

"Tsleil-Waututh Nation is committed to
providing a safe and healthy work
environment for all staff."

TWN COVID-19 Safety Plan

January 2021





Table of Contents

Purpose	1
What is COVID-19 and how does it spread?	1
Signs and Symptoms of COVID-19	2
Roles and Responsibilities	3
Hierarchy of Control	3
Physical Distancing and Prevention	4
Face Masks.....	4
Clean Shared Surfaces.....	4
Handwashing and Hygiene.....	5
Cough and Sneeze Etiquette	5
Office Plan	6
Safe Entry Protocols.....	6
Remote Work & Meetings	7
Reception – No Public Entry.....	8
Visitors and Members of the Community.....	8
Detection and Response Measures	9
TWN COVID-19 BY-LAW	12
DAILY SELF-ASSESSMENT QUESTIONNAIRE	14
TSLEIL-WAUTUTH NATION COVID-19 SAFETY PLAN ACKNOWLEDGEMENT	16
Appendices	17
Appendix A - Handwashing	17
Appendix B - Cleaning and disinfecting.....	18
Appendix C – Physical Distancing.....	19
Appendix D – How to use a Mask	20
Appendix E – Coughs and Sneezes.....	21
Appendix F – Instructions on SwipedOn Pocket App & Barcode use	22
Appendix G - OneScreen Go-Safe – Thermal Scanner	23
Appendix H – OneScreen Thermal Scanner Instructions	25
Appendix I - Mental Health Resources.....	26
FAQ's	28

Homewood Health EFAP Brochure after FAQ's.



Purpose

Tsleil-Waututh Nation (TWN) is committed to providing a safe and healthy workplace for all our staff. A combination of preventative measures will be used to minimize employee exposure to, and transmission of, the COVID-19 virus, including the most effective control technologies available. Our workplace practices will not only protect our employees, but will also protect other workers such as contractors, delivery workers, maintenance workers, and our TWN community members.

This document will provide information along with a Return-to-Work Plan for staff and community members of the Tsleil-Waututh Nation for preventing the transmission of SARS-CoV-2 (COVID-19) in the workplace.

This safety plan will be updated on a regular basis in accordance with orders from the provincial health officer (PHO) and guidance to employers and businesses provided by WorkSafe B.C.

Employers are required by section 21 (2) (c) of the Workers Compensation Act to establish occupational health and safety policies and programs in accordance with the Occupational Health and Safety Regulation and have been directed by WorkSafe B.C. to develop a plan to ensure that the risk of transmission of SARS-CoV-2 at workplaces is minimized (hereinafter referred to as the “COVID-19 Safety Plan”).

What is COVID-19 and how does it spread?

Coronaviruses are a large family of viruses found mostly in animals. In humans, they can cause diseases ranging from the common cold to more severe diseases such as Severe Acute Respiratory Syndrome (SARS) and Middle East Respiratory Syndrome (MERS). The disease caused by the new coronavirus has been named COVID-19.

While many of the characteristics of COVID-19 are still unknown, mild to severe illness has been reported for confirmed cases.

SARS-CoV-2, the virus that causes COVID-19, is spread in several ways. It spreads from an infected person to others through respiratory droplets and aerosols created when an infected person coughs, sneezes, sings, shouts, or talks. The droplets vary in size from large droplets that fall to the ground rapidly (within seconds or minutes) near the infected person, to smaller droplets, sometimes called aerosols, which linger in the air under some circumstances.

The virus may also spread when a person touches another person (i.e., a handshake) or a surface or an object (also referred to as a fomite) that has the virus on it, and then touches their mouth, nose or eyes with unwashed hands.

The risk of surface transmission increases when many people contact the same surface and when those contacts happen over short periods of time.



Signs and Symptoms of COVID-19

COVID-19 symptoms are similar to other respiratory illnesses, like the flu and the common cold. Symptoms may include:

- Fever
- Chills
- Shortness of breath
- Sore throat
- Runny nose
- Loss of sense of smell or taste
- Loss of appetite
- Headache
- Fatigue
- Diarrhea
- Nausea and vomiting
- Muscle aches
- Coughs

While less common symptoms can also include:

- Stuffy nose
- Dizziness, confusion
- Abdominal pain
- Conjunctivitis (pink eye)
- Skin rashes
- Discoloration of fingers or toes

Some people infected with COVID-19 may experience few or no symptoms. Elders and those with chronic health conditions are sometimes more vulnerable to developing severe illness or complications from COVID-19.

****Here are some links below regarding COVID-19 information****

BC Centre for Disease Control (BCCDC):

<http://www.bccdc.ca/health-info/diseases-conditions/COVID-19/about-COVID-19/symptoms>

Health Link BC:

<https://www.healthlinkbc.ca/>

BC Government:

<https://www2.gov.bc.ca/gov/content/home>

First Nations Health Authority:

<https://www.fnha.ca/what-we-do/communicable-disease-control/coronavirus>

WorkSafe BC

<https://www.worksafebc.com/en>

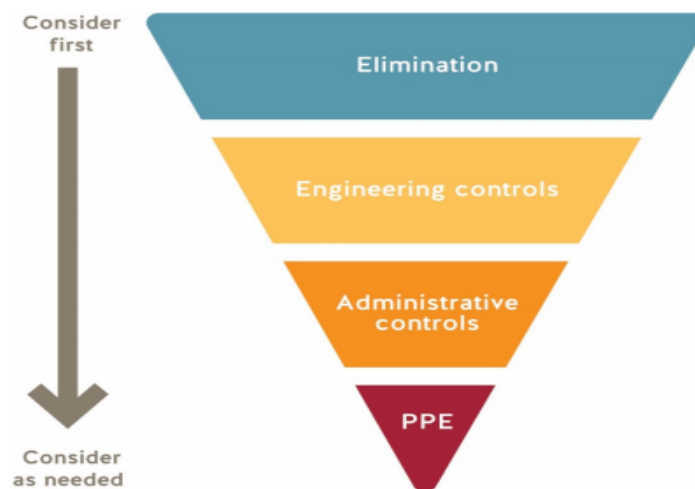


Roles and Responsibilities

- **Chief Administrative Officer (CAO)** – provides oversight and delegates safety mandates to the Directors and ensures they are relaying messaging to their staff, etc.
 - **Communications** – provides updates to all-staff
- **Health Director & Dept.** – provides contact tracing within workplace and community, and share expert and updated health advice
- **Directors** – relays safety mandates and news to their team and work with their staff for any COVID-19 issues.
- **Joint Occupational Safety & Health (JOSH) Committee** – Meet regularly and work with their employer in the development of workplace prevention and response strategies dealing with the COVID-19 pandemic, to identify and find solutions to remedy workplace health and safety concerns.
- **HR** – support flexible working hours and working from home where possible during the public health emergency while also complying with legal requirements to ensure the health and safety of employees.
- **Office Manager** – helps support as required and implements safety plan initiatives as directed by above noted teams and orders safety supplies as directed.
- **Support Staff** – As required.

Hierarchy of Control

Different protocols offer different levels of protection. Wherever possible, we used the protocol that offers the highest level of protection. We considered controls from additional levels if the first level isn't practicable or does not completely control the risk. We incorporated controls from various levels to address the risk at the TWN workplace.



First level protection (elimination) — Limit the number of people in your workplace where possible by implementing work-from-home arrangements, establishing occupancy limits, rescheduling work tasks, or other means. Rearrange work spaces to ensure that workers are at least 2 m (6 ft.) from co-workers, customers, and members of the public.

Second level protection (engineering controls) — If you can't always maintain physical distancing, install **barriers** such as plexiglass to separate people.

