**COVID 19**

FORT ST. JAMES, NAK’AZDLI, BINCHE, TACHE and YEKOOCHE

### LOCAL COMMUNITY RESPONSE PROCESS

COMMUNICATION DOCUMENT

### UPDATED DAILY

MARCH 20, 2020

UPDATES ARE IN HIGHLIGHTED

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# COMMUNICATION:

The purpose of this document is to communicate our local communities’ response to the COVID19 pandemic.

It is intended that the document will be updated on a daily basis, this will change as needed.

The group email includes all local health professionals and health management. Please advise [kathy.marchal@northernhealth.ca](mailto:kathy.marchal@northernhealth.ca) if you have received this document in error or you know of someone who should receive a copy and did not.

#### IF YOU WOULD LIKE INFORMATION ADDED TO OR UPDATED IN THIS EMAIL PLEASE SEND THE INFORMATION TO: Kathy Marchal at [kathy.marchal@northernhealth.ca](mailto:kathy.marchal@northernhealth.ca)

# COVID 19:

**What it is:** Coronaviruses are a large family of viruses that may cause respiratory illnesses in humans ranging from common colds to more severe conditions such as Severe Acute Respiratory Syndrome (SARS) and Middle Eastern Respiratory Syndrome (MERS).

'Novel coronavirus' is a new, previously unidentified strain of coronavirus. The novel coronavirus involved in the current outbreak has been named SARS-CoV-2 by the World Health Organization (WHO). The disease it causes has been named “coronavirus disease 2019” (or “COVID-19”).

**How is it spread:** COVID-19 can spread from person to person usually through close contact with an infected person or through respiratory droplets that are dispersed into the air when an infected person coughs or sneezes. It may also be possible to get the virus by touching a surface or object contaminated with the virus and then touching your mouth, nose or eyes, but it is not thought to be the main way the virus spreads.

## PROTECTION:

* Practice “Social Distancing” ([https://www.ottawapublichealth.ca/en/public-health- topics/self-isolation-instructions-for-novel-coronavirus-covid-19.aspx](https://www.ottawapublichealth.ca/en/public-health-topics/self-isolation-instructions-for-novel-coronavirus-covid-19.aspx))
* Wash hands with soap and water and/or use an alcohol-based hand sanitizer frequently.
* Avoid touching eyes, nose, and mouth with hands if they are unwashed.
* Cover mouth and nose with a tissue or your bent elbow when sneezing or coughing.

Dispose of the tissue immediately

* Avoid unnecessary contact with people who are:
  + symptomatic
  + experiencing a current illness or recovering from an illnesses
  + on chemotherapy medication and/or have a comprised immune system
  + elderly and are in a long term care facility, a seniors facility or at home
  + newborns and infants
  + an inpatient at the hospital
* If feeling unwell, stay home.
* Avoid all non-essential travel
* Traveller’s returning from outside of Canada need to self-isolate for 14 days to protect others

## EXPOSURE:

* Contact with a person(s) who has been swabbed and tested positive for the COVID19 Virus
* Contact with a person(s) who has symptoms associated with COVID19
* Contact with a person who has been travelling outside of the region or who has been in contact with someone who has travelled outside of the region
* Travel using public transit including car-pooling, bus, plane
* Being in any Public Space – Grocery store, arena, church, gym, ski lodge, hospital, clinic, health center, meeting room etc.

## NUMBER OF CONFIRMED CASES

British Columbia

* **348 confirmed cases as of 3PM March 20, 2020.**
  + Six recovered in BC
  + Nine deaths in BC
  + Cases by region:
    - 95 in Fraser Health
    - 19 in Interior Health
    - 30 in Island Health
    - 4 in Northern Health
    - 200 in Vancouver Coastal Health
* 17,912 tests complete as of March 20, 2020

## \*\* <http://www.bccdc.ca/health-info/diseases-conditions/covid-19>

## WILL I BE ABLE TO FIND OUT IF THERE IS A CASE IN MY COMMUNITY

* + Northern Health won't identify or release the location of people in our region who may have contracted COVID-19.
  + If there are cases of community transmission, or there is an unexplained jump in confirmed cases, communities will be notified as necessary to ensure public health management.
  + It’s important that people are prepared and take the appropriate precautions we have been sharing regularly. The actions we’re asking people to take are the same, whether there are cases in your community or not.

