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Introduction

BC Housing is committed to supporting community housing and homelessness service providers throughout the COVID-19 crisis. This Operations Manual Guide contains information to help housing and service providers prepare and respond to COVID-19.

The Guide includes a collection of new procedures and safety measures designed to reduce the risk of spreading the virus, education for frontline staff, and resource tools to communicate with tenants and clients.

The situation with COVID-19 continues to change daily; guidance and recommendations from our Health Authorities is subject to change as the epidemiology changes. Please ensure that you continue to monitor our website for the latest information, updates and resources.
Resources and Planning
Resources and Planning

BC Housing is sharing resources and information with our local housing and service providers to assist them in responding to COVID-19. The COVID-19 page on BC Housing’s external website has important information. In addition to maintaining a COVID-19 resource section on our website, BC Housing provides important housing sector news and COVID-19 updates through a newsletter. Providers can subscribe to receive our BC Housing Partner Bulletin newsletter for the latest updates about preparation, prevention and response planning, as well as resources and important information.

The BC Centre for Disease Control (BCCDC) website is a good resource for information on the symptoms of COVID-19 and how the virus is spread. For non-medical information, please call 1-888-COVID19 (1-888-268-4319) or via text message at 604-630-0300

BC Housing has developed this sample Pandemic Continuity Plan as a guide for Housing and Service Providers to facilitate the continuation of essential services and/or functions during a pandemic emergency. The BC Non-Profit Housing Association has also developed a resource on Pandemic Planning for COVID-19.

Have a Response Plan

- Monitor your local health authority website for updates on COVID-19.
- Identify a plan for employees who might have a higher risk due to complex health conditions. Employees and/or volunteers at high risk for COVID-19 (i.e., seniors and those with underlying health conditions) should not be caring for tenants who may be sick.
- Report suspected COVID-19 cases to your local health authority and to BC Housing through our online COVID-19 Housing Partner Contact Form.
- Develop a mitigation plan to help minimize the potential risk to employees. For example:
  - Use physical barriers to protect employees who will have interactions with tenants with unknown infection status (e.g., check-in staff).
  - Install a sneeze guard at the check-in desk or place an additional table between employees and tenants to increase the distance between them.
  - If employees are handling tenants’ belongings, they should use disposable gloves.
  - Any tenant with a cough or sneeze who is being transported in a car must be provided with – and wear – a mask or use a tissue to contain any particles.

- Plan to have extra supplies on hand in the event of a COVID-19 outbreak, including:
  - Soap
  - Alcohol-based hand sanitizers for employees who have no access to soap and water
  - Tissues
  - Disinfecting wipes
  - Trash baskets
  - Gloves
  - Masks
  - Paper plates, disposable cups and utensils
Please use the COVID-19 Housing Partner Contact Form to request supplies.

For More Information

- Information for Patients with Chronic Health Conditions (BC Centre for Disease Control)
- VCH Pandemic Response Planning Checklist for Homeless & Housing Service Providers
- CDC Interim Guidelines for Homeless Shelters
- WHO Formula for DIY Hand Sanitizer

Promote Prevention Practices

- Encourage proper handwashing with soap and water. Post handwashing signage in the common areas.
- Encourage employees to use hand sanitizer when a sink and soap are unavailable.
- Follow good respiratory etiquette.
- Encourage employees to stay home if they are sick. If they have symptoms like coughing, shortness of breath, fever or sore throat, encourage them to call their primary care provider, local public health office or call 1-888- COVID19 (1-888-268-4319).
- Post signs at entrances instructing visitors not to visit if they have symptoms of respiratory infection.

Plan for Employee Shortages

- Develop clear guidelines for when employees and volunteers are expected to stay home and when they can return to work. Staff (and volunteers) may need to stay home when they are sick, caring for a sick household member, or caring for their children in the event of school/daycare dismissals. Employees should not be asked to provide medical notes during this time.
- Identify critical job functions and positions, and where possible plan for alternative coverage by cross-trained staff members.
- Implement a training plan for your employees on COVID-19 and risk prevention measures. This may help address employee concerns and help avoid additional employee shortages due to fear of exposure.

Recruitment

The B.C. Non-Profit Housing Association has a website, www.housingjobmatch.ca, to connect job seekers with non-profit housing and shelter providers. The website provides a ‘matchmaker’-type service that allows job seekers to submit their contact information, areas of skill, and experience. Providers will be able to submit their information and labour needs to the site and be matched up with potential workers who meet their specific criteria.

