

**Up-to-date information as of March 27th, 2020\*\*\***

# COVID-19 NEWSLETTER

MNBC MINISTRY OF HEALTH - ISSUE 02



## Issue 2: Highlights

Canada Emergency Response Benefit (CERB). Provincial supports during COVID-19. Elder support. Creating an account with Canada Revenue Agency. Cultivating mental wellness. Prevent the spread of COVID-19, and more.

**"The distance between us unites us."**

Minister of Health Adrian Dix  
March 26th, 2020

If you know of someone in need, or are isolated yourself and need assistance, email [covid19@mnbc.ca](mailto:covid19@mnbc.ca) -

MNBC's Health Team will help connect you to available Community supports.

MNBC will be updating our webpage as new information becomes available.

Follow our COVID-19 page at [www.mnbc.ca](http://www.mnbc.ca)

# AT A GLANCE: CANADA EMERGENCY RESPONSE BENEFIT (CERB)



Canada has introduced a new benefit to support Canadians who have lost income because of COVID-19. This benefit is called the Canada Emergency Response Benefit (CERB).



Canadians who have lost their job, who are sick or quarantined, parents who must stay home with their children, or those are taking care of someone who is sick with COVID-19 will be covered by this new benefit.



This benefit will provide \$2000 a month, for up to four months, for workers (including wage earners, contract workers, and those who are self-employed) who have lost income because of COVID-19.



The online portal to apply for the Canada Emergency Response Benefit will be available in early April. Payments are expected to be received within 14 days of applying for the benefit.



For more information, visit: <https://www.canada.ca/en/department-finance/news/2020/03/introduces-canada-emergency-response-benefit-to-help-workers-and-businesses.html>

# PROVINCIAL SUPPORTS DURING COVID-19

## BC Emergency Benefit for Workers

The BC Emergency Benefit for Workers will provide a one-time \$1,000 payment to people who lost income because of COVID-19.

Applications for the one-time payment will open soon.

The one-time payment will be paid in May 2020.

## BC Hydro Bills

Customers can defer bill payments or arrange for flexible payment plans with no penalty through the COVID-19 Customer Assistance Program

Customers experiencing job loss, illness, or lost wages due to COVID-19 can access grants up to \$600 to pay their hydro bills through the Customer Crisis Fund.

## BC Student Loans

Starting March 30, 2020, B.C. student loan payments are automatically frozen for six months.

## ICBC

Customers on a monthly payment plan who are facing financial challenges due to COVID-19 may defer their payment for up to 90 days with no penalty

Read more on these provincial supports by visiting the BC Government website:  
<https://www2.gov.bc.ca/gov/content/employment-business/covid-19-financial-supports#BCEBW>

# PROVINCIAL SUPPORTS DURING COVID-19: BC TEMPORARY RENTAL SUPPLEMENT PROGRAM



BC has announced a new temporary rent supplement will provide up to \$500 per month. This rent top-up will be paid directly to landlords on behalf of the tenant.



The online application portal will open in early April. Renters will have to demonstrate need. Payment to landlord will take up to 10 to 14 days after application is made.



During this time, evictions will be halted. Landlords cannot issue a new notice eviction notice or enforce existing eviction notices. If a landlord believes eviction is necessary to protect health and safety, they can apply to the Residential Tenancy Branch for a hearing.



Rent cannot be increased during this time. If a previously issued rent increase was to take place on April 1st, it will be paused until after the provincial state of emergency has been lifted.



To support social distancing, landlords will not be able to access rental units without the tenant's consent, except in exceptional cases. The use of common areas may also be restricted.



For more information, visit: <https://www.bchousing.org/COVID-19>

# PROVINCIAL SUPPORTS DURING COVID-19: COVID-19 BC SUPPORT APP AND SELF-ASSESSMENT TOOL

## KEEP UP WITH THE LATEST COVID-19 UPDATES IN BC BY DOWNLOADING THE "BC COVID-19 SUPPORT" APP



The BC government has created a COVID-19 support app that will help to provide up-to-date information on COVID-19.



The app will let you receive the latest updates, trusted resources, and alerts. There is also a COVID-19 Self-Assessment Tool built in to the app.



The app can be downloaded through the App Store or Google Play. To download, just search "BC COVID-19 Support" in the App Store or Google Play.



If you do not want to download the app, you can access the web version. Please note that this is best viewed on a mobile device. To visit the web version, visit: <https://bc.thrive.health/covid19app>



# CULTIVATING WELLNESS: CEDAR TEA

## Add some Vitamin C to your diet

### INGREDIENTS

- 2 cups of freshly picked cedar
- 4 cups of water
- 2 tbsp of maple syrup or honey *optional*
- 2 Cinnamon sticks *optional*

### DIRECTIONS

- 1 Bring water to boil in a medium sized pot.
- 2 Once boiling add fresh cedar, maple syrup and cinnamon sticks.
- 3 Boil for 10 minutes until you notice the water turning golden in colour.
- 4 Strain tea into a teapot or individual tea mugs.
- 5 Take a deep breath and enjoy.