## SYMPTOMS ASSOCIATED WITH COVID 19:

* + - FEVER
    - COUGH
    - SNEEZING
    - SORE THROAT
    - DIFFICULTY BREATHING

#### SYMPTOMS MAY APPEAR 2-14 DAYS AFTER A PERSON HAS BEEN EXPOSED TO THE VIRUS

## TESTING

|  |  |
| --- | --- |
| **People who do NOT NEED to be tested\*** | **People who NEED to be tested** |
| People with no symptoms\* | People with severe illness |
| People with mild symptoms\* | People who require hospitalization |
| Returning travellers self-isolating at home\* | Residents of long-term care facilities |
|  | Health-care workers |
|  | Anyone part of an active investigation or outbreak cluster |

* Unless their condition worsens to the point that they require medical care.

There are three ways to book an appointment for a test:

* + NH COVID-19 Online Clinic and Information Line: **1-844-645-7811**, toll-free.
  + British Columbia COVID-19 information line: **1-888-COVID19 / 1-888-268-4319**
  + HealthlinkBC (811)

Also see BC COVID-19 Symptom Self-Assessment Tool: <https://covid19.thrive.health/>

#### IN AN EFFORT TO LIMIT EXPOSURE TO OUR PATIENTS AND OTHERS, PATIENTS VISITING THE HEALTH CARE FACILITIES MAY BE ASKED TO WEAR A MASK.

# SYMPTOMATIC PATIENTS

## TRIAGE AND INFORMATION - NORTHERN HEALTH PHONE LINE

Northern Health has implemented an Online COVID-19 Clinic. This toll-free service at 1- 844-645-7811 includes virtual support from nurses, physicians, and nurse practitioners. It offers virtual screening/assessment for individuals who feel they may have, or may have been exposed to, COVID-19. People can undergo screening, get assessed by a nurse, be referred for testing, and see a physician or nurse practitioner if it is required.

Patients with symptoms are asked to call the Northern Health line at 1-844-645-7811 or Health Link BC at 811, before going to the Stuart Lake Hospital emergency department, Fort St. James Medical Clinic, Fort St. James Health Center (FSJHC), Nak’azdli Health Center (NHC), Binche Health Center (BHC) or the Tache Health Center (THC).

Patients may experience long wait times however once connected:

* Patients will be triaged and instructed on the process during the call.
* A requisition will be faxed to the local health center for patients requiring a swab.
* The patient will be instructed to call the health center (see phone numbers below) to arrange a time to have the swab done.
* Nak’azdli patients will be directed to the Fort St. James Health Center for swabbing

BCCDC TESTING LIMITATIONS:

Testing is available for all patients who need it, but not everyone requires a test. B.C. is currently testing those with respiratory symptoms who are:

1. Hospitalized, or likely to be hospitalized
2. Health care workers
3. Residents of long term care facilities
4. Part of an investigation of a cluster or outbreak.

To prioritize testing, label the requisition as coming from:

* Hospital (label as HOSP)
* Long-term care facility (label as LTCF)
* Health Care Worker (label as HCW)

B.C. is testing all samples for influenza-like illness for COVID-19, influenza A and B, and RSV.

If an individual has no symptoms, mild symptoms, or is a returning traveler and isolating at home, they do not require a test (the exception is health-care workers with COVID-19 infection who require a negative test after symptom resolution to return to work). These groups can be managed at home. This includes returning travelers with an onset of illness within 14 days of return to Canada.

#### ANY PERSON WITH SYMPTOMS IS EXPECTED TO SELF-ISOLATE FOR 14 DAYS. IF SYMPTOMS SUBSIDE AT ANYTIME WITHIN THE 14 DAY PERIOD, THEY STILL COMPLETE THE 14 DAY SELF-ISOLATION PERIOD.

