
INFORMATION BULLETIN

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Ministry of Citizens' Services

Online tool helps people book appointments with Service BC

VICTORIA – People can now make an appointment online before visiting Service BC.

This reduces lineups, saves time and makes it easier to maintain physical distancing, helping keep visitors, staff and communities safe.

Appointments can be scheduled through the mobile BC Services Card, online:

<https://appointments.servicebc.gov.bc.ca/appointment>

People can also call their nearest Service BC location.

Service BC helps people access hundreds of different programs and services offered by the B.C. government, including income assistance, residential tenancy applications and the Affordable Childcare Benefit.

The 65 locations throughout B.C. have taken steps to protect public safety during the COVID-19 pandemic. In addition to the new online appointment tool, Service BC centres regularly sanitize public and office spaces and have modified reception areas to accommodate physical distancing. Masks are mandatory at all Service BC locations and will be provided for people who do not have one.

Those using the mobile BC Services Card to book an appointment must download the app and set up their mobile card first. Setting up a mobile card only takes a few minutes and can be done from a mobile device.

The mobile BC Services Card makes it easy for people to quickly and safely access government services online, such as making a Service BC appointment, anywhere at any time. Additional services accessible through the mobile card include:

- Health Gateway, including COVID-19 test results as soon as they are available;
- StudentAidBC;
- business registration;
- B.C. billing and payment services;
- personal freedom of information requests;
- Employment and Social Development Canada's My Service Canada Account (Old Age Security, Canada Pension Plan, Canada Pension Plan Disability, Employment Insurance); and
- Canada Revenue Agency's MyAccount, where individuals can view and manage personal income tax and benefit information.

People may also get assistance by calling the Service BC provincial contact centre, which offers support over the phone in 120 languages. People are asked to call a Service BC centre, rather

than coming into an office, if:

- they are showing symptoms of COVID-19, including coughing, shortness of breath and fever;
- they have a sick family member or have been around someone who is sick; and/or
- they have not yet completed the 14-day isolation period after travelling abroad.

Learn More:

People can get help and access government services through Service BC's provincial contact centre from 7:30 a.m. to 5 p.m. (Pacific time), Monday to Friday (except statutory holidays):

- Phone (toll free): 1 800 663-7867 (available in 120 languages)
- SMS text: 604 660-6421 (English only)
- Telephone device for the deaf: 711

Non-medical COVID-19 telephone and text lines help people connect to community supports, as well as programs and services from the provincial and federal governments. These options are available from 7:30 a.m. to 5 p.m., seven days a week:

- Phone (toll free): 1 888 COVID19 (1 888 268-4319) (available in 110 languages)
- SMS text: 604 603-0300 (English only)

Contact:

Ministry of Citizens' Services
Government Communications and Public
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778 698-1847

Connect with the Province of B.C. at: news.gov.bc.ca/connect