Communication

Communicate with employees and tenants on prevention instructions and public health updates:

- Describe what actions you are taking to protect them.
- Answer questions and explain what they can do to protect themselves, fellow tenants and employees.
Site Procedures
Site Procedures

The primary focus during this pandemic is to prevent the introduction of COVID-19 and its spread throughout the building. The following operational considerations are designed to help minimize the spread of COVID-19.

Office Procedures

As a precautionary measure to prevent the spread of COVID-19 and support the safety of clients and employees, BC Housing has temporarily closed some in-person services. All BC Housing public reception desks and storefront locations have been closed. Operators are advised to close any public access point, where possible. Where applicable, staff have been requested to telework from home. Movement of people to multiple sites has been reduced to critical staff. Travel between sites by frontline staff (building managers & janitorial teams) is discouraged and should be kept to a minimum.

BC Housing has closed site offices to “drop in” visits by tenants and is promoting telephone communication with tenants. Notices to advise tenants that staff are not on site can be posted in buildings and provide communication options for tenants.

Safe Work Procedure

For more information on the cleaning and disinfecting of a work area of an employee who has become ill while at work, and for the environmental cleaning of common areas within buildings, please see these enhanced cleaning guidelines.

Reminders to staff

- If you are sick, stay home.
- Non-essential meetings to be postponed or via teleconference/online meeting. In-person meetings should have no more than 6 people in a well-ventilated room and physical distancing of two meters must be in place.
- As per provincial directive, employees who have left the country are required to self-isolate for 14 days upon return.
- All work-related air travel is suspended.
- Take all necessary steps at work, including washing hands regularly, using hand sanitizer when handwashing is not available, limiting group gatherings, and not using shared dishes or utensils.
**Tenant Communication**

As new developments continue to unfold in this pandemic, it is recommended that all Housing Providers and site staff promote communication and information sharing with tenants. With limited staff available on sites and closed visiting hours, BC Housing’s directly managed sites have been utilizing various notices delivered directly, as well as posters that have been distributed in common areas as supplemental information for tenants. Non-Profit Housing Providers can take these same measures.

BC Housing has developed COVID-19 information bulletins, letter templates and posters for Housing and Service Providers to use to assist in communication with tenants. In the case that extraordinary cleaning is required at a site, post notices to inform tenants of external contractors that are scheduled. Notices can be posted to advise that common areas have been closed to promote social distancing protection for tenants and staff. The following are examples of important notices that can be posted around the building:

- [Handwashing - Multiple Languages](#)
- [COVID-19 Visitors Notice](#) (available in multiple languages)
- [COVID-19 NO Visitors Notice](#) (available in multiple languages)
- [Tips for residents in apartments & multi-unit buildings](#)
- [COVID19 Important Rent Notice](#)

A full list of BC Housing’s posters, as well as posters from various public health organizations are located on BC Housing’s [COVID-19 Resources](#) page.

**Site Cleaning Procedures**

Cleaning and janitorial work are a priority (essential service) at all sites. Cleaning will concentrate on common areas and “high touch” points (i.e., elevator buttons/railings, common amenity spaces, laundry facilities, door handles, countertops, and bathroom surfaces) a minimum of three or more times a day. Cleaning floors, walls, and windows should be secondary at this time. If you are at risk of running low on any cleaning supplies, you can request support through BC Housing’s online [COVID-19 Housing Partner Contact Form](#).

To properly disinfect, follow the product directions. For most products, the proper procedure is to first clean the area with soap and water, then apply the disinfectant and let it sit in place for about 10 minutes before wiping it with a clean cloth. This is in addition to regular cleaning, which must continue to take place.

For disinfection, any of the following should be effective:

- Most common EPA–registered household disinfectants
- Alcohol solutions with at least 70% alcohol
- Diluted household bleach solution
The Environmental Protection Agency (EPA) released a list of registered disinfectant products that have qualified for use against SARS-CoV-2, the novel coronavirus that causes COVID-19.