### NUTRITION

Cedar is high in Vitamin C; a vitamin that must be consumed through foods and medicines daily. Vitamin C helps prevent cell damage and may reduce your risk for certain cancers and other chronic diseases. It also helps keep your immune system healthy to prevent infections.

## Cedar Tea

### EMOTIONAL

The aroma of cedar will fill the air around you promoting relaxation.

### MENTAL

Wild cedar tea provides a calming sense to help you clear your mind.

### SPIRITUAL

Thank the creator and lay tobacco for your medicines.

### PHYSICAL

Nature welcomes you on a walk to obtain your medicines.

### Did you know?

People who smoke need more Vitamin C than people who do not smoke!

# SUPPORTING OUR SENIORS & ELDERS

**BC has launched a new 211 service that will work to connect seniors, and volunteers during COVID-19 pandemic.**

The 211 phone number can now be called from anywhere in the province, and will be staffed 24 hours a day with a live operator.

**The province is also boosting funding to the Better at Home program, which supports seniors with their non-medical needs.**

The additional funds will support 68 community agencies (including 24 that have been declared COVID-19 response agencies) to coordinate efforts such as meal delivery, help with cooking, grocery and medicine delivery, and wellness checks and visits.

Call 211, or visit [www.bc211.ca](http://www.bc211.ca)



# CREATING AN ACCOUNT WITH CANADA REVENUE AGENCY

**IMPORTANT:** In order to create your account with the Canada Revenue Agency (CRA), you will need to have a previous tax return handy.

My Account with the CRA is a secure portal that lets you view your personal income tax and benefit information and manage your tax affairs online.



First, visit: <https://apps4.ams-sga.cra-arc.gc.ca/gol-ged/awsc/amss/enrol/start?prog=mima>

You will be asked to enter personal information, such as your social insurance number, and your current postal code.



Have a copy of your past returns handy. To register, a return for one of the past two years must have been filed and assessed.

Create a CRA user ID, password and security questions. After registering, you will be issued a CRA security code



To access your account, return to My Account for Individuals, select "CRA login," and enter your CRA user ID and password. You can access this page by visiting: <https://www.canada.ca/en/revenue-agency/services/e-services/e-services-individuals/account-individuals.html>

When prompted, enter your CRA security code.



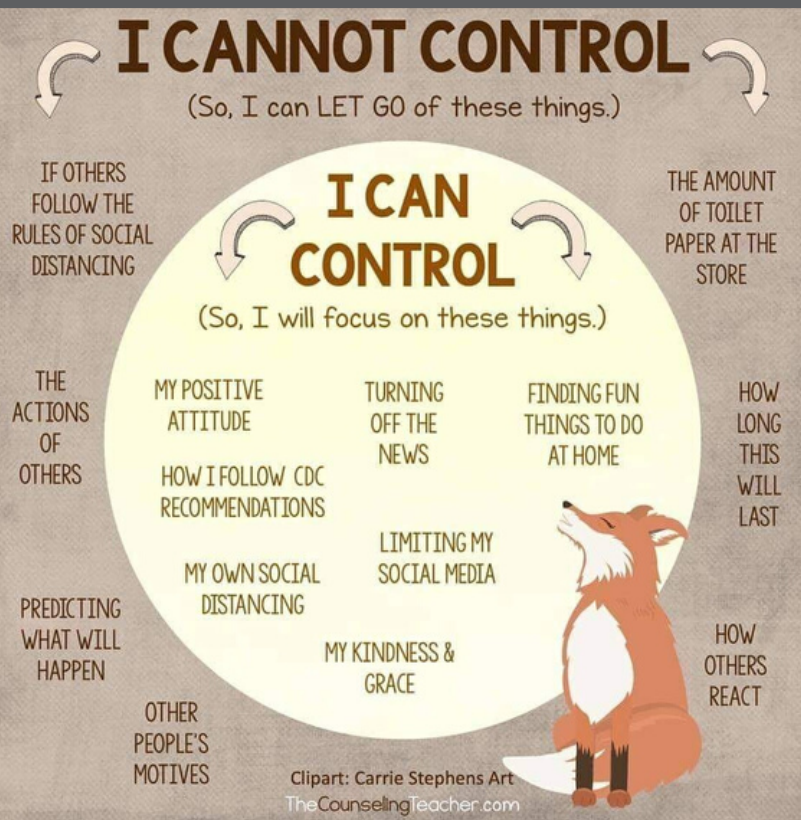
Once you have created your account, you also have the option to login using your BC Services Card. More information can be found here:

<https://www.canada.ca/en/revenue-agency/services/e-services/e-services-individuals/account-individuals/general-bc-services-card-faqs.html>

**NOTE:** The CRA never uses text messages or instant messaging to communicate with taxpayers under any circumstance. If a taxpayer receives text or instant messages claiming to be from the CRA, they are scams!