## HEALTH CENTER PHONE NUMBERS:

* Fort St. James Health Center: 250 996-2700
* Nak’azdli Health Center: 250 996-7400
* Binche Health Center: 250 648-3673
* Tache Health Center: 250 648 -3350

SELF ASSESSMENT TOOL

* Available online at <https://covid19.thrive.health/>

## DRIVE THRU SWABBING

### NO PATIENT will be swabbed for COVID 19 without a requisition.

* Patients arriving at the Fort St. James Health Center will be told to park in a designated parking spot located on the SOUTH side of the health center.
* The patient will remain in their car.
* A nurse will don their Personal Protective Equipment, identify the patient and ask the patient a few questions before taking a swab.
* The patient will be instructed to self-isolate and asked to call 1-833-707-2792 for their results
* The sample collected will be transferred to the lab at Stuart Lake Hospital by a Medical Office Assistant
* The Lab will send out the Swab to the closest testing center.
* After swabbing it is important for patients to stay at home and avoid contact with others (self- isolate). They should continue to self monitor looking for new symptoms or signs of infection. If symptoms are severe, such as shortness of breath or chest pain the patient should call 911 or go the Emergency department.

LOCAL HEALTH FACILITIES PROCESS:

**Patients with symptoms** arriving at any of the local health facilities:

* Will be given a mask by the receptionist
* Will be given the Northern Health phone number (1-844-645-7811) and the BC Health Link 811 number
* **Patients who arrived by Vehicle:** Will be asked to return to their vehicle and call the Northern Health line at 1-844-645-7811 or Health Link BC by dialing 811 for further assistance and direction
* **Patients who walked and have NO PHONE:** Will be asked to go the closest health center where a nurse will assess the patient using the BCCDC guidelines and swab the patient if necessary. Patients arriving at the Fort St. James Health Center will be told to go to the ISOLATION room upon arrival (the room has been labelled).
  + The Reception staff will contact the health center and inform them the patient will be arriving
  + The Health Center Staff will prepare the Isolation Room.
  + When the patient arrives, instructions will be available. Patient will enter the room and state their name. The room is connected to the reception desk via an open intercom system. The Receptionist will greet the patient
  + A Primary Care Nurse will meet the patient in the isolation room once they have donned their PPE. The patient will be assessed and swabbed if necessary. The patient will be told to self-isolate for 14 days.

## SWABBING SITES

* Fort St. James Health Center: Monday thru Friday 9:00 a.m. to 4:00 p.m.
* Tl’azten Health Center: Monday, Wednesday and Thursday – 9:00 a.m. to 3:00 p.m. and Tuesday and Friday from 10:00 a.m. to 1:00 p.m.
* Binche Health Center: Monday, Tuesday, Thursday and Friday - 10:00 a.m. to 3:00 p.m.
* Nicole McVey, Team Lead for Northern Health will be meeting with the nursing staff weekly to ensure there is coverage, 5 days a week, for the FSJHC swabbing site. Tl’azt’en and Nak’azdli have offered to send nurses as needed to support the FSJHC swabbing site.
* Carrier Sekani - has informed the group that patients with symptoms living in Yekooche and Takla are told to self-Isolate and avoid travel out of the community if possible.

## SWAB RESULTS

* Current Turn around time is 9 days. Priority is given to swabs taken from patients within a Hospital or Long-Term Care facilities as well as Healthcare workers.

## SUPPLIES

* We have a limited number of masks and swabs. Supplies have been order through Northern Health. Sites may not have enough swabs to fill the required requisitions.

### The B.C. Centre for Disease Control says the supply of swabs for COVID-19 testing has become 'critically limited.'

# STUART LAKE HOSPITAL

* + Priority: We want to avoid introducing the COVID 19 virus to Stuart Lake Hospital as it is an open facility and there is a high risk of exposing the Long-Term Care, in-patient and emergency patients with the virus as well as staff.
  + The doors to the hospital are locked. Patients arriving at the hospital are to ring the bell located on the outside wall. A Medical Office Assistant or a nurse will greet the patient with a scripted assessment.
  + The hospital has a designated isolation room
  + Only patients under respiratory distress will be swabbed. All other patients with symptoms will be told to call the Northern Health phone number (1-844-645-7811) or the BC Health Link 811 number
  + Community members are being asked to avoid going to the lab or xray department for non essential services

## REDUCING VISITOR ACCESS

* + Until further notice, in-patient and long-term care patients will be limited to one (1) adult caregiver/support person visitor.
  + Visitors are asked to limit their visits to necessary only as in-patients and long term care patients at Stuart Lake Hospital are not separated from the emergency room, lab or xray.