Third level protection (administrative controls) — Establish rules and guidelines, such as posted **occupancy limits** for shared spaces, designated delivery areas, cleaning practices, and one-way doors and walkways to keep people physically separated.

Fourth level protection (PPE) — If the first three levels of protection aren't enough to control the risk, consider the use of masks. Ensure masks are **selected and cared for appropriately** and that workers **are using masks correctly**.



Physical Distancing and Prevention

The practice of physical distancing can help limit the spread of COVID-19 and reduce the risk of getting sick. Keeping about two metres apart when we are outside our homes is something, we can all do to help stop the spread of COVID-19.

Physical Distancing (Appendix C – pg. 19)

- Follow **directional** signs throughout the TWN buildings along with **occupancy limits** on bathroom and office doors, etc.
- **Do not congregate** in shared areas like the hallway, copier room, gathering space, and be aware if someone is waiting to pass you
- **Cancel in-person meetings** and hold meetings by teleconference, video conference, or email instead. TWN staff should not be holding any meetings in our meeting rooms at this time. All meeting rooms will be closed to bookings.
 - There may be an exception for the Gathering Space if there is sufficient space between each person, sufficient air flow and that the amount of people doesn't exceed the occupancy limit of the room. All employees are encouraged to meet via video chat or conference call where and when possible.
- Exceptions are to be approved at the CAO/Director level. This expectation for office work is set out by WorkSafeBC.
- **Do not let the distance shrink** because you trust or like someone – these are hard new habits for us all!

Face Masks

- In order to keep our workplace as safe as possible and to protect the community, mask wearing is mandatory for all staff, visitors and contractors in shared spaces in TWN buildings. This includes all common areas, kitchens, hallways, storage and supply rooms, washrooms, etc. Exceptions apply for people with health conditions or with physical, cognitive or mental impairments who cannot wear a mask. (Appendix D – pg.20)

Clean Shared Surfaces

Minimize sharing of office space, work vehicles, and shared space.

- TWN asks all workers to clean **shared equipment/surfaces** with disinfectant wipes between users
 - **Prep rooms** include counters, printer/copier keypads, and printout trays
 - **Shared desks** include the computer keyboard and mouse, desk surface, and phone.
 - **Vehicles** include the steering wheel, gear shift, mirrors if adjusted, and door handles

Manage Breaks

- **Take all breaks** outdoors when possible
 - If taking breaks at a shared space such as the Gathering Space, or balcony/porch area, make sure to pay attention to the occupancy limit and physical distancing, and you must wipe down the area after use. If outdoors is not possible, consider eating at your desk area.



- **Bring your own lunch** and beverages. Do not share food or drink (no buffets or platter service). The microwave is available in the kitchen to heat food – note the occupancy limits in the kitchen area along with the arrows and use disinfectant wipes on any touched surfaces such as tea kettle, fridge door handle, microwave, coffee machine, toaster, etc.

Handwashing and Hygiene

Hand washing is one of the best ways to minimize the risk of infection. Proper hand washing helps prevent the transfer of infectious material from the hands to other parts of the body, particularly the eyes, nose, and mouth – or to other surfaces that are touched. (*Appendix A – pg. 17*)

Wash your hands immediately:

- Upon arriving and when leaving work
- After washroom use
- Before, during and after you prepare food
- Before using shared equipment
- After handling materials that may be contained
- After coughing and sneezing
- When hands are visibly dirty
- Before eating any food (including snacks)
- Before leaving a work area

Washing your hands “well” means:

- Wet hands and use soap or warm running water
- Wash and rub your hands vigorously for at least 20 seconds ensuring the lather covers all areas – palm to palm, back of hands, between fingers, back of fingers, thumbs, fingernails (using palms) and wrists
- Rinse hands thoroughly with water
- Dry your hands with paper towel (or a hand dryer), use the paper towel to turn off the tap and open the door, dispose of the paper towel
- Additionally: If water is unavailable, use hand sanitizer that has at least 70% alcohol. Follow the manufacturer’s instructions on how to use the hand sanitizer. Workers should avoid touching your face, nose, and mouth and avoid rubbing your eyes. Personal hygiene should be maintained, and routine handwashing must take place. Dispose of anything that meets your mouth such as tissues, or plastic eating utensils.

Cough and Sneeze Etiquette

Workers are expected to follow cough/sneeze etiquette which is a combination of measures that minimizes the transmission of diseases via droplet or airborne routes. Cough/sneeze etiquette includes the following components: (*Appendix E – pg. 21*)

- Cover your mouth and nose with a sleeve or tissue when coughing or sneezing
- Use tissues to contain secretions, and dispose of them promptly in a waste container
- Turn your head away from others when coughing or sneezing
- Wash hands regularly



Office Plan

Safe Entry Protocols

TWN offices are closed to non-essential staff and visitors without appointments at this time:

- Staff who can work from home are encouraged to do so with authorization/direction from their manager/supervisor.
- Sanitization tools (hand sanitizer, wipes, etc.) to be located at entrances and other key areas throughout each building.
- All staff entering a TWN building for work must complete a *Daily Self-Assessment Questionnaire* via SwipedOn App or Barcode **before** entering the building (*Appendix F – pg. 22*) and after entering the building, check temperature via thermal scanner.
- All interior doors in traffic areas are to remain open to reduce the need for contact, with the exception of any marked fire exit doors which must remain closed.
- Office staff to adopt measures to maintain distance, especially in common areas and avoid gathering, particularly in the TWN gathering space.

WorkSafe BC requires all workers to do a self-assessment health check daily before entering the workplace, therefore, TWN asks all employees to fill out the daily self-assessment questionnaire via SwipedOn App, or the Barcode provided.

Please note: Entry procedures may vary for each TWN building/office.

- 1) All staff must do the self-assessment questionnaire **before** entering any workplace buildings.
 - a. If you answer **Yes** to any of the assessment questions when signing in, then you are **not permitted** to work at any TWN administration offices or facilities at this time.
- 2) Sanitize your hands and put on your mask before entering all buildings. Disposable masks and sanitizing supplies are provided at all main entrances.
- 3) All staff must enter TWN Office buildings via the main entrance only and follow any posted instructional signage and directional arrows in each building.
- 4) After entering the workplace, all staff must proceed directly to the designated room for thermal screening. Follow the posted signs to the designated room/area.
 - o If you are briefly visiting from another office, you do not need to complete the assessment procedures again as long as you have completed them earlier in the day.
- 5) Once you're at the designated room/area (**1 person at a time**):
 - a. If there's a line-up, please ensure you stand at least 2 meters apart at all times with your mask on and allow privacy for the person testing. (*Directors could consider staggering staff start times at various intervals to prevent line-ups, whenever possible.*)
 - b. Follow the instructions to check your temperature on the thermal scanner (**with your mask on**). (*Appendix H – pg. 25*)
 - c. When results are **good - green light**, then you are cleared to enter the building to work.
 - d. If you receive a **red light and/or alarm** on the temperature scanner, please wait 10 minutes and rescan. If the alarm goes off again, then you are **not permitted** to work at any TWN administration offices or facilities at this time.



- 6) Please follow the posted signs when exiting the designated room away from any lineup if possible. Staff with offices in this area should exit their offices **away** from the lineup **or** wait until safe to do so.
- 7) To allow for maximum privacy, we ask that you do not stop to chat in or outside the room during this process and continue to your offices.
- 8) Once inside your place of work, all staff is required to limit in-person contact to essential business only and refrain from interdepartmental socializing.

Building Occupancy

Each TWN building/facility has posted its occupancy limit, according to the essential needs of the department and will be closely monitored to ensure the health and safety of the employees.