**Social Distancing Procedures**

**Screening and Intake Procedures**
- For those buildings that may have visitors
  - Post signs at entrances instructing visitors not to visit if they have symptoms of respiratory infection. BC Housing has created the following posters:
    - **COVID-19 Notice for Visitors** – Please don’t visit tenants if you have the following symptoms
    - **COVID-19 No Visitors Allowed** - No visitors except health and essential services
  - Consider restricting visitors to essential personnel only, which should include health care staff (pharmacists, home support workers, ACT Teams, etc.)
  - If someone is showing symptoms of COVID-19 when they arrive, such as coughing, shortness of breath, fever or sore throat:
    - If possible, request that they do not visit the building.
    - Ask them to wear a mask or use a tissue (if a mask is not available) to prevent transmission to other people.
    - Try to keep them separated from other tenants by six feet (approximately 2 metres).
    - Call the local public health office or call 1-888-COVID19 (1-888-268-4319).
- Implement handwashing protocols
  - Remind people to wash their hands when:
    - They arrive and before they leave.
    - Before and after they work with a client.
    - Before and after eating, etc.
- Designate someone to monitor tenant, employees and visitors for symptoms: fever, cough, difficulty breathing.

**Social Distancing Recommendations for Homelessness Service Providers**
- Temporary reconfigurations to allow for social distancing
  - Sleeping arrangements foot to head, instead of head to head.
  - Maintain a minimum distance of 2 metres (6 ft) between individuals whenever possible.
  - For transition houses, avoid women sharing rooms, if possible.
  - Place partitions between beds, if possible.
- Meals
  - For those programs that offer shared meals, eliminate buffet-style eating.
  - Consider temporarily closing dining rooms and communal eating spaces. Create temporary closure and protocol signage.
  - Consider using paper plates, disposable cups and utensils.
  - For supportive housing, consider closing dining rooms and delivering meals to residents’ rooms.
If it’s not possible to shut down communal dining spaces, consider staggering mealtimes or providing one full meal and meal supplements (bars, Ensure, sandwiches) that clients can take away, so clients don’t travel to multiple agencies to eat.
Discuss arrangements with your kitchen and/or food supplier to package individual meals.
Run dishwashers at the highest temperature settings.
- **Harm reduction**
  - Ensure harm reduction supplies are available to eliminate the sharing of supplies for persons using substances (i.e., pipes, needles).
- **Educate tenants about what they can do to help prevent the spread**
  - Ask tenants to increase distance and refrain from touching, kissing, hugging, handshaking, etc.
  - Encourage handwashing and proper cough etiquette.
  - For transition houses / safe homes, talk to clients about identifying a temporary caregiver for their children if they get sick.
  - Talk to [children about the virus and precautions](https://example.com) they can take.
  - Support clients with [managing stress and keeping calm](https://example.com).

**Minimize unnecessary gatherings**  
Limit gatherings to only those that are critical in nature and where social distance is possible (under six people in a large, well-ventilated space).

**Entering Suites**  
For those providers who do wellness checks, entry into client suites should be minimized and for emergencies only. Wellness checks can still be done, but staff should stay in the hallway and wash their hands before and after visiting a suite to prevent the spread of viruses.

**Internet Access for Tenants**  
Internet access is a way for people to stay connected and access supports that may be required during periods of self-isolation. BC Housing is working on a number of initiatives to connect people to the internet with major telecommunications providers across Canada.

**Delivery and Distribution of Mail**  
Tenants that have underlying health conditions or are at greater risk of becoming severely ill from COVID-19 may have concerns about collecting their mail from public spaces. Tenants may request that staff collect their mail from their mailbox, and deliver it to their unit. Canada Post has legal responsibility over the delivery and distribution of mail. Canada Post will only deliver mail to designated mailboxes in communal buildings. For privacy reasons, Canada Post also has a policy that it will not hand over mail to non-profit housing provider employees or volunteers to deliver to tenants. We recognize that this may be a challenge for some tenants with disabilities. We recommend that if a tenant is unable to collect their mail themselves, they should identify a close friend or family member to access their mail on their behalf.
Garbage and Recycling Pick Up
Tenants that have underlying health conditions or are at greater risk of becoming severely ill from COVID-19 may have concerns about accessing the garbage and recycling areas, depending on how the building is set up. In social housing buildings across the province, there are usually designated garbage and recycling areas for tenants. We are asking our housing providers to accommodate the needs of their individual tenants who have accessibility requirements at this time, but this will be subject to the staffing capacity of each individual provider to accommodate this request.

