

# COVID-19 PANDEMIC COMMUNITY RESOURCE GUIDE



April 23, 2020

**Let our number be zero!**

# Table of Contents

IMPORTANT PHONE NUMBERS AND WEBSITE LINKS.....	3
NORTH VANCOUVER URGENT AND PRIMARY CARE CENTRE.....	4
COVID-19 SELF ASSESSMENT AND TESTING .....	5
MENTAL HEALTH RESOURCES.....	6
SUBSTANCE USE SERVICES .....	6
WOMEN'S SUPPORT SERVICES .....	7
NORTH SHORE RESOURCES .....	7
FIRST NATION RUN SUBSTANCE USE TREATMENT .....	8
FOOD AND GROCERY DELIVERY SERVICES .....	9
MASK USE .....	11
BEHAVIOURAL GUIDELINES.....	14

Please email [communications@twnation.ca](mailto:communications@twnation.ca) or call the Health Centre 604-929-4133 if you have any questions about COVID-19. More resources can be found at [www.twnation.ca](http://www.twnation.ca).

# Important Phone Numbers and Website Links

## TWN Helping House

- **Reception:** 604-929-4133
- **Sibylle Tinsel** (Community Health Nurse): 604-353-5314
- **Heather Gagnon** (Home Care Nurse): 604-355-3507
- **Laura Avery** (Mental Health Team): 604-787-5468
- **Calvin Hunt** (Elders Groceries & Meal Program): 778-228-8471

**TWN COVID-19 FAQ's and Updates:** <https://twnation.ca/about/twn-faq-covid19/>

## Accessing Health Care

- **North Shore Urgent Primary Care Centre:** 604-973-1600
- **First Nations Virtual Doctor of the Day Program:** 1-855-344-3800
- **BC Nurses Health Line:** 811
- **Emergency:** 911

## COVID Information

- **BC Centre for Disease Control:** <http://www.bccdc.ca/health-info/diseases-conditions/covid-19>
- **COVID-19 Information Line:** 1-888-COVID19 (1-888-268-4319)
  - Staffed from 7:30 to 8:00pm seven days a week
  - For questions about general recommendations, social distancing, and available government supports and assistance

# North Vancouver Urgent and Primary Care Centre

221 West Esplanade, Suite 200, 2nd Floor  
North Vancouver, BC V7L 1A5  
Phone: (604) 973-1600

**Open:** 7 days a week, 365 days per year  
Monday to Saturday 8 a.m. – 10 p.m.  
Sunday 9 a.m. – 5 p.m.

Open for urgent care and COVID-19 testing. Patients will be seen according to urgency. The last patient will be accepted 1 hour before closing.

## Urgent and Primary Care Centre vs Emergency Department

	Urgent Primary Care Centre	Emergency Department
Sprains and strains	✓	
High fever	✓	
Suspected stroke or heart attack		✓
Asthma attack	✓	
Less serious child illness and injury	✓	
Poisoning or overdose		✓
Major trauma		✓
Head injury with loss of consciousness		✓
Cuts, wounds or skin conditions	✓	
Dehydration/constipation	✓	
Infections, including chest, ear and urinary tract	✓	
New or worsening pain	✓	

# COVID-19 Self Assessment and Testing

## COVID-19 Testing:

- Covid-19 testing is available for anyone with cold, influenza or COVID-19 symptoms. **Residents of Indigenous communities should be tested if they have new respiratory or gastrointestinal symptoms or other symptoms like headaches, fatigue, chills and muscle aches, however mild.**
- Testing on the North Shore is available at the **Urgent Primary Care Centre** at:  
221 Esplanade West – Suite 200  
Tel.: (604) 973-1600

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

- This self-assessment tool 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 you have underlying medical conditions or are in your third trimester of pregnancy and have respiratory symptoms consistent with COVID-19, please telephone your doctor/nurse practitioner/maternity care provider as applicable and follow their advice.
- Note that this self-assessment tool is intended for assessment of COVID-19 only. Your symptoms may not be related to COVID-19 and could require you to seek medical attention. If you are uncertain and/or feel very sick, contact your family doctor/nurse practitioner or call 8-1-1.