Remote Work & Meetings

- TWN is encouraging all staff to work from home if they are able to. TWN is providing the employees with the resources they need to perform their roles from home to reduce the risk and spread of COVID-19.
- Any staff that come into work must clear it with the Director of the department first and understand the risks associated with coming into work. They must complete the *Daily Self-Assessment Questionnaire* via “SwipedOn” App or Barcode, every time they come in to work once per day.
- All staff must follow all safety guidelines and signage when coming into any TWN building and complete the thermal screening upon entering TWN workplace before proceeding with their day.

Cleaning Protocols (Appendix B – pg. 18)

- Hand sanitizing stations throughout building.
- Each employee is responsible for cleaning and disinfecting their work station daily, including door handles and light switches.
- All frequent touch points such as hand railings, kitchen appliances (microwave, fridge, coffee machine, etc.) must be wiped down at least twice daily with a disinfectant, such as spray using paper towel or disinfectant wipes.
- All washrooms must be cleaned at least twice daily with a disinfectant, such as spray using paper towel or disinfectant wipes.
- Employees/individuals are responsible for wiping down and cleaning the area that they work and/or the tools/appliances they use each time they use them in a public area.
- All cleaning and disinfecting are carried out as per the Public Health Agency of Canada’s recommendations.



Reception – No Public Entry

- Offices are closed but do remain open to a limited number of employees, as per their Supervisor or Director's directive or approval. Some TWN offices are closed to the general public and community members to reduce the risk and spread of COVID-19. Some TWN office buildings that are open may make exceptions on a case-by-case basis and, if an exception is made, the guidelines of BC's Provincial Health Officer are expected to be followed by TWN employees and the members of the community or public at all times.
- TWN Administration building's front doors to the main building will be locked at all times. The entrance way has necessary signage letting members and public know this.
 - If there are any changes due to updated information the receptionist needs to ensure that the information posted on the office doors is up to date at all times and that they are there to assist in answering the phone line and any deliveries TWN receives.
- Any contractors/visitors **will only be allowed access** into the building:
 - If they have an appointment with an employee in the building.
 - If they do not have any COVID-19 symptoms, or if they have not travelled outside of the country within the last 14 days, or if they have not been in contact with a confirmed case.
 - If they agree to abide by the protocols of the organization such as wearing a mask, sanitizing hands upon entry, completing a self-assessment questionnaire and the thermal screening. As well as, consistent hand-washing/hand sanitizing during the duration of their visit. *Disposable masks will be available at Reception if needed.*
 - All appointments should be relayed to front desk reception so they are aware of any appointments and can call the necessary employee to come and greet their guest
 - All guests will be required to provide the Front Desk, with their full name and phone number, every time they visit, for contact tracing purposes.

Visitors and Members of the Community

If there are any visitors or members of the community who need to make a payment or meet anyone at the office they must:

- Try contactless electronic payment
- Drop a cheque in the mailbox
- If entering the building, they must make an appointment and:
 - Wear a mask, and do consistent hand-washing/sanitizing during the duration of their visit, as needed. Disposable masks will be available at Reception if needed.
 - Check in at the Front Desk with their full name and phone number for contact tracing purposes



Detection and Response Measures

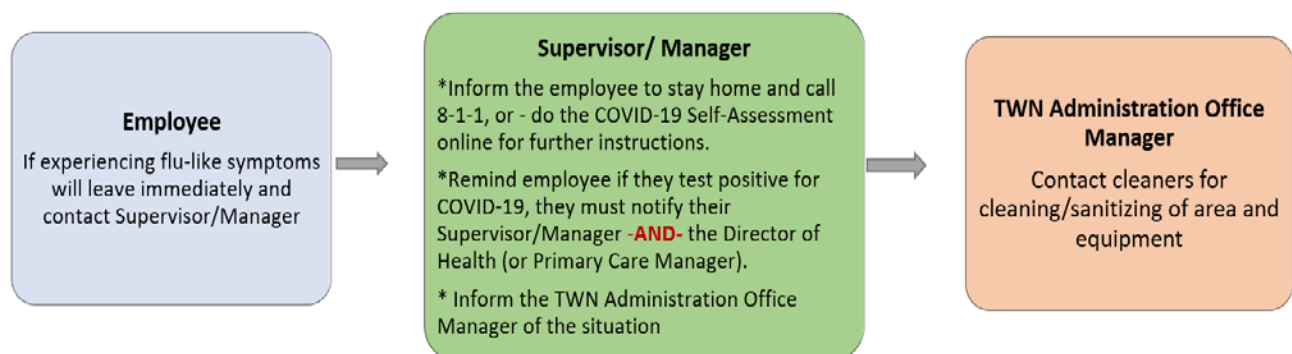
Before attending the office, TWN workers must confirm through the SwipedOn App, or Barcode, or by the manual form, that:

- They are not currently exhibiting cold, influenza or COVID-19-like symptoms, even mild ones
- They have not returned from outside of Canada and the Province within the last 14 days
- To the best of their knowledge, they have not been in contact with someone with a confirmed or probable case of COVID-19
- They have NOT been told to isolate by Public Health Authority

Staff at the workplace who is experiencing any flu-like symptoms such as fever, body aches, tiredness, coughing, congestion, sore throat, or shortness of breath must leave immediately and inform their Supervisor/Manager.

The Supervisor/Manager shall immediately:

- Inform the employee to stay home and call 8-1-1 or do the COVID-19 Self-Assessment (<https://bc.thrive.health/>) for further instructions for testing, self-monitoring and/or self-isolation.
- Remind staff if they test positive for COVID-19 they must notify their Supervisor/Manager AND the Director of Health (or Primary Care Manager):
 - o Andrea Aleck – aaleck@twnation.ca 778-903-6244
 - o Sibylle Tinsel – stinsel@twnation.ca 604 353-5314
- Inform the TWN Administration Office Manager that an employee has gone home with flu-like symptoms, therefore cleaning/sanitizing is needed in the area
 - o Dede Jonasen – djonasen@twnation.ca 604-679-9208





Response Measures

Negative Test

- If you test negative for COVID-19, you may come back to work the next day, if you no longer have symptoms.
 - If you display new symptoms after getting your test done, contact your health care provider and continue to isolate until your symptoms resolve.
 - If you are a health care provider; speak with your employer about return-to-work policies.
 - If you are a contact of a COVID-19 case, continue to self-isolate for 14 days from your last contact.
 - If you are a traveler returning to Canada or BC, you must continue to isolate for 14 days from arrival back in B.C.

Positive Test

Employees who test positive are required to follow the advice of the local health authority with regards to self-isolation and must notify their Supervisor/Manager AND the Health Director/Primary Care Manager immediately.

- | | |
|---|----------------------|
| • Andrea Aleck – aaleck@twnation.ca | Ph: 778 – 903 – 6244 |
| • Sibylle Tinsel – stinsel@twnation.ca | Ph: 604 – 353 – 5314 |

When someone in our workplace tests positive for COVID-19, a confidential contact tracing process is put in motion. This process follows the direction from Public Health and the Medical Health Officer (MHO). Once the Health Director or the Primary Care Manager is notified, the TWN Health team will conduct internal and confidential contact tracing to limit the spread of COVID-19 in the TWN workplace. Staff that are close contacts of the positive case individual are required to follow the recommendations of the local health authority and may not return to work until given approval by the proper health authorities.