This increases the potential for transmission of COVID19. Any visitors with children should make alternative care arrangements for their children while they are visiting.

# HEALTH CARE WORKERS

* + Any health Care worker who has been swabbed and self-isolated for 14 days will receive a second swab before returning to work.
  + Health Care workers returning from outside of Canada are expected to return to work, wear a mask for 14 days. If symptoms develop they should be swabbed and self-isolate at home.

# PHYSICIAN SUPPORT FOR NURSING AND RECEPTION STAFF:

* + Once the nurse has assessed a patient and has determined the patient needs to be seen by a physician, the nurse will call the Fort St. James Medical Clinic and book an appointment that day with the physician who is on First Nations Outreach. The appointment with the patient may be virtual or teleconference whichever is deemed appropriate.
  + When booking the appointment, the nurse will provide the phone number and email of whoever will be connecting with the physician. If the nurse is going to be with the patient or chatting with the physician the nurse would provide their email and phone number.
  + When a patient calls and reception is unable to assist the patient. The FN Virtual support physician or the Acute Care Physician will assist with the call.

# CONCERNS/GAPS:

* 1. What happens to a person who is told to self-isolate and refuses?
  2. We will need to identify patient liaisons who will assist the most vulnerable in self-isolating, travel to home community, ensuring their needs are cared for?
  3. Transportation for our displaced community members
  4. Housing for our displaced community members that need to social isolation 5. Social Distancing – Education across our communities and the downtown core