Laundry Rooms
As with all public spaces, onsite laundry facilities should be cleaned with enhanced protocols. It is not advisable to restrict tenants to specific laundry times because we cannot reduce the level of access a vulnerable household has to laundering. In any building, there may be households that need to use the laundry facilities more than once a day to manage ongoing health concerns that require frequent laundering.

To prevent the spread of the COVID-19 virus, it is important that tenants can access laundry facilities freely.

Elevators
As a commonly used public space, elevators need to be cleaned frequently, with special attention to buttons and touchpoints. The BC Centre for Disease Control advises that there should not be more than three people per elevator. Please use this elevator distancing notice and remind tenants to be mindful of households with small children and mobility issues. They rely on the elevators to access their homes and facilities in their buildings.

Protective Gear
When social distancing or avoiding contact is not possible, several precautions should be put in place for staff who interact with tenants. These measures include wearing masks, gloves or other Personal Protective Equipment (PPE).

Correct usage of PPE is necessary to slow the spread and ensure that we can continue to provide service to our clients. Health authorities are advising that people working in shelter/housing facilities maintain a distance of 2-meters from clients and, where that is not possible, wear PPE (masks, gloves and eye protection). There is useful information on the BC Centre for Disease Control website about proper PPE use. We understand that many service providers are having difficulty accessing PPE supplies. If you are having difficulty getting these supplies, please submit a detailed supply request via our Online Housing Partner Contact Form.

Please note: if you are somewhere without a mask and encounter a tenant, please practice social distancing, remove yourself from the area and then go wash your hands.
Homemade Masks
When surgical masks are not available, a homemade mask may offer some protection. Homemade masks can be used by sick people to prevent spreading the virus to other people, by keeping the person’s droplets in. Wearing a mask is strongly recommended along with other preventative measures, such as frequent handwashing and physical distancing.

Please see BC Centre for Disease Control’s Interim Guidance to Social Service Providers for the Prevention and Control of COVID-19 in their Facilities for more information on masks.

Renovations
In light of the current situation with COVID-19, safety protocols are in place for all construction activities in occupied residential buildings. Adequate social distancing, protective equipment and enhanced cleaning precautions are being taken. These enhanced safety measures further ensure protection of our tenants and staff.

Guests at Buildings
BC Housing recommends posting notices at each site to address tenant visitation. Vulnerable tenants may be negatively impacted by reducing visitations (access to food/medication), therefore full elimination of all guests at this stage can be limited to extreme cases. Support workers, health care and essential services staff (pharmacists, ACT Teams, etc.) are not considered to be visitors and should not be restricted from the building.

Examples of notices to be posted for sites that allow no visitors can be found at https://www.bchousing.org/COVID-19/resources.

Community Partners and Programs
Many Community Partners and Programs running out of sites remain suspended. Limited programs, including food security programs, may be operating if COVID-19 safety protocols can be put in place.
Tenant Procedures
Tenant Procedures

In Person Meetings
If a tenant requests a meeting with a property manager or site staff, the following questions can be asked to help assess potential risk:

1. Have you had contact with anyone with confirmed COVID-19 in the last 14 days?
2. Have you traveled to any country outside Canada in the last 14 days?
3. Are you undergoing the 14 days self-quarantine protocol?
4. Have you had any of these symptoms in the last 14 days?
   a. Fever
   b. Sore throat
   c. Cough
   d. Difficult breathing
5. Are you currently experiencing fever, sore throat, cough and/or breathing difficulty?

If answered “YES” to these questions, please advise to contact their primary care provider/family doctor or call 8-1-1.

Management of Tenants or Shelter Clients with Suspected COVID-19
People who are homeless may be more likely to have underlying or chronic health conditions. Some people with chronic health conditions have a higher risk of becoming severely ill if they have COVID-19. Additionally, elderly tenants also have a higher risk of becoming severely ill if they have COVID-19.