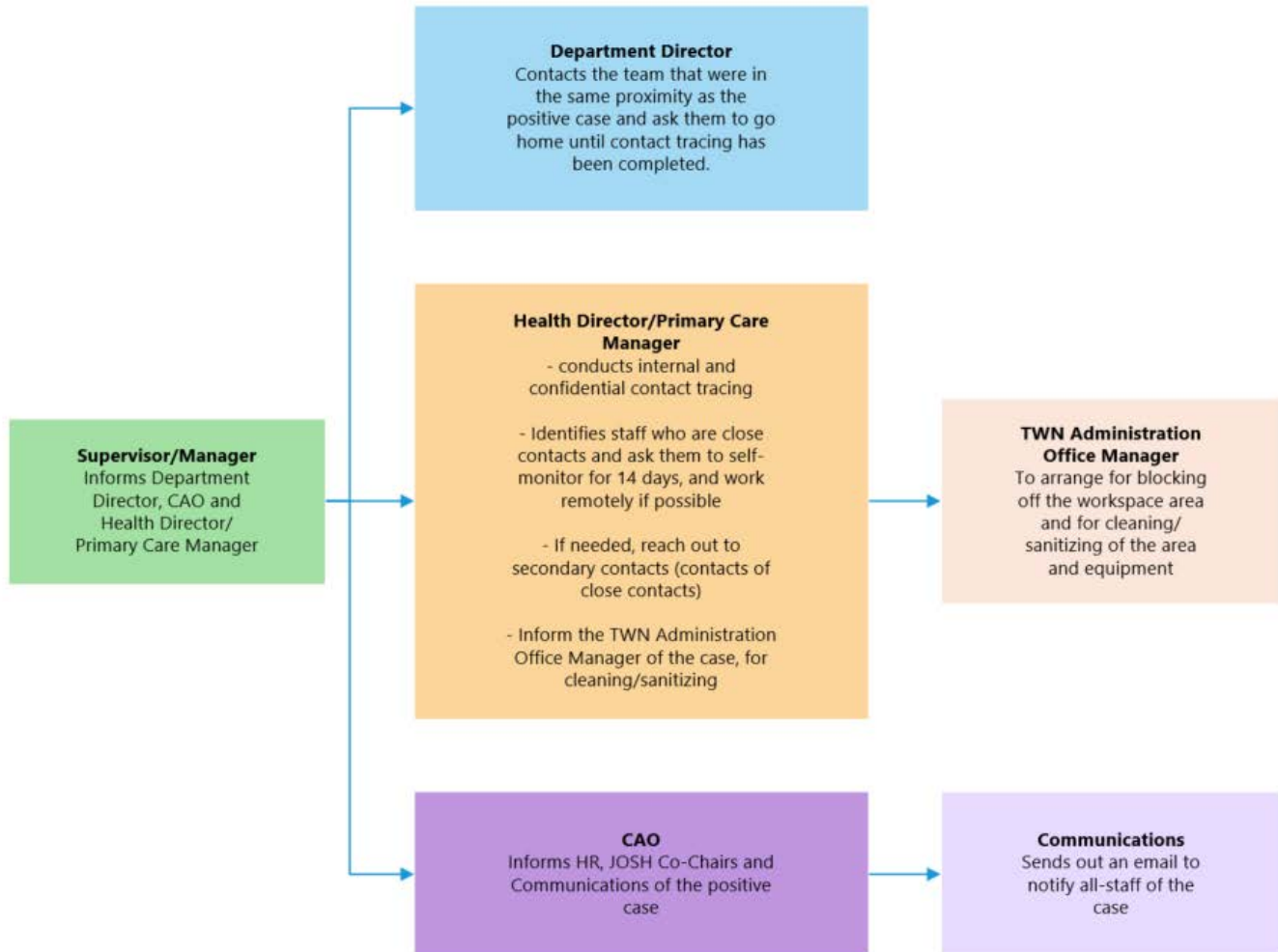
In case of a positive test-result:

- the Supervisor/Manager will inform the Department Director, CAO and Health Director/Primary Care Manager
- The Department Director will contact the team that were in the same proximity as the positive case and ask them to go home until an internal assessment/contact tracing by the Director of Health or the Primary Care Manager has been completed.
- The Health Director/ Primary Care Manager will conduct internal and confidential contact tracing to limit the spread of COVID-19 in the TWN workplace. Staff who is identified as close contacts will be asked to work remotely and self-monitor for 14 days. Following a risk assessment, secondary contacts (contacts of contacts) may be asked to work remotely for 14 days.
- The Health Director/ Primary Care Manager will ask the TWN Administration Office Manager to block off the workspace/office and to arrange for cleaning/sanitizing of the area and equipment.



- The CAO will inform HR, JOSH Co-Chairs and Communications of the incident.
- Communications will send out an email to notify all-staff of the case.

See Reporting Diagram below:



Cleaning and Disinfecting Computers

Each employee is responsible for cleaning and disinfecting their IT equipment: laptop, notebooks, monitors, keyboard and mobile phones. All IT equipment is sensitive, therefore, take proper care in handling the equipment while cleaning it as per the links below. It is recommended to clean your IT equipment at the beginning of the day and mobile phones at least 3 – 5 times thereafter. Before proceeding to clean your devices, remove any media from the drives and turn off all connected devices and the computer. Then, disconnect all power sources such as batteries or power cords from electrical outlets and disconnect all cables that are connected to the computer.



Note:

- Do not use wipes, sodium hypochlorite (bleach) or chlorine-based solutions.
- Do not use Ketone type materials (ex. Acetone), Ethyl alcohol, Toluene, Ethyl acid, or Methyl chloride.

*Links to cleaning protocols for IT devices:

- For computers and screen: <https://support.lenovo.com/us/en/videos/nvid500004>
- For Apple mobile phones: <https://support.apple.com/en-us/HT207123>
- For Samsung mobile phones: <https://www.samsung.com/ca/support/mobile-devices/how-do-i-clean-my-galaxy-phone/>

Training

Workers will receive information on the following items below, contained within this document:

- The risk of exposure to COVID-19, and the signs and symptoms of the disease
- Safe work practices/procedures, including hand washing and cough/sneeze etiquette
- Adequate amount of signage to serve as reminders on location of washing facilities, including dispensing stations for alcohol-based hand sanitizer
- Proper use of a mask when required
- How to report an exposure, or symptoms of COVID-19 to the proper individuals

Training will be in the form of staff bulletins, and email communication. Each employee must read through the TWN COVID-19 Safety Plan to acknowledge the protocols, procedures and policies therein. As well as staff emails and any other information shared for education and training purposes.

Employees will be required to read and sign the TWN COVID-19 Safety Plan acknowledgement form, to indicate that they have read, understand and will abide by the protocols, procedures and policies therein.

Working from Home

If an employee has been, or will be, working from home due to the COVID-19 pandemic, and otherwise, they will need to sign and date a Work from Home Policy with their direct supervisor. This will state that the employee has a safe work environment, understands the expectations when working from home, etc.

TWN COVID-19 BY-LAW

The TWN COVID-19 By-Law is currently being updated, more information to come.

Conclusion

TWN believes that the measures set out in this safety plan will help keep you, your family, our workplace and our community safe from COVID-19. We will continue to update our safety plan as information is updated. We are asking for all TWN staff to come together to support the community during these unprecedented times. By working together and taking the measures needed, we can stop the spread of the virus and protect our most vulnerable members of our nation. Thank you for your help.



