

COVID-19 Resources List for the Metropolitan Area

In the case of emergency, contact 9-1-1

For the Surrey Fraser Health Crisis Line, call: 604-951-8855

Some of the well-staffed Provincial online and phone resources:

- [Crisis Line Association of BC](#) (a 24/7 support line) - 1 800 suicide (1 800 784-2433) - 24/7
- [Crisis Centre of BC](#) – 24/7 crisis and suicide intervention support.
- Mental Health and Information Support Line – (604) 310-6789
- [Kids Help phone](#) – Call 1-800-668-6868 or text CONNECT to 686868. Available 24/7
- [MCFD Youth Help Line](#) – (604) 310-1234
- [YouthInBC](#)- An online chat support available from noon to 1 a.m. in BC and Yukon for those 25 years old and under.
- [VictimLinkBC](#) – A 24/7 phone line providing information and referral services to victims of crime and immediate crisis support. Call 1 800 563-0808
- [BC211](#)- An information and referral resource regarding community, government and social services in BC211. Call 2-11 or visit www.bc211.ca

Additional information and referral regarding community, government and social services in B.C.

Category	Info Source	Link to Site or Number to Call
Health Info	Government of Canada COVID-19 Updates	https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html#a1
	Symptom Checker (non-COVID) and Emergency Support	BC Nurses Hotline: 8-1-1 Emergency: 9-1-1
	BC Ministry of Health COVID-19 Symptom Self- Assessment Tool	https://covid19.thrive.health/
	Surrey Health COVID Information	https://www.surrey.ca/city-government/30805.aspx
	Public Health Agency of Canada	Information line for Coronavirus: 1-833-784-4397
	Provincial of BC Information Line The province has created a phone service to provide non-medical information about COVID-19, including the latest information on travel recommendations and social distancing. Information is available in	1-888-COVID19 (1-888-268-4319) or via text message at 604-630-0300

	<p>more than 110 languages, 7:30am - 8pm</p>	
	<p>Babylon by TELUS Health Access healthcare from your home Babylon by TELUS Health is a free app that allows you to receive virtual healthcare from your phone, without leaving the house. Leveraging the power of technology, residents in BC and Alberta can now video chat directly with a licensed doctor from their phones. Across the rest of the country, Canadians are able to download the app and use the Symptom Checker, which utilizes AI to analyze symptoms and suggest courses of action, including COVID-19. Its use can help relieve the current stresses on our healthcare system while reducing your risk of catching or spreading illnesses.</p>	<p>Download Babylon by TELUS Health: Google Play & Apple Store Visit https://www.telus.com/en/about/covid-19-updates?linktype=notification_bar for more info</p>
<p>Government of Canada</p>	<p>Revenue Canada Information Filing taxes and amounts owing</p>	<p>https://www.canada.ca/en/departement-finance/news/2020/03/canadas-covid-19-economic-response-plan-support-for-canadians-and-businesses.html#Flexibility for Tax-filers</p>
	<p>Applying for EI Benefits Quarantined, ill or adversely affected by Coronavirus</p>	<p>Service Canada is ready to support Canadians affected by COVID-19 and placed in quarantine, with the following support actions:</p> <ul style="list-style-type: none"> • The one-week waiting period for EI sickness benefits will be waived for new claimants who are quarantined so they can be paid for the first week of their claim. • Establishing a new dedicated toll-free phone number to support enquiries related to waiving the EI sickness benefits waiting period.

		<ul style="list-style-type: none"> • Priority EI application processing for EI sickness claims for clients under quarantine. • Contact the new dedicated toll-free phone number if you are in quarantine and seeking to waive the one-week EI sickness benefits waiting period so you can be paid for the first week of your claim: <ul style="list-style-type: none"> ○ Telephone: 1-833-381-2725 (toll-free) **prepare to be on hold for up to 3 hours** ○ Teletypewriter (TTY): 1-800-529-3742 <p>Visit Online https://www.canada.ca/en/employment-social-development/corporate/notices/coronavirus.html for more info</p>
Food Security	Surrey Food Bank 10732 City Parkway Surrey B.C	Various programs offered. Tel. 604-581-5443
	Sources White Rock/South Surrey Food Bank 2343 156 St Surrey	Call prior to visiting. All food products are pre-made. Tel. 604-541-8188
	SAF International 8381 128 St #201 Surrey BC	SAF No Hungry Tummy During COVID-19 Provides hot dinner Dinner time: 6PM to 8 PM <u>Must</u> place order by 2PM Eligibility: <ul style="list-style-type: none"> • Single mothers with young families • Domestic abuse victims • Elderly over the age of 60 and living alone Tel. 604-572-5577
Local Services	Emergency Info BC	Visit website for further updated emergency information: emergencyinfobc.gov.bc.ca

