Canadian Emergency Response Benefit (CERB): If you stopped working due to COVID-19, apply to CERB for up to $500/week for up to 16 weeks.

Canada Child Benefit (CCB) payment increase: If you received CCB this year, you may get $300 extra/child.

B.C. Emergency Benefit for Workers: If you are eligible for CERB, you may apply to receive a $1,000 payment if your ability to work has been impacted.

BC Temporary Rent Supplementation: Provides up to $500/month towards rent for eligible renters. Apply here or call 1-877-757-2577.

Mortgage Support: Banks are offering mortgage payment relief through deferred payments. See banks' COVID-19 pages.

Emergency Housing: List of shelters in Lower Mainland. Call 2-1-1 for help.

DID YOU KNOW? Most evictions are not allowed & rent increases are frozen.

Food Banks BC: Find a food bank near you, call 1-855-498-1798, or email them.

Food Asset Maps: Showing free food locations & other services near you!

Want to learn more about healthy eating during COVID-19? Check out HealthLink BC or call 8-1-1 to talk to a dietician (9am-5pm, M-F).

Temporary Emergency Childcare: Are you an essential worker? Request childcare for kids up to age 5 years. For ages 5-12 years, contact their school.

Changes to Affordable Child Care Benefit: If your income has changed, you may be able to get a higher benefit amount. Call 1-888-338-6622.

Everyday Anxiety Strategies for Educators (EASE): Free learning programs for ages 5-12 years & parents to help manage worries in fun & easy ways.

WE schools @ home: Free tools for at-home learning for grade levels K-12.

DID YOU KNOW? Many schools are still providing meal programs to students.

VictimLinkBC: Immediate, free, confidential, 24/7 crisis support for victims of family or sexual violence. Call 1-800-563-0808 or email them.

ShelterSafe: Shelters for women, youth and children experiencing abuse.

Transition Houses & Safe Homes List: Transition & safe homes list in BC.

WAVAW Rape Crisis Centre: For immediate crisis and long-term support services, call 1-877-392-7583.

IF YOU ARE IN IMMEDIATE DANGER, CALL 9-1-1

Created by the Family Resources Support Tool (FRST) team. Give us feedback at FamiliesFRST@gmail.com.
### FAMILY SUPPORT DURING COVID-19

#### MEDICAL CARE
- **Kids Help Phone**: Call 1-800-668-6868 or Text CONNECT to 686868 to chat with someone 24/7, no judgement, totally private. Or find Resources Near You!
- **BC Crisis Line**: Are you in distress? Call 1-800-784-2433 or Chat Online. It's open 24/7, judgement-free, and here to talk.
- **Kelty Mental Health**: virtual mental health resources, parent/youth peer support, & parenting tips during COVID-19. Call Kelty at 1-800-665-1822.
- **BC Virtual Mental Health Support during COVID**: variety of virtual, low/no cost counselling & supports. Also find an inventory of BIPOC therapists in BC.

#### YOUTH HEALTH
- **Foundry**: Drop-in counselling by voice, video & chat for youth 12-24 years old or caregivers. Find personalized supports on Pathfinder or call 1-833-308-6379.
- **Youthspace.ca**: Online crisis & emotional support every day 6pm-12am. Text youthspace to 778-783-0177 or online chat. Find more youth & coping resources.
- **Black Youth Helpline**: Connect with educational, health, and community resources specific for black youth. Call their helpline at 1-833-294-8650.

#### RESOURCES FOR INDIGENOUS PEOPLES
- **Kuu-us Crisis Line**: Call 1-800-588-8717 for 24/7 BC aboriginal support services.
- **Hope for Wellness Help Line**: Call 1-855-242-3310 or chat online for 24/7 immediate help & support for Indigenous peoples across Canada.
- **First Nations Health Authority (FNHA) COVID-19 Info Page**: Info, FAQs, resources & podcast by FNHA Chief Medical Officer.
- **First Nations Virtual Doctor of the Day**: If you don’t have a doctor/nurse, call 1-855-344-3800 to book a virtual visit for primary and mental health care.

#### DIVERSITY
- **Children & Youth w Special Needs MCFD Response to COVID-19**: Call your CYSN Worker or your local MCFD office for Emergency Relief Funding & Respite. See changes to the At Home Program & medical supplies.
- **Autism Program**: Call 1-877-777-3530 or email for Funding Extensions. For community resources, call Autism Information Services 1 844 878-4700.
- **Parenting Support Services of BC**: Need to talk? Call BC Parenting Support Line 1-877-345-9777, M-F 10am-4pm or register for online parenting support circles.

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**FINANCES**

- **Canada Emergency Student Benefit (CESB):** If you are a post-secondary student, recent post-secondary or high school graduate, who is unable to find work due to COVID-19, you may be able to get financial support. CESB provides $1,250 for each 4-week period May-August 2020. Learn how to apply.

- **Canada Emergency Wage Subsidy (CEWS):** If you are a Canadian employer whose business has been affected by COVID-19, you may receive a subsidy of 75% of employee wages for up to 12 weeks, retroactive from March 15 to June 6, 2020. Apply here or call 1-833-966-2099.

- **ICBC Payment Deferral:** You may defer your payment for up to 90 days (if you are on a monthly payment plan). Apply for a deferral before 6pm at least one business day before your next payment is due.

**HOUSING**

- **BC Hydro Relief Fund:** If you have lost your job or are unable to work due to COVID-19, you can receive a bill credit for 3 times your average monthly bill, which you do not have to pay back. Apply for the COVID-19 Relief Fund.

- **BC Hydro Customer Crisis Fund:** Have overdue payments and are facing disconnection, have an outstanding balance of $1000 or less, and are dealing with the financial hardship? Apply for the Customer Crisis Fund.

