

IMPORTANT PANDEMIC INFORMATION FOR COMMUNITY MEMBERS



March 20, 2020

We are at a crucial time in preventing COVID19, the respiratory disease caused by the novel corona virus, in the TWN community. Prevention depends on what each and every one of us is doing, and how well we are respecting the directives from public health officials. Now is the time to take the public health advice seriously. We all bear a responsibility to keep the community, especially our Elders and people with underlying health conditions, safe.

The TWN community is strong. We are all in this together. TWN initiated our Pandemic Response Plan, however, the actions of each and everyone of us in these times are important and will affect how TWN gets through this health crisis. Now is not the time to be complacent!

This package contains important information of what is expected of you in the foreseeable time to keep yourself, your loved ones, and each and every one of us healthy!

Overview

COVID19 represents a serious health threat to our community. The most important things you can do to protect yourself and each other, are:

- Limit going out in public and socializing (see page 4)
- Practice good and frequent hand, cough and sneeze hygiene (see page 4)
- Protect our Elders and vulnerable community members (see 5)
- Self-isolate if you are sick (see page 6)
- Self-isolate if you have returned back from outside of Canada (see page 7)
- Self-isolate properly (see pages 7-8)
- Handwashing Poster (page 10)
- Important numbers and links

As our knowledge of this disease grows, advice and measures may change. For these reasons, all pages in this package are dated and may be updated in the future.

What is Social Distancing

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.

There are many ways to practice social distancing:

- Limit activities outside your home
- Use virtual options to connect with others
- If you are out in public, try to keep 2 metres between yourself and others.
- Keep your hands at your side when possible
- Stay home when you are sick
- Cough into your elbow or sleeve
- Avoid social activities in large gatherings.

IF YOU DO NOT NEED TO GO OUT, STAY HOME. IF YOU CAN, WORK FROM HOME. LIMIT YOUR TIME AT THE GROCERY STORE FOR ESSENTIALS ONLY.

What activities are allowed?

- Outside activities like bike riding, walking, gardening are great. Just remember to keep 2 meters between yourself and others

How Can I Prevent Getting Infected?

In addition to social distancing, the most important thing you can do to prevent infection is to wash your hands regularly and avoid touching your face. To help reduce your risk of infection:

- Wash your hands often with soap and water for at least 20 seconds. Using soap and water is the single most effective way of reducing the spread of infection.
- If a sink is not available, alcohol-based hand rubs (ABHR) can be used to clean your hands as long as they are not visibly soiled. If they are visibly soiled, use a wipe and then ABHR to effectively clean them.
- Do not touch your face, eyes, nose or mouth with unwashed hands.
- Cover your mouth and nose with a disposable tissue or the crease of your elbow when you sneeze or cough.
- Regularly clean and disinfect frequently touched surfaces.
- Do not share food, drinks, utensils, etc.

Protecting Our Elders and Vulnerable Community Members

Our Elders and those with pre-existing conditions like diabetes, heart disease, and lung disease, are at higher risk from the new virus.

In addition to the measures mentioned on the previous pages, Elders and people with chronic health condition should:

- Avoid going to stores or other places with lots of people
- Limit visitors
- Elders and other people at higher risk, should arrange for others to do their errands
- If you do not have family to help, please arrange essential grocery delivery with Calvin (Tel: 778-228-8471)
- Those who develop symptoms should stay home and call their health-care provider or 8-1-1 to discuss any need for testing and follow up.

What to Do If You are Sick?

If you have symptoms such as fever, fever, cough, sneezing, sore throat, aches and pains, headache, runny nose, or nausea with or without travel history, you can and should be safely managed at home with self-isolation.

- Drink plenty of fluids and take acetaminophen (Tylenol) for fever and pain.
- Do **NOT** take ibuprofen (Advil, Motrin), naproxen (Aleve), or any other nonsteroidal anti-inflammatories. There has been some evidence that ibuprofen might make symptoms worse.
- AVOID direct contact with anyone else in the household.

It is imperative if you do have these symptoms to self-isolate for

14 days. After 14 days, if you no longer have a fever, you may return to routine social distancing practices. Most people will recover fully without any complications, but in the first week you are at high risk of spreading the infection.

Please be aware that Doctors' notes are NOT required by your employers.

The Helping House can be reached at 604-929-4133 if you have any questions. Alternatively, please call 811 for further information on COVID19.

If you require emergency services, call 911.

Please note, as per current BC Centre for Disease Control (BCCDC) guidelines, COVID19 testing centers (i.e. the North Vancouver Urgent Primary Care Centers are **ONLY** testing the following people who display respiratory symptoms:

1. **Patients admitted to the hospital (beyond the Emergency Department)**
2. **Health care workers (who are symptomatic)**
3. **Long-term care residents**

Anyone else with respiratory symptoms is asked to self-isolate at home for 14 days.

Recommendation for testing and swabs may change in the future. Please seek out any extra information from the BCCDC website: www.bccdc.ca

BCCDC COVID19 Self-Assessment Guide

This self-assessment tool, developed with the BC Ministry of Health, will help determine whether you may need further assessment or testing for COVID-19. You can complete this assessment for yourself, or on behalf of someone else, if they are unable to.

- <https://covid19.thrive.health/>

What Do I Do If I Just Arrived Back From Outside Canada

- People arriving from outside of Canada are asked to self-isolate, which means staying home and not going to work or school, and monitor for symptoms for 14 days after arrival in Canada.
- Some essential service workers may be exempt from 14-day self-isolation period. Check with your employer

Possible Coronavirus (COVID-19) Self-Care & Isolation Guidelines

If you have respiratory symptoms but are not a...

