

Directory of Online and Community Services (North Shore)

Know the Facts		
BC Centre for Disease Control	Up to date facts and statistics of COVID-19 in BC	http://www.bccdc.ca/health-info/diseases-conditions/covid-19
Vancouver Coastal Health: The province has created a phone service to provide non-medical information about COVID-19, including the latest information on travel restrictions.	Information is available in more than 110 languages, 7:30 a.m. - 8 p.m. Pacific Standard Time at 1-888-COVID19 (1-888-268-4319) or via text message at 604-630-0300	http://www.vch.ca/covid-19
Health link BC	BC's provincial health officer has declared COVID-19 a public health emergency. Find information about COVID-19, how to protect yourself, your family and your community.	www.healthlinkbc.ca If you have questions you can call Health Link BC at 8-1-1 toll-free in B.C., or for the deaf and hard of hearing, call 7-1-1. Translation services are available in more than 130 languages.
Health Canada COVID-10	Comprehensive website with information on COVID 19, symptoms and prevention, statistics, travel advice, and the latest updates.	https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.htm
Comprehensive Mental Health and Family Supports and Services		
Foundry- North Shore Foundry offers young people 12-24 access to mental healthy and substance use support, primary care, peer support and social services	Drop-in Primary care and medical services- please call and you will be forwarded to the primary care team. If your concern requires a physical exam, an appointment will be scheduled for you Peer Support: If you're interested in speaking with a peer support worker please call 604-984-5060 during drop-in support hours (Mon-Thurs 1-5pm) Psychiatry: Scheduled psychiatry appointments are taking place via telephone. The Dr will contact you as scheduled	https://foundrybc.ca/northshore 604-984-5060
Ministry of Children and Family Development (MCFD)	Provides child protection intake and investigation services, child and youth mental health services, services for children and youth with special needs, adoption, and guardianship services, youth justice services, and services for children and youth in care	https://www2.gov.bc.ca/content/governments/organizational-structure/ministries-organizations/ministries/children-and-family-development 604-904-4300 24 hour emergency # 1-800-663-9122
Hollyburn Family Services	Provides lifelong solutions for youth through emergency services, transitional housing, employment and work experience, and life and social skill development. We offer a wide range of services that support youth, who are experiencing barriers, to successfully transition to adulthood.	https://www.hollyburn.ca/
Canadian Association of Mental Health	CMHA provides advocacy, programs and resources that help to prevent mental health problems and illnesses, support recovery and resilience, and enable all Canadians to flourish and thrive.	www.cmha.ca
North Shore Family Services	Provides counselling, support and programming for a variety of different needs in the community	https://www.familyservices.bc.ca/
North Shore Youth Services Directory	Provides a directory and direct access to many of the programs and emergency services available to and for youth on the north shore	https://nsyouth.ca/
Mental Health Supports		

Crisis Intervention		
Crisis Intervention and Suicide Prevention Centre	Provides confidential, non judgemental, free emotional support for people experiencing feelings of distress or despair, including thoughts of suicide	https://crisiscentre.bc.ca
Kids Help Phone	Provides 24/7 free confidential professional online and telephone counselling and volunteer-led, text based support to youth across Canada	https://kidshelpphone.ca/
Youth in BC	Online crisis service, where you can chat one-on-one with a trained volunteer from the crisis centre	http://youthinbc.com/
The KUU-US Crisis Response Service	Provides 24/7 culturally aware crisis support to Indigenous people in BC	www.kuu-uscrisisline.ca 1-800-588-8717
Other Resources		
Foundry BC	Foundry offers young people age's 12-24 health and wellness resources, services and supports – online and through integrated service centres in communities across BC.	www.foundrybc.ca
North Vancouver- Urgent & Primary Care Centre (UPCC)-Social Work Referral	For Families who may need some extra help accessing resources or require additional personal support	Hours: Monday-Saturday 10:00-6:00 200-221 West Esplanade Phone:604-973-1600 Social Worker Direct Line: 604-973-1593
Mental Health Digital Hub	A provincial website that provides information, services, and education and awareness about mental health and substance use for adults, youth and children	https://www.gov.bc.ca/mentalhealth
Mind Health BC	Vancouver Coastal Health authority, Provincial Health Care and community partners have created an online mental health counselling program. If you're struggling with depression, anxiety or other mental health or substance abuse challenges, please visit the website for information	www.mindhealthbc.ca
Here to Help	Provides information about managing mental illness and maintaining good health, including self management resources and screening self-tests for wellness, mood, anxiety, and risky drinking	www.heretohelp.bc.ca
Dealing with Depression	Online interactive tool for teens who want to build the skills to deal with depressed mood	http://dwdonline.ca
Kelty Mental Health	Find information and resources on topics related to mental health challenges affecting youth and young adults	http://keltymentalheath.ca/youth-young-adults
NVSD SEL website	Information for Parents, Educators and Student about SEL/MH	https://www.sd44.ca/sites/SEL/Pages/default.aspx#/=SEL/MH
Squamish Nation	Provides information about the Squamish Nation including current events, government, programs and support	https://www.squamish.net/
Ayas Men Men	Child and Family Programs supporting Squamish Nation	North Vancouver Office: 604-985-4111
Family Smart	FamilySmart® supports young people, families and professionals in order to enhance the quality of experiences and services for child & youth mental health.	https://familysmart.ca/
North Shore Youth Outreach Services	Youth outreach workers are trained to provide support, guidance and referrals in a non-judgmental way. Their goal is to make you feel safe, supported and respected.	https://nsyouth.ca/ Parkgate: https://www.myparkgate.com/youth/youth-outreach-workers/ Capilano: https://www.capservices.ca/youth-services North Shore Neighbourhood House : https://www.nsnh.bc.ca/youth/support/
Confident Parents/Thriving Kids	Confident Parents: Thriving Kids has two program streams to help parents support their children aged 3-12 to manage either anxiety or behaviour challenges	https://welcome.cmhacptk.ca/
North Shore Multicultural Society	North Shore Multicultural Society provides services to help newcomers settle in our local North Shore communities	https://nsms.ca/
Kidstart	The purpose of the program is to expose young people to the benefits of a positive and supportive relationship with a caring adult mentor. Through this relationship young	https://www.kidstart.ca/

