

**Up-to-date information as of April 17th, 2020\*\*\***

# COVID-19 NEWSLETTER

MNBC MINISTRY OF HEALTH - ISSUE 05



## Issue 5: Highlights

MNBC COVID-19 survey reminder.  
Education and rent support from MNBC. ICBC. BC Hydro. Homemade Masks - Recommendations from Health Canada and the CDC. Service Canada – ready to help. Self-isolation when you live with other family members.

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.

**"Be kind, be calm and be safe."**

Dr. Bonnie Henry

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

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

Please also see previous issues of our COVID-19 newsletter for more information on hand washing, physical distancing (6 feet or 2m apart), and other tips.

# SURVEY REMINDER

## SURVEY REMINDER

**Are you Métis?**

**How has COVID-19 impacted you?**

MNBC's Ministry of Health invites you to take part in a survey at:

<https://questionnaire.simplesurvey.com/s/mnbc-covid19>

Please share how COVID-19 has affected you personally.

It is our goal is to connect with Métis people from across the province and conduct a fulsome needs assessment.

## COVID - 19 Survey



**MÉTIS NATION**  
BRITISH COLUMBIA

People are welcome to find the link on MNBC's  
webpage [www.mnbc.ca](http://www.mnbc.ca) or Facebook page.  
Email [covid19@mnbc.ca](mailto:covid19@mnbc.ca) for more info



Please complete our quick MNBC Needs Assessment Survey as to how COVID-19 is impacting you.

This information helps us to tailor information and respond with what you need to know - such as information about BC Hydro and ICBC. It lets us know what should be shared in this newsletter, and assists MNBC with decision making.

# NEW SUPPORT FOR SENIORS AND POST-SECONDARY STUDENTS



**Get Connected. Get Help.™**

BC 211 has recently launched the Safe Seniors, Strong Communities Program.

This program matches seniors who need support with non-medical essentials, to volunteers in their community who are willing to help. Available services include: *grocery shopping and delivery, meal preparation and delivery, prescription pickup and delivery, and phone and/or virtual friendly visits.*

For more information, visit  
[www.bc211.ca](http://www.bc211.ca)



Here2Talk connects students with mental health support when they need it. Through this program, all students currently registered in a B.C. post-secondary institution have access to free, confidential counselling and community referral services, conveniently available 24/7 via app, phone and web.

All students currently registered to study at any post-secondary institution in British Columbia, whether public or private, are eligible to access this program.

For more information, visit:  
<https://here2talk.ca/home>



# EDUCATION AND RENT SUPPORT FROM MNBC

MNBC is offering financial assistance of \$500 to Métis families with school age children to support the costs associated with online learning.

This may include the purchase of a computer or tablet, covering home internet bills, or the purchase any other school supplies to be able to continue their education during this time while schools are shut down.

The Education Support Grant program will be administered until funds are no longer available on a first come, first served basis.

To benefit from the Education Support Grant program, your child must be a Métis Nation BC citizen or be eligible for citizenship, and must be enrolled in grades K-12 in British Columbia. Payment is limited to one per household.

To apply, visit:

[https://www.mnbc.ca/app/webroot/uploads/2020/MNBC\\_COVID19\\_Education\\_Grant\\_fillable\\_final.pdf](https://www.mnbc.ca/app/webroot/uploads/2020/MNBC_COVID19_Education_Grant_fillable_final.pdf)

Through funding support provided by the Federal Government, MNBC will be providing a temporary rent supplement to Métis Nation citizens who are currently renting their homes.

This program offers rental relief payments of \$250 per month for up to three months (May, June, and July 2020) to Métis Nation renters who are directly impacted by the COVID-19 pandemic. The program will be administered until funds are no longer available on a first come, first served basis.

To benefit from this program, you must be a Métis Nation BC citizen and currently rent your home. If you qualify, the Rent Supplement will be paid directly to your landlord.

To apply, visit:

[https://www.mnbc.ca/app/webroot/uploads/2020/MNBC\\_COVID19\\_Emergency\\_Rent\\_Supplemental\\_Program\\_fillable\\_final.pdf](https://www.mnbc.ca/app/webroot/uploads/2020/MNBC_COVID19_Emergency_Rent_Supplemental_Program_fillable_final.pdf)

*\*This is in addition to the provincial grant for \$500 that you can apply for.*

# ICBC COVID-19 SUPPORT



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

You can use ICBC's online tool to apply for a deferral by clicking [here](#).

Read more by visiting the ICBC website at:  
<https://www.icbc.com/about-icbc/contact-us/Pages/covid-19.aspx>

The following additional temporary changes are being made to help during the COVID-19 pandemic.

The \$30 cancellation fee will be waived when you cancel insurance

The \$18 plating fee will be waived when you choose to reinstate the policy on your vehicle.

For more information, visit:  
<https://www.icbc.com/about-icbc/contact-us/Pages/covid-19.aspx>

Payment deferral refers to the delay, or postponement of payment owed.

Please note, a payment deferral still means that you are required to pay your deferred bills in a lump sum at the end of the 90 days.

You can also connect with ICBC to arrange a payment plan for your deferred payments instead of lump sum.

Call ICBC at 1-800-665-6442 or email [accountservices@icbc.com](mailto:accountservices@icbc.com)

# BC HYDRO COVID-19 SUPPORT

## BC Hydro COVID-19 Relief Fund

If you or your spouse/partner have stopped working due to COVID-19, you may be eligible for three months of bill credit based on your average consumption.

