



COVID-19 Assistance and Information Sheet

(Issued April 7, 2020)

RESOURCES TO ASSIST YOU AND YOUR FAMILIES DURING THIS
CURRENT PANDEMIC

- **Preventing coronavirus**

Canadians should continue to think ahead about the actions that they can take to stay healthy and prevent the spread of COVID-19 in Canada. This includes staying at home as much as possible and [being prepared](#) in case you or a family member becomes ill. Everyone should be practising physical (social) distancing. Even if you do not have symptoms of COVID-19, you could become infected by others.

As we continue to see transmission of the virus within different communities, we know that everyone must take precautions, even those who have not travelled outside of Canada.

In an effort to prevent the spread of COVID-19 within communities and across the country, all Canadians are advised to:

1. stay at home unless you have to go to work
2. avoid all non-essential trips in your community
3. do not gather in groups
4. limit contact with people at higher risk, such as older adults and those in poor health
5. go outside to exercise but stay close to home
6. if you leave your home, always keep a distance of at least 2 arms lengths (approximately 2 metres) from others
 - household contacts (people you live with) do not need to distance from each other unless they are sick or have travelled in the last 14 days

You can go for a walk if you:

1. have not been diagnosed with COVID-19
2. do not have symptoms of COVID-19
3. have not travelled outside of Canada in the past 14 days

If you go out for a walk, do not congregate and always practise physical (social) distancing by keeping at least 2 metres apart from others at all times.

Hygiene

Proper hygiene can help reduce the risk of infection or spreading infection to others:

1. wash your hands often with soap and water for at least 20 seconds, especially after using the washroom and when preparing food
 - use alcohol-based [hand sanitizer](#) if soap and water are not available
2. when coughing or sneezing:
 - cough or sneeze into a tissue or the bend of your arm, not your hand
 - dispose of any tissues you have used as soon as possible in a lined waste basket and wash your hands afterwards
3. avoid touching your eyes, nose, or mouth with unwashed hands

- **Symptoms of COVID-19**

Those who are infected with COVID-19 may have little to no symptoms. You may not know you have symptoms of COVID-19 because they are similar to a cold or flu.

Symptoms may take up to 14 days to appear after exposure to COVID-19. This is the longest known incubation period for this disease. We are currently investigating if the virus can be transmitted to others if someone is not showing symptoms. While experts believe that it is possible, it is considered less common.

Symptoms have included:

1. cough
2. fever--
3. difficulty breathing
4. pneumonia in both lungs

In severe cases, infection can lead to death.

Think you might have COVID-19?

<https://ca.thrive.health/covid19/en>

- **Treating coronavirus**

Most people with mild coronavirus illness will recover on their own.

If you are concerned about your symptoms, you should self-monitor and consult your health care provider. They may recommend steps you can take to relieve symptoms.

Vaccine

If you have received a flu vaccine, it will **not** protect against coronaviruses.

At this time, a vaccine or therapy to treat or prevent this disease has not yet been developed. However, the COVID-19 pandemic has resulted in a global review of therapies that may be used to treat or prevent the disease.

Health Canada is fast tracking the [importation and sale of medical devices used to diagnose, treat or prevent COVID-19](#).

- **About coronaviruses**

[Coronaviruses](#) are a large family of viruses. Some cause illness in people and others cause illness in animals. Human coronaviruses are common and are typically associated with mild illnesses, similar to the common cold.

COVID-19 is a new disease that has not been previously identified in humans. Rarely, animal coronaviruses can infect people, and more rarely, these can then spread from person to person through close contact.