Mental Well Being

Please take the time to care for your mental well-being. Based on the World Health Organization's guidelines, here are some helpful principles to follow:

- **Anxiety** - If you are feeling anxiety, avoid watching, reading or listening to news that may increase your distress. Use news to take practical steps, and set aside a couple times per day to review the news, versus a continuous stream.
- **Stress** - If you are feeling stressed, take a break and do something relaxing, such as reading a book, going for a walk-in nature or watching a television show.
- **Empathy** - If you are upset, be empathetic to the others around you that may also have higher levels of anxiety and stress.
- **Language** - Be careful in the language that you use by being thoughtful in your wording and by referring to “people who have COVID-19”, “people who are being treated for COVID-19”, and “people who are recovering from COVID-19.”

Please see the links below for more support – note: some links are Indigenous only resources.

www.homewoodhealth.com (Brochure attached to Safety Plan)

<https://northwestvancouver.cmha.bc.ca/mental-health-information/>

The Canadian Mental Health Association based in North Vancouver. They offer low-cost counselling and many other services and supports.

<https://nccabc.ca/health/ad/>

Native Court Workers offer counselling and detox support, as well as tons of other great supports.

<https://www.keltyskey.com/>

Free virtual, online counselling services.

<http://www.mindhealthbc.ca/>

Huge resource for all mental health wonderings and discoveries.

<http://smartrecoverybc.com/>

A recovery support community that focuses more on thinking and behavioural changes.

More detailed ‘Mental Health Resources’ list – note: some links in the appendix are Indigenous only sources. (Appendix – pg. 26 & 27)



DAILY SELF-ASSESSMENT QUESTIONNAIRE

Name: _____

Date: _____

To minimize exposure of Tsleil-Waututh Nation staff to COVID-19 at Tsleil-Waututh Nation, staff will do a daily self-assessment for COVID-19 symptoms **BEFORE** entering the workplace.

If you have a work cellphone, download and complete the COVID-19 self-assessment questionnaire via the SwipedOn App, or use Barcode provided using the camera application.

- If you have a personal cell phone, you may use the Barcode provided at the front desk by using the camera application.-

Screening Questions

1. Do you have a new or worsening headache? ☐ Yes ☐ No
2. Do you have shortness of breath? ☐ Yes ☐ No
3. Do you have a sore throat? ☐ Yes ☐ No
4. Do you have a new or worsening cough? ☐ Yes ☐ No
5. Do you have a fever? ☐ Yes ☐ No
6. Have you travelled outside the country
(including USA) within the last 14 days? ☐ Yes ☐ No
7. Did you have close contact with someone
who has a probable or confirmed case of COVID-19? ☐ Yes ☐ No

Testing is recommended for patients with cold, influenza or COVID-19-like symptoms, however mild.

Call 911 if you are experiencing severe symptoms like severe difficulty breathing (e.g. struggling to breathe or speaking in single words), severe chest pain, having a very hard time waking up, feeling confused, and losing consciousness.

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**If you answer YES to any of the above, you are NOT PERMITTED access to the Tsleil-Waututh Nation Administration Offices or Facilities at this time.**

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If you develop symptoms while at work, please wear a mask, leave the workplace and contact your supervisor ASAP.

* Close contact includes providing care, living with, or otherwise having close prolonged contact (within 2 meters) while the person was ill, or contact with infectious bodily fluids (e.g. from a cough or sneeze) while not wearing recommended personal protective equipment.



**** Probable case is a person with clinical illness who had close contact to a lab-confirmed COVID-19 case, while not wearing appropriate personal protective equipment, OR a person with clinical illness who meets the COVID-19 exposure criteria, AND in whom laboratory diagnosis of COVID-19 is inconclusive. Clinical illness of a probable case is new onset/exacerbation of following symptoms: fever (over 38 degrees Celsius), cough, shortness of breath (SOB)/difficulty breathing, sore throat or runny nose. Exposure criteria for a probable case is a person who, in the 14 days before onset of illness: had any history of travel outside of Canada; OR had close contact with a confirmed or probable case of COVID-19; OR is a close contact of a traveler with acute respiratory illness who returned from outside Canada in the previous 14 days; OR had a laboratory exposure to biological material (e.g. primary clinical specimens, virus culture isolates) known to contain COVID-19.**

Please note:

The information in the daily self-assessment questionnaire via SwipedOn App and Barcode will not be used or be disclosed with anyone to protect the privacy of the employee (unless otherwise requested upon the by the Provincial/Federal Authorities). The daily self-assessment health check is a requirement by law due to the pandemic, and is only done for the purpose of contact tracing should there be a positive case of COVID-19 in the workplace.

Visitors, Clients and Contractors will not have to fill out the self-assessment questionnaire, but they will have to wear a mask, sign in at the Front Desk and pass through the Thermal Scanner. *If they have any COVID-19 symptoms, or have been outside of the country within the last 14 days, or have been in contact with a confirmed case, they are **PROHIBITED** from entering the workplace.*



TSLEIL-WAUTUTH NATION COVID-19 SAFETY PLAN ACKNOWLEDGEMENT

I, _____, have read and understand all the contents in the TWN COVID-19 Safety Plan. I hereby acknowledge the terms below, that as an employee:

- I will abide by the policies and procedures in place regarding COVID-19, for my own health and safety, as well as, for the health and safety of the employees in the organization.
- I will seek out support or help with understanding the policies and procedures outlined in the Safety Plan if needed.
- I will partake in the training included with the Safety Plan.
- I understand and know the procedures, outlined in this Safety Plan, as well as the Federal and Provincial Health Authorities, regarding if presumably having come into contact with COVID-19, or showing symptoms thereof.
- I understand and know the procedures and policies regarding entering any of the TWN workplaces.
- I understand and have read the contents within the TWN COVID-19 Bylaw.
- I understand that if I were to be asked, or have gained approval for Working from Home that I will establish a plan with my supervisor and have read, understand and signed the necessary paperwork.
- I understand that anything to do with my health and personal information with respect to COVID-19, its procedures and policies are strictly confidential, and that only a select few are privy to this information such as my direct Supervisor, Director, Health Director and Contact Tracing Team. Others will be informed with anonymous information, solely for helping to remedy any incidents, mitigate any risks, and keeping the TWN Community safe, etc.

Employee Signature

Date Signed

HR Representative Signature

Date Signed



Appendices

Appendix A - Handwashing



Coronavirus COVID-19

BC Centre for Disease Control | BC Ministry of Health



Hand Hygiene

SOAP OR ALCOHOL-BASED HAND RUB: Which is best?

Either will clean your hands: use soap and water if hands are visibly soiled.



Remove hand and wrist jewellery

HOW TO HAND WASH

- 

Wet hands with warm (not hot or cold) running water
- 

Apply liquid or foam soap
- 

Lather soap covering all surfaces of hands for 20-30 seconds
- 

Rinse thoroughly under running water
- 

Pat hands dry thoroughly with paper towel
- 

Use paper towel to turn off the tap

HOW TO USE HAND RUB

- 

Ensure hands are visibly clean (if soiled, follow hand washing steps)
- 

Apply about a loonie-sized amount to your hands
- 

Rub all surfaces of your hand and wrist until completely dry (15-20 seconds)

COVID19-H-001



Ministry of Health




BC Centre for Disease Control

If you have fever, a new cough, or are having difficulty breathing, call 8-1-1.






Appendix B - Cleaning and disinfecting



Coronavirus COVID-19

BC Centre for Disease Control | BC Ministry of Health




CLEANING AND DISINFECTANTS FOR PUBLIC SETTINGS


Good cleaning and disinfection are essential to prevent the spread of COVID-19 in BC.

This document provides advice to public groups, transit, schools, universities, child care and other institutions in BC on cleaning for non-health care settings.

Make sure to wash hands with plain soap and water after cleaning or use an alcohol-based hand sanitizer.



