.com/en/personal-banking/advice-centre/covid-19.html www.nbc.ca/personal/notice.html www.scotiabank.com/ca/en/personal/scotia-support/latest-updates.html www.rbc.com/covid-19 www.td.com/ca/en/personal-banking/covid-19	<p>All customers who are currently in good standing and have been impacted by COVID-19 can apply for mortgage relief from their bank. Customers will answer a few questions to help their banks direct applications appropriately.</p> <p>COVID-related mortgage deferral is available for an indefinite period and customers do not face a deadline for having to seek relief. They can approach their bank as the need arises.</p> <p>Customers should understand that this is not mortgage forgiveness. Mortgage deferral means that payments are skipped for a defined period of time, during which interest which would otherwise be part of the deferred payments is added to the outstanding balance of the mortgage. The added interest is incorporated into the monthly payment, either when payments resume at the end of the deferral period or upon renewal at the end of the mortgage's term.</p>	
--	--	--	--	--

			Banks are encouraging customers to visit their websites for the latest information, rather than calling or visiting a branch.	
Provincial & Federal Student Loans	<ul style="list-style-type: none"> All provincial and federal student loan payments are frozen for 6 months 		<ul style="list-style-type: none"> No payments are required No application required In effect immediately 	https://studentaidbc.ca/news/general/covid-19-coronavirus-information-bulletin-updated-march-26-2020 https://www.csnpe-nslsc.canada.ca/en/home
Provincial BC Emergency Benefit for Workers	<ul style="list-style-type: none"> All BC residents who receive Federal EI or the new Federal Canada Emergency Response Benefit are eligible Application to open “Soon” 		<ul style="list-style-type: none"> Must apply If waiting to apply for CERB must wait until that application has been accepted 	https://www2.gov.bc.ca/gov/content/employment-business/covid-19-financial-supports#BCEBW
Provincial Climate Action Tax Credit	<ul style="list-style-type: none"> One-time enhancement to the climate action tax credit paid to moderate to low income families <p>You're eligible to receive the credit if you're a resident of B.C. and you:</p> <ul style="list-style-type: none"> are 19 years of age or older, or have a spouse or common-law partner, or are a parent who resides with your child. 	<p>Information:</p> <p>https://www2.gov.bc.ca/gov/content/taxes/income-taxes/personal/credits/climate-action</p> <ul style="list-style-type: none"> Contains information on income thresholds 	<ul style="list-style-type: none"> No need to apply, if you are eligible you will receive this credit Will come on the July GST check 	https://www2.gov.bc.ca/gov/content/taxes/income-taxes/personal/credits/climate-action
Provincial BC Housing Temporary Eviction Suspension and Temporary Rental Supplement	<p>Temporary Rental Supplement:</p> <ul style="list-style-type: none"> It will be available to low to moderate-income renters who are facing financial hardship as a result of the COVID-19 crisis, but do not qualify for existing rental assistance programs 	https://www2.gov.bc.ca/gov/content/housing-tenancy/covid-19-support		https://www2.gov.bc.ca/gov/content/housing-tenancy/covid-19-support