# OTHER COMMUNITY EFFORTS TO REDUCE THE SPREAD OF COVID19

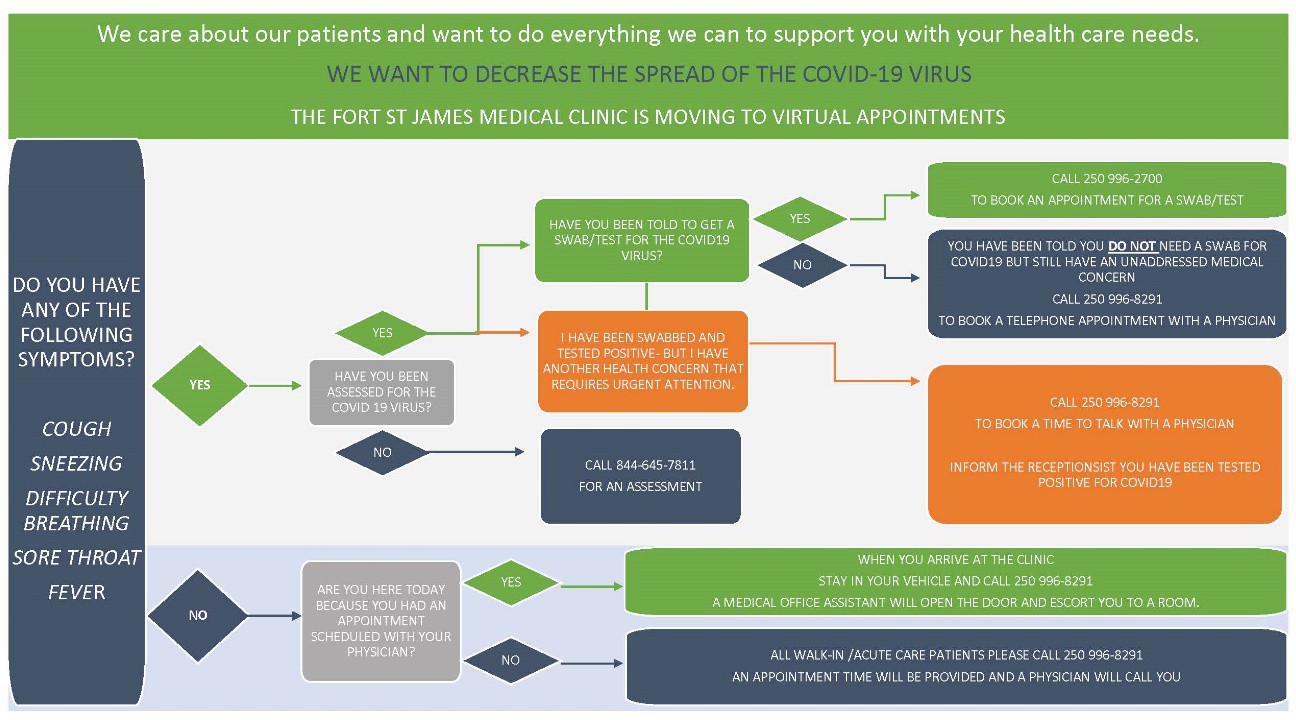
SOCIAL GATHERINGS

* All gatherings over 50 people must be cancelled.

## FORT ST. JAMES MEDICAL CLINIC

* The Fort St. James Medical Clinic understands that our patients have health concerns that are unrelated to COVID19. Our physicians want to support these patients and help in the best way they can. At the same time, we have to ensure ALL patients are protected from the virus. If a patient who is symptomatic arrives at the clinic and is roomed, the clinic will need to close the doors to protect those patients who are scheduled for the next appointments.
* To support those patients with other health related concerns the following process has been put in place:
  + A sign posted outside of the clinic entry will ask patients to check their symptoms.
  + Patients who have COVID 19 symptoms are to call the provincial COVID 19 Triage phone line.
  + Patients who are symptom free yet need to visit the physician for other health related concerns **MUST** call the clinic to get a tele-consult appointment. A physician will call the patient, at a pre-booked time, to discuss the patients concern and if necessary the physician will arrange a videoconference with the patient.
* Patients who have symptoms but have been asked by their physician to come to the clinic for an appointment will be asked to wait in their cars and call the clinic. The patient will be escorted to a room in the clinic that has been prepared to accept patients with symptoms.
* In an effort to reduce the number of patients in the waiting room, patient office visits are being screened in advance by physicians.
* Those patients who do not require and office visit will be contacted and asked to have their appointment changed to a telephone consult instead of an office visit.
* Prescription refills will be done by Telephone consult with the physician where deemed appropriate.
* Cleaner(s) have been hired to wipe down the public areas in the Medical Clinic and the Health Center, including the entry doors.
* Health Care professionals have had N95 Mask Fit testing
* The outside clinic doors will open at 9:00 a.m. to avoid patients gathering in the small waiting area between the doors.
* Patients arriving at the Fort St. James Medical Clinic may be greeted by someone wearing a mask or full protective equipment. Patients who are sick or not, may be given a mask to put over their mouth and nose and a gown to cover their clothing. These measures are to protect the patient and the staff. Please do not be offended, the physicians and staff are trying to keep everyone safe….YOUR HEALTH MATTERS TO US!

## THE NEW PATIENT FLOW ALGORITHM



## PREPARING FOR A VIRTUAL (TELEPHONE OR VIDEO) CARE VISIT?

How do I prepare for a virtual care visit?

Your virtual care appointment may be as simple as a phone call. The physician will call the number you have given us on your health record.

Your virtual care appointment may be a video conference with your physician. This means the physician

needs to see you in a face-to-face visit. To prepare for the video appointment follow these steps:

* Ensure you are using a fast, reliable internet connection
* Ensure your device (Phone, IPAD, Computer) allows access to your cameral and microphone
* Test that the camera and microphone are working and your volume is up
* Sit in a well-lit, distraction-fee location where you can discuss private matters o Write down or have the clinic phone number close at hand for troubleshooting o You may be asked for you BC Care Card and/or a piece of ID

How do I access my virtual care visit?

