

COMMUNITY SUPPORT SERVICES DURING COVID19

Agency	Address	Phone	Email	Website	Food Programs	Cost	Criteria	Hours
Greater Vancouver Food Bank Tipperary Park New West	315 Queens Av				Provides groceries for 2-3 days for families in need. Can visit one site per week.		To Access: Must register with piece of government issued ID and proof of address. Can visit one site per week.	Thursday 10:30 AM - 12:30PM Closed April 23rd
New Life Community Church	8765 Government St	604-420-0761	info@newlifeburnaby.ca	http://newlifeburnaby.ca/	Offers free bread	Free		Saturdays: 9:30 AM-10:30 AM while quantities last
Purpose Society	40 Begbie St	604-526-2522		https://purposesociety.org/	Food hampers (behind building on Alexander Street) Emergency food hampers available upon request	Free		Friday 10:00 AM
Salvation Army - New Westminster	325 6th St	604-521-2421		https://salvationarmy.ca/	Emergency food assistance for Burnaby residents on Fridays. Free brunch program once a week.		By appointment only. Call in advance	Fridays: 1 PM - 3 PM
Muslim Food Bank	#104 - 12941 115 Av	604-446-6750	coordinator@muslimfoodbank.com	www.muslimfoodbank.com	Has food bank for the low income families who have dietary or religious restrictions (halah, kosher, vegetarian, vegan). Can do shopping for seniors or families who need help. Provides refugee/disability support. Has a computer and furniture redistribution program.	For shopping support - cost of groceries	For individuals/families with dietary restrictions (cultural or religious); for low income families, and refugees	
Lower Mainland Purpose Society	40 Begbie St	604-526-2522		https://purposesociety.org/	Meals			Monday - Thursday 4:00 PM - 5:30 PM
Agency	Address	Phone	Email	Website	Meal Delivery Programs	Cost	Criteria	Hours
Casalinga Food Service		604-435-1994		www.casalinga.ca	Meals are made with fresh ingredients and frozen for delivery. Meals can be made to accomodate dietary restrictions.	Ranges from individual meals \$6 to family meals \$26	Free delivery for orders over \$40	Delivers to Burnaby Fridays between 8:30 AM - 2:00 PM
Dairyland Home Service	6800 Lougheed Highway	877-341-8700	dhs.bc@saputo.com	www.morethanmilk.ca	Regularly scheduled delivery service including dairy, produce, groceries, fresh baked goods, beverages, desserts and household products.	Regular cost grocery, free delivery	None	Delivery Monday-Friday 8:00 AM - 3:00 PM, depending on which part of Burnaby one lives
Agency	Address	Phone	Email	Website	Community Resources	Cost	Criteria	Hours
Burnaby Public Library				https://www.bpl.bc.ca/	Browse and borrow from thousands of titles for kids, teens and adults, fiction, non-fiction, and on-line resources with no holds or waiting.	Free	Don't have a library card, call 604-436-5400 to get one	All sites are CLOSED, but virtual library is OPEN Limited phone and email service is available Monday to Friday 10am to 5pm
Burnaby Neighbourhood House (north office)	4908 Hastings St	604-294-5444	northinfo@burnabynh.ca	https://burnabynh.ca/	Will shop for seniors and compromised adults. Phone checkins for seniors and low income families.	Shopping is at cost for groceries; Other services are free	For people in need	Phone hours: Mon - Fri 9:30 AM - 4:30 PM
Burnaby Neighbourhood House	4460 Beresford St	604-431-0400	info@burnabynh.ca		Have outreach workers to support families with children 0-12 with things like housing, forms, parenting.			Phone hours Monday & Friday: 9 – 5
Echo Clubhouse (Edmond's Site)	Room 109 7355 Canada Way	778-991-3637	info.vf@cmha.bc.ca	https://vancouver-fraser.cmha.bc.ca/wp-content/uploads/2020/04/EC-HO-Covid-Brochure.pdf	Offers mental health supports via phone, email, and virtual meetings	Free	Burnaby resident, 18+, live with mental health challenge. No referral required during COVID-19	
Echo Clubhouse (Gilmore Site)	Room 501 4190 Lougheed Highway	604-291-8846	info.vf@cmha.bc.ca	https://vancouver-fraser.cmha.bc.ca/wp-content/uploads/2020/04/EC-HO-Covid-Brochure.pdf	Offers mental health supports via phone, email, and virtual meetings	Free	Burnaby resident, 18+, live with mental health challenge. No referral required during COVID-19	
Agency	Address	Phone	Email	Website	Community Resources	Cost	Criteria	Hours