4. Patient admitted to the hospital (beyond the Emergency Department)
5. Health care workers (who are symptomatic)
6. Long-term care residents

... you do not need COVID-19 testing because you do not meet the BC Centre for Disease Control (BCCDC) criteria.

- There is a possibility that you could have COVID – 19, but it is also possible you have another respiratory virus such as influenza.
- Symptoms such as fever, cough, aches and pains, headache, runny nose, or nausea can safely be managed at home.
- It is very important that you self-isolate for 14 days. After 14 days, if you no longer have a fever and you feel better, you may return to routine practices.
- A cough may persist for several weeks and so a cough alone is not reason to self-isolate past 14 days.
- A note from your doctor is NOT required your employer.

How do I care for myself?

- Drink plenty of fluids and take acetaminophen (Tylenol) for fever and pain.
- Do **NOT** take ibuprofen (Advil, Motrin), naproxen (Aleve), or any other non-steroidal anti-inflammatories.
- Most people fully recover without any complications and require no treatment.

How do I avoid contact with others (self-isolate)?

- We know this is hard, but for the health of your family, friends and community, you need to stay at home and do not have visitors.
- Do not go to work or school.
- Do not go to public areas, including places of worship, stores, shopping malls and restaurants.
- Cancel or reschedule appointments.
- If leaving your home for medical care, do not take buses, taxis or ride-sharing where you would be in contact with others.
- You can use delivery/pick up services for groceries or other needs, but avoid face-to-face contact.
- Face-to-face contact means you are within 1-2 metres (3-6 feet) of another person.

How do I avoid contact with others in my home?

- It is better if those you live with can stay somewhere else, especially if they have a weak immune system or chronic health conditions. We know this isn't always possible.
- If you are sharing your home, stay and sleep in a room with good airflow that is away from others.
- Use a separate bathroom if you can.
- Wear a face mask (surgical/procedure mask) if you are in the same room with anyone.
- Avoid face-to-face contact; friends or family can drop off food outside your room or home.

What if I need medical care?

- You can call 8-1-1 anytime to talk to a nurse at Health Link BC and get advice about how you are feeling and what to do next. 8-1-1 has translation services in 130 languages.
- If it becomes harder to breathe, you can't drink anything, or feel much worse than when you were last assessed; seek urgent medical care at an urgent care clinic or emergency department.
- If you or someone in your care has chest pains, difficulty breathing, or severe bleeding, it could be a life-threatening emergency. Call 9-1-1 or the local emergency number immediately.

How do I stop the spread of germs while in isolation?

- **Wear a face mask.** When you are sick, wearing a face mask (surgical or procedure mask) helps to stop the spread of germs from you to others. Wear a face mask when you are in the same room with other people and when you get medical care. If your mask gets wet or dirty, change it and wash your hands right away. You and those you live with do not need to buy and wear other types of masks, such as an N-95 respirator mask.
- **Cover your coughs and sneezes.** When you feel a cough or sneeze coming on, cover your mouth and nose with a tissue. Don't have a tissue? Cough or sneeze into your upper sleeve or elbow, not your hands. Wash your hands right away after you sneeze, cough or touch used tissues or masks. Throw used tissues into a lined trash can in your room and tie up that trash bag before adding it with other household waste.
- **Wash your hands.** Wash your hands often with soap and water for at least 20 seconds. It is best to dry your hands with a paper towel and throw it away after use. If you can't wash your hands, use an alcohol-based hand sanitizer. Avoid touching your eyes, nose, and mouth with unwashed hands. Learn more at www.healthlinkbc.ca/healthlinkbc-files/hand-washing
- **Do not share household items.** Do not share dishes, cups, eating utensils, towels, bedding, or other shared belongings. After using these items, wash them with soap and water.
- **Flush the toilet with the lid down.** COVID-19 virus may also be present in poop (stool or feces). Always wash your hands with soap and water after using the toilet.
- **General cleaning.** Water and detergent (e.g., liquid dishwashing soap) or common household cleaning wipes should be used. Apply firm pressure while cleaning. Surfaces should be cleaned at least once a day.

HOW TO HANDWASH



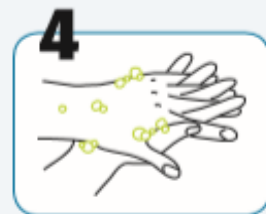
1
Wet hands with warm water.



2
Apply soap.



3
Lather soap and rub hands palm to palm.



4
Rub in between and around fingers.

Lather hands for a total of 30 seconds



5
Rub back of each hand with palm of other hand.



6
Rub fingertips of each hand in opposite palm.



7
Rub each thumb clasped in opposite hand.



8
Rinse thoroughly under running water.



9
Pat hands dry with paper towel.



10
Turn off water using paper towel.



11
Your hands are now safe.



Vancouver Coastal Health

Important Links and Numbers

BC Nurses Health Line: 811

Emergency: 911

TWN Helping House: 604-929-4133

Sibylle Tinsel (Community Health Nurse): 604-353-5314

Calvin Hunt (Grocery Delivery): 778-228-8471

COVID Information Line: 1-888-COVID19

- Staffed from 7:30 to 8:00pm seven days a week
- Service providers at the new phone line will help answer questions about travel recommendations, social distancing, and what kinds of support, resources and assistance are available from the provincial and federal governments.

TWN COVID FAQ's and Updates: <https://twnation.ca/about/twn-faq-covid19/>

Vancouver Coastal Health COVID19 Information and Updates:

<http://www.vch.ca/about-us/news/vancouver-coastal-health-statement-on-coronavirus>

BC Centre for Disease Control: <http://www.bccdc.ca/health-info/diseases-conditions/covid-19>

BCCDC Common Questions: <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/common-questions>

BCCDC Self Assessment Tool: <https://covid19.thrive.health/>