	people can engage in one to one activities that are fun and provide an opportunity to make community connections	
Tech Support		
TELUS internet for Good	TELUS is expanding its support for low income families by automatically waiving the fees for the TELUS internet for Good program for two month, giving customers enrolled in the program, access to high speed internet in their home at no cost for 60 day	https://www.telus.com/en/about/company-overview/community-investment/how-we-give/cause-campaigns/internet-for-good
BC Technology for Learning Society	Offers qualified low-income learners the opportunity to purchase high-grade desktop computers or laptops at significantly reduced prices	https://www.reusetechbc.ca/student-desktop-computer-requests.html

Other Community Supports		
BWSS	Battered Women Support Services	https://www.bwss.org/support 604-687-1867 (24 hours Crisis Line)
WAVAW-	Support, Training women in crisis centre	https://www.wavaw.ca 604-255-6344 (24 Hr Crisis Line)
ATIRA:	Counselling and Support during the COVID-19 Pandemic	https://atira.bc.ca/ 604-800-8881 (24 hr Crisis Line)
North Shore Women's Crisis Centre		604-984-6009 www.northshorewomen.ca
RCMP Victim Services		604-969-7540
RCMP non emergency line		604-985-1311 email: nvanrcmp@rcmp-grc.gc.ca
Vancouver Pride.ca: COVID-19 LGBTQAI2S+ Resource Guide	From food banks to digital events to employment information- a resource guide targeted at LGBTQAI2S+ communities	http://www.vancouverpride.ca/index.php?id=289548

Financial Support

Local Services		
BC Transit & TransLink	Fare- free boarding on all buses, enter through the rear of the bus, unless accessible loading is required	www.translink.ca

Food Support/Access

Quest Food Exchange	167 1 st Street East, North Vancouver, BC V7L1B2	http://www.questoutreach.org/ 604-566-0110 Hours of operation: Tuesday to Friday:9am-6:15 Saturday 9am-4:15pm
Harvest Project: Multifaceted organization providing food access, clothing and other information to support people needing some extra support.	Please call or email and they will connect you with food and other support services	https://www.harvestproject.org/request-help/ 604-983-9488 Email: info@harvestproject.org
Greater Vancouver Food Bank- North Shore Neighbourhood House location	Call or go to website to find up to date information and hours of operation	https://foodbank.bc.ca/find-food/locations/ 604-987-8138
The Salvation Army	Call to find up to date information	778-689-4673
Free Community Meals @ St. Andrews United Church		604-985-0408- call for more information on lunch and dinners
Vancouver Coastal Health – asset map	Use map to find food access in the lower mainland	http://www.vch.ca/public-health/nutrition/food-asset-map