Burnaby Family Life	#102 - 2101 Holdom Av	604-659-2205	bfl_info@burnabyfamilylife.org	http://www.burnabyfamilylife	Outreach programs offered over the phone. Daycare for essential service workers.			
Cameray	#102 - 5623 Imperial St	604-436-9449	info@cameray.ca	http://cameray.ca/	Supports children and families with counselling, education, outreach and advocacy by phone, video or online.	Free	For parents, must register in advance	
Mosaic Family Centre	7009 Kingsway	604 254 9626	info@mosaicbc.org	https://www.mosaicbc.org/news/covid-19/	helping immigrants, refugees and all newcomers integrate into Canada	Free	Newcomer refugee families. Must be registered clients to access service	phone and email weekdays 8:30 PM – 4:30 PM
Immigrant Services Society of BC (Canada Way Office)	Room 207 7355 Canada Way	604-395-8000	settlement@issbc.org	https://issbc.org/about-us	Provides free immigrant services including settlement and employment support	Free		Office Closed, but services continue. Call office
Embark Sustainability	WMC 2621 8888 University Dr	778-782-4209		https://embarksustainability.org	Runs food rescue program, community kitchen, community gardens, seed fund and sustainability peer program	Free	SFU Student	
Virtual Doctor Visits				https://virtual.wellclinics.ca/?utm_source=google_ads&utm_campaign=virtualclinic&gclid=EAAlQobChMI9vuZ99jK6AIVlaDsCh2oRw9UEAAYA_SAAEgK8BPD_BwE				
Accessible Internet				https://www.telus.com/en/about/company-overview/community-investment/how-we-give/cause-campaigns/internet-for-good				
Telus				https://www.telus.com/en/about/covid-19-updates?cmp=em_x1_global_links_all_c19update&cid=telDM191433&bid=634747421				
BC Hydro Deferral				https://www.bchydro.com/news/press_centre/news_releases/2020/bill-relief-covid-19.html				
Progressive Housing Society Shelter	2294 Douglas Rd	604-522-9669 ext 3		www.progressivehousing.net				
Temporary Rental Supplement				https://news.gov.bc.ca/releases/2020MAH0050-000669				
City of Burnaby Covid19 Info				https://www.burnabycoronavirus.com/				
Agency	Address	Phone	Email	Website	Community Resources for Seniors	Cost	Criteria	Hours
Bonsor 55+ Centre	6533 Nelson Av	604-297-4580		https://bonsor55.plussociety.org/website/ http://www.bc211.ca/	Grocery shopping and delivery. Meal preparation and delivery. Prescription pickup and delivery. Phone and/or virtual friendly visits phone or virtual visits help.	Free		
Tonari Gumi (Japanese Volunteer Service)	#101 - 42 West 8th Av	604-687-2172	info@tonarigumi.ca	www.tonarigumi.ca/services/service-list	Volunteers make regular phone calls to Japanese speaking seniors who feel lonely because they do not have family or friends close by, or they are shut-in due to old age or illness. The Telephone Buddy Service is also great for caregivers who may be feeling over-loaded and in-need of contact with others.		No membership is required to receive these services.	

The Burnaby Children's Fund

A means of support for families in extreme need

The Burnaby Children's Fund offers **ongoing service** to Burnaby Schools, the Fraser Health Authority and other organizations where children and youth gather, such as the City of Burnaby's youth centres and community centres, **to provide emergency access to "the basics"** when all other sources of funding have been exhausted.