	<ul style="list-style-type: none"> • Applications for the supplement will open soon on the BC Housing website • The supplement will be paid directly to landlords <p>Halting Evictions</p> <p>A landlord may not issue a new notice to end tenancy for any reason.</p> <ul style="list-style-type: none"> • The enforcement of existing eviction orders issued by the Residential Tenancy Branch are also halted, except in extreme cases where there are safety concerns • In exceptional cases where an eviction may be needed to protect health and safety or to prevent undue damage to the property, landlords will be able to apply to the Residential Tenancy Branch for an order. <p>Freezing Rental Increases</p> <ul style="list-style-type: none"> • New annual rent increases are frozen during the state of emergency. 			
Provincial BC Hydro	<ul style="list-style-type: none"> • BC Hydro Customers can defer payments and apply for grants to help pay their hydro bills 	<p>Information: https://www.bchydro.com/news/press_centre/news_releases/2020/bill-relief-covid-19.html</p> <p>To Apply for Deferral or grant: Call 1 800 224 9376</p>	<ul style="list-style-type: none"> • 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.	
Provincial ICBC	<p>Monthly Payment Deferrals:</p> <ul style="list-style-type: none"> Customers can defer monthly payment for up to 90 days <p>Renewing Insurance:</p> <ul style="list-style-type: none"> If your insurance is due to expire, please call your Autoplan broker. Many insurance transactions, including transfer of ownership and new policies, can now be done through phone and email. <p>Renewing Licences:</p> <ul style="list-style-type: none"> Can be done over the phone 	<p>Information:</p> <p>https://www.icbc.com/about-icbc/contact-us/Pages/covid-19.aspx</p> <p>Apply for Payment Deferral Call: 1-800-665-644</p> <p>Online:</p> <p>https://onlinebusiness.icbc.com/eforms/dotcom/jsp/ACG398.jsp</p> <p>Renewing Insurance:</p> <ul style="list-style-type: none"> Contact local broker by phone or email <p>Renewing License: Call: 1-800-950-1498</p>		<p>https://www.icbc.com/about-icbc/contact-us/Pages/covid-19.aspx</p>
Provincial Job-Protected Leave	<p>An employee can take unpaid, job-protected leave related to COVID-19 if they're unable to work for any of the following reasons:</p> <ul style="list-style-type: none"> They have been diagnosed with COVID-19 and are following the instructions of a medical health officer or the advice of a doctor or nurse They are in quarantine or self-isolation and are acting in accordance with an order of the provincial health officer, an order made under 	<p>https://www2.gov.bc.ca/gov/content/employment-business/employment-standards-advice/employment-standards/time-off/leaves-of-absence#covid19</p>	Effective immediately and retractive to January 27.	<p>https://www2.gov.bc.ca/gov/content/employment-business/employment-standards-advice/employment-standards/time-off/leaves-of-absence#covid19</p>

	<p>the Quarantine Act (Canada), guidelines from the BC Centre for Disease Control or guidelines from the Public Health Agency of Canada</p> <ul style="list-style-type: none"> • Their employer has directed them not to work due to concern about their exposure to others • They need to provide care to their minor child or a dependent adult who is their child or former foster child for a reason related to COVID-19, including a school, daycare or similar facility closure • They are outside of BC and unable to return to work due to travel or border restrictions 			
Provincial 211 Phone Line Expansion	<p>The province has expanded the 211 phone line for community services to match seniors who need help coping with COVID-19 isolation with volunteers who can help. The 211 service is now available to people in northern B.C. http://www.bc211.ca/</p>			http://www.bc211.ca/

Changes to Service Canada Centres

Our priority is the health and safety of all Canadians, while maintaining service to the public. We are temporarily closing in person Service Canada Centres to allow us to better prioritize capacity and to ensure critical service delivery to vulnerable clients.

Service Canada Centres:

- All in person Service Canada Centres are closed to the public.
- Clients can apply for critical services online.

- Our Citizen Service Officers will be providing personalized service support for EI and pensions applications through an e-service available online and on mobile phone.
- To support access to critical programs and services for clients without access to technology, Service Canada Community Outreach and Liaison Service staff are contacting communities to offer alternate service delivery methods that will continue to support accessing critical programs, services and benefits.
- Service Canada call centres:
- Call volumes are expected to be high for the foreseeable future. Please visit [Canada.ca](https://www.canada.ca) for information. If you have difficulty getting through, please try again later.
- Social Insurance Number (SIN) services:
- Effective March 20, we are only accepting SIN applications submitted by mail. Service Canada is only responding to critical service enquiries at this time.
- Employment Insurance and pensions processing:
- We are experiencing a high volume of requests and are responding to critical services on a priority basis. We appreciate your patience during this difficult time and have shifted staff to help process requests as quickly as possible.

[Coronavirus Disease \(COVID-19\) – Benefits and Services](#)

<https://www.canada.ca/en/employment-social-development/corporate/notices/coronavirus.html>

Information for Individuals:

Includes information on:

- Employment Insurance (recommended to apply online, limited resources at Service Canada Offices)
<https://www.canada.ca/en/services/benefits/ei.html>
- Emergency Care and Emergency Support Benefits (Available in April – no date specified)
- Canada Child Benefit (Available with May CCB only)
- Canada Student Loans
- Passport Services
- SIN

In your workplace:

Includes information on:

- Employment Insurance – ROE
- Work-Sharing Program
- Labour Program and federally regulated workplaces

Coronavirus Disease (COVID-19) – Awareness Resources

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/awareness-resources.html>

Includes information in multiple languages for:

- Outbreak update
- Symptoms and treatment
- Prevention and risks
- Being prepared
- For health professionals
- Canada's Response
- Travel advice
- Guidance documents

[Public Health Agency of Canada](#)

<https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html#faq>

Phone: 1-833-784-4397 (interpretation services are available)

Email: Phac.info.aspc@canada.ca