## Mental Health Resources

- **First Nations and Inuit Hope for Wellness Help Line and On-line Counselling Service:** 1-855-242-3310 and [www.hopeforwellness.ca](http://www.hopeforwellness.ca)
- **Kuu-Us Crisis Line:** 1-800-588-8717, <https://www.kuu-uscrisisline.ca/>
- **Kids Help Phone:** 1-800-668-6868 and <https://kidshelpphone.ca/>
- **Indian Residential School Survivor Society:** 604 985 4465 or Toll-free: 1 800 721 0066 and <http://www.irsss.ca/faqs/how-do-i-reach-the-24-hour-crisis-line>
- **Canadian Mental Health Association:** <https://cmha.ca/news/covid-19-and-mental-health>
- **The Foundry – North Shore:** 604 984 5060 and <https://foundrybc.ca/northshore> (for youth – ages 12 – 24 years old)
- **BC COVID-19 Mental Health Network:** [bccovidtherapists@gmail.com](mailto:bccovidtherapists@gmail.com)
- **Other Mental Health Resources:**  
<https://www.publichealthspeaks.com/wp-content/uploads/2020/03/For-the-General-Public-Mental-Health-Resources-1.pdf>

## Substance Use Services

- **Canadian Addictions Certification Federation** <https://caccf.ca/see-a-councilor-now/> (Offering free 1 - 1 counselling sessions)
- **NA/AA Support**
  - Online support groups:  
<https://docs.google.com/document/d/1a71ccw7ihaWelksKwOp4AzAkYIVqSoKiN6Gsm38bKMU/mobilebasic>
  - By phone through 604-434-3933 or <http://www.vancouveraa.ca>
- **Alcohol & Drug Information Referral Service** 604 660 9382

## Women's Support Services

- **BC Battered Women's Support Services:** 604 687 1867 or toll free at 1-855-687-1868. If you're unable to speak safely, please text **604 652 1867** or email [intake@bwss.org](mailto:intake@bwss.org).
- **Atira Help Line:** 604-800-8881
- **Rape crisis line** (24 hours): Phone 604-872-8212.
- **Women against Violence against Women:** Phone 604-255-6344 / Toll-Free 1-877-392-7583.
- **VictimLink BC:** Phone 1-800-563-0808.
- **Women's Crisis Lines:** Phone 604-687-1867 / Toll-Free 1-855-687-1868. Hours are Mon – Fri: 10:00 a.m. – 5:00 p.m. and Wed 10:00 a.m. – 8:00 p.m.

## North Shore Resources

There are a wide range of services and supports available to North Shore residents who are in need of assistance due to the COVID-19 pandemic. This resource directory provides links to community service organizations with a focus on those serving the North Shore.

- **Resource Directory** <https://nsem.info/resources>
- **Older Adult Mental Health Team - North Shore:** 604-982-5600
- **Seniours' One Stop:** 604-983-3303 and [nsrc.bc.ca](http://nsrc.bc.ca)

# First Nation Run Substance Use Treatment



## First Nation Run Treatment Centre Current State

Treatment & Healing Centre	Outpatient Support & Services	How to Access Services
Round Lake Treatment Centre	Residential Programming	Send Applications to: <a href="mailto:intake@roundlake.bc.ca">intake@roundlake.bc.ca</a>
Gya'waa'Tlaab House of Purification	Delivering residential Programming (3 client intakes) and virtual counselling via Skype	Send applications to: <a href="mailto:intake@gyawatlaab.ca">intake@gyawatlaab.ca</a>
'Namgis Treatment Centre	Delivering 24 hour on-call mental health counselling for community members	Call: 250-974-8015 Email applications to: <a href="mailto:mary.hunt@namgis.bc.ca">mary.hunt@namgis.bc.ca</a>
Nenqayni Wellness Centre	Delivering on-call mental health counselling for community members and former clients	Call: 250-989-0301 Email applications to: <a href="mailto:jevans@nenqayni.com">jevans@nenqayni.com</a>
North Wind Wellness Centre	Delivering cultural and emotional counselling through telephone	1. Call 250-843-6977 (1-888-698-4333) 2. Leave a voicemail describing if you are looking to connect with the Resident Elder or Counsellor (resident Elder returns calls on Tuesday and Thursdays) Email applications to: <a href="mailto:intake@northwindwc.ca">intake@northwindwc.ca</a>
Carrier Sekani Family Services	Delivering individual and group sessions, cultural counselling, and outreach services through telephone, FaceTime, Zoom, and Telehealth	Call 250-567-2900 and ask for an ARP Team member or email Renee John at <a href="mailto:rjohn@csfs.org">rjohn@csfs.org</a> .
Telmexw Awtexw — Sts'ailes	Delivering 1:1 counselling sessions via telephone	Call: 604-796-9829 Email applications to: <a href="mailto:Sara.Kinshella@stsailles.com">Sara.Kinshella@stsailles.com</a>
Tsow Tun Le Lum	Delivering emotional and cultural supports through telephone and FaceTime	Local: 250-268-2463 / Toll Free: 1-888-590-3123 Email applications to: <a href="mailto:a_d_intake@tsowtunlelum.org">a_d_intake@tsowtunlelum.org</a> or <a href="mailto:trauma_intake@tsowtunlelum.org">trauma_intake@tsowtunlelum.org</a>
Wilp Si'Satxw Healing Centre	Delivering telephone counselling for community members	Call Darlene Green 778-202-0162 or Robert Ryan 778-202-1349 to be directed to a counsellor Email applications to: <a href="mailto:v.williams@wilpchc.ca">v.williams@wilpchc.ca</a>
Kackaamin Family Development Centre	Closed	Email applications to: <a href="mailto:jenni.c@kackaamin.org">jenni.c@kackaamin.org</a>