	Municipally operated and other centres such as recreation, community, seniors, public libraries all closed until further notice.	
	College of Dental Surgeons of BC	Recommendation for elective and non-essential dental services to be suspended immediately
	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.
Essential Services	BC Housing	Temporary moratorium on evictions of tenants for non-payment of rent in subsidized and affordable housing during COVID-19 outbreak
	MOSIAC 7134 King George Blvd #200 Surrey BC	Services continue only by phone or online Tel. 778-591-9334
	SUCCESS 10090 152 ST #206 Surrey BC	Services continue only by phone or online. Tel. 604-495-8970
	Homelessness Service Outreach Team	Continue to operate, office at 392 Powell remains open from 9am-4pm.
	First Nations Health Authority	https://www.fnha.ca/about/news-and-events/news/information-on-novel-coronavirus
Utilities Relief	Fortis BC We know that the COVID-19 outbreak has affected many of our customers' livelihoods. Our customer service centre is available to help any customer who is facing financial difficulty for any reason and will help tailor a solution to fit their individual situation. Our customer service representatives can be reached	1-866-436-7847 for electricity and 1-888-224-2710 for natural gas. https://www.fortisbc.com/news-events/media-centre-details//2020/03/16/fortisbc-set-to-support-british-columbia-during-covid-19-outbreak

	<p>Telus</p> <p>How TELUS is helping our customers stay connected during this time: We will continue to include CBC News Network in our Optik Essentials pack helping you stay connected to the latest news and information. Offering a great mix of family and educational content FREE channel previews on Optik.</p>	<p>https://www.telus.com/en/about/covid-19-updates?linktype=notification_bar</p> <p>Until the end of April the following changes will apply:</p> <ul style="list-style-type: none"> • Waiving home internet overage charges for customers who are not on unlimited data plans • Waiving all Easy Roam® and pay-per-use roaming charges for postpaid Mobility customers that are stranded anywhere outside of North America, the Caribbean, and Central America and who are unable to return to Canada. <p>Support customers facing financial challenges because of COVID-19 by providing them with flexible payment options.</p>
	<p>Shaw</p>	<p>More info at https://www.shaw.ca/covid-19</p> <p>We've opened up Shaw Go WiFi, Canada's largest WiFi network, to everybody. Shaw will give everyone complementary and unrestricted access to Shaw Go WiFi network hotspots regardless of whether or not they're a Shaw customer.</p>
	<p>Rogers</p>	<p>More info at https://about.rogers.com/covid-19/</p> <p>Waived long distance fees and roaming fees until April 30th. These changes have been automatically applied and customers are not required to take any actions.</p> <p>Ensuring that services will not be suspended or disconnected for any customers experiencing financial difficulties over the next 90 days. In addition, Rogers will support customers facing financial uncertainty because of COVID-19 with more flexible payment options.</p>

<p>Other Resource</p>	<p>Povnet- more good resources at your fingertips from the online anti-poverty and law advocate organization.</p>	<p>https://www.povnet.org/covid19-special-resources?fbclid=IwAR3RrhffhVuquMJbNevP3GiVyZbu0Jh0jE7QNXJJQQIM4PzGbnDJVmZQ_p_c</p>
	<p>Family Support Institute of BC is still fully functional as all staff are working remotely from home.</p> <p>We understand that many families are feeling stressed and anxious about the unknown and may benefit from peer to peer support. Our volunteers are all ready and willing to offer support in the form of phone conversations, Facetime, Zoom calls, emails and messaging. Family Support Institute supports families who have a member with a disability.</p>	<p>At this time, the process for families to access support from the Family Support Institute of BC is still the same. Families can either:</p> <ul style="list-style-type: none"> • Call us directly at 604-540-8374 or toll free at 1-800-441-5403 • Email via on-line request at https://familysupportbc.com/contact/#form through the general contact form • Give you permission to contact us on their behalf • Or email me directly . <p>Once a family support request is received, contact will be made within 72 hours.</p> <p>We are continually reassessing the situation as more information becomes available. Please check out FSI's Facebook page at https://www.facebook.com/familysupportinstitute/ and or our website at www.familysupportbc.com for regular updates.</p>