* The clinic will email you an invitation to join a meeting
* Be sure to test the connection 5 minutes prior to your appointment to troubleshoot any issues

## NAK’AZDLI HEALTH CENTER

* Nursing staff have held education sessions at the Key and the health center. They will be holding information sessions with Chief and Council.
* The Nak’azdli Health Center will be closed to the public. Nurses will be seeing patients with booked appointments only.
* The physician will be seeing booked patients in the health center until March 20th.

TL’AZT’EN HEALTH CENTER

* The health center has locked its doors and patients will be assessed upon arrival. Those with symptoms will be told to call the Northern Health Triage Line.
* Physicians will be delivering care to patients through a virtual platform. Patients with appointments will be taken to an office by a health care worker. They will see and speak with the doctor over the computer.

## BINCHE COMMUNITY BUS

* Dave Birdi, Economic Development, Binche Keyoh, has confirmed the Binche bus service has been stopped including local service.

## NORTHERN HEALTH BUS

* only those individuals requiring travel for essential medical appointments will be booked for service.
* Staff who are moving between sites for work reasons are still eligible.
* the 24-hour booking requirement will be enforced.
* The restrictions will begin Saturday March 21.
* There will be some exceptions as we may have to repatriate people who are on return journeys and for rare hardships circumstances.

## SENIORS HELPING SENIORS

* Vehicles will be used by one senior and one driver at a time for medical appointment
* Grocery shopping will be done on an On-Call basis
* Vehicles will be equipped with hand sanitizers
* Vehicles will be cleaned prior to the next pickup

## SAVE ON FOODS

* Will support anyone in the community who is isolating and elders who require minimal contact. The service will include grocery shopping, and delivery.
* They are opening from 7:00 a.m. to 8:00 a.m. for seniors shopping only.
* They have extended hours shopping hours from 8:00 a.m. to 8:00 p.m.
* All services are dependent on staff availability

## SANAAIH MARKET

* Cleaning is being done for all HIGH TOUCH areas (Grocery carts, handles, tills)

## PETRO

* Restaurant Area: removing all Salt and Pepper shakers
* Cleaning all HIGH TOUCH areas
* Removed coffee bar

## FOOD BANK

* Will deliver to local community members who are currently receiving supplies
* Would supply the Binche Community Bus for delivering of supplies for members currently receiving services in Tache and Binche.

## DISTRICT OF FORT ST. JAMES

* March 18th - The District of Fort St. James has activated its Emergency Operations Center
* Fire Department Customer Service area closed to the public but may be reached at 250- 996- 8670; emergency response services maintained.
* All recreation facilities closed to the public, including racquetball and other community centre uses.
* Public Works yard closed to the public but may be reached at 250-996-7161; essential services being maintained.
* Municipal staff will be available at 250-996-8233 to respond to inquiries from members of the public.
* Council meetings, committee meetings and other meetings open to the public will be provided in a remote format by providing call-in information on the agenda.
* The due date for utilities (water, sewer and garbage) will be extended from April 30 to June 30th, 2020.
* Spring clean-up and Bike to Work Week have been postponed to the fall.
* Spring Break Youth Recreation Program, Day of Mourning, Pitch-in Week and Earth Day have been cancelled.

# WHAT DOES SOCIAL DISTANCING LOOK LIKE?

Social distancing is a way that we can slow the spread of COVID-19 by limiting close contact with others. Even though we are not sick, we should still keep about two meters (six feet) or the length of a queen-sized bed from one another when we can when outside our homes.

#### Social distancing means SAYING NO to the following events or any event where people are in close proximity to one another:

|  |  |  |
| --- | --- | --- |
| Children’s playdates | Potlatches | Gender reveal parties |
| Birthday parties | Bingo’s | Poker night |
| Weddings | Church Services and Events | Wine night |
| Funerals | Baby showers | Group Appointments |
| Essential meetings need to be as virtual as possible – limiting the number of attendees | | |

#### Can I go to a restaurant, food court or bar?

Most will be take out only with no seating available and bars have been closed

#### What about visiting Grandma and Grandpa?

Visits to long-term care facilities, retirement homes and Grandma and Grandpa should be limited to necessary visits only by adult care-givers and support persons. In other words don’t visit older relatives unless it is absolutely necessary as in, they need food, they need help, they needs supplies or they need their medications. Use social media such as facebook messenger, facetime and the phone to visit and check in on the elderly.