## **Food and Grocery Delivery Services**

<b>Whole Foods</b>	<b>925 Main St West Vancouver, BC</b>	<b>604-678-0500</b>
<b>Fresh St Market</b>	<b>1650 Marine Dr. West Vancouver,</b>	<b>604.913.7757</b>
<b>Loblaws city market</b>	<b>861-845 Park Royal N</b>	<b>604-922-1902</b>
<b>IGA</b>	<b>2491 Marine Drive West Vancouver</b>	<b>604-913-3056</b>
<b>Stong's Market</b>	<b>2150 Dollarton Hwy, North Vancouver</b>	<b>604-973-0700</b>
<b>Safeway</b>	<b>Caulfield Village, 5385 Headland Dr, West Vancouver</b>	<b>604-926-2550</b>
<b>Thrifty Foods</b>	<b>845 Marine Dr #120, North Vancouver,</b>	<b>604-929-2299</b>

## **Online Food Delivery Sites**

Doordash

Skip the Dishes

Foodora

Uber Eats

Zomato

## Ideas for Stuff to Do and Keep Busy During Isolation

- 50 Ways to Keep Kids Engaged at Home during the Coronavirus Shutdown. <https://www.amightygirl.com/blog?p=29196>
- 250 Creative ways to keep your family sane during COVID-19. <https://rochester.kidsoutandabout.com/content/250-creative-ways-keep-your-family-sane-during-covid-19-crisis>
- Build up your language skills and check out the games on the First Voices website. <https://www.firstvoices.com/>
- Coast Salish Festival: Happening online. Events every Monday. <https://www.facebook.com/Noonscreek/>
- Digital Books: <https://www.vpl.ca/digitallibrary>
- Explore Mars <https://accessmars.withgoogle.com/>
- Free online university courses
  - <https://www.classcentral.com/collection/ivy-league-moocs>
  - <https://www.mooc-list.com/countries/canada>
- North Vancouver District Library: <https://nvdpl.ca/>
- Virtual Experiences  
<https://rochester.kidsoutandabout.com/content/virtual-experiences-available-247>
- YMCA Videos <https://ymca360.org/#/>
- Yoga with Adriene

# Mask Use

## Use of Cloth Face Coverings to Help Slow the Spread of COVID-19

### How to Wear Cloth Face Coverings

Cloth face coverings should—

- fit snugly but comfortably against the side of the face
- be secured with ties or ear loops
- include multiple layers of fabric
- allow for breathing without restriction
- be able to be laundered and machine dried without damage or change to shape

### CDC on Homemade Cloth Face Coverings

CDC recommends wearing cloth face coverings in public settings where other social distancing measures are difficult to maintain (e.g., grocery stores and pharmacies), **especially** in areas of significant community-based transmission.

CDC also advises the use of simple cloth face coverings to slow the spread of the virus and help people who may have the virus and do not know it from transmitting it to others. Cloth face coverings fashioned from household items or made at home from common materials at low cost can be used as an additional, voluntary public health measure.

Cloth face coverings should not be placed on young children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the cloth face covering without assistance.

The cloth face coverings recommended are not surgical masks or N-95 respirators. Those are critical supplies that must continue to be reserved for healthcare workers and other medical first responders, as recommended by current CDC guidance.

### Should cloth face coverings be washed or otherwise cleaned regularly? How regularly?

Yes. They should be routinely washed depending on the frequency of use.

### How does one safely sterilize/clean a cloth face covering?

A washing machine should suffice in properly washing a cloth face covering.

### How does one safely remove a used cloth face covering?

Individuals should be careful not to touch their eyes, nose, and mouth when removing their cloth face covering and wash hands immediately after removing.