"The basics" may include:

clothing, food vouchers, beds and bedding, medical aids (glasses, hearing aids), mobility aids, prescription drugs, counseling, specialized education equipment.

The Burnaby Children's Fund (BCF) is a **one-time** means of acquiring support for meeting the needs of children, youth and their families who live in poverty in Burnaby. The BCF should be viewed as a last resort measure, when there are no other avenues for support.

How to apply for BCF support:

1. Professional staff (teachers, principals, counselors, social workers, community health nurses, recreation leaders, daycare supervisors, etc.) **write the Assessment Committee a short (1 – 3 paragraphs) description** of the need, including the cost of the requested support.

(Please use your organization's letterhead, include your contact information, as well as the name of the Burnaby child or family.)

2. **Email the scanned request on letterhead** to:

Helen Stolte at helen.stolte@shaw.ca

(The assessment committee meets weekly and a decision is made promptly. A member of the committee will call or email you with the decision.)

3. **The requested Money/gift cards/cheque will be sent in school mail** (or to the community group address, if not a school), in care of the professional who wrote the request, along with a receipt to be signed by the receiving family.

(If a cheque is given, it will be written to the requestee, not the child or family receiving the support)

4. The signed receipt will then need to be scanned and emailed back to Helen Stolte at helen.stolte@shaw.ca

Note: The BCF also provides sponsorships for recreational/cultural opportunities and summer camps (mainly in partnership with Camp Jubilee and community day camps) which enhance the social development of Burnaby's children and youth who live in poverty.

Supporting Burnaby Youth Society

A community-based non-profit organization which promotes and supports programs and services for children and youth in Burnaby

The Supporting Burnaby Youth Society (SBYS) promotes and supports programs and services for children and youth in Burnaby by raising and disbursing funds, encouraging new initiatives and ensuring long-term sustainability.

We believe that participation in a wide range of recreational, social and leadership activities will

- foster the development of healthy attitudes
- encourage and enable young people to make healthy lifestyle choices;
- improve self-esteem and self-confidence;
- assist in strengthening personal values including respect for one's self, others and personal property.

How to apply for SBYS support:

1. Professional staff (teachers, principals, counselors, social workers, community health nurses, recreation leaders, daycare supervisors, etc.) **write the Assessment Committee a short (1 – 3 paragraphs) description** of the need, including the cost of the requested support.

(Please use your organization's letterhead, include your contact information, as well as the name of the program, service or initiative.)

2. **Email the scanned request on letterhead to:**
Gayle Beavil at gayle.beavil@burnabyschools.ca

(The assessment committee meets monthly, so be sure to send request at least 6 weeks ahead of when support is needed. A member of the committee will call or email you with the decision or further questions.)

3. **The requested cheque will be sent in school mail** (or to the community group address, if not a school), in care of the professional who wrote the request, along with a receipt to be signed by the receiving party.
4. The **signed receipt will then need to be scanned and emailed** back to Gayle Beavil at gayle.beavil@burnabyschools.ca .

Be a Champion of Burnaby Children and Families

In the past decade alone, SBYS together with the BCF, have supported Burnaby children and families with more than \$1,000,000 of support!

SBYS and BCF exist solely through donations. Please consider donating to these Burnaby charitable organizations.

Tax receipts will be issued for all donations over \$20.

Please send cheques to:

Gayle Beavil
Second Street Community School
7502 2nd Street, Burnaby, BC V3N 3R5

Or

John Nanson
Edmonds Community School
7651 18th Avenue, Burnaby, BC V3N 1J1

Low-Cost and Free Food Programs Operating in Burnaby during Covid-19 Pandemic

Last updated April 7, 2020

Please email jorge.cardenas@bpl.bc.ca to update info

Organization	Status	Program	Cost	Criteria	Contact
Better Meals (Food Delivery) 5742 Beresford Street, Burnaby	Accepting new clients. Delivery on Tuesdays for Burnaby.	A healthy foods service provider that prepares and delivers delicious meals to your door. Accommodates special dietary restrictions. Place your order by phone or online.	Min \$30 order required, 3 course meals cost \$7.50	Focus is on seniors, but anyone can order.	<p style="text-align: center;"> http://www.bettermeals.ca/ sam@bettermeals.ca 604-299-1877 </p>
Burnaby Meals on Wheels 2055 Rosser Ave, Burnaby	Currently operating and accepting new clients but may be suspending service in the near future. Delivery days Mon/Wed/Fri 11 am -1 pm	Delivers nutritious hot and frozen meals to people living in Burnaby, who are unable for various reasons to prepare meals for themselves.	Low-cost, \$8 per entree	Burnaby residents, including (but not limited to) those who are unable to prepare meals for themselves, have no one to prepare meals for them, have inadequate cooking facilities.	<p style="text-align: center;"> 604-299-5754 kim@burnabymeals.ca Print and complete the Information/Registration form - http://burnabymeals.ca/forms/Information-Registration-Form.pdf http://burnabymeals.ca/services/ </p>
Citizen Support Services (City of Burnaby) 111-4940 Canada Way	Accepting new customers Increased delivery days: Tuesday/Wednesday/Thursday	Grocery Shop by phone. A volunteer will call to take your order and do your shopping at the Safeway on Willingdon and Hastings St. Pay by credit card or Safeway card.	Free delivery. You just pay for your own groceries.	Burnaby seniors	<p style="text-align: center;"> 604-570-3784 or 604-294-7980 https://www.burnaby.ca/Our-City-Hall/City-Departments/Citizen-Support-Services/Services-for-Seniors.html </p>

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Organization	Status	Program	Cost	Criteria	Contact
Greater Vancouver Food Bank 8345 Winston Street, Burnaby	Tuesday – Friday 10 am to 2 pm Closed April 10, 21, 22, 23, 24	Provides a 2-3 day food supplement. The amount of food you will receive is based on the number of people in your household. The menu of food available changes weekly, and includes a selection of fruits, vegetables, bread, yogurt, canned beans, canned fish, pasta, sauces, canned fruits, rice, and peanut butter. Milk and eggs are available once per month. Bring your own bag.	Free	You need to register as a client. To register, you must have ID, proof of address, proof of low income. Staff can assist you if you do not have ID.	604-876-3601 Reception@foodbank.bc.ca https://foodbank.bc.ca/wp-content/uploads/2020/03/GVFB_locations_30mar-3apr2020_v2.pdf https://foodbank.bc.ca/find-food/locations/
Quest Food Exchange 7753 6th Street, Burnaby	Reduced hours: Monday – Friday 9 am - 3:15 pm	Not-for-profit organization that provides dignified access to a variety of affordable and healthy foods to individuals facing food security challenges in British Columbia. Clients must be referred by a community resource partner (Referring agencies can include health care professional, teacher, lawyer, firefighter, MLA, counsellor, church/religious organization, ministry office, social service agency).	Low-cost	Clients must be either low income, have a disability or on old age pension. Get referring agency to complete a referral form and email it in. Process usually takes a couple of days.	604-553-0636 crp@questoutreach.org http://www.questoutreach.org/contact/locations/