Provincial/Federal Government Programs and Emergency Funding Information				
Program	Date	Amounts	Eligibility	Application
Canada Emergency Response Benefit	Application open in April. Payments received within 10 days of application	\$2000/00/month (taxable) Up to a maximum of 4 months	Covers Canadians who have lost their job, are sick, quarantined, or are taking care of someone who is sick with COVID-19, as well as working parents who must stay home without pay to care for children who are sick or at home because of school and daycare closures. Applies to wage earners, as well as contract workers and self-employed individuals who would not otherwise be eligible for EI. Applies to workers who must stop working due to COVID-19 and don't have access to paid leave, and 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	Opens April 6 through web portal or toll free phone number.
Employment Insurance (EI)	Ongoing	55% of your earning up to a maximum of \$573/week Payable up to a maximum of 45 weeks	For those who have lost their job through no fault of their own. Need to have accrued 700 hours of work in the last 52 weeks. Record of Employment (ROE) is required	My Service Canada https://www.canada.ca/en/services/benefits/ei/ei-regular-benefit/apply.html
EI Sickness Benefit	One-week waiting period waived	55% of your earnings to a maximum of \$573/week Payable up to a maximum of 15 weeks	For those unable to work because of illness, injury, or quarantine, to allow them time to restore their health and return to work. Must have worked a minimum of 600 hours in the last 52 weeks. NO MEDICAL CERTIFICATE REQUIRED DURING QUARANTINE. Medical Certificate is required if tested positive and/or beyond the quarantine period.	My Service Canada https://www.canada.ca/en/services/benefits/ei/ei-sickness/apply.html
BC Housing and Rental Assistance Program	Assistance is paid by direct deposit on the last business day of the each month	Varies	Families must have a gross household income of \$40,000 or less, have at least one dependent child, and have been employed at some point over the last year.	https://www.bchousing.org/housing-assistance/rental-assistance/RAP
Application BC-Temporary Rental Supplement (BC-TRS) Program	Applications open mid-April. At this time, this is a 3-month program.	Up to \$500/month Benefit will be paid directly to landlord	Available to renters who are facing financial hardship due to income loss or reduction as a result of COVID-19, but not do not qualify for existing rental housing assistance program	Opens mid-April via BC Housing.
BC Emergency Benefit for Workers	Payment in May	One time payment of \$1000 (tax free)	Available to people who have lost income because of COVID-19 regardless of whether or not they are receiving EI.	Application are not available yet but will be soon.
BC Hydro COVID-19 Rental Fund	If approved, amount will be automatically directed to your BC Hydro account. CREDIT DOES NOT NEED TO BE REPAYED.	A bill credit of up to three months of your average electricity consumption. The bill credit will be equal to three times the average monthly electricity bill for your account.	You need to be a residential account holder and have had your account prior to March 15, 2020. You need to meet the eligibility criteria of the BC Emergency Benefit for Workers You or your spouse/partner must have lost your job or have become unable to work (including self employment) since March 15, 2020.	Application form opens week of April 13 until June 30, 2020

BC Climate Action Tax Credit	Payment in July	Up to \$218/adult (increased from \$43.50.) Up to \$64.00/child (increased from \$12.75)	Available to low and moderate-income individuals and families. Children under 18 must be registered for the CCB to qualify. Benefit is paid out according to your income tax return	Automatic
BC Hydro Customer Crisis Fund	Ongoing	Up to \$600	You must be the residential account holder. Only your primary residence is eligible. Your account must have overdue payments and facing disconnection. Your current bill isn't eligible for a CCF grant if it is not overdue or there are credits on the account. You must have experienced a life event, in the last 12 months, that caused a temporary financial crisis. To apply, you need to have an outstanding balance of \$1000.00 or less and should have demonstrated some attempt to make payments towards your bill. You may receive one CCF grant per account-holder annually. If a grant application is denied and your circumstances change, you can apply again in the same year.	Call 1-800-BC-HYDRO or apply online: https://app.bchydro.com/cf-application
Student Loan Repayment Suspension	March 30, 2020-September 30, 2020	6 Month interest moratorium; repayment paused for 6 months	Applies to all Canadian student loan borrowers automatically	Do Not Need to Apply
Goods and Services Tax (GST) Credit	Early May	One-Time payment of ~\$400/single individual and ~\$600/couple	For low and modest income families. Must have filed income tax return for 2018	No need to apply. If you are eligible, you will get this credit automatically
BC Early Childhood Tax Benefit	N/A	\$55/month Benefits from this program are combined with the federal Canada Child Benefit (CCB) into a single monthly payment	For children under the age of 6.	Do not need to apply separately for this benefit if your child is already registered for the CCB.
Canada Child Benefit	Extra \$300 per child as part of May payment	Increased by \$300/child	For families with children. See https://www.canada.ca/en/revenue-agency/services/child-family-benefits/canada-child-benefit-overview/canada-child-benefit-before-you-apply.html	Automatic if child is already registered for CCB.

Deferrals	Details
BC Hydro Customer Assistance Program	Deferral or arrange a flexible payment plan with no penalty Call BC Hydro at 1-800-224-9376 to find out if you qualify and go over payment options
ICBC Deferral	Defer payments for up to 90 days with no penalty. Call 1-800-665-6442 or apply online: https://onlinebusiness.icbc.com/eforms.dotcom/isp/ACG398.isp
Student Loans	Effective March 30, 2020, all BC student loan borrowers will temporarily have their repayments suspended until September 30, 2020. During this time, no payment will be required, and no interest that currently applies to the federal portion of student loans will accrue.
Mortgage Deferral	Canada's mortgage insurers are committed to providing homeowners with solutions to mitigate temporary financial hardship related to COVID-19. This includes permitting lenders to defer up to six monthly mortgage payments (interest and principal) for impacted borrowers. Deferred payments are added to the outstanding principal balance and subsequently repaid through the life of the mortgage. CONTACT YOUR LENDER
Personal Income Tax	Filing deadline has been deferred to June 1, 2020 Payments owed deadline has been deferred to August 31, 2020