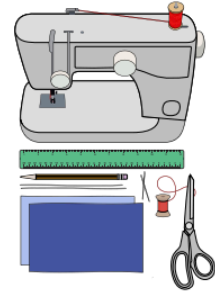
CS316353B 04/10/2020, 8:07 PM

[cdc.gov/coronavirus](https://cdc.gov/coronavirus)

## Sewn Cloth Face Covering

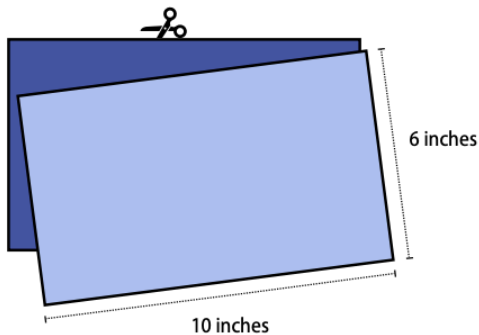
### Materials

- Two 10"x6" rectangles of cotton fabric
- Two 6" pieces of elastic (or rubber bands, string, cloth strips, or hair ties)
- Needle and thread (or bobby pin)
- Scissors
- Sewing machine

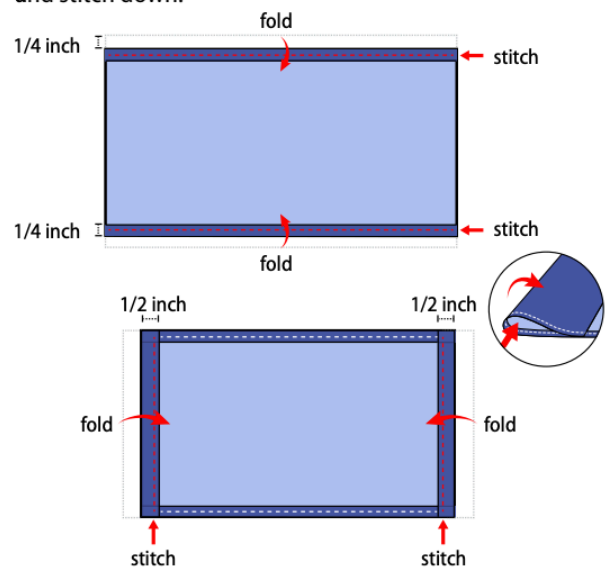


### Tutorial

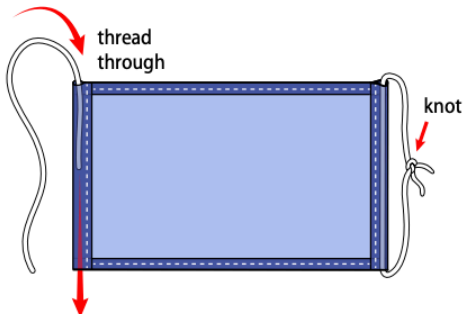
1. Cut out two 10-by-6-inch rectangles of cotton fabric. Use tightly woven cotton, such as quilting fabric or cotton sheets. T-shirt fabric will work in a pinch. Stack the two rectangles; you will sew the cloth face covering as if it was a single piece of fabric.



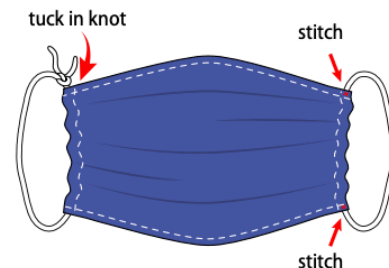
2. Fold over the long sides  $\frac{1}{4}$  inch and hem. Then fold the double layer of fabric over  $\frac{1}{2}$  inch along the short sides and stitch down.



3. Run a 6-inch length of  $\frac{1}{8}$ -inch wide elastic through the wider hem on each side of the cloth face covering. These will be the ear loops. Use a large needle or a bobby pin to thread it through. Tie the ends tight. Don't have elastic? Use hair ties or elastic head bands. If you only have string, you can make the ties longer and tie the cloth face covering behind your head.



4. Gently pull on the elastic so that the knots are tucked inside the hem. Gather the sides of the cloth face covering on the elastic and adjust so the mask fits your face. Then securely stitch the elastic in place to keep it from slipping.