The public is encouraged to enjoy the outdoors and participate in activities outside while continuing to keep a distance of 2 meters (6 feet) between you and another person.

### Vulnerable Populations Include but is not limited to:

Children with immune suppression People who use substances People with Chronic Conditions The elderly

Newborns and infants

HERE ARE THE BASIC DOS AND DON’TS OF SOCIAL DISTANCING, AS ADVISED BY THE PUBLIC HEALTH AGENCY OF CANADA AND CHIEF PUBLIC HEALTH OFFICER

### DO

* Stay home as much as possible.
* Get fresh air, go for a jog or walk your dog but always keep two metres (six feet or about two arms-lengths) distance from other people.
* Go to the grocery store or pharmacy as needed but keep the two-metre distance and wash your hands upon your return home. Shopping online and arranging to have things dropped off at your home is even better.
* Wash your hands often with soap and water for at least 20 seconds, especially after using the washroom and when preparing food. The extra scrubbing time matters. Use hand sanitizer if soap and water aren't available.
* Cough or sneeze into a tissue or the bend of your arm, not your hand. Dispose of any tissues as soon as possible in a lined wastebasket and wash your hands afterwards.
* Clean high-touch surfaces frequently with regular household cleaners or diluted bleach (1 part bleach to 9 parts water). This includes things like doorknobs, toys, toilets, phones, electronics, remote controls and bedside tables.
* Use technology to keep in touch with people at higher risk like the elderly or those in poor health. Avoid personal contact.

### DON'TS

* Avoid non-essential gatherings. That means no visits with your neighbours or friends, no play dates, no sleepovers, no parties and especially no public gatherings in crowded spaces, like conferences, concerts or sporting events (if there are any on).
* Avoid public transportation or, if you must use it, travel at uncrowded hours.
* Don't shake hands or kiss cheeks in greeting.
* Don't touch your eyes, nose, or mouth with unwashed hands.

**COMMUNITY MESSAGING**

**“WE NEED TO GET SERIOUS ABOUT SOCIAL DISTANCING and SELF ISOLATING”**

# INFORMATION SOURCES

* Provincial phone service for NON-MEDICAL information about COVID19, including the latest information on travel recommendations and social distancing. Information is available in more than 110 languages, 7:30 a.ml. to0 8:00 p.m. at 1-888-COVID19 (1-888-268-4319) or via text message at 1-888-268-4319
* BC CENTER FOR DISEASE CONTROL: [http://www.bccdc.ca/health-info/diseases- conditions/covid-19](http://www.bccdc.ca/health-info/diseases-conditions/covid-19)
* FORT ST. JAMES MEDICAL CLINIC – FACEBOOK PAGE
* CDC INFORMATION POSTERS: <https://www.cdc.gov/coronavirus/2019-ncov/downloads>
* PLATFORMS FOR VIRTUAL CARE: [http://www.phsa.ca/health-professionals/professional- resources/office-of-virtual-health/covid-19-virtual-health-toolkit](http://www.phsa.ca/health-professionals/professional-resources/office-of-virtual-health/covid-19-virtual-health-toolkit)
* GOVERNMENT UPDATE: [https://www.canada.ca/en/department- finance/news/2020/03/canadas-covid-19-economic-response-plan-support-for-canadians-and- businesses.html](https://www.canada.ca/en/department-finance/news/2020/03/canadas-covid-19-economic-response-plan-support-for-canadians-and-businesses.html)
* the new online self-assessment tool: <http://covid-19.bccdc.ca/>
* 1 888 COVID-19 for non-health information
* the website dedicated to COVID-19: [www.gov.bc.ca/covid19](http://www.gov.bc.ca/covid19)

### DISTRICT OF FORT ST. JAMES COMMUNICATION CHANNELS

* Social media channels, especially Facebook [www.facebook.com/fortstjames](http://www.facebook.com/fortstjames)
* Updates to local news media
* A COVID-19 web page with links to additional sites: <http://fortstjames.ca/covid19/>