OR



Cleaning: the physical removal of visible soiling (e.g. dust, soil, blood, mucus). Cleaning removes, rather than kills, viruses and bacteria. It is done with water, detergents, and steady friction from cleaning cloth.

Disinfection: the killing of viruses and bacteria. A disinfectant is only applied to objects; never on the human body.

All visibly soiled surfaces should be cleaned before disinfection.

Cleaning for the COVID-19 virus is the same as for other common viruses. Cleaning products and disinfectants that are regularly used in households are strong enough to deactivate coronaviruses and prevent their spread.

Recommendations:


- General cleaning and disinfecting of surfaces should occur at least once a day.
- Clean and disinfect highly touched surfaces at least twice a day and when visibly dirty (e.g. door knobs, light switches, cupboard handles, grab bars, hand rails, tables, phones, bathrooms, keyboards).
- Remove items that cannot be easily cleaned (e.g. plush toys).

Cleaning


For cleaning, water and detergent (e.g. liquid dishwashing soap), or common, commercially available cleaning wipes should be used, along with good physical cleaning practices (i.e. using strong action on surfaces).

Disinfection

For disinfection, common, commercially available disinfectants such as ready-to-use disinfecting wipes and pre-made solutions (no dilution needed) can be used. Use the figure and table below for guidance. Always follow the manufacturer's instructions printed on the bottle.




Ministry of Health



BC Centre for Disease Control

If you have fever, a new cough, or are having difficulty breathing, call 8-1-1.

Non-medical inquiries (ex. travel, physical distancing): 1-888-COVID19 (1888-268-4319) or text 604-630-0300



IPC v3.2



Coronavirus COVID-19

BC Centre for Disease Control | BC Ministry of Health



Physical distancing

Protect yourself, your loved ones and your community from COVID-19

March 23, 2020

Physical distancing means making changes in your everyday routines in order to minimize close contact with others.

Keeping about two metres apart when we are outside our homes is something we can all do to help stop the spread of COVID-19.



Here are some other tips to practice physical distancing while keeping up mental wellness:

- ✓ Greet with a wave instead of a handshake, kiss or hug
- ✓ Exercise at home or outside
- ✓ Get groceries and medicines at off-peak times
- ✓ Go for a walk with family or others you are living with
- ✓ Work from home
- ✓ Use food delivery services or online shopping
- ✓ Go outside for some fresh air
 - Go for a run, bike ride, rollerblade, snowshoe, walk the dog or get the mail while maintaining safe physical distance from others
- ✓ Use public transportation at off-peak times
- ✓ Have kids play in the backyard or park

Remember to:

- Stay at home when you're sick, even if symptoms are mild
- Avoid crowded places and non-essential gatherings
 - No play dates, group walks, basketball games or gathering on the beach
- Take care of your mental well-being through checking in with loved ones and self-care
- Cough and sneeze into your elbow or sleeve
- Wash your hands regularly



Learn more at bccdc.ca/covid19

March 23, 2020
Physical distancing: Protect yourself, your loved ones and your community from COVID-19



Ministry of
Health



BC Centre for Disease Control

If you have fever, a new cough, or are having difficulty breathing, call 8-1-1.



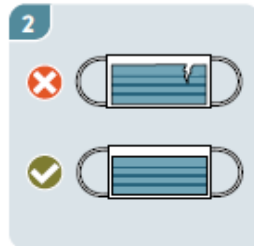


Appendix D – How to use a Mask

Help prevent the spread of COVID-19: How to use a mask



1
Wash your hands with soap and water for at least 20 seconds before touching the mask. If you don't have soap and water, use an alcohol-based hand sanitizer.



2
Inspect the mask to ensure it's not damaged.



3
Turn the mask so the coloured side is facing outward.



4
Put the mask over your face and if there is a metallic strip, press it to fit the bridge of your nose



5
Put the loops around each of your ears, or tie the top and bottom straps.



6
Make sure your mouth and nose are covered and there are no gaps. Expand the mask by pulling the bottom of it under your chin.



7
Press the metallic strip again so it moulds to the shape of your nose, and wash your hands again.



8
Don't touch the mask while you're wearing it. If you do, wash your hands.



9
Don't wear the mask if it gets wet or dirty. Don't reuse the mask. Follow correct procedure for removing the mask.

Removing the mask



1
Wash your hands with soap and water or use an alcohol-based hand sanitizer.



2
Lean forward to remove your mask. Touch only the ear loops or ties, not the front of the mask.



3
Dispose of the mask safely.



4
Wash your hands. If required, follow the procedure for putting on a new mask.

Note: Graphics adapted from BC Centre for Disease Control (BC Ministry of Health), "How to wear a face mask."



Appendix E – Coughs and Sneezes

Help prevent the spread of COVID-19

Cover coughs and sneezes



Cough or sneeze into your sleeve, not your hands. Avoid touching your face with your hands.

Or



Cover your mouth and nose with a tissue and put your used tissue in a wastebasket.



Wash your hands with soap and water for at least 20 seconds.

Or



Clean hands with alcohol-based hand sanitizer.



Instructions for Signing into TWN offices with the “Swiped On” App or Barcode

All staff are still strongly encouraged to work from home whenever possible but if you do need to come into the office to work you will need to follow our new sign in procedure, effective immediately **each day when you arrive before entering any TWN buildings and if you leave and return at any time throughout the day.**

“SwipedOn” is a **staff and visitor management tool** and *contactless App* that you download on your smart phone (Android or Apple) and you can easily swipe in and out at any of our TWN buildings. It allows us to see who is in the building(s) at any time in case of an emergency, helps us track our capacity per building and includes a COVID health questionnaire, which every organization is required to have staff complete each day. This will be managed centrally by our Reception staff at the Admin building for now but can be separately managed by each office location.

FOR TWN STAFF:

Please follow these simple steps and don't hesitate to reach out if you need assistance:

- ❖ Staff with a **TWN cell phone** have been entered into the system and you can go ahead and download the **“SwipedOn Pocket”** App on your TWN smart phone. You will then receive an email notification with further instructions to follow to activate your account (check your Spam/Junk box if you do not receive).
- ❖ For staff who **do not** have a TWN cell phone, you are welcome to download the **“SwipedOn Pocket”** App on your **personal** cell phone but you will need to send Dede djonasen@twnation.ca the **personal email address associated with your phone** so it can be added to the system. Your emails will be kept confidential. If you prefer **not** to download anything on your **personal** cell phone for any reason, you can follow the steps below.



- Use the **Barcode** sign in process, which does not require you to download anything. You simply scan the barcode with any smartphone and questions will pop up that need to be completed in full. Barcodes will be available at the front door entrance of the offices.
- If the barcode scanning **does not work for you**, you will be required to email Reception@twnation.ca when you arrive to the office **each day** and submit the completed health questionnaire form (see pg. 12) and return to Reception and then they will sign you in.

Each day, **any and all staff coming into the offices are required** to complete the health assessment questionnaire before entering any TWN Buildings. Please direct any questions or concerns about this to your manager.



FOR VISITORS:

Please report to Front Desk at all TWN Office buildings and facilities.



- Use the **Barcode** sign in process at the door, which does not require you to download anything. You simply scan the **barcode** with any smartphone camera and answer the questions that will pop up to be completed. If visitors have any questions or concerns, please speak with Reception.

Please remember to **sign out** on the SwipedOn App when you leave the office at the end of your shift and refresh for next time. If you logged in using the barcode, you will be signed out by Reception each day.