# CULTIVATING MENTAL WELLNESS DURING COVID-19



As well as impacting our physical health, the impacts of COVID-19 can also influence our mental health and wellness. Feelings of anxiety, depression, or hopelessness may be heightened during this time. Taking steps to cultivate our mental wellness during this time is an important practice.



**IT'S NORMAL TO FEEL SAD, STRESSED, CONFUSED, SCARED OR ANGRY DURING A CRISIS.**

**TALK TO PEOPLE YOU TRUST, SUCH AS FRIENDS AND FAMILY OR YOUR FELLOW COMMUNITY MEMBERS.**

# CULTIVATING MENTAL WELLNESS DURING COVID-19

Continue to cultivate connections with those you love through phone calls, video chats, messages, or even letters. Check-in with our Elders and see if there are ways you can offer support.

**If possible, spend time in nature. Enjoy the sunshine and the feel of being outside, while also being mindful of practicing physical distancing.**

Please see information from the Canadian Mental Health Association, BC Division, on staying mentally well during this time period in regards to COVID-19:

<https://www.heretohelp.bc.ca/infosheet/covid-19-and-anxiety>.

**Engage in activities at home that bring you joy. Whether that is reading, playing music, beading, practicing yoga, or spending times with our pets.**

Foster hope. Look for those that are helping, read stories of people coming together.

**Remember, Métis are rooted in resilience. We will move through this time together.**





# CULTIVATING MENTAL WELLNESS DURING COVID-19

## MÉTIS CRISIS LINE

*Help is just a call away*

MENTAL WELLNESS

ABUSE

RELATIONSHIPS

BULLYING

ADDICTIONS

SUICIDE & IDEATION

DEPRESSION

GRIEF & LOSS

SELF-HARM

PEER PRESSURE

ANXIETY

FINANCIAL ISSUES

CULTURE

**24 HOURS A DAY  
7 DAYS PER WEEK**

A place where you can talk,  
trust and feel safe!



### SERVICES:

24 hr phone support  
Risk assessment  
Safety monitoring  
Community engagement



# 1-833-MÉTISBC

( 1 - 8 3 3 - 6 3 8 - 4 7 2 2 )



in collaboration with KUU-US Crisis Services



# PREVENT THE SPREAD OF COVID-19

## 7 STEPS

SOURCE: WORLD HEALTH ORGANIZATION

- 01** Wash your hands frequently
- 02** Avoid touching your eyes, nose and mouth
- 03** Cover your cough using the bend of your elbow or a tissue
- 04** Avoid crowded places and close contact with anyone that has fever or cough
- 05** Stay at home if you feel unwell
- 06** If you have a fever, cough and difficulty breathing, seek medical care early — but call first
- 07** Get information from trusted sources





# IF YOU BELIEVE YOU HAVE COVID-19



If you believe you have COVID-19, you must self-isolate for 10-14 days after your symptoms start. Avoid contact with others. Maintain the recommended 2 meters or 6 feet.



Cough or sneeze into your arm, or tissue that you discard immediately. Wash your hands often and well. Sanitize contact surfaces (light switches/door handles, counters etc.) twice daily in the home.



If you are symptomatic - have fever, cough, or sore throat - you should contact 8-1-1 or your healthcare provider by phone.

It is important to not immediately go to emergency, a health clinic, or your doctor's office, as this may tax the health care system that is adjusting to increased demand. Further, you can spread the virus if you do have COVID-19.

**However, if symptoms such as shortness of breath are severe, please contact 9-1-1.**

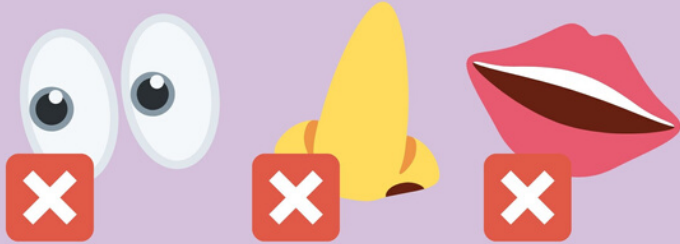


Call 1-888-COVID19 for non-medical information on the virus - covering everything from travel recommendations to social distancing. Alternatively, text 604-630-0300 for COVID-19 information.

**"This is not forever." - Dr. Bonnie Henry**

# NAVIGATING COVID-19 SAFELY

Disease Prevention



Avoid touching your eyes, nose and mouth.

