

## DIRECTORY OF ONLINE & COMMUNITY RESOURCES (LANGLEY)

Know the Facts	
BC Centre for Disease Control	<a href="http://www.bccdc.ca/health-info/diseases-conditions/covid-19">http://www.bccdc.ca/health-info/diseases-conditions/covid-19</a>
HealthLinkBC	<a href="https://www.healthlinkbc.ca/">https://www.healthlinkbc.ca/</a>
Health Canada COVID-19	<a href="https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html">https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html</a>

Mental Health Support			
CRISIS INTERVENTION			
Crisis Intervention and Suicide Prevention Centre	Provides confidential, non-judgmental, free emotional support for people experiencing feelings of distress or despair, including thoughts of suicide.	<a href="https://crisiscentre.bc.ca/">https://crisiscentre.bc.ca/</a>	604-872-3311
The KUU-US Crisis Response Service	Provides 24/7 culturally-aware crisis support to Indigenous people in B.C.	<a href="https://www.kuu-uscrisisline.ca/">https://www.kuu-uscrisisline.ca/</a>	
Kids Help Phone	Provides 24/7 free confidential professional online and telephone counselling and volunteer-led, text-based support to youth across Canada.	<a href="https://kidshelpphone.ca/">https://kidshelpphone.ca/</a>	1-800-668-6868 Text CONNECT to 686868
Youth in B.C.	Online crisis service, where you can chat one-on-one with a trained volunteer from the Crisis Centre.	<a href="http://youthinbc.com/">http://youthinbc.com/</a>	

LOCAL SERVICES			
Child and Youth Mental Health (CYMH)	Provides a range of mental health services to infants, children and youth who are experiencing mental health challenges. Services offered may either be direct clinical services or targeted community support.	<a href="https://www.heretohelp.bc.ca/info-sheet/what-to-expect-from-child-and-youth-mental-health-services">https://www.heretohelp.bc.ca/info-sheet/what-to-expect-from-child-and-youth-mental-health-services</a>	604-514-2711
Short Term Assessment Response Treatment (START)	Provides confidential mental health crisis intervention services for children and teens.	<a href="http://sswr.fetchbc.ca/service.html?i=499">http://sswr.fetchbc.ca/service.html?i=499</a>	1-844-782-7811
Suicide Prevention, Education, and Counselling (SPEAC)	Provides suicide risk assessment and individual counselling to Surrey, White Rock, and Langley residents under 19 years of age who are at risk of suicide.	<a href="https://www.options.bc.ca/program/suicide-prevention-education-and-counselling">https://www.options.bc.ca/program/suicide-prevention-education-and-counselling</a>	604-584-5811
Encompass Support Services Society	* Essential programs are still running, but on a modified basis. Outreach and clinical services are being offered remotely by phone, and when needed/appropriate in-person.	<a href="https://www.encompass-supports.com/">https://www.encompass-supports.com/</a>	604-534-2171
Early Psychosis Intervention (EPI)	Assessment and treatment of psychosis for people between 13 and 30 years old	<a href="https://www.earlypsychosis.ca/">https://www.earlypsychosis.ca/</a>	604-538-4278

OTHER RESOURCES			
Mental Health Digital Hub	A provincial website that provides information, services and education and awareness about mental health and substance use for adults, youth and children.	<a href="http://www.gov.bc.ca/mentalhealth">http://www.gov.bc.ca/mentalhealth</a>	
Bounce Back	A free evidence-based program designed to help youth and adults experiencing symptoms of mild to moderate depression, low mood or stress, with or without anxiety.	<a href="http://www.bouncebackbc.ca/">http://www.bouncebackbc.ca/</a>	1-866-639-0522
MindHealthBC	Vancouver Coastal Health Authority, Providence Health Care and community partners have created an online mental health counselling program. If you're struggling with depression, anxiety, or other mental health or substance use challenges, please visit the website for information and recommendations for further support in Vancouver, Richmond and other coastal communities.	<a href="http://www.mindhealthbc.ca/">http://www.mindhealthbc.ca/</a>	
Heretohelp	Provides information about managing mental illness and maintaining good mental health, including self-management resources and screening self-tests for wellness, mood, anxiety and risky drinking.	<a href="http://www.heretohelp.bc.ca/">http://www.heretohelp.bc.ca/</a>	
Dealing with Depression	Online interactive tool for teens who want to build skills to deal with depressed mood.	<a href="http://dwdonline.ca/">http://dwdonline.ca/</a>	
Kelty Mental Health	Find information and resources on topics related to mental health challenges affecting youth and young adults.	<a href="https://keltymentalhealth.ca/youth-young-adults">https://keltymentalhealth.ca/youth-young-adults</a>	
Foundry	Early intervention website for youth and young adults (13-25) that offers quizzes, feedback, information on early signs of mental health challenges and self-care tools.	<a href="https://foundrybc.ca/">https://foundrybc.ca/</a>	
WalkAlong	Supports youth on their journey to mental wellness with information, tools and resources. Focus is on anxiety and depression.	<a href="https://www.walkalong.ca/">https://www.walkalong.ca/</a>	