The Ministry of Health is requiring anyone who has symptoms – including fever, cough, sneezing, sore throat or difficulty breathing – to self-isolate for 14 days. If you have a tenant that may have been exposed to the novel coronavirus (COVID-19) or is displaying symptoms (fever, a new cough or difficulty breathing), please:

- Contact local public health office or call 8-1-1 (HealthLinkBC). If the person has a health provider, contact them by phone.
- Ask the person to wear a mask to prevent transmission to other people; if a mask is not available, provide tissues for them to cover their mouth and nose.
- Ask the person to wash their hands with either:
  - Liquid soap and running water, and dry with paper towels; or
  - Alcohol-based hand sanitizer
- Ask them to self-isolate.
- If it is not possible to self-isolate:
  - Move the person to a separate area of the building or, if weather allows, to a sheltered place outdoors, where they are at least two metres (six feet) away from other clients and staff.
  - Consider using privacy screens, if available.
- Contact your BC Housing representative to discuss options.
- If the client is in distress, call 9-1-1. Signs of distress include:
  - Shortness of breath, rapid breathing, or difficulty catching breath
- New/worsening chest pain
- Cyanosis (bluish discolouration of skin) or general blue discoloration

Use the BC COVID-19 Online Self-Assessment Tool to determine if individuals require further assessment.

For tenants with suspected COVID-19 and who are not in distress consider the following:
- Maintain separation from other clients and staff by 2 metres (6 feet).
- Ask the tenant to follow the directions for self-isolation.
- Ask them to wear or continue wearing a mask in public.
- Contact BC Housing to determine if a designated site or shelter for clients with fever or respiratory symptoms has been set up.
  - If a designated site or shelter has NOT been set up, consider designating a separate area in the existing site(s) for clients with such symptoms.
  - If moving the client to another site is NOT an option, beds or sleeping mattresses for clients with fever or cough should be spaced at least two metres (six feet) from other clients.
  - If possible, provide a designated washroom or toilet and sink/shower area.
  - If possible, serve food in a different area than other clients.
- Consider whether to increase cleaning of commonly touched surfaces in the shelter.
- Be prepared to provide shelter on an on-going basis for the client until they are feeling improved and no longer have fever or cough. The healthcare provider may also advise on other steps that may help in the person’s recovery from COVID-19.
- Limit contact with staff and other clients as much as possible. Ensure anyone who touches the client or provides them with food, etc., washes their hands before and after.

Please contact your Non-Profit Property Manager from BC Housing or Aboriginal Housing Management Association (AMHA) if you have any questions related to responding to COVID-19.

Quarantine Considerations – Homelessness Service Providers
Discuss the situation with BC Housing and your local health authority to develop a plan for individual's who are COVID-19 positive. In the meantime, if there is no room available for someone to self-isolate, here are some options to consider:
- Check with BC Housing to see if a designated site or hotel/motel space is an option.
- Consider using privacy screens between beds.
- If possible, dedicate a washroom that is cleaned and disinfected after each use.
- Deliver meals whenever possible.
- Move the person to a separate area of the facility where they are at least two metres (six feet) away from other clients and staff.
- Notify other facilities prior to transferring the client with acute respiratory symptoms to another facility for a higher level of care.
At Risk Tenants / Sites
BC Housing recommends identifying and reaching out to vulnerable tenants to ensure they have the necessary supports in place at the current time and for future planning if self-isolation is deemed necessary. For those tenants with no support, we advise staff to connect with them to offer support and ensure their safety and medication and nutritional needs are met. Follow up measures should be implemented through an ‘at risk tenant’ list.

This ‘at risk tenant’ list should include seniors, tenants with underlying health conditions such as respiratory illnesses and immune compromised tenants that have reduced ability to leave their homes during this crisis.

Rent Adjustment Procedures
Rent-Geared-to-Income tenants, subsidized through an agreement with BC Housing, can apply for a rent re-calculation as a result a decrease in income.

In March 2020, BC Housing provided guidance and some temporary relaxations on the rent adjustment requirements. The purpose of these relaxations was to simplify the rent calculation process to help slow the spread of COVID-19 and protect applicants, tenants, housing partners and staff.

As rent reductions due to income loss and delays in renting vacant units have a direct impact on rent revenues and the corresponding subsidy requirements, it is important that all rent and vacancy information is submitted to BC Housing in a timely manner so that we can accurately forecast for the future. For more information on dates by which late reviews need to be submitted, please see the August 11, 2020, bulletin Covid-19 go forward planning: impacts of reduced rent revenues and vacancy losses.

For all rent adjustments and annual reviews, residents should now be completing an Application for Rent Subsidy form and providing proof of income and assets as outlined in the Rent Calculation Guide.

COVID-19 Rent Arrears
The Province lifted the ban on issuing evictions for non-payment of rent ahead of September 1, 2020. To give renters a reasonable timeframe to pay back any rent they owe due to the pandemic, a repayment framework has been introduced.