Appendix G - OneScreen Go-Safe – Thermal Scanner

GOSAFE THERMAL SCANNER & FACIAL RECOGNITION



Wall mount



Table top mount



Floor stand



Thermal Scanner Information

Tsleil-Waututh Nation has decided, in addition to the Daily Self-Assessment Questionnaire, to implement the Thermal Scanners by the main entrances of most of the office buildings, to better provide protection for the health and safety of the employees, visitors and the community.

To protect the privacy of our employees and visitors of the workplace, the Thermal Scanner will be in an area that is private, or semi-private, out of the sight and earshot of colleagues, contractors and other visitors.

If, after being scanned by the Thermal Scanner, the person has a temperature read of 37.4-degree Celsius or 99.32-degree Fahrenheit, or higher, the person can wait for another 15 minutes to do another scan.

Please note: all staff and visitors are required to have their temperature checked upon entering TWN offices (*once per day*). No personal information of any kind will be collected/stored.

1. **Sign the one-time, thermal scanning permission form**
2. If your temperature is under 37.4 degrees Celsius, then you are good to go. ✓
3. If your temperature is **37.4 degrees Celsius or higher** and the alarm goes off on the scanner, we ask that you;
 - ✓ Wait for approx. 15 minutes and then re-try the thermal scan (especially if you were active prior to testing);
 - ✓ If you test **37.4 degrees Celsius or higher again**, please leave the office. You may want to confirm your body temperature at home with a conventional thermometer. If your temperature is 38 degrees Celsius or higher with the conventional thermometer, contact a health care provider to arrange testing. Also, contact your supervisor to let them know that you will be away from the office.



How to use the GoSafe temperature device:

1. Remove your hat, eye glasses or sun glasses and be sure to wear your mask.
2. Align your head inside of the silhouette on the screen and wait for the red dot to show on your forehead.
3. Remain still. The scan will take 1-2 seconds depending on conditions.
4. Once complete, the white light above the screen will turn green and entry is approved.
5. If a badge, keycard or other scannable building entry credentials are required, scan them on the reader now.
6. If the light above the screen turns red, entry is not allowed. Please look for instructions for next steps from this organization.

OneScreen GoSafe is a contactless device that scans the face within 1.5 to 3 feet to provide initial body temperature measurement for triage use. The device can also scan for facial recognition and presence of face mask.



Appendix I - Mental Health Resources

<https://northwestvancouver.cmha.bc.ca/mental-health-information/>

The Canadian Mental Health Association based in North Vancouver. They offer low-cost counselling and many other services and supports.

<https://nccabc.ca/health/ad/> (Indigenous)

Native Court Workers offer counselling and detox support, as well as tons of other great supports.

<https://www.keltyskey.com/>

Free virtual, online counselling services.

<https://www.hilarapyhub.com/laughing-yoga-sessions>

Join online laughing yoga each week in December for \$20! Or join the stand-up comedy meets group therapy world and try your hand at turning your struggles into giggles! :)

<https://www.youtube.com/watch?v=tVsgGv9v1wU>

Kinrgy exercise practice that is based on the 4 elements of earth, fire, water, and air that can be a great short method of shaking off anxiety or tiredness.

<http://www.mindhealthbc.ca/>

Huge resource for all mental health wonderings and discoveries.

http://www.vch.ca/Locations-Services/result?res_id=557

Daytox - a 6-week holistic recovery support program. They are currently doing virtual only.

http://redbookonline.bc211.ca/service/9491656_9491656/stepping_stones_concurrent_disorders_service

Stepping Stones - an 8-week day treatment program for people struggling with substances and mental health issues. Offering virtual services.

<https://www.fnha.ca/what-we-do/mental-wellness-and-substance-use>

Some good tool kits on here and resources. Also access to treatment programs through this website.

<https://aa-intergroup.org/>

Alcoholics Anonymous, a spiritual based program for people struggling with alcohol and drugs. This website lists all of the 12 step groups and you can search specifically for Vancouver area.

<https://www.facebook.com/whitebisoninc/> (Indigenous)

Facebook page for Wellbriety, the Indigenous 12-step based program, where they share virtual meeting links.

<https://www.intherooms.com/home/>

An online global recovery community. They list information on daily Wellbriety meetings online, as well as many other amazing resources.

<http://smartrecoverybc.com/>

A recovery support community that focuses more on thinking and behavioural changes.



Tsleil-Waututh Nation səlilwətał



<http://www.indigeneyez.com> (*Indigenous*)

A BC based group that runs programs and is focused on creating an intergenerational legacy of well-being among First Nations people in BC and beyond using land-based learning with the arts and best practices in community-building.

<https://foundrybc.ca/virtual/youth-groups/>

UNYA & Foundry Groups for Indigenous LGBTQIA+ and Two-Spirit Youth

<https://www.facebook.com/7125393329/posts/10158952060148330/?d=n> (*Indigenous*)

(WAWAW Remembering our Ancestors) - Broadway Youth Resource Center

<https://www.facebook.com/BroadwayYouthResourceCentre/>

Groups on Wednesdays 4-5pm and Spoken Word Virtual for Youth on Monday

Other Health Emergency Numbers:

- BC Crisis Line: 1-800-SUICIDE (1-800-784-2433)
- Kuu-Us Aboriginal Crisis Line: 1-800-588-8717
- Indian Residential School Survivors Society Crisis Line: 1-855-925-4419
- Battered Women's Support Services: 604-687-1868
- Canadian Mental Health Association: 604-987-6959
- Foundry: 604-984-5060
- Kids **HELP** Phone: 1-800-666-6868



FAQ's

- 1) What do I do if I'm at home, and I don't feel well?
 - Call your supervisor and let them know. Stay at home, and self-monitor.
 - If you have any symptoms listed in the Safety Plan, complete the COVID-19 Self-Assessment online at <https://bc.thrive.health/> website and follow the advice given.
 - If you do not develop any symptoms during the day after calling in sick, and feel better the next day, you may go to work making sure to fill out the *Daily Self-Assessment Questionnaire* via SwipedOn or Barcode before entering the building, and then immediately going to complete the Thermal Scanner screening before resuming to your office/work area.
- 2) What if I travel outside of the city but within BC, do I have to self-isolate for 14 days following my arrival back home?
 - Employees are expected to follow all provincial and federal health orders and recommendations. TWN reserves the right to ask staff to quarantine for 14 days if health recommendations are not followed for the safety of our workplace and community.
- 3) What if I have chronic health issues?
 - You know your body best, if you have a symptom that is out of the ordinary or has gotten worse, call 8-1-1 or your physician, let them know your situation and follow their advice.
 - Call your supervisor and let them know.
- 4) What if I'm at work, and suddenly don't feel well?
 - Put on a Mask, call your Supervisor/Manager and let them know.
 - If you are feeling any symptoms of COVID-19/flu, call 8-1-1 **or** do the COVID-19 Self-Assessment online at <https://bc.thrive.health/> website and follow the advice given. Do not return to the workplace until you are symptom free.
- 5) Should I wear a mask at work?
 - Check TWN's protocols regarding masks, this will change as the orders change by the PHO.
- 6) What if I get a high temperature with my first scan for the day?
 - Step away from the thermal scanner, go to a place where it's not crowded and wait for 15 minutes and then try again.
- 7) What if someone in my household has symptoms and/or has COVID-19?
 - Let your Supervisor know. Self-isolate for 14 days, and monitor the situation. Click on the link for more information on what to do and how to care for a person.

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks/how-care-someone-covid-19-home.html>

Homewood Health Inc.:

Employee and Family Assistance Program (EFAP) Solutions

Harness the power of full-scale employee and workplace support solutions through an exclusive EFAP arrangement.

DID YOU KNOW?

Mental and nervous disorders have replaced musculoskeletal conditions as the top conditions causing long-term disability.

