



COVID-19 Provincial Support and Information

Our priority is to protect British Columbians and ensure our province is best positioned to effectively respond to the pandemic.

Last Updated: **March 23, 2020**

The British Columbia Centre for Disease Control is the best source for COVID-19 health information.

[Get COVID-19 health information](#)

What You Must Do



Orders & Notices

- You must follow [Provincial Health Officer \(PHO\) orders](#)
- In a Provincial State of Emergency, the PHO can make orders as needed

Check Symptoms Online



- If you are feeling unwell, you can [check your symptoms online](#) or [download the self-assessment app](#)
- These resources are available 24 hours a day

Child Care



- Parents who can should care for their children at home
- Temporary emergency funding is available for child care centres

Education



- K-12 learning is suspended in all classrooms
- Post-secondary in-person learning is suspended
- B.C. student loan payments are frozen for six months until September 30, 2020
- The Government of Canada has paused the repayment of Canada Student Loans until September 30, 2020, with no accrual of interest

Employment & Finances

Businesses



- The BC Emergency Benefit for Workers provides a one-time \$1,000 payment for people who lost income
- A one-time enhancement to the climate action tax credit will be paid in July 2020 for moderate to low-income families
- Employers must excuse workers for sickness without requiring a doctor's note
- Taking time off work to deal with unexpected illness or life situations
- Government of Canada support for workers
- WorkSafeBC resources for workers
- Some provincial taxes have been deferred, delayed or reduced
- What you must do if employees fall ill, are absent from work or your business is unexpectedly disrupted
- Economic resources for businesses
- Government of Canada support for businesses
- WorkSafeBC resources for employers

Housing & Monthly Bills



Transportation



- BC Housing has temporarily suspended evictions of tenants in subsidized and affordable housing
- BC Hydro customers can defer payments or access grants to help pay their hydro bills
- BC Ferries is operating at reduced capacity
- ICBC insurance renewals can now be done by phone or email
- ICBC has postponed road tests and all other assessments
- ICBC customers can defer monthly payments for up to 90 days
- BC Transit fares and passes are not required in some communities
- Translink fares and passes are not required

Travel & Tourism



Reduced Services



- People who have travelled outside of Canada and returned after March 12, 2020 must self-isolate
- Global Affairs Canada is offering emergency loans for people abroad attempting to return to Canada
- The Canada-U.S. border is closed to all non-essential traffic
- Service BC centres remain open for core services
- BC Parks has suspended services and closed facilities in most provincial parks
- FrontCounterBC has closed all in-person locations
- BC Liquor Stores remain open with reduced hours

- BC Parks campgrounds and accommodations are closed until April 30.
 - BC Cannabis Stores online orders must be collected from a post office
- The Discover Camping reservation system is suspended

Being Prepared



- Learn how you can personally prepare to stay at home

Healthcare



- The MSP coverage wait period is waived for those returning from COVID-19 impacted areas
- Five steps to manage COVID-19 stress, anxiety and depression

Contact

Talk to a ServiceBC agent about **non-health related information and services** such as

- Child Care
- Travel restrictions

- Business and funding support

[Text 1-604-630-0300](tel:1-604-630-0300)

[Call 1-888-COVID19](tel:1-888-COVID19)

Service is available 7:30 a.m. to 8 p.m. Pacific Time.

Canada:
[1-888-268-4319](tel:1-888-268-4319)

International:
[1-604-412-0957](tel:1-604-412-0957)

Standard message and data rates may apply.

Provincial COVID-19 News

Daily updates from Government and the Provincial Health Officer

- [BC Gov Newsroom](#)