Low-Cost and Free Food Programs Operating in Burnaby during Covid-19 Pandemic

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Organization	Status	Program	Cost	Criteria	Contact
Ryan's Rainbow Emergency Food Outreach Cliff Avenue United Church 1600 Cliff Avenue, Burnaby	Thursdays 11 am - 3 pm	We make food hampers depending on the number of people in the family. If there are kids we need to know the ages and if anyone has any allergies. Delivery is available if needed.	Free	Anyone. Kids and seniors get priority. We ask that the person in need calls our helpline so we can prepare the hamper in advance.	cliffave@shaw.ca Teresa Rasquinha 604-761-4357 (HELP) https://www.cliffavechurch.com/ministries/ryans-rainbow-emergency-food-outreach
Salvation Army 6125 Nelson Avenue Burnaby	Wednesdays 10 am -12 noon	Emergency Food Bank	Free	Anyone	https://salvationarmy.ca/ 604-437-1521
Southside Community Church 7135 Walker Ave, Burnaby	Monday evenings, Thursday mornings	Monday evening community meal (soup and sandwiches). Often there are groceries available too. 5:45 pm Outreach Resource Centre (Thursday mornings 9:00 - 11:30 am), access to a bagged lunch, clothing, toiletries	Free	Anyone	info@southside.ca 604-259-0170 http://www.southside.ca/ http://burnabyhomeless.org/outreach-resource-centre/
Tonari Gumi Japanese Community Volunteers Association (Meals on Wheels) 101-42 West 8th Ave, Vancouver	Accepting new customers Delivery on Wednesdays for Burnaby	Have partnered with Hi Genki restaurant to deliver meals to seniors who have become homebound due to old age and illness. Japanese style meals on wheels. Max 1 lunch box per week.	\$7	No membership is required to receive these services. Tonari Gumi staff will conduct an assessment to determine eligibility. Call to arrange an assessment.	604.687.2172 services@tonarigumi.ca

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Organization	Status	Program	Cost	Criteria	Contact
Burnaby Neighbourhood House – North & South	Delivery Buying Giving packages at the Neighbourhood House	Get referrals from 211 Shopping and delivering for people who can afford Buying for people who can supplement from the foodbank. Buying and delivering food for people with no resources. Food packages for people who come to the neighbourhood house.	Free for people in need Cost of groceries for those who can pay	Anyone	https://burnabynh.ca/ South House 4460 Beresford St. Burnaby 604-431-0400 North House 4908 Hastings St. Burnaby BC 604-294-5444
Aunt Leah's Place	Monday 12:00-2:00PM Wednesday 3:00-5:00 Friday 12:00-2:00PM Sunday 4.30 PM	Emergency Food Pickup Sunday Dinner and foodbank	Free	Aunt Leah's Society helps prevent children in foster care from becoming homeless, and mothers in need from losing custody of their children	https://auntleahs.org/covid-19-updates/ (604) 525-1204 816 20th Street New Westminster, BC V3M 4W6
Dixon Transition Society	Deliver	Fresh, dry and frozen food delivery Also distributing Pharmacy, household items and health related items Cooking food for transition house clients	Free	Women fleeing violence Burnaby wide	604-433-4191 communityrelations@dixonsociety.ca
Burnaby Youth Hub (Lower Mainland Purpose Society)	Prepared food, food bank available at their location, distribution	Distributing frozen food and dry goods by donation. Limited but looking into expanding services	Free	Focus on youth	evelyn.mcgowan@purposesociety.org 604.367.7349
Purpose Society	Meals Monday –Thursday 4pm – 5:30pm Food Hampers - Fri 10 am Emergency Food Hampers are available upon request	Meals and food to go for pickup at their location in New Westminster	Free	Anyone	https://purposesociety.org/ 604.526.2522 40 Begbie St, New Westminster, BC V3M 3L9 Meals and Food Hampers will be provided behind Purpose Society on Alexander street

Organizations from Food distribution in Burnaby Survey

Organization	Status	Program	Cost	Criteria	Contact
Burnaby Family Life	Deliver	Acquiring food by donation or bulk buy Distributing fresh, frozen and dry foods via van Also distributing pharmacy, household goods and health related items		Anyone (Burnaby wide)	Gillian Turnbull 604 995 9569 gturnbull@burnabyfamilylife.org
Creekside Youth Centre	Deliver, kitchen facilities	Acquiring food by donation		Youth grade 5-12, families in North East Burnaby	604 202 4534 Mark.Frouws@burnaby.ca
ECHO clubhouse	Deliver			Burnaby wide, focus on people with disabilities	604-526-9606 echoclubhouse@cmha.bc.ca
Edmonds Community School	Deliver	Fresh and dry food delivery by donation		South East Burnaby area	604-760-5064
Task Force to End Homelessness in Burnaby	Cooking hot meals and sandwiches	Distributing Fresh, dry goods		Anyone with focus on seniors and homeless/under housed community in Southeast Burnaby	604 200-0712. Carolannf@burnabyhomeless.org
MOSAIC	Deliver	Distribute fresh, dry goods and household items		Burnaby wide	info@mosaicbc.org
Burnaby School District		Distribute fresh, dry food and health related items		Southwest Burnaby	julie.tadd@burnabyschools.ca 604-916-1107

