

# Community Tips for Response & Recovery

Increase the activation level of your Emergency Operations Centre

Work with local partners and expand your volunteer network

Establish clear communication protocols

Establish Business Transition Teams

Talk to your local financial institutions

Don't forget other disasters may happen

Expand Community and Business Transition Centres

Expand your Business Retention & Expansion Program

Establish a shop local first program

Celebrate and promote open businesses

Increase social media activities

Support BCEDA efforts

## Five Business Resources to Share

### [B.C. Business COVID-19 Support Service](#)

The service will act as a one-stop resource to answer questions about supports available to businesses from the provincial and federal governments, industry and community partners.

Support is available in multiple languages and a call-back feature will be in place to help manage high call volumes. The B.C. Business COVID-19 Support Service is open Monday-Friday: 8:00AM-6:00PM, and Saturday 10:00AM - 4:00PM

Call: 1-833-254-4357 (HELP)

Email: [covid@smallbusinessbc.ca](mailto:covid@smallbusinessbc.ca)

Chat online: [covid.smallbusinessbc.ca](https://www.smallbusinessbc.ca)

### [Canada's COVID-19 Economic Response Plan](#)

The Government of Canada is taking immediate, significant and decisive action to support Canadians and businesses facing hardship as a result of the global COVID-19 outbreak. On this page you will find support for individuals, businesses and industries.

### [FortisBC Customer Recovery Fund](#)

The Customer Recovery Fund addresses the billing concerns of residential and small business customers during the COVID-19 outbreak. Customers who are unable to work or have lost their livelihood, and small businesses that have experienced income loss or been forced to close as a result of the COVID-19 outbreak, can receive assistance from FortisBC.

Email us at [COVID19Recovery@fortisbc.com](mailto:COVID19Recovery@fortisbc.com)

Call us at 1-888-292-4105 for electricity or 1-888-292-4104 for natural gas, Monday to Friday, 8 a.m. to 6 p.m.

Note: Other providers of natural gas and electricity are also offering billing relief, please reach out to your provider for more information.

### [BC Hydro COVID-19 Relief Fund](#)

If you own a small business that needed to close due to COVID-19, you may be eligible to have your business' electricity use charges waived for up to three months. Our [online application form](#) for small businesses is now open. Eligible customers can apply any time until June 30, 2020.

### [Insurance Bureau of Canada](#)

IBC has consumer information centres in each of its regional offices to address your specific questions. If IBC's information officers do not know the answers to your questions, they will direct you to someone who does.

Call: 1-844-2ask-IBC(1-844-227-5422)