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To: "Direct to Mayor and Council - DL"

CC: "City Manager's Correspondence Group - DL"

Date: 5/26/2020 9:51:43 AM

Subject: Contact Sheet Regarding COVID-19 Concerns

Attachments: Contact Cheat Sheet.pdf

Dear Mayor and Council,

For your ease of reference, we have created the attached contact sheet on who to contact regarding COVID-19 concerns.

Best,
Sadhu

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Pronouns: he, him, his



The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the Musqueam, Squamish, and Tsleil-Waututh peoples.

<u>ISSUE</u>	<u>CONTACT</u>	<u>MORE INFO</u>
General questions	Vancouver Coastal Health: Phone: 1-888-COVID19	General questions about physical distancing, travel or assistance available from the provincial and federal governments.
Health questions	Phone: 8-1-1	If you have symptoms related to COVID-19 (or another other health issue) and want to talk to a health professional, call 8-1-1.
Complaint about a business	Vancouver Coastal Health: Phone: Manager on duty: 604-675-3800 Email: EHVC@vch.ca	Concerns about non-compliance with PHO orders as they pertain to public health matters in work settings that are regulated by public health officers (e.g. food premises, personal services establishments, pools, and industrial camps, etc.).
Complaint about a workplace	WorkSafe BC: Phone: 1 888 621 7233 or 604-276-3100 (Lower Mainland)	<p>Issues that would have been related to WorkSafeBC compliance and enforcement prior to COVID-19, will continue to fall within WorkSafeBC jurisdiction. Bylaw enforcement officers are encouraged to consult with or refer such matters to WorkSafeBC.</p> <p>Monday to Friday between 8:05 a.m. and 4:30 p.m. for non-urgent matters. Urgent matters, (including reports of unsafe work conditions and refusals of unsafe work), can be directed to the same numbers, 24 hours a day, 7 days a week.</p>

Provincial orders	COVID-19 Provincial Orders Support Team (POST): Phone: 1-833-309-4631.	For general guidance and support on provincial health orders.
Emergency Response Centres	BC Housing: Phone: 1-866-465-6873 Email: communityrelations@bchousing.org	For general information, questions or complaints about Emergency Response Centres in Vancouver.
Business Support	Web: https://vancouver.ca/home-property-development/covid-19-coronavirus-support-for-local-businesses.aspx	General information for businesses is compiled online.
Building licences, inspections and permits	Licenses: Email: licenceoffice@vancouver.ca Inspections and permits: Email: csg.enquirycentre@vancouver.ca	Building on-site inspections and development permits, applications, and inspections are continuing with enhanced safety precautions.
Security Support for Businesses	Vancouver Police Department BIA Liaison Phone: 604-717-2764 Email: kevin.bernardin@vpd.ca	The Vancouver Police Department (VPD) has established a VPD liaison officer for the BIA to assist businesses with safety and security issues that may arise. Staff Sergeant Kevin Bernardin will be reaching out to the various BIAs to provide them with information and be a conduit for any questions or concerns.
Renter Support	Residential Tenancy Office:	The Residential Tenancy Act has been

	<p>Phone: 604-660-1020 (Lower Mainland) or 1-800-665-8779 Email: HSRTO@gov.bc.ca</p>	<p>amended to support renters and landlords during the provincial state of emergency and to help prevent the spread of COVID-19. The amendments are in effect for the duration of the state of emergency. Talk to your landlord and make sure they are aware of the changes that have been made.</p>
City of Vancouver Renter Office	<p>Phone: 604-673-8291 Email: renteroffice@vancouver.ca Web: https://vancouver.ca/people-programs/rental-and-renter-protection.aspx</p>	<p>As part of our commitment to protecting renters in Vancouver, the Renter Office provides a first point of contact to:</p> <ul style="list-style-type: none"> • Answer questions • Provide information on City policies and permits • Refer renters to other organizations that can help
Arts and culture support	<p>Email: culture@vancouver.ca Web: https://vancouver.ca/parks-recreation-culture/covid-19-coronavirus-help-for-the-arts-and-culture-sector.aspx</p>	<p>This is the general inbox.</p>
Childcare support	<p>Web: https://vancouver.ca/home-property-development/access-emergency-childcare.aspx</p>	<p>The Westcoast Child Care Resource Centre (WCCRC) can give parents and guardians a referral to temporary childcare for children ages 0 to 12 years (including those with special needs) if they:</p> <ul style="list-style-type: none"> • Are providing essential services • Live or work in Vancouver • Have no appropriate alternatives <p>Online childcare referral form: https://forms.wstcoast.org/s3/childcare-</p>

		needs
Community support	Web: https://vancouver.ca/home-property-development/community-resilience.aspx	Coal Harbour Community Centre (Operated by Community Builders Group) Phone: 236-335-6972 Roundhouse Community Centre (Operated by Lookout Housing and Health Society) Phone: 604-345-1099
Donors	Give a Hand Vancouver Email: giveahand@vancouver.ca Web: https://shapeyourcity.ca/giveahand	Questions for businesses or organizations looking to donate items and services for our most vulnerable citizens through our COVID-19 response work.
Federal Quarantine	Vancouver Police Department Non-emergency: Phone: 604-717-3321	If you have concerns about adherence to the federal quarantine required for individuals arriving in Canada. Call your local RCMP or other police detachment. Do not call 911 except in a medical emergency.
Federal Contacts	Government of Canada COVID-19 Information: Phone: 1-833-784-4397 Email: phac.info.aspc@canada.ca	Other available Federal Service Numbers: Global Affairs for Canadians Abroad: Call 1-613-996-8885 Passport Services: Call 1-800-567-6868 Federal EI Number: Call 1-833-381-2725 Labour Program: Call 1-800-641-4049