What does this mean to me?
- A landlord cannot end a tenancy for unpaid rent or utilities that came due during this period unless they give the tenant a Repayment Plan for any unpaid rent and/or utilities due during the emergency period (March 18, 2020 to August 17, 2020).
- If the landlord and the tenant entered into a prior agreement for unpaid rent or utilities (including for periods before March 18, 2020), it can be replaced with a new agreement.
- A tenant that owes rent from before March 18, 2020 can be issued a Notice to End Tenancy for unpaid rent.
✓ Landlords will be able to issue a Notice to End Tenancy for unpaid rent or utilities if a tenant fails to pay future months rent in full as of September 2020.
× Landlords cannot issue a Notice to End Tenancy for unpaid rent arrears accumulated during the state of emergency unless the tenant defaults on a Repayment Plan.
× Late rent payments during the emergency period are not considered “cause” for eviction.

For more information about repayment plans and repayment calculations, please see our sector bulletin COVID-19 go forward planning: rent arrears repayment agreements.

Housing Connections Entry
This section applies to BC Housing staff responsible for rent calculation, and to non-profit and co-op housing providers who enter their own rent calculation into the Housing Connections system.

Previously, BC Housing requested that providers track all adjustments related to COVID 19. That step has been eliminated through the creation of a new income source code in Housing Connections:

- Select this income source in all cases when a signed Application for Rent Subsidy and income proof is not provided. In the “Note” field for that income source, enter one of the following:
  - “EI Estimate” when estimating Employment Insurance
  - “CERB” when estimating Canada Emergency Response Benefit
  - “Income Assistance – New” for the first month that residents apply for Income Assistance and are subject to the minimum rent
  - “Flat Rent” for months 2 and 3 of estimated Income Assistance
  - “Student” when carrying over student status
- In the comments section of Housing Connections, a comment type “COVID-19” has been created. Select this option when making comments related to this process.
- If EI, Income Assistance, or Student Status has been verified, use the appropriate income code.

Rules for Entering COVID-19 Income Type
Only apply these rules if you are entering the relevant income under the COVID-19 income type:

- If still working, residents remain eligible for the employment allowance. If income is from employment, subtract $200 from monthly employment income OR enter $0 for income from employment if income is less than $200.

- Income Assistance – Calculating Flat Rates: If recipient is in receipt of Income Assistance but you do not yet have proof, enter the following amounts under the COVID-19 income type. If you have proof, use the relevant “Income Assistance” income type and the Housing Connections system will do this for you. Note: Do not include full-time students over age 19 in the calculation of household size (use the household size without them).
Residential Tenancy Branch (RTB) Moratorium on Rent Increases
Residential Tenancy Branch (RTB) Moratorium on Rent Increases

Like the moratorium on financial evictions, the Residential Tenancy Branch also issued a moratorium on rent increases during the COVID-19 crisis. This moratorium was in place from March 18, 2020 to August 17, 2020.

- **RGI Residents**: the moratorium did not apply to the Tenant Rent Contribution (TRC) of residents living in subsidized, Rent-Geared-to-Income (RGI) units. As such, increases to a subsidized resident’s TRC should have been implemented on the effective date of the Annual Review.

- **Low End of Market (LEM) and other Affordable Market units**: While the RTB’s moratorium did not extend to RGI units, it applied to residents residing in LEM and other affordable market rent units. In these scenarios, housing providers were advised to issue rent increases as per usual, but to not enact the higher rents until the moratorium had been lifted. If a provider did not issue a proper notice of increase during the state of emergency, they now need to issue the 90-day notice.

  Example #1 – Notice of increase issued during state of emergency:
  
  LEM Rent increase due July 2020.
  Rent increase notice issued April 1, 2020 for July 1, 2020.
  July 1 – Moratorium still in place. Collect old rent amount.
  August 17 – Moratorium lifted.
  September 1 – Landlord can collect the increased rent amount.

  Example #2 – Notice of increase NOT issued during state of emergency:
  
  LEM Rent increase due July 2020.
  No notice issued in April 1, 2020.
  August 17 – Moratorium lifted.
  Landlord now needs to issue a Notice of Rent Increase with an effective date three months in the future. If issued September 1 can collect increased rent December 1.