Financial Support for Individuals

Program	Description	How to access	Agency
UPDATED Renters' Assistance Program	Will provide up to \$500 per month per household. This amount will be paid directly to landlords through BC Housing and available for individuals who have applied for Employment Insurance.	Applications now open. For more information click here or call 1-877-757-2577.	Provincial Government
BC Emergency Benefit	A one-time, tax-free \$1,000 payment to British Columbians whose ability to work has been affected by COVID-19. Available to BC residents who receive federal Employment Insurance, or the Canada Emergency Response Benefit.	Program details coming soon. For more information click here .	Provincial Government
Income Assistance	Individuals who are in need and have no other resources may be eligible for income assistance.	For more information click here .	Provincial Government
Income Assistance COVID-19 supplement	For everyone on income assistance or disability assistance who is not eligible for the emergency federal support programs, including the CERB, the Province will provide an automatic \$300-monthly COVID-19 crisis supplement for the next three months. The Province will also provide all BC Bus Pass Program users receiving income assistance and disability assistance with the \$52 Transportation Supplement for the duration of the fare suspension.	Program details coming soon. For more information click here .	Provincial Government
B.C. Climate Action Tax Credit	Starting in July 2020, eligible families of four will receive up to \$564 and eligible individuals will receive up to \$218 in an enhanced payment.	Program details coming soon. For more information click here .	Provincial Government
Employment Insurance (EI)	For workers who lost their job through no fault of your own and qualify for Employment Insurance benefits.	Apply here .	Federal Government

Employment Insurance Sickness Benefit	This benefit can provide workers with up to 15 weeks of financial assistance if an individual is unable to work for medical reasons. Up to 55% of earnings up to a maximum of \$573 a week. The one-week waiting period and medical certificate requirements have been removed.	Apply here .	Federal Government
Canada Emergency Response Benefit (CERB)	The CERB supports Canadians by providing urgently needed financial support to employed and self-employed Canadians who have been directly affected by COVID-19. It provides a payment of \$2,000 for a 4 week period (equivalent to \$500 a week) for up to 16 weeks.	CERB will be accessible through a secure web portal starting April 6th. Applicants will also be able to apply via an automated telephone line or via a toll-free number. To check full eligibility, click here .	Federal Government
Special Goods and Services Tax credit payment	A one-time special payment by early May through the Goods and Services Tax credit for low- and modest-income families. Up to \$400 for single individuals and up to \$600 for couples.	There is no need to apply for this payment. If you are eligible, you will get it automatically.	Federal Government
Canada Child Benefit (CCB)	An extra \$300 per child for 2019-20.	The benefit will be delivered as part of the scheduled CCB payment in May or you can apply here . Those who already receive the Canada Child Benefit do not need to re-apply.	Federal Government
Registered Retirement Income Funds	Reduced minimum withdrawals for Registered Retirement Income Funds (RRIFs) by 25% for 2020.	More information available here .	Federal Government
Student Loans	A six-month interest-free moratorium on the repayment of Canada Student Loans & BC Student Loans for all student loan borrowers. No payment will be required and interest will not accrue during this time.	Students do not need to apply for the repayment pause. More information available here (Canada) and here (BC).	Federal & Provincial Governments
Services for People with Disabilities	Programs for individuals who are living with a disability in BC. They are offered through government, crown agencies and corporations.	For more information click here .	Provincial & Federal Governments, Corporations