The application form for residential customers is now open. There is no rush to apply. Eligible customers can apply any time until June 30, 2020 to receive the credit. To learn more, or to apply, visit: <https://app.bchydro.com/accounts-billing/bill-payment/ways-to-pay/covid-19-relief-fund/residential.html>

## COVID-19 Customer Assistance Program

The COVID-19 Customer Assistance Program provides customers the option to defer bill payments or arrange for flexible payment plans with no penalty. Customers are encouraged to call BC Hydro's customer team at 1-800-BCHYDRO (1-800-224-9376) to discuss bill payment options.

To learn more, visit:

[https://www.bchydro.com/news/press\\_centre/news\\_releases/2020/bill-relief-covid-19.html](https://www.bchydro.com/news/press_centre/news_releases/2020/bill-relief-covid-19.html)

## Customer Crisis Fund

Customer Crisis Fund (CCF) is an existing program that grants of up to \$600 off your energy bill. If you're dealing with the financial hardship of illness due to COVID-19 and you were already facing disconnection due to overdue payments, you can apply for the CCF online.

To learn more, visit: <https://app.bchydro.com/accounts-billing/bill-payment/ways-to-pay/customer-crisis-fund.html>



# HOMEMADE MASKS - RECOMMENDATIONS FROM HEALTH CANADA AND THE CDC

Due to the current fragile supply chain, medical face masks (surgical masks and medical face masks like N95's) are reserved for health care workers, first responders and individuals providing direct care to patients with COVID-19.

**For non-medical/front line workers who are looking for additional protection, use non-medical or homemade masks.**

Below is some important information on the use / rationale of wearing homemade masks:

- Wearing a homemade mask can provide some protection to those around you, much like sneezing or coughing into your elbow.
- We know that some people can spread the virus before they show symptoms, this may help minimize spreading the virus to others while out and about if you are asymptomatic (have COVID-19 but have minor or no symptoms).
- Homemade masks have not been proven to protect the person wearing them from COVID-19.
- Homemade masks must cover the nose, mouth, and all the way to cover your chin and cheeks, with no gaping.





# HOMEMADE MASKS - RECOMMENDATIONS FROM HEALTH CANADA AND THE CDC (CONTINUED)

## Mask Etiquette 101:

- Wash your hands before putting the mask on and after you take the mask off
- Avoid touching or adjusting the mask while it is on your face – if you do adjust your mask, wash or sanitize your hands immediately
- Do not share masks or wear ill-fitting masks that you need to constantly adjust.
- Wash your mask after each use – homemade masks can be cleaned with hot water and soap

**It is important to practice good hand washing/sanitizing, avoid touching your face and maintain physical distancing of at least 2 meters even if wearing a mask.**

- Please note that non-medical masks or face coverings should NOT be placed on:
- Children under the age of two
- Anyone who has trouble breathing
- Anyone who is unconscious, incapacitated or otherwise unable to remove the mask without assistance

For instructions on how to make a mask visit: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>





# SERVICE CANADA – READY TO HELP

## SERVICE CANADA READY TO HELP

Please access our many online services at:  
**[Canada.ca/service-canada-home](https://Canada.ca/service-canada-home)**

If you require assistance accessing services,  
please complete an online request at:  
**[Canada.ca/service-canada-e-service](https://Canada.ca/service-canada-e-service)**



A Service Canada officer will contact you  
within 2 business days.

If you do not have access to the internet and require  
assistance accessing services, please contact us at:  
**1-877-631-2657**

If you need help accessing critical benefits, you can complete a service request form at: [Canada.ca/service-canada-e-service](https://Canada.ca/service-canada-e-service). Once the service request is submitted, a Service Canada representative will contact you within 2 business days.

If you do not have access to a computer or need more support, you can get help by calling the Service Canada Outreach Support Centre at 1-877-631-2657. Outreach workers are available to help from 8:30am to 4:00pm Monday to Friday.

# SELF-ISOLATION WHEN YOU LIVE WITH OTHER FAMILY MEMBERS



The BCCDC has developed a guide to provide advice on how to self-isolate at home when you live with other family members or friends. It provides information about how you can care for yourself and protect those that you live with, especially those who are more vulnerable.



Everyone arriving in British Columbia from outside of Canada must self-isolate and monitor for symptoms for 14 days upon their arrival. Self-isolation means staying home and avoiding situations where you could come in contact with others. It can take up to 14 days for symptoms to develop, so it is important to self-isolate even if you are not showing symptoms.



When you are living in a home with other people and have been ordered to self-isolate, especially around those who are more vulnerable to infection (such as Elders, seniors, and those who have weakened immune systems), there are certain things you can do to protect them.



## **Some examples of what to do if self-isolating when you live with others:**

Stay in your room as much as possible. Use a separate bathroom if you can. Clean the bathroom regularly with household cleaning products. Stay and sleep in a room with good airflow that is away from others (for example, open a window to let the air circulate). Ensure you use a separate towel, kept away from others. Wash your clothes as you would normally in the laundry, using the hottest water indicated on the washing instructions. Dry clothes well and do not wash or fold other people's laundry.

For the full guide, visit: <https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/covid-19/covid-19-pho-guidance-self-isolation-multi-generational-households.pdf>



# THANK YOU

*Even Though*  
**WE'RE APART**



*You're in*  
**MY HEART**

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.

*Images from the Hearts in the Window Facebook page.*

*See more images like this, and add your own here:*

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