Source: Canadian Council on Integrated Healthcare

The mounting costs of maintaining unhealthy employees, coupled with the expense and disruption associated with staff turnover, is leading many employers to implement a health promotion strategy. Thanks to a growing body of evidence, today's workplace health programs are no longer viewed as just a good idea, but rather a crucial investment in an organization's long-term success.

Source: The Case for Comprehensive Workplace Health Promotion, Centre for Health Promotion, University of Toronto



Employee and Family Assistance Programs (EFAPs) are employer paid benefits that support both the employees and the workplace. These services are designed to enable employees to resolve personal and work issues so that optimal productivity is maintained. They include health, wellness and other strategic solutions for employers.



Ease of Use

1

All of our services are simple and intuitive to use, so all staff can benefit (e.g. online solutions allow easy and secure access anywhere and anytime, clinical response is fast and available 24/7 in both official languages, counselling is short-term and solution-focused, and we have counselling offices across the country).

Prevention Focused

2

Homewood Health takes a comprehensive and prevention-focused approach to employee well-being and productivity. Our healthy workplace strategy targets the employee, workplace and organization. Our prevention focus strengthens the resiliency of your workforce.

Appealing and Relevant Messaging

3

We craft our messages to appeal to employees in different stages of their life and career, ensuring that promotion efforts are relevant, appealing, and successful.

Employee Support Services



Our unique solution-focused Cognitive Behavioural Therapy approach focuses on teaching individuals, couples, and families the skills necessary to solve their life problems without creating a long-term dependent counselling relationship. Confidential counselling is offered in the local community. Our counselling is delivered through various modalities (face-to-face, telephonic and web-based). Their focus is on specific goal attainment, behaviour change, accurate diagnosis of complex problems, and the best possible outcomes. Counselling is provided for a full range of personal or work-related issues including, but not limited to:

- addictions;
- adolescent issues;
- aging and care giving;
- anger management;
- anxiety;
- child development;
- communication problems;
- domestic violence;
- depression;
- family issues;
- grief and bereavement;
- marital issues;
- parenting;
- personal adjustment problems;
- relationship difficulties;
- sexuality;
- stress;
- separation / divorce / custody;
- special needs of children; and
- trauma.



Life Smart Lifestyle and Specialty Coaching

Life Balance Coaching Services

Childcare and Parenting Services: Our childcare and parenting specialists work directly with your employees to ensure their unique family needs are taken into consideration when determining appropriate resources and solutions for their childcare concerns. The specialist will complete a comprehensive needs assessment to ensure all of the issues get addressed as much and as quickly as possible.

New Parent Support Services: As a component of our Childcare/Parenting Services we also offer the New Parent Support Services. Our childcare specialists will speak with the employee pre and post-birth if possible, in order to discuss any concerns the new parent might have. After the first call, our specialist will assemble a full package of information tailored to meet their specific needs and assess their post-partum coping.

Elder and Family Care Services: We have elder care specialists on staff to work one-on-one with employees, providing an immediate needs assessment and follow-up with customized information. The specialist completes a comprehensive needs assessment to ensure all concerns are addressed as much as possible. Where necessary, the caregiving specialist can provide information on how to obtain an in-home assessment for those in need of home care support.

Legal Advisory Service: Our EFAP includes a national legal advice and coaching service that is provided by qualified lawyers who reside in the province governing the location of the client's concern. Clients speak directly with a lawyer and receive advice and consultation on the legal matter of concern to them. 30 Minute face to face consultation with a lawyer available.

Financial Coaching: Financial coaching can be provided through individual telephone and/or email consultation and may include planning sessions, as well as budgeting exercises and homework for each user.

Relationship Coaching: Relationship Solutions provides a fresh approach for couples needing to address relationship issues. The service helps couples take a proactive and fun approach to enhancing their relationships, and includes up-front coaching, and a Relationship Solutions Resource Kit.



Grief and Loss Coaching: Grieving can be an overwhelming and complex process. Every individual reacts and experiences grief and loss in unique ways. Our program helps you understand the grieving process by providing you with coaching support and resources to help you manage through the range of emotions and difficulties one experiences when faced with a significant loss.



Career Smart Coaching Services

Career Development. These services were developed to assist a person who is planning or considering a career transition or change. Our career coaching service provides a thorough analysis of interests, values and motivations. Feedback and coaching is provided and a plan is developed to assist an individual to take the steps toward realizing his or her aspirations.

Shift Worker Support. Homewood Health specialists can help those individuals who are struggling to make working shifts a part of a healthy and rewarding personal and work life. Homewood Health can also facilitate one-day workshops for groups of employees. As applicable, services can include assessment, information package and ongoing telephone consultation.

Pre-Retirement Planning. Our Pre-retirement Planning Service provides the opportunity for employees speak with a specialist who will complete a comprehensive assessment of their psychological, emotional, and financial needs as they approach retirement. The employee can receive a package of customized information and/or speak directly with a career or a financial coaching as appropriate.

Health Smart Coaching Services

Nutritional Coaching. Our Nutritional Coaching Services cover a full range of topics that help clients change nutrition-related behaviour, answer questions, and manage nutrition challenges. Clients can translate the latest nutritional science information into practical strategies, healthy eating advice and tools they can use.

Smoking Cessation Coaching. Homewood Health's Smoking Cessation Program is designed to address all facets of smoking, including the physical dependence (*i.e. nicotine*), as well as the psychological dependence (*i.e. smoking habits and the desire to smoke*). This personalized process is built on proven, evidence-based, behaviour-change methods.

Jumpstart Your Wellness. Our 30-day *Jumpstart your Wellness* program provides health solutions for ongoing lifestyle, productivity, work life, wellness and weight loss or low exercise challenges. The 30-day program delivers tools and coaching designed to create positive and lasting behaviour change.

Online Resources and Services

i-Volve, Online CBT (Cognitive Behavioural Therapy): i-Volve is available 24-hours a day, seven days a week, on both desktop and mobile devices for the treatment of Depression and Anxiety. There are two streams of treatment with i-Volve.

- The first is 100% self-guided web-based experience.
- The second has a potential option for coaching if deemed clinically appropriate.

Option for a coach if pre-screening questions identify harm or risk to themselves or others.

Health Risk Assessment (HRA): The comprehensive HRA allows users to input biometric data, offers more extensive nutritional assessment tools, and overall readiness to change measures that help users identify their health and wellness barriers, to help them get back to being their best. Additionally, the HRA looks at four specific dimensions of emotional health: work-life balance; anxiety; depression; and stress.





E-Learning Courses: Homewood Health offers self-paced, confidential, and interactive online courses. Each confidential e-Learning course is self-directed, and presents printable information, quizzes, and exercises. Some have interactive, printable action planning guides that can be customized to allow clients to input their own scenarios and goals. *These courses come with a certificate of completion and could be used as a professional development tool.* Topics include:

- Embracing workplace change
- Respect in the workplace
- Values-based leadership
- Supporting respect in the workplace
- Managing sensitive employee issues
- Leading the human side of change
- Preparing for your retirement
- Foundations of effective parenting
- Fundamentals of effective supervision
- Resilience
- Resolving conflict in relationships
- Responsible optimism
- Taking control of alcohol use
- Taking control of job loss
- Taking control of stress
- Taking control of your smoking
- Taking control of your anger
- Taking control of your career
- Taking control of your money
- Taking control of your mood

Child and Eldercare Locator: Your employees can conduct customized searches by keying in specific requirements. They can search for daycares, homecare, respite care, child services and child care, schools, day camps, overnight camps and residential facilities for kids with special needs. The