SOURCE: WORLD HEALTH ORGANIZATION

Disease Prevention

SOURCE: WORLD HEALTH ORGANIZATION



If you have fever, cough and difficulty breathing, seek medical care early

Disease Prevention

2m or 6 feet



Maintain physical distancing

SOURCE: WORLD HEALTH ORGANIZATION

Disease Prevention

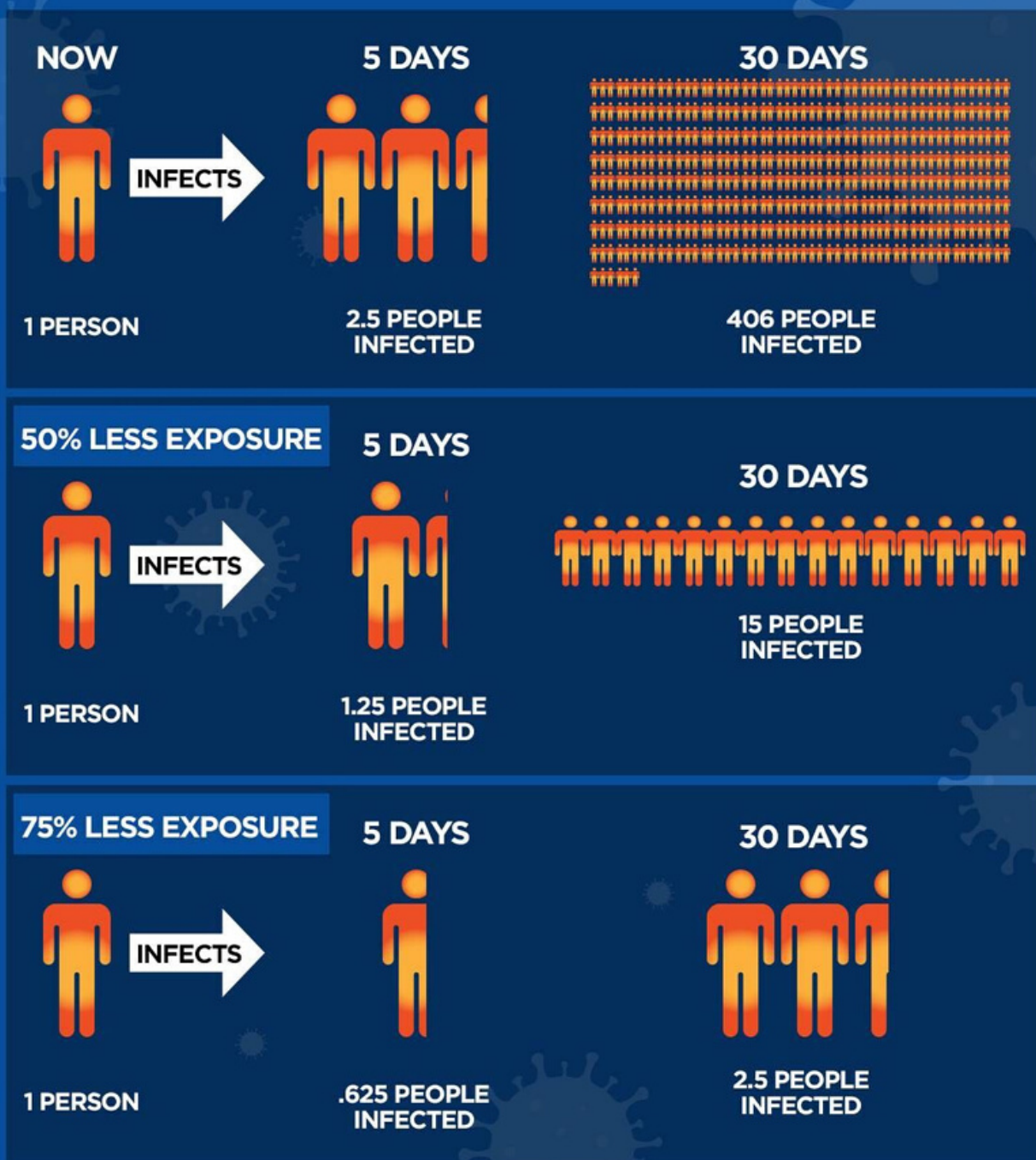


Wash your hands often with soap and water for at least 20 seconds

SOURCE: WORLD HEALTH ORGANIZATION

# THE IMPORTANCE OF SOCIAL DISTANCING

## The Math Behind Social Distancing



Credit:

Robert A.J. Signer Ph.D.,

Assistant professor of Medicine at the University of California, San Diego

Gary Warsaw, Art Director

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# WE THANK YOU

**To our healthcare workers, first responders, frontline staff, and essential service workers - we thank you from the bottom of our hearts.**

**We are so deeply grateful for all that you do. Though we are apart for now, we stand with you always.**