- Additional resources on this topic are available here:
  https://www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies/covid-19
Supplies and Support
Supplies and Support

Resource Request Support
We are committed to assisting our housing providers who have had difficulties procuring supplies, meals and deep cleaning during the COVID-19 outbreak. BC Housing has centralized procurement for critical supplies needed by frontline providers, including gloves and cleaning products. BC Housing has launched an Online Housing Partner Contact Form that enables us to better coordinate and centralize information and sector requests based on need. This form is for sites that are supported by AHMA and BC Housing. If you have any questions about this form, please contact Covid19NPSupport@bchousing.org.

As much as possible, please continue to use your existing procurement channels. When completing the form, you will have the ability to specify the main reason for your contact. We will be monitoring inquiries submitted through this form and will respond as quickly as possible.

Supply & Deep Cleaning Requests
BC Housing is procuring critical supplies needed by frontline workers, including personal protective equipment and cleaning products, for direct distribution to housing providers. To help reduce the risk of COVID-19, BC Housing has identified professional cleaners who could be contracted to assist with deep cleaning. Please continue to use your existing suppliers and contractors whenever possible - BC Housing is focused on helping address and fill gaps in these areas. If you are submitting a request for supplies or deep cleaning, please be specific about the items that are required (i.e., hand soap and face masks) instead of requesting 'cleaning supplies' and 'PPEs'.

Meal Requests
BC Housing is committed to assisting our housing partners in their work to ensure the most vulnerable populations are supported while we work together to slow the spread of COVID-19. The online contact form should be used to identify where there is a need for prepared meals. If you are submitting a request for meals, please let us know if meals are normally provided, and how many residents require meals. Further details about meal requests are available in an FAQ on the BC Housing website.

Information Updates - Suspected and Confirmed COVID-19 cases
Send updates to BC Housing regarding any suspected or confirmed cases of COVID-19 in your building. Please ensure that you do not include any personal or identifying client information in your submission.

Emergency Funding for Non-Profits and Co-ops
BC Housing is committed to supporting our non-profit partners with the cost pressures they incur as a result of the COVID-19 pandemic. The items we will support include:

- Supplies
- Vacancy Loss
- Reduction in Revenue
• Goods and Services that need to be purchased
• Food for tenants where necessary

This is by no means a comprehensive list and we will consider all other expenses and costs that are a direct result of dealing with the COVID-19 pandemic. Our Finance department has created a code to be used for these costs and approvals will be considered on an organizational level. When seeking approval for COVID-19 related costs, please provide quotes, cost estimates or invoices and supporting documentation to your NPPM or SHA for consideration. A log will be maintained to track the COVID-19 costs from all providers.

BC Housing requires estimates from Directly Managed and Non-Profit sites of expenses expected to incur. This should include the type of goods or services for housing providers, the quantity of goods and services required and, of course, the estimated costs. Related costs include masks for housing provider staff, additional staffing, mileage claims, etc.

A new business unit, 17201 - COVID 19, has been set up for you to easily code costs. Any costs you have related to COVID-19 response must be coded to 17201.53931

**Pandemic Response – NP**
For non-profit/housing provider related costs (masks for housing provider staff, additional staffing requirements, etc.). At this time any receipts and invoices that have been charged to either of these cost centers should be sent to your NPPM or SHA.
BC Housing COVID-19 Resources
BC Housing COVID-19 Resources

For COVID-19 updates, visit bchousing.org/COVID-19:
  Service Updates & Notifications During COVID-19

Community Self-Isolation Sites
  Find the list of sites secured in each region.

Community Housing Sector News and COVID-19 Updates
  Subscribe to BC Housing’s eNewsletter.

Housing Provider Contact Form
  Use the Housing Provider Contact Form to request COVID-19 supplies, meal service for vulnerable tenants, enhanced cleaning services, and report any suspected and confirmed COVID-19 cases in your sites.

For Sector Communication, visit bchousing.org/COVID-19/resources:
  Archived COVID-19 Housing Sector eNewsletters
  Bulletins - Housing & Service Providers
  Covid-19 Factsheets

Housing Provider Communications Materials
  Access COVID-19 Rent Notices & Information for tenants about rent adjustments.

Planning Templates & Guides - Housing & Service Providers
  Access Housing & Service Provider planning templates and guides.

Posters - Housing & Service Providers
  Access the full list of posters and notices created by BC Housing.