

# **IMPORTANT PANDEMIC INFORMATION FOR COMMUNITY MEMBERS**



**April 16, 2020**



# Important information

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# COVID-19 Support from Shaw

During times like these, your Internet, TV and phone services keep you connected to your family, your community and the world. We've opened up Shaw Go WiFi, Canada's largest WiFi network, to everybody. Shaw will give everyone complimentary and unrestricted access to Shaw Go WiFi network hotspots regardless of whether or not they're a Shaw customer.

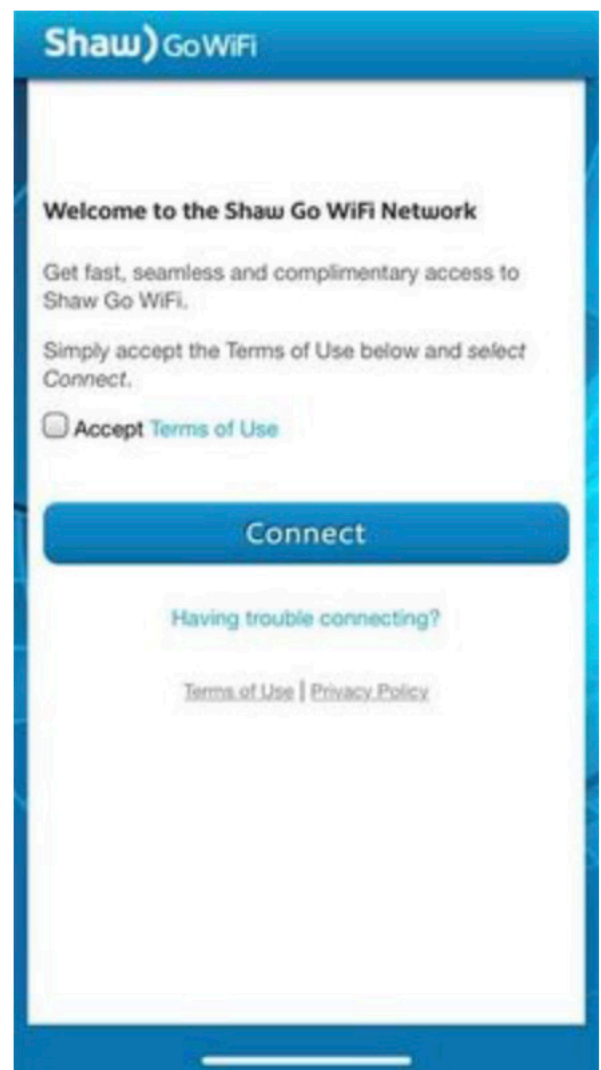
ShawGo - Terms and Conditions - March 18th, 2020.jpg

We're working to make sure that this new public network is available at every place Shaw Go WiFi is currently available. Please make sure that you are at a hotspot broadcasting "ShawGo" to connect to the publicly available WiFi.

## While within range of a public hotspot:

1. Open device settings.
2. Open WiFi settings.
3. Select the 'ShawGo' SSID from the list of nearby WiFi networks.
4. Select "Accept" on the Terms and Conditions page.
5. You're now connected!

See our full guide here to get access to Shaw Go WiFi for more.



## COVID-19 Community Health Update

COVID-19 continues to represent a serious health threat to our community. We all are in a holding pattern and need to continue to follow the public health guidelines to protect ourselves and our loved ones. This includes the physical distancing and frequent handwashing.

In addition, there have been some important changes in recommendations and guidelines:

### COVID-19 Testing for residents of Indigenous communities:

- Covid-19 testing is now **recommended for residents of Indigenous communities if you develop a fever (generally >38°C) and have a new or worsening cough or shortness of breath.**
- Testing on the North Shore is available at the Urgent Primary Care Centre at 221 Esplanade West – Suite 200, Tel.: (604) 973-1600

### Mask Use

- In spaces where it is difficult to maintain a two-meter distance from others (i.e. using public transport or in the grocery store) we can **consider wearing a home-made mask**. This update contains tips on making and wearing a mask safely.

