

What is available at the Federal Level:

The CERB to me is the most critical for your clients. The CRA is attempting to shift those on EI into the CERB so that they can receive COVID-19-related support. We don't know the full logistics yet, as parliament has not reconvened to pass these support mechanisms but we should know more on Tuesday, (hopefully).

Canada Emergency Response Benefit

If you stopped working because of COVID-19, the Canada Emergency Response Benefit (CERB) may provide you with temporary income support. The CERB provides \$500 a week for up to 16 weeks.

We will start accepting applications on April 6.

Prior to April 6, individuals who are without work and are eligible for EI can continue to apply for Employment Insurance.

Important! If you are not eligible for Employment Insurance, find out how you can get ready to apply for the CERB through the Canada Revenue Agency.

Whether you apply online or by phone, the CRA wants to provide the best service possible to everyone. To help manage this, the CRA has set up specific days for you to apply. Please use the following guidelines:

Day to apply for the Canada Emergency Response Benefit

If you were born in the month of	Apply for CERB on	Your best day to apply
January, February or March	Mondays	April 6
April, May, or June	Tuesdays	April 7
July, August, or September	Wednesdays	April 8
October, November, or December	Thursdays	April 9
Any month	Fridays, Saturdays and Sundays	

Eligibility

The benefit will be available to workers:

- Residing in Canada, who are at least 15 years old;
- Who have stopped working because of COVID-19 and have not voluntarily quit their job or are eligible for EI regular or sickness benefits;
- Who had income of at least \$5,000 in 2019 or in the 12 months prior to the date of their application; and
- Who are or expect to be without employment or self-employment income for at least 14 consecutive days in the initial four-week period. For subsequent benefit periods, they expect to have no employment income.

How do I know whether to apply for EI benefits or the Canada Emergency Response Benefit?

If you have stopped working because of COVID-19, you should apply for the Canada Emergency Response Benefit, whether or not you are eligible for Employment Insurance. The Benefit is available for the period from March 15, 2020 to October 3, 2020.

Starting April 6, 2020, there will be a single portal to assist you with the application process.

Until then, Canadians who are eligible for Employment Insurance and who have lost their job can continue to apply for Employment Insurance. If you became eligible for EI regular or sickness benefits on March 15, 2020 or later, your claim will be automatically processed through the Canada Emergency Response Benefit.

In addition, for other EI benefits, including maternity, parental, caregiving, fishing and worksharing, you should also continue to apply.

[Apply for other EI benefits.](#)

General enquiries:

Phone: 1-800-959-5525

(Phone line may be heavily inundated, and a busy signal may sound. Continue to try)

Mortgage Payment Deferrals

The six largest banking institutions in Canada have made a commitment to work with personal and business banking customers on a case-by-case basis to provide flexible solutions to help them manage through various challenges.

This support will include up to a six-month payment deferral for mortgages, and the opportunity for relief on other credit products.

HOW TO APPLY:

This will be done on a first come, first serve basis and requires a direct call to your bank. Here are the helplines for each institution:

- BMO: 1- 877-788-1923
- CIBC: 1-877-454-9030
- RBC: 1-800-769-2511
- Scotiabank: 1-833-315-4357
- TD: 1-888-730-0075
- National Bank of Canada: 1-844-394-4494

Helpful Links for individuals looking for support or work-sharing:

What is available at the Provincial Level:

Mental health and addictions online and phone supports

During the COVID-19 outbreak, there are mental health and addictions services that you can access online or by phone. These services will support children, youth and adults who:

- experience anxiety, stress and other mental health challenges; and
- can't access their regular in-person counselling supports.

Services include:

- **ConnexOntario:** Adults and frontline workers who are dealing with the realities of COVID-19 can call ConnexOntario at [1-866-531-2600](tel:1-866-531-2600) for mental health, addictions and problem gambling support.
- **BounceBack:** A free, evidence-based cognitive behavioural therapy (CBT) program that provides guided mental health self-help supports for adults and youth 15+ using workbooks, online videos and phone coaching. Call [1-866-345-0224](tel:1-866-345-0224).
- **Kids Help Phone:** Children and youth 18 and under who need to talk to someone about their mental health can call Kids Help Phone at [1-800-668-6868](tel:1-800-668-6868), for 24/7 virtual, phone and text support.
- **Good2Talk:** A phone and texting service that provides confidential support to post-secondary students. Call [1-866-925-5454](tel:1-866-925-5454).

For Ontarians currently receiving mental health and addictions services and supports, please contact your current service provider, including community-based mental health and addictions agencies to learn about potential virtual care options. Many are modifying their services to move towards virtual care, meeting clients by phone or secure video-conferencing, if appropriate.

About emergency child care

Some health care and frontline workers can send their children to emergency child care while they are at work. [Find out if you are eligible to send your child to emergency child care.](#)

Licensed child care centres were legally required to close on March 17, 2020 when Ontario ordered a declaration of emergency. The Ministry of Education has been working with service system managers and First Nations to open select emergency child care centres to support health care and other frontline workers.

This is in partnership with service system managers and First Nations partners.

Current status in our district: We are awaiting approvals to move forward with opening emergency child care centres in our district. At this time, there is no availability in our district.

For more information, click the link: <https://www.ontario.ca/page/child-care-health-care-and-frontline-staff>

**Ontario Protecting Vulnerable Ontarians During COVID-19 Outbreak
Province providing relief funding for residential service providers that support vulnerable populations**

As part of the Government of Ontario's efforts to contain the spread of COVID-19, the province is investing up to \$40 million to support organizations that provide residential services for children and youth, people with developmental disabilities and emergency shelters for women and families fleeing domestic violence.

The COVID-19 Residential Relief Fund will cover costs such as additional staffing, residential respite for caregivers; personal protective equipment and supplies; initiatives to support physical distancing and transportation to minimize client exposure.

What is available at the Municipal level:

Open letter of request to Mayor George Pirie and Members of Council re: COVID-19

UPDATE: Advocacy Win

The City of Timmins has responded to the Chamber's requests:

- Interest-free deferral of property tax installments
- Interest-free deferral of water/wastewater payments for all businesses;
- Elimination of all parking fees in business areas;
- Pay local vendors immediately rather than the standard 30-day processing time

I would also add the Community Food Program Calendar to the municipal section as well. I know you said you had a copy but if you can't manage to find it, I can send.

I guess the greatest level of support that your clients will receive amid this pandemic will be the CERB. They should get ready to apply. You will need to provide your personal contact information, your Social Insurance Number and confirm that you meet the eligibility requirements. You may be asked to provide additional documentation to verify your eligibility at a future date. Benefits will start within 10 days of you submitting an application. There is no waiting period. Payments will be made through direct deposit or by cheque. You will be paid more quickly if you choose direct deposit.

[Your payments will be retroactive to your eligibility date.]