

The Capital Region Housing Corporation has the health and security of our residents top of mind and we are taking the prudent steps necessary to do our part to protect our communities.

Office visits by appointment only

Due to the requirement for physical distancing, visitors may only come to the office by appointment only. If you require a face-to-face meeting, please call or email the employee you wish to meet with to make an appointment.



Paying your rent...Stay in contact with CRHC office, we are here to help

During the COVID-19 crisis, CRHC wants to support tenants in maintaining their housing.

If you have not paid your rent for April and have not yet spoken to CRHC staff, please contact the CRHC office by phone or email immediately so we can help in this difficult time.

- Staff will explore each situation on a case by case basis and can direct you to important resources that will assist you during this challenging time.

BC Hydro announces bill help for customers affected by COVID-19

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.



Customers facing temporary financial hardship and possible disconnection of their service due to job loss, illness, or loss of a family member may also be eligible for BC Hydro's Customer Crisis Fund, which provides access to grants of up to \$600 to pay their bills.

Temporary Rent Supplement

A temporary rent supplement is available to tenants at Village on the Green, Vergo and Millstream Ridge. Other communities are not eligible due to existing operating agreements with BC Housing.

- Eligible households with dependents can receive up to \$500 per month
- Eligible households without dependents can receive up to \$300 per month
- The supplement is paid directly to landlords
- Applications for the supplement are open on the [BC Housing website](#)

Managing COVID-19 Stress, Anxiety & Depression

News and information about the spread of COVID-19 is coming at us quickly. It can be hard to remain calm given all that is going on. Stress, anxiety, and depression are not unusual for people of all ages. But there are things we can do as individuals and collectively to deal with stress and support one another during these challenging times.

Know the Facts

Using reliable sources of information will ensure that what you do learn is fact, not fear-based, such as:

- BC Centre for Disease Control
- HealthLinkBC
- Health Canada COVID-19
- The World Health Organization



Reach Out

Social distancing is important and will help control the spread of the virus. At the same time, it can also create even greater feelings of isolation, loneliness, and sometimes depression. Use this time to connect in other ways...call those who are alone, connect with friends online, and offer support to those who really need it. Offer a virtual hug over FaceTime or Skype.

Have Calm Conversation

Maintaining a sense of calm, especially when talking to children, will go a long way toward easing their fears and uncertainty. Provide age-appropriate, factual information and give them the opportunity ask questions and share how they are feeling.

Practice Self-Care

Build self-care into your day, even (and especially) as activities change and routines are disrupted. All the things you do to take care of yourself will help manage your stress. And by taking good care of yourself, you'll be better prepared to take care of others.

Seek Help

You know your body and its signs of stress. If you are having trouble managing your mental health, contact your healthcare provider and encourage those you love to do the same.

During the COVID-19 crisis, CRHC wants to support tenants in maintaining their housing.

If you have experienced financial challenges directly related to the COVID-19 crisis:

- Please contact the CRHC office by phone or email immediately so we can help in this difficult time.
- Staff will explore each situation on a case by case basis.

<https://www2.gov.bc.ca/gov/content/health/managing-your-health/mental-health-substance-use/managing-covid-stress>