There have been 2 other specific coronaviruses that have spread from animals to humans and which have caused severe illness in humans. These are the:

1. [severe acute respiratory syndrome coronavirus \(SARS CoV\)](#)
2. [Middle East respiratory syndrome coronavirus \(MERS CoV\)](#)

GOVERNMENT ASSISTANCE AVAILABLE DURING COVID-19

Jurisdiction	Benefits for Individuals whose jobs have been affected	Application Timelines	Links
Federal Government	<p>Canada Emergency Response Benefit \$2,000 per month for up to four months. If you have already applied to Employment Insurance (EI) you will continue to receive the benefits and should not apply to CERB.</p> <p>Child Benefit- Eligible parents will receive \$300 more per child with their regular May CCB payment.</p> <p>GST credit for low-income individuals. Qualifying adults will receive up to \$300, plus \$150 for each child.</p>	Applications for the Canada Emergency Response Benefit are expected to open on April 6 and people can expect payments within 10 days. CERB payments will be issued every four weeks, and will be available from March 15, 2020 to Oct. 3, 2020.	https://www.canada.ca/en/services/benefits/ei.html
British Columbia	<p>BC Emergency Benefit provides one-time payment of up to \$1,000</p> <p>Climate Action Tax Credit is a one-time enhancement to the climate action tax credit will be paid in July 2020 for moderate to low-income families: An adult will receive up to \$218.00 (increased from \$43.50) A child will receive \$64.00 (increased from \$12).</p> <p>Rental supplement of up to \$500 a month, paid directly to landlords</p> <p>Utility payment deferral</p>	Applications for the one-time payment will open soon	https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-recovery/covid-19-provincial-support

ADDITIONAL RESOURCES



Mortgage Deferrals

Canadian banks have committed to work with their customers on a case-by-case basis to find solutions to help them manage hardship during COVID-19. You can contact your financial institution regarding flexibility to a mortgage deferral.



Debt Reduction

Take charge of your finances is an online tool from the Government of Canada that is designed to help borrowers to understand debt problems, and include information on making a budget, and credit repair and budget counselling.



Car Loan and Credit Card Repayment Plans

Being sensitive to the current pandemic and its economic impact, many banks and financial institutions are willing to be flexible for car loan repayments and credit card payments. You can reach out to your lender and inquire about options available to you.



In-person examination (not related to COVID-19 concerns)

Consider registering to a virtual appointment provider like **Medeo** or **Babylon by TELUS Health**. You can use the video platform to connect with a physician to address basic concerns.

<https://medeohealth.com/for-patients/>

<https://www.telus.com/en/bc/health/personal/babylon>



In-person examinations (COVID-19 related symptoms)

If you are experiencing symptoms such as fever, cough, sore throat or sneezing, avoid contact with others and self-isolate at home for at least 14 days.

Official and up-to-date information from the Government of Canada regarding COVID-19 may be obtained by [CLICKING HERE](#)

THINGS THAT YOU CAN DO TO SUPPORT YOURSELF AND YOUR FAMILY

Stay informed, but avoid excessive exposure to media coverage of COVID-19. Periodically check the news and recommendations from trusted sites such as [COVID-19](#) and local health authorities. Take breaks from watching, reading, or listening to news stories. It can be upsetting to hear about the crisis in a constant stream.

Take care of your body. Take deep breaths, stretch or meditate. Try to eat healthy, well-balanced meals, exercise regularly and get plenty of sleep.

Accept that there may be disappointment or frustration at changing plans such as cancelled or postponed vacations, or family visits. Acknowledge and accept strong emotions.

Try as much as possible to stick to a daily routine, or create new ones to get through this period. If possible, make opportunities for children to play and relax.

Connect with others in your social networks virtually through e-mail, phone calls or social media. Share your concerns and how you are feeling with a friend or family member. Maintain healthy relationships.

Draw on skills that you have used in the past during difficult times to manage your emotions during this outbreak. Relaxation techniques may work for some people, others may find engaging in enjoyable hobbies or activities is effective.

Maintain a sense of hope and positive thinking.

Focus on the positive aspects of your life and things you can control. For situations that are beyond your control, you may want to shift your emotional response by distracting yourself with another task (cooking, cleaning), going for a walk, taking a bath, talking to a friend on the phone or meditating.

Stay prepared and apply social distancing and preventive measures such as frequent hand washing and cough etiquette. If you are sick, stay home and reach out to medical as appropriate to your situation.

REDUCE THE SPREAD OF COVID-19. WASH YOUR HANDS.



1-833-784-4397

@canada.ca/coronavirus