

COVID 19

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

LOCAL COMMUNITY RESPONSE PROCESS

COMMUNICATION DOCUMENT

UPDATED DAILY

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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 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***
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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>)
- 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 illness
 - on chemotherapy medication and/or have a compromised 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

- **186 confirmed cases as of 3PM March 17, 2020.**
 - Five recovered
 - Seven deaths
 - By region:
 - 47 in Fraser Health
 - 7 in Interior Health
 - 12 in Island Health
 - 4 in Northern Health
 - 116 in Vancouver Coastal Health
- 6,326 individuals tested as of March 13, 2020.

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

SYMPTOMS ASSOCIATED WITH COVID 19:

- FEVER
- COUGH
- SHORTNESS OF BREATH

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

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:

To support testing of people who meet specific criteria, new testing guidelines from the BCCDC limit testing to those with 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

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.

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 to 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 to 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

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 which ever 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:

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?

OTHER COMMUNITY EFFORTS TO REDUCE THE SPREAD OF COVID19

SOCIAL GATHERINGS

- All gatherings over 50 people must be cancelled.

FORT ST. JAMES MEDICAL CLINIC

- 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 an 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.

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, transportation manager, was asked to stop the community bus for patient travel and instead use it to support patients in their home community ie grocery delivery

NORTHERN HEALTH BUS

- No update at this time

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 exploring opening from 7:00 a.m. to 8:00 a.m. for seniors shopping only.
- 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

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.

COMMUNITY MESSAGING

“WE NEED TO GET SERIOUS ABOUT SOCIAL DISTANCING”

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

Birthday parties

Weddings

Funerals

Potlatches

Bingo’s

Church

Baby showers

Gender reveal parties

Wine night

Polker night

Essential meetings need to be as virtual as possible – limiting the number of attendees

Group Appointments

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 need 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.

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.m. to 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>
- 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>
- GOVERNMENT UPDATE: <https://www.canada.ca/en/department-finance/news/2020/03/canadas-covid-19-economic-response-plan-support-for-canadians-and-businesses.html>