Tech Support			
TELUS Internet for Good	TELUS is expanding its support for low income families by automatically waiving the fees for the TELUS Internet for Good program for two months, giving customers enrolled in the program access to high speed internet in their home at no cost for 60 days.	<a href="https://www.telus.com/en/about/company-overview/community-investment/how-we-give/cause-campaigns/internet-for-good">https://www.telus.com/en/about/company-overview/community-investment/how-we-give/cause-campaigns/internet-for-good</a>	
BC Technology for Learning Society	Offers qualified low-income learners the opportunity to purchase high-grade desktop computers or laptops at significantly reduced prices.	<a href="https://www.reusetechbc.ca/student-desktop-computer-requests.html">https://www.reusetechbc.ca/student-desktop-computer-requests.html</a>	

Financial Support			
BC Transit & TransLink	Fare-free boarding on all buses. Enter through rear of the buss, unless accessible loading is required.		
Food Bank	5768 203 St., Langley BC V3A 1W3 Grocery Distribution: 10:00 - 2:00 Monday/Wednesday/Friday	<a href="http://langleyfoodbank.com/">http://langleyfoodbank.com/</a>	604-533-0671

PROGRAM	DATE	AMOUNT	ELIGIBILITY	APPLICATION
Canada Emergency Response Benefit	Applications open in April.  Payments received within 10 days of application.	\$2000/month (taxable)  Up to a maximum of 4 months.	Covers Canadians who have lost their job, are sick, quarantined, or are taking care of someone who is sick with COVID-19, as well as working parents who must stay home without pay to care for children who are sick or at home because of school and daycare closures.  Applies to wage earners, as well as contract workers and self-employed individuals who would not otherwise be eligible for EI. Applies to workers who must stop working due to COVID-19 and don't have access to paid leave, and workers who still have their employment but are not being paid because there is currently not sufficient work and their employer has asked them not to come to work.	Opens April 6 through web portal or toll-free number.
Employment Insurance (EI)	Ongoing	55% of your earnings up to a maximum of \$573/week  Payable up to a maximum of 45 weeks.	For those who have lost their job through no fault of their own. Need to have accrued 700 hours of work in the last 52 weeks.  Record of Employment (ROE) is required.	My Service Canada  <a href="https://www.canada.ca/en/services/benefits/ei/ei-regular-benefit/apply.html">https://www.canada.ca/en/services/benefits/ei/ei-regular-benefit/apply.html</a>
EI Sickness Benefit	One-week waiting period waived	55% of your earnings up to a maximum of \$573/week  Payable up to a maximum of 15 weeks.	For those unable to work because of illness, injury or quarantine, to allow them time to restore their health and return to work.  Must have worked a minimum of 600 hours in the last 52 weeks.	My Service Canada  <a href="https://www.canada.ca/en/services/benefits/ei/ei-sickness/apply.html">https://www.canada.ca/en/services/benefits/ei/ei-sickness/apply.html</a>

			NO MEDICAL CERTIFICATE REQUIRED DURING QUARANTINE. Medical certificate is required if tested positive and/or beyond the quarantine period.	
BC Housing and Rental Assistance Program	Assistance is paid by direct deposit on the last business day of each month	Varies.	Families must have a gross household income of \$40,000 or less, have at least one dependent child, and have been employed at some point over the last year.	<a href="https://www.bchoosing.org/housing-assistance/rental-assistance/RAP">https://www.bchoosing.org/housing-assistance/rental-assistance/RAP</a>
BC-Temporary Rental Supplement (BC-TRS) Program	Application process will not be available online until mid-April.  At this time, this is a 3-month program.	Up to \$500/month  Benefit will be paid directly to landlord.	Available to renters who are facing financial hardship due to income loss or reduction as a result of COVID-19, but do not qualify for existing rental assistance programs.	Opens mid-April via BC Housing.
BC Emergency Benefit for Workers	Payment in May	One-time payment of \$1000 (tax-free)	Available to people who have lost income because of COVID-19, regardless whether or not they are receiving EI.	Applications are not available yet, but will be soon.
BC Climate Action Tax Credit	Payment in July	Up to \$218.00/adult (increased from \$43.50). Up to \$64.00/child (increased from \$12.75).	Available to low- and moderate-income individuals and families. Children under 18 must be registered for the CCB to qualify. Benefit is paid out according to your income tax return.	Automatic.
BC Hydro COVID-19 Relief Fund	If approved, amount will be automatically directed to your BC Hydro account. CREDIT DOES NOT NEED TO BE REPAID.	A bill credit of up to three months of your average electricity consumption. The bill credit will be for equal to three times the average monthly electricity bill for your account.	You need to be a residential account holder and have had your account prior to March 15, 2020.  You need to meet the eligibility criteria of the B.C. Emergency Benefit for Workers.  You or your spouse/partner must have lost your job or have become unable to work (including self-employment) since March 15, 2020.	Application form opens the week of April 13 until June 30, 2020.