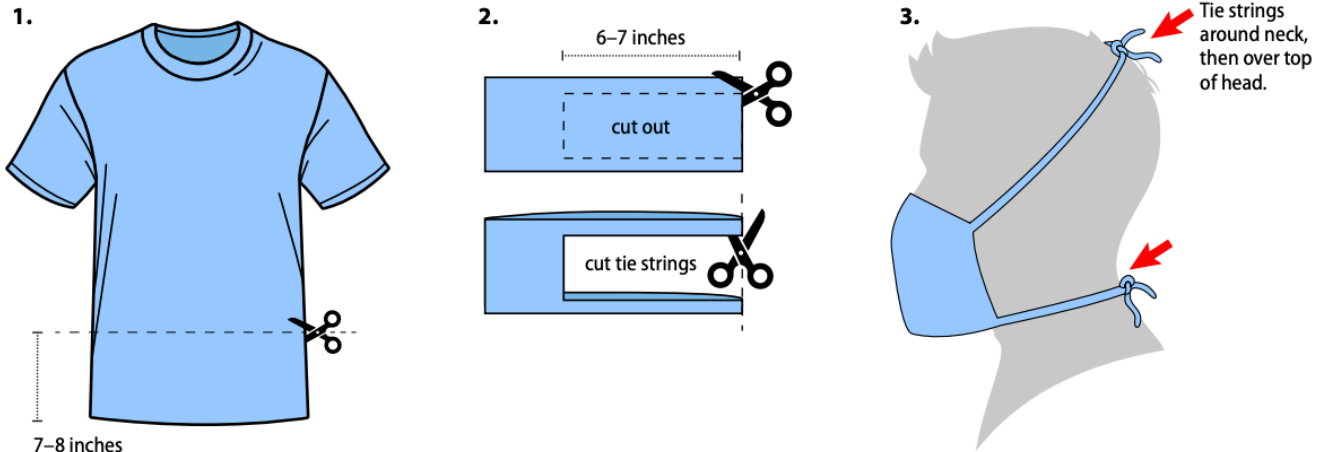


## Quick Cut T-shirt Cloth Face Covering (no sew method)

### Materials

- T-shirt
- Scissors

### Tutorial

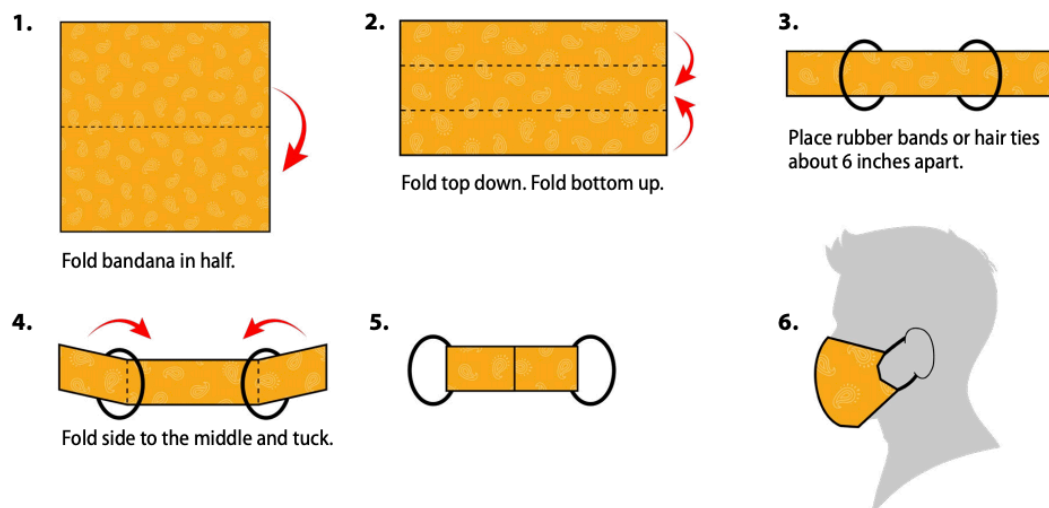


## Bandana Cloth Face Covering (no sew method)

### Materials

- Bandana (or square cotton cloth approximately 20"x20")
- Rubber bands (or hair ties)
- Scissors (if you are cutting your own cloth)

### Tutorial



## **Behavioural Guidelines**

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

- **Wash your hands often**
- **Stay home**
- **Only go out for essential groceries and to exercise**
- **Keep 2m distance to others when in public**
- **Cough or sneeze into your elbow or a tissue**
- **Protect our Elders and vulnerable people**
- **Self-isolate if you are sick or returning back from outside of Canada**
- **Consider wearing a mask where physical distancing is difficult (i.e. taking transit or in grocery store)**