- **BC Hydro Customer Assistance Program:** Want to defer bill payments or arrange a flexible payment plans? Call BC Hydro at 1-800-224-9376.

- **Fortis BC:** Sign up for the COVID-19 Customer Recovery Fund to automatically have your bills deferred from April 1 to June 30, 2020. You can also call 1-888-292-4104 (natural gas) or call 1-888-292-4105 (electricity).

- **Shelter Safe:** Shelters across Canada for women, children & youth experiencing abuse. Find a shelter close to you.
**FAMILY SUPPORT DURING COVID-19**

**SCHOOL & LEARNING**

**ADDITIONAL RESOURCES**

- **Open School BC**: Excellent resources & variety of at-home learning activities from the Ministry of Education.
- **The Conscious Kid**: Anti-racism parenting & education resources including Children's Books to Support Conversations on Race & Racism and tips on best practices for talking to kids about race. Check them out on Instagram.
- **UBC: Online Educational Resources during COVID-19**: Great list of educational virtual 'camps', at-home activities, online games, learning apps, and podcasts for grade levels from K-12
- **UnlearnRacism.ca**: Online interactive learning tool for ages 12-16 to promote questioning of one-sided narratives & dispel discriminatory misperceptions. You can also download this discussion guide to support your child's learning.
- **Interested in more anti-racism educational resources?** Check out BC Government's Anti-Racism FAQs & BC Teachers' Federation's Anti-Racism Resources page including videos, stories, & toolkits.

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**REMOTE LEARNING TIPS**

**SET UP A WORK ZONE**

Set up a comfortable, well-lit area and designate it for work.

Avoid working from the couch or bed - when it is time to relax your brain might find it hard to shut off work thoughts.

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**BE FLEXIBLE**

Be kind to yourself! This is a unique situation and has various challenges.

If you need special support, reach out to your teachers, school counsellor or administration. They want to hear from you!

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**SCHEDULE TEACHER CHECK-IN TIMES**

Set up a consistent time when you and your teacher can touch base.

Prepare questions in advance that came up while doing work to ask your teacher!

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**MAKE A SCHEDULE**

There is less structure now with remote learning. Make a schedule for yourself with your classes for the day and the tasks to complete.

Schedule in short breaks to help you be more efficient when you are learning!

BounceBack: Design your own mood-lifting program w activities, videos, and/or calls with a trained coach. Available for adults and youth (15-18).

Canadian Mental Health Association: Stay Well in Uncertain Times with CMHA's supports incl. online CBT courses for adults & youth and other services during COVID-19 in BC.

Centre for Addictions & Mental Health: Info on Mental Health & COVID-19, coping with stress & anxiety, support forum, & factsheets in many languages.

Child & Youth Mental Health Services: Mental health intake clinics across BC for children & youth up to age 18 and their families. Call your local CYMH Office for virtual or telephone services!

Confident Parents Thriving Kids: phone-based coaching to help you manage your child’s anxiety or behaviour challenges; requires referral from a health professional.

Healing in Colour: directory of therapists in BC who identify as Black, Indigenous or People of Colour, who are committed to anti-oppressive values in their practice. For more Mental Health, Community & Advocacy resources for BIPOC communities, check out BlackLivesMatterVancouver.

Here to Help: Quality info sheets & key resources in BC, including COVID-19 supports, COVID-19 & Anxiety, and Helping Your Anxious Child or Teen.

Managing COVID-19 Stress, Anxiety and Depression: BC's Ministry of Mental Health and Addictions’ quick guide with tips and resources.

Mind Health BC: Find mental health support for specific conditions/topics.

Peak Resilience: Complete Mental Health Guide During COVID-19 incl. tips to maintain mental wellness, counselling & COVID-19 support group.

Parenting can be tough these days. Check out Anxiety Canada’s take on Talking To Kids About COVID-19!
BC Child & Youth Mental Health: Mental health intake clinics across BC up to age 18. Call your local CYMH office for virtual/phone services. See their COVID-19 resources.

Connect with your local Youth Clinic: Vancouver Coastal Health, Fraser Health, Island Health, Northern Health, and Interior Health.

Feeling stressed or anxious? Check out UNICEF’s "How teenagers can protect their mental health during coronavirus".

Fostering Change & MCFD Supports: If you’re a youth in foster care, aging out of care, or on Agreements with Young Adults, MCFD has expanded supports through COVID-19.

Jack.org: COVID-19 Youth Mental Health: Hub of resources for coping during COVID. Includes supportive social media posts for download!

Options for Sexual Health: Youth sexual health services at clinics across BC & by telephone. Book an appointment or ask your questions at 1-800-739-7367.

Prideline BC: Call 1-800-566-1170 for peer support & info about services for LGBTQ2S+ youth & adults Mon-Fri from 7-10pm.

Qmunity: Online safe space for the LGBTQ2S+ community with youth services & online peer support groups. Reach out at youth@qmunity.ca or 604-684-5307 ext. 108.

Scarleteen: Supportive sexuality & relationships info for young adults. Live chats, advice & blog posts from experts on topics like hookup culture & loneliness during COVID-19.

Struggling with substance use and mental health? This is often called concurrent disorders. There are programs that can help! Call your local Foundry or CYMH Intake clinic or talk to a health professional you trust.

Want help with smoking/vaping? SmokeFreeTeen has online tools & tips! QuitNow has local supports & Smoking, Vaping & COVID-19 FAQs. Call 1-877-455-2233 or start a live chat with a ‘Quit Coach’.

Youth in BC Chat: Online chat with crisis responders available from noon to 1am in BC and Yukon.

Looking to keep physically active at home? Check out YMCA YThrive for amazing free at home workouts!