BC Hydro Customer Crisis Fund	Ongoing	Up to \$600	<p>You must be the residential account holder. Only your primary residence is eligible. Your account must have overdue payments and be facing disconnection. Your current bill isn't eligible for a CCF grant if it is not overdue or there are credits on the account. You must have experienced a life event, in the last 12 months, that caused a temporary financial crisis.</p> <p>To apply, you need to have an outstanding balance of \$1000 or less and should have demonstrated some attempt to make payments towards your bill. You may receive one CCF grant per account-holder annually. If a grant application is denied and your circumstances change, you can apply again in the same year.</p>	<p>Call 1-800-BC-HYDRO or apply online:  <a href="https://app.bchydro.com/ccf-application">https://app.bchydro.com/ccf-application</a></p>
Student Loan Repayment Suspension	March 30, 2020 – September 30, 2020	6 month interest moratorium; repayment paused for 6 months	Applies to all Canadian student loan borrowers automatically.	Do not need to apply.
Goods and Services Tax (GST) Credit	Early May	One-time payment of ~\$400/single individual and ~\$600/couple	<p>For low- and modest-income families.</p> <p>Must have filed income tax return for 2018.</p>	No need to apply. If you are eligible, you will get this credit automatically.
BC Early Childhood Tax Benefit	N/A	<p>\$55/month</p> <p>Benefits from this program are combined with the federal Canada Child Benefit (CCB) into a single monthly payment.</p>	For children under the age of 6.	Do not need to apply separately for this benefit if your child is already registered for the CCB.
Canada Child Benefit	Extra \$300 per child as part of May payment.	Increased by \$300/child	<p>For families with children.</p> <p>See <a href="https://www.canada.ca/en/revenue-agency/services/child-family-benefits/canada-child-benefit-overview/canada-child-benefit-before-you-apply.html">https://www.canada.ca/en/revenue-agency/services/child-family-benefits/canada-child-benefit-overview/canada-child-benefit-before-you-apply.html</a></p>	Automatic if child is already registered for the CCB

DEFERRALS	DETAILS
BC Hydro Customer Assistance Program	Deferral or arrange flexible payment plans with no penalty. Call BC Hydro at 1-800-224-9376 to find out if you qualify and go over payment options.
ICBC Deferral	Defer payment for up to 90 days with no penalty. Call 1-800-665-6442 or apply online: <a href="https://onlinebusiness.icbc.com/eforms/dotcom/jsp/ACG398.jsp">https://onlinebusiness.icbc.com/eforms/dotcom/jsp/ACG398.jsp</a>
Student Loans	Effective March 30, 2020, all British Columbia student loan borrowers will temporarily have their repayments suspended until September 30, 2020. During this time, no payment will be required, and interest that currently applies to the federal portion of student loans will not accrue.
Mortgage Payment Deferral	Canada's mortgage insurers are committed to providing homeowners with solutions to mitigate temporary financial hardship related to COVID-19. This includes permitting lenders to defer up to six monthly mortgage payments (interest and principal) for impacted borrowers. Deferred payments are added to the outstanding principal balance and subsequently repaid through the life of the mortgage. CONTACT YOUR LENDER.
Personal Income Tax	Filing deadline has been deferred to June 1, 2020 Payments owed deadline has been deferred to August 31, 2020