Old Age Security (OAS)	A monthly payment available to seniors aged 65 and older who meet the Canadian legal status and residence requirements. Three types of OAS benefits are also available: <ul style="list-style-type: none"> • Guaranteed Income Supplement • Allowance • Allowance for the Survivor 	For more information or to apply, click here .	Federal Government
Canada Mortgage and Housing Corporation (CMHC)	Mortgage payment deferrals available for CMHC-insured mortgage loans.	The federal government is encouraging financial institutions to show flexibility in helping customers affected by the COVID-19 pandemic. Check with your lender for more information.	Your bank or lender.
BC Hydro's Customer Crisis Fund (CCF)	BC Hydro customers have the option to defer bill payments or arrange for flexible payment plans with no penalty. Customers who are dealing with job loss, illness or loss of wages due to COVID-19 will be able to use BC Hydro's Customer Crisis Fund grant program for up to \$600.	Apply online here or by calling 1-844-708-3208.	BC Hydro
ICBC	Customers on a monthly Autoplan payment plan, who are facing financial challenges due to COVID-19, can defer their payment for up to 90 days with no penalty.	To apply, click here .	ICBC
BC Food Banks	The Province is providing a \$3-million emergency grant from the Community Gaming Grants program to Food Banks British Columbia.	More information available here .	Provincial Government
SeniorsBC!	Resources for seniors and their families and caregivers.	For more information click here .	Provincial Government

Additional Measures for Individuals:

1. Deferral of income tax returns.

- a. The Federal Government is deferring the filing due date for the 2019 tax returns of individuals. For individuals (other than trusts), the return filing due date will be deferred until June 1, 2020 and any new income tax balances due, or instalments, to be deferred until after August 31, 2020 without

Updated April 9, 2020

incurring interest or penalties. Individuals receiving the GST and/or CCB benefits should file as soon as possible to avoid miscalculations in the amounts they are to receive.

b. The Provincial Government is deferring many provincial tax filing and payment deadlines to September 30, 2020.

2. **Rental rate freeze.** Effective April 1st, there is a temporary moratorium on rent increases during the provincial state of emergency.
3. **Suspension of evictions.** Evictions will be suspended for the duration of the provincial state of emergency.

Introducing the COVID-19 Customer Recovery Fund

Ensuring our customers, partners and communities have the energy they need safely and reliably, each and every day, is core to who we are.

There is no mistaking the challenge of this moment. As we face the COVID-19 pandemic together, we continue to look for ways to support our customers through this crisis. We've already waived late payment fees, and we won't disconnect any customer from the energy they need, whether it be natural gas, electricity or propane, due to financial hardship.

Many of you have reached out to ask questions and share your concerns, particularly with regards to how to pay your bill. This is why I am reaching out to you today: to share with you that we have established our [COVID-19 Customer Recovery Fund](#) to help lessen the financial hardships for those who need it most.

For residential customers

If you've lost employment or have been unable to work due to COVID-19, you can have your FortisBC bills automatically deferred from April 1 to June 30, 2020. When you apply, you'll automatically be entered into an interest-free repayment plan, which can be spread out over the next 12 months to lessen the immediate financial impact.

We'll closely monitor this program and impacts to customers throughout the deferment period. And once your repayment starts, we'll be here for you if you need more support.

For small businesses

Businesses that remain open but have experienced losses due to COVID-19 can also apply to defer bill payments from April 1 to June 30, 2020. When you apply, you'll automatically be entered into a repayment plan that will be spread out over the next 12 months to help lessen the immediate financial impacts to you during this time.

Small businesses that have been forced to close due to COVID-19 can receive bill credits to offset any charges to your account while you're unable to continue operating your business as usual. This is similar to when businesses are closed due to natural disasters such as floods or wildfires.

How to apply

Residential and small business customers can [apply online for the COVID-19 Customer Recovery Fund](#) or call us at **1-888-292-4104** (natural gas) or **1-888-292-4105** (electricity).

We're always here for you

As a critical infrastructure service provider, we continue to monitor this situation and its impacts on all our customers to ensure the energy you need is delivered safely and reliably. We are committed to keeping you informed, so please visit our website for [updates on how we're responding to COVID-19](#) or connect with us on social media.

As we continue to navigate this unprecedented time, our commitment to you is that we will support you and help those who need it most.

Together, we will get through this.

Thank you,
Roger Dall'Antonia
President and CEO