**#LetOurNumbersBeZero**

## Personal Mask Use

- Cloth mask may be considered for spaces where physical distancing is difficult (i.e. grocery stores).
- Masks are an additional measure. They do not replace frequent handwashing or physical distancing.



- Before putting on a mask, clean hands with alcohol-based hand rub or soap and water.
- Cover mouth and nose with mask and make sure there are no gaps between your face and the mask.
- **Avoid touching the mask while using it;** if you do, clean your hands with alcohol-based hand rub or soap and water.
- Do not pull your mask down or let it dangle from your ear
- Replace the mask with a new one as soon as it is damp.
- **Do not re-use single-use masks.** Wash cloth masks after use
- **To remove the mask:** remove it from behind (do not touch the front of mask); discard immediately in a closed bin or plastic bag; clean hands with soap and water or hand sanitizer.

# Staying Connected during the Pandemic

## Drawing on Indigenous Strengths to Stay Connected and Well

**The current COVID-19 pandemic may remind us of past stories or activate blood memories of relatives impacted by colonization and intergenerational trauma. Some of our relatives may have been deliberately exposed to infectious disease or experienced inadequate health care and health resources.**

In First Nations culture, we have traditionally supported each other by sharing stress collectively. We often carry the stress of relatives in our bodies, so that they do not need to carry their stresses alone. Through connecting this way, we thrive in the best of times and survive in the worst of times. Sharing stress collectively also means we may experience increased feelings of fear, worry, anger, shame and other challenging emotions.

For support, we can lean into our cultural strengths, knowing that First Nations in BC have a long history of resilience. We have traditions and practices that ground us in the present and keep us well – spiritually, mentally, physically and emotionally.

Our holistic practices can help ease feelings of personal, collective, and inter-generational stress during the pandemic. Taking care of our wellness will calm us while we fulfill critical roles within our families and communities.

We have many cultural strengths to draw upon to stay connected and keep well, even while we practice social distancing. Here are a few ideas:

- **Support those around you** – Call an Elder or a young person every day to check in. Send an email or text to a loved one. Make a video call so people know you are thinking of them.
- **Get out on the land and reconnect with nature** – Harvest traditional medicines and foods. Take a walk. Get out on the water.
- **Seek wisdom from knowledge keepers and traditional healers** – Learn about traditional healing practices and medicines. Many of our medicines strengthen and cleanse our bodies and minds. Note that there are no cures for COVID-19 at this time. Many of our knowledge keepers and traditional healers are available online and by telephone.
- **Prioritize your wellness** and focus your energy by using prayer, meditation, daily affirmations and mantras such as 'I am resilient'.
- **Embrace this time to spend with your children** – In traditional education and child-rearing practice, we taught our children daily about our history, culture, language, and life skills. We learned as families.

### Spending time with children - here are some ideas:

- **Build structure into your days at home.** Both children and caregivers do better with a routine. Try to build in quiet-time activities children can do in the same room as you. Also, block off periods of time for physical activity or time outdoors. Remember that young children are not able to sit quietly for long periods of time.
- **Tell stories.** Share your knowledge about your culture, call an Elder who will tell stories, or read to your children.
- **Learn and share traditional knowledge.** Learn outdoor survival skills. Share what you know about the plants, animals and land around you. Learn and practice ways to harvest, prepare, and preserve traditional foods – and involve your kids in this process.
- **Incorporate ceremony.** Smudge every morning, do sunrise ceremony, and check in with others to reaffirm your love and relationships.
- **Kind words and thoughtful gestures help.** Use non-physical ways to show love to people while practicing social distancing.
- **Practice your traditional songs and language.** Visit [www.firstvoices.com](http://www.firstvoices.com) for online language resources.
- **Integrate life skills.** Teach young ones how to do daily household chores, cooking, cleaning and yardwork. You could even learn to garden as a family.
- **Play!** Children learn so much through play and are especially happy when their parents and caregivers join in the fun.
- **Model self-awareness and mindfulness.** Scan your body and name where you are carrying your feelings. Then set unhelpful feelings down into the land.

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***“The land – forests, mountains, earth and water – has informed all of our cultural and ceremonial practices. The land defines our identities and relationships with it. It has capacity to hold safely much more than we can hold as human beings alone. We can offer what we cannot hold, or what does not belong to us, to the land to take care of.”***

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#### **Confidential, Culturally Safe Support:**

KUU-US Indigenous Crisis Phone Line:  
1-800-558-8717

Hope for Wellness Indigenous Online Chat:  
[www.hopeforwellness.ca](http://www.hopeforwellness.ca)

#### **Telephone-based Health and Cultural Support:**

Indian Residential School Survivors Society:  
604-985-4465 or toll free 1-800-721-0066

Tsow-Tun-Le-Lum:  
1-250-268-2463 or toll free 1-888-590-3123

**For more information and resources, visit [www.fnha.ca/coronavirus](http://www.fnha.ca/coronavirus)**

## COVID-19 Government Financial Support

(Last Updated: April 15, 2020)

Bellow is a summary of government financial support programs during the COVID-19 crisis. It is not an exhaustive list and information is changing daily. For up-to-date information, please refer to the following websites (**short links provided for easier typing**):

- Federal Government COVID-19 Financial Support:  
<https://bit.ly/3bKOce9>
- BC Government COVID-19 Financial Support:  
<https://bit.ly/2R6xA8N>

Income (Unemployment) Support	
Support	Description
Canada Emergency Response Benefit (CERB)	<p>Provides a payment of \$2,000 for a 4 week period (equivalent to \$500 a week) for up to 16 weeks. Applies to wage earners, <b>as well as contract workers and self-employed individuals</b>.</p> <p><b>You should apply for CERB, whether or not you are eligible for EI.</b> As of April 6, 2020, there is a website with simple questions to direct you to the option that best fits your situation (i.e. eligibility for EI benefits or not).</p> <p><u>Eligibility:</u> Workers (Canadians aged 15+ and who made at least \$5,000 from employment in 2019 or in the 12 months prior to application) <b>who stopped working because of COVID-19</b> as a result of following:</p> <ul style="list-style-type: none"><li>• You have lost your job or your hours have been reduced to zero</li><li>• You are in quarantine or sick</li><li>• You are away from work to take care of others because they are in quarantine or sick</li><li>• You are away from work to take care of children or other dependents whose care facility is closed</li></ul> <p><b>* CERB eligibility has been expanded</b> to seasonal workers and those whose EI benefits recently expired. You are allowed to earn up to \$1,000 per month while collecting the CERB.</p> <p>Apply online at: <a href="https://www.canada.ca/en/services/benefits/ei/cerb-application.html">https://www.canada.ca/en/services/benefits/ei/cerb-application.html</a></p>



<b>Employment Insurance (EI)</b>	<p>Existing EI benefit continues to be available.</p> <p>Those who qualify for the CERB should apply for CERB instead. Please see info above. <b>Do not apply for the CERB if you have already applied for EI.</b></p> <p>More information at:  <a href="https://www.canada.ca/en/services/benefits/ei/ei-regular-benefit.html">https://www.canada.ca/en/services/benefits/ei/ei-regular-benefit.html</a></p>
<b>Employment Insurance (EI) Sickness Benefit</b>	<p>Provides 55% of your earnings <b>up to</b> a maximum of \$573 a week for up to 15 weeks of financial assistance.</p> <p>The following changes were made in response to COVID-19:</p> <ul style="list-style-type: none"> <li>• One-week waiting period has been waived.</li> <li>• People claiming EI sickness benefits due to quarantine will not have to provide a medical certificate.</li> <li>• People who cannot complete their claim for EI sickness benefits due to quarantine may apply later and have their EI claim backdated.</li> </ul> <p>More information at:  <a href="https://www.canada.ca/en/employment-social-development/corporate/notices/coronavirus.html">https://www.canada.ca/en/employment-social-development/corporate/notices/coronavirus.html</a></p>
<b>B.C. Emergency Benefit for Workers</b>	<p>One-time additional tax-free payment of \$1000 to those on EI or CERB.</p> <p>Information about this benefit will be available soon at:  <a href="https://www2.gov.bc.ca/gov/content/employment-business/covid-19-financial-supports/emergency-benefit-workers">https://www2.gov.bc.ca/gov/content/employment-business/covid-19-financial-supports/emergency-benefit-workers</a></p>

<b>Income Supplements</b>	
<b>Support</b>	<b>Description</b>
<b>Canada Child Benefit (CCB)</b>	<p>An extra \$300 per child through CCB for 2019-2020</p> <p><b>It will be part of scheduled CCB payment in May.</b></p> <p>More information at:  <a href="https://www.canada.ca/en/department-finance/economic-response-plan/covid19-individuals.html#increasing_canada_child_benefit">https://www.canada.ca/en/department-finance/economic-response-plan/covid19-individuals.html#increasing_canada_child_benefit</a></p>
<b>Special GST Credit Payment</b>	<p><b>A one-time special payment for low- and modest-income families starting April 9.</b> Additional benefit will be up to \$400 for single individuals and up to \$600 for couples.</p> <p><b>If you are eligible, you will get it automatically.</b></p> <p>More information at:  <a href="https://www.canada.ca/en/revenue-agency/services/child-family-benefits/covid-19-gsthstc-increase.html">https://www.canada.ca/en/revenue-agency/services/child-family-benefits/covid-19-gsthstc-increase.html</a></p>

<b>Climate Action Tax Credit</b>	<p>A one-time enhancement payment for moderate to low-income families in July 2020. Up to \$564 for eligible families of 4 and \$218 for eligible individuals.</p> <p><b>Benefit is paid out according to your income tax return.</b></p> <p>More information at:  <a href="https://www2.gov.bc.ca/gov/content/taxes/income-taxes/personal/credits/climate-action/enhanced-july-2020-payment">https://www2.gov.bc.ca/gov/content/taxes/income-taxes/personal/credits/climate-action/enhanced-july-2020-payment</a> </p>
<b>BC Senior's Supplement</b>	<p>Additional \$300/month boost for three months for low-income seniors who receive the B.C. Senior's Supplement.</p> <p><b>No application needed, support boosts will be applied to payments automatically.</b></p> <p>More information at:  <a href="https://news.gov.bc.ca/releases/2020SDPR0012-000620">https://news.gov.bc.ca/releases/2020SDPR0012-000620</a> </p>
<b>Income Assistance &amp; Disability Assistance</b>	<p>COVID-19 crisis supplement of additional \$300/month for three months <b>for those who do not qualify for federal emergency supports like CERB.</b></p> <p>The following changes were made in response to COVID-19:</p> <ul style="list-style-type: none"> <li>• Income from CERB or EI will not result in reduction in monthly assistance for three months.</li> <li>• Those on BC Bus Pass Program will receive their \$52 transportation supplement back in cash on their cheques.</li> </ul> <p>More information at:  <a href="https://news.gov.bc.ca/releases/2020SDPR0012-000620">https://news.gov.bc.ca/releases/2020SDPR0012-000620</a> </p>

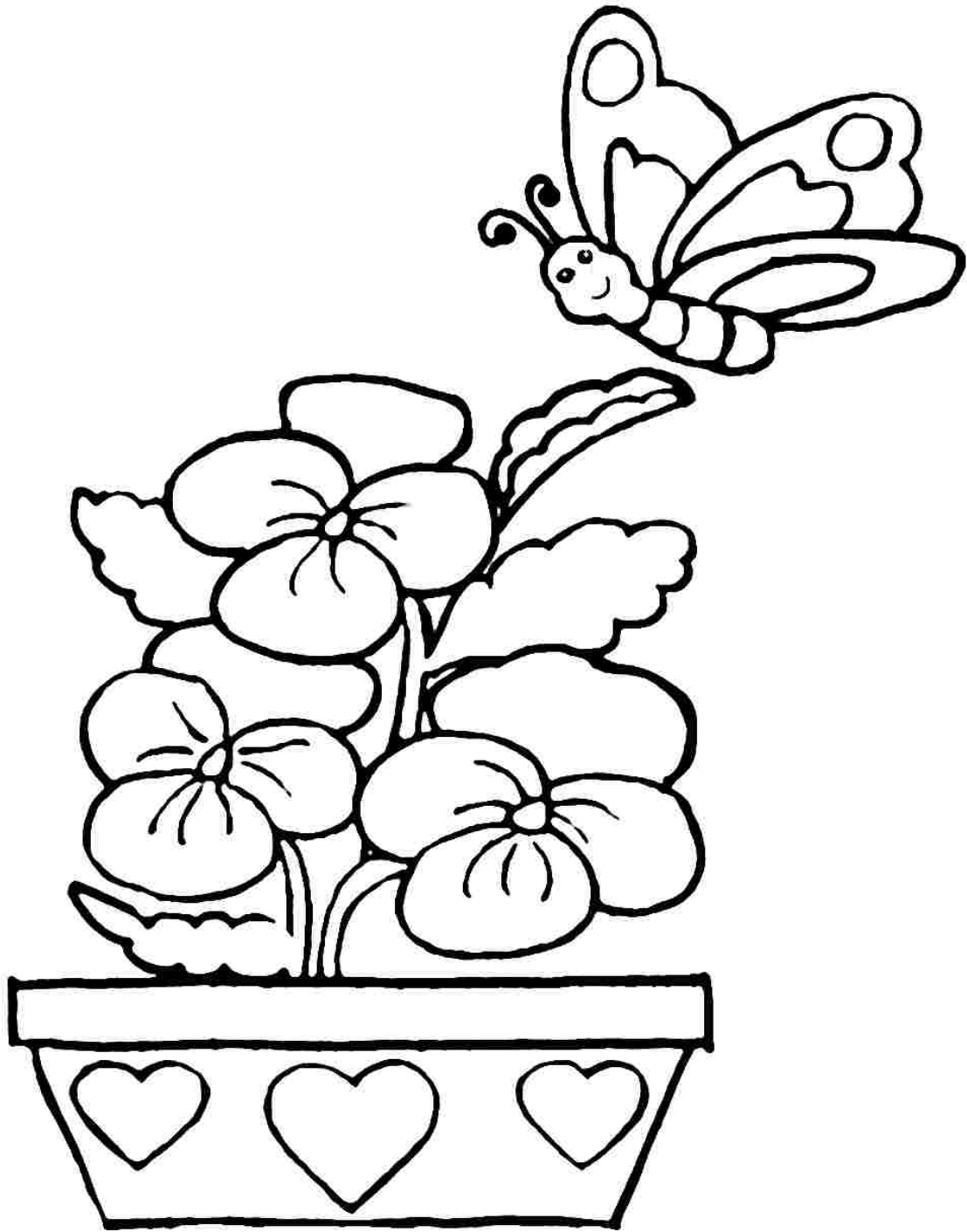
<b>Other Financial Supports/Deferrals</b>	
<b>Support</b>	<b>Description</b>
<b>Indigenous Emergency Assistance Fund</b>	<p>Indigenous students at public post-secondary institutions can apply for <b>non-repayable emergency assistance</b> that can be used to help with a broad range of costs.</p> <p><b>Contact the Indigenous Student Service Centre on campus. <a href="#">See backgrounder for contact list.</a></b></p> <p>More information at:  <a href="https://news.gov.bc.ca/releases/2020AEST0022-000623">https://news.gov.bc.ca/releases/2020AEST0022-000623</a> </p>

<b>Canada and BC Student Loans</b>	<p>No payment will be required and interest will not accrue on student loans for six months, starting on March 30, 2020.</p> <p>Repayment will be paused automatically <b>and no application is necessary.</b></p> <p>More information at:  <a href="https://www.canada.ca/en/departement-finance/economic-response-plan/covid19-individuals.html#canada_student_loans">https://www.canada.ca/en/departement-finance/economic-response-plan/covid19-individuals.html#canada_student_loans</a> </p>
<b>ICBC Payments</b>	<p>Customers on a monthly Autoplan payment plan can defer their payment for <b>up to 90 days with no penalty.</b></p> <p>More information at:  <a href="https://www.icbc.com/insurance/buy-renew-cancel/Insurance-payment-plan/Pages/Default.aspx">https://www.icbc.com/insurance/buy-renew-cancel/Insurance-payment-plan/Pages/Default.aspx</a> </p>
<b>BC Transit &amp; TransLink</b>	<p><b>Free boarding on all buses.</b> Enter through rear of the bus, unless accessible loading is required. Service reductions in effect.</p> <p>More information at:  <a href="https://www.translink.ca/About-Us/Media/2020/April/Service-reductions-beginning-Monday-and-July-fare-increase-deferred.aspx">https://www.translink.ca/About-Us/Media/2020/April/Service-reductions-beginning-Monday-and-July-fare-increase-deferred.aspx</a> </p>
<b>Registered Retirement Income Funds (RRIFs)</b>	<p>Minimum withdrawals from RRIFs has been reduced by 25% for 2020.</p> <p>More information at:  <a href="https://www.canada.ca/en/departement-finance/economic-response-plan/covid19-individuals.html#eased_rules_registered_retirement_income_funds">https://www.canada.ca/en/departement-finance/economic-response-plan/covid19-individuals.html#eased_rules_registered_retirement_income_funds</a> </p>
<b>Income Tax Returns</b>	<p><b>Filing due date is deferred to June 1.</b></p> <p><b>Payments owed are deferred until after August 31.</b></p> <p>More information at:  <a href="https://www.canada.ca/en/departement-finance/economic-response-plan/covid19-individuals.html#extra_time_income_taxes">https://www.canada.ca/en/departement-finance/economic-response-plan/covid19-individuals.html#extra_time_income_taxes</a> </p>

Housing Support	
Support	Description
BC Hydro	<p>BC Hydro is halting all service disconnections for non-payment of bills and <b>reducing electricity rates by 1%</b>. BC Hydro also is making more support available through:</p> <ul style="list-style-type: none"> <li>• <a href="#">COVID-19 Relief Fund</a> applies a 3-month credit to your BC Hydro account for eligible customers (avg credit will be \$477).</li> <li>• <a href="#">COVID-19 Customer Assistance Program</a> offers bill deferral and payment plans for customers struggling due to impacts of COVID-19.</li> <li>• <a href="#">Customer Crisis Fund</a> is an existing program that grants of up to \$600 off your energy bill.</li> </ul> <p>More information at:  <a href="https://www.bchydro.com/news/conservation/2020/covid-19-updates.html">https://www.bchydro.com/news/conservation/2020/covid-19-updates.html</a></p>
Freezing Rent Increases and Halting Evictions	<p><b>No rent increases are allowed in BC effective April 1, 2020.</b></p> <p><b>A landlord may not issue a new notice to end tenancy for any reason.</b></p> <p>Contact Residential Tenancy Branch (RTB) for more information:  <a href="https://www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies/covid-19">https://www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies/covid-19</a></p>
BC Temporary Rental Supplement (BC-TRS)	<p>A temporary rent supplement will provide up to <b>\$500 per month paid directly to landlords</b>. Assistance will be available to low and moderate-income renters who are facing financial hardship because of COVID-19.</p> <p><b>Apply online at:</b> <a href="https://bctrs.bchousing.org/">https://bctrs.bchousing.org/</a></p>
Mortgage Support	<p>Mortgage payment deferrals available for CMHC-insured loans:</p> <ul style="list-style-type: none"> <li>• Defer up to six monthly mortgage payments (interest and principal).</li> <li>• Deferred payments are added to the outstanding principal balance and subsequently must be repaid.</li> </ul> <p><b>Contact your financial institution for further mortgage assistance.</b></p> <p>More information at:  <a href="https://www.canada.ca/en/departement-finance/economic-response-plan/covid19-individuals.html#mortgage_support">https://www.canada.ca/en/departement-finance/economic-response-plan/covid19-individuals.html#mortgage_support</a></p>







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