<b>Other Community Supports</b>			
RCMP Non-Emergency	604-532-3200		
Ministry of Children and Family Development (MCFD)	Provides child protection intake and investigation services, child and family services, child and youth mental health services, services for children and youth with special needs, adoption and guardianship services, youth justice services, and services for children and youth in care.	<a href="https://www2.gov.bc.ca/gov/content/governments/organizational-structure/ministries-organizations/ministries/children-and-family-development">https://www2.gov.bc.ca/gov/content/governments/organizational-structure/ministries-organizations/ministries/children-and-family-development</a>	604-514-2711 24-hour: 1-800-663-9122
Xyolhemeylh (FVACFSS)	Aboriginal child welfare agency providing culturally appropriate and holistic services through prevention, community development, and child welfare programs to Aboriginal (status, non-status, on-reserve, off-reserve, Stó:lō and other First Nation, Inuit, and Métis) children, youth, and their families residing throughout the Fraser Valley	<a href="https://www.fvacfss.ca/">https://www.fvacfss.ca/</a>	Intake: 604-533-8826  Help line: 1-866-851-4619  After hours: 1-800-663-9122
ASTRA	Provides outreach and individual counselling for youth who would like to change their relationship with alcohol and or drugs.	<a href="https://pcrs.ca/">https://pcrs.ca/</a>	604-312-5866
Langley Youth and Family Services	Works with the police and the community toward minimizing child and youth entry into the criminal justice system. The primary focus is preventive counselling with children and youth and their families where the children and youth are identified by actual or potential conflict with the law.  * Referral must be made by counsellor or administrator	<a href="https://www.lyfs.ca/">https://www.lyfs.ca/</a>	604-514-2900
Langley Hospice Society	Provides emotional, practical and spiritual support for people who are living with a terminal illness, their family and friends, throughout the last stages of illness, at the time of death and bereavement.	<a href="https://langleyhospice.com/">https://langleyhospice.com/</a>	604-530-1115
Eating Disorders Program – Fraser Health South	Safe and supportive environment for youth, adults and their families dealing with anorexia nervosa, bulimia nervosa, avoidant/restrictive food intake disorder and binge eating disorder.	<a href="https://keltyeatingdisorders.ca/fraser-south-eating-disorders-program/">https://keltyeatingdisorders.ca/fraser-south-eating-disorders-program/</a>	604-592-3700
Ishtar Women’s Resource Society	Provides safe, secure, temporary shelter and support for women (including transgender women) with or without children, who are leaving violent relationships or are at-risk of abuse, threats, or violence. Also accepts women who have been victims of human trafficking, refugees and refugee claimants, as well as women from out of province.	<a href="https://www.ishtarsociety.org/">https://www.ishtarsociety.org/</a>	604-530-9442

RCMP Victim Services	Provides support services to victims and witnesses of crime or trauma, including emotional support, information and referral to community services, form completion assistance, information on case progress, crime prevention information (including home security checks), and court preparation and accompaniment.		604-532-3214 or 1-800-563-0808
Options for Sexual Health	Our clinics provide sexual and reproductive health services for all ages, all genders, and all orientations. Our clinicians are committed to providing you with confidential, nonjudgmental, youth-friendly, pro-choice, and sex-positive services.  Hours of operation: Thursdays 6:00pm - 9:00pm	<a href="https://www.optionsforsexualhealth.org/clinic/langley-opt-clinic/">https://www.optionsforsexualhealth.org/clinic/langley-opt-clinic/</a>	604-530-8155
Sexual Abuse Support Services (SASS)	Provides counselling and treatment for children and youth who have experienced sexual abuse and or sexual behaviour problems.	<a href="https://encompasscounsellingservices.com/sexual-abuse-support-services/">https://encompasscounsellingservices.com/sexual-abuse-support-services/</a>	604-534-2171 ext. 104
Langley Youth Wellness Centre	Provides free confidential information and education regarding sexuality and health to youth 21 and under.  Hours of operation: Mondays & Wednesdays 2:00pm – 4:00pm	<a href="https://www.fraserhealth.ca/Service-Directory/Service-At-Location/6/5/youth-clinic---langley#.XoOSc4hKg2w">https://www.fraserhealth.ca/Service-Directory/Service-At-Location/6/5/youth-clinic---langley#.XoOSc4hKg2w</a>	604-539-2900
Langley Youth Hub	* Drop-in programs and groups are suspended.  Open Tues/Thurs for youth aged 12-24 to access essential services from 2:00pm-6:00pm.  Offering 30-minute counselling sessions by phone, though youth do need to come in-person to access that service.  Walk-in clinic still operates the 1 <sup>st</sup> , 2 <sup>nd</sup> , and 4 <sup>th</sup> Tuesday of the month, but the doctors are not seeing anyone who appears/feels sick; youth are to either call ahead the same day or present in-person before 5pm to secure a spot.	<a href="http://www.langleyyouthhub.com/">http://www.langleyyouthhub.com/</a>	604-546-1130
Youth Black Book	An online guide to youth resources in Surrey, Langley, Delta, Maple Ridge and White Rock.	<a href="https://www.cjibc.org/wordpress/wp-content/uploads/2019/11/Youth-Black-Book-Dec-2019-FINAL-Websize.pdf">https://www.cjibc.org/wordpress/wp-content/uploads/2019/11/Youth-Black-Book-Dec-2019-FINAL-Websize.pdf</a>	