

# Coronavirus (COVID-19)

## Information to Help us all Stay Healthy

COVID-19 is an illness caused by a coronavirus. Human coronaviruses are common and are typically associated with mild illnesses, similar to the common cold.

Symptoms of human coronaviruses may be very mild or more serious, such as:

### Fever



### Cough



### Difficulty Breathing



To help keep yourself and others healthy:

Clean your hands regularly



Put used tissues in the garbage



Cover your nose and mouth when coughing or sneezing

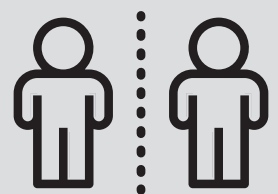


Avoid touching your face  
Cough or sneeze into your elbow/sleeve



Avoid contact with sick people

Stay away from others if you are sick  
Avoid handshakes, hugs and kisses



If you think you may have the virus, call HealthLink at 811 or visit [www.bccdc.ca](http://www.bccdc.ca)

For non-health-related questions, call 1-888-COVID19.

# COVID-19: Access income assistance services and payments without coming to an office

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## Access:

You can access ministry services the online portal My Self Serve which provides you with secure 24/7 access that allows you to:

- View and submit your monthly report
- Make service requests
- Track the status of your requests
- Receive and reply to messages about your case
- Upload forms
- View or change your account information

**You can access My Self Serve through the following address: [myselfserve.gov.bc.ca](https://myselfserve.gov.bc.ca)**

You can call the ministry's toll-free phone at **1-866-866-0800** during regular business hours (9 am to 4 pm, Monday to Friday, excluding statutory holidays)

## Payments:

Direct Deposit is a safe and dependable way to receive payments. The money is deposited directly to your Bank or Credit Union account and gives you immediate access to your money.

You can sign up for Direct Deposit through:

- My Self Serve, by completing the Direct Deposit request form (HR2648) online, attach a void cheque or online bank form, and sign electronically.
- The ministry website ([gov.bc.ca/sdpr](https://gov.bc.ca/sdpr)) to get a Direct Deposit request form (HR2648), complete the form, attach a void cheque or print an online bank form, sign the document, and return to the office via fax or in-person drop box (located outside of the ministry office).

If you need help in accessing the forms or the process, please contact the ministry at 1-866-866-0800.

The ministry can also mail your payment through regular Canada Post.

Depending on the type of the request, the ministry may be able to authorize payment to a supplier for the provision of goods or services.

## COVID-19:

For information on COVID-19, call **1-888-COVID19** or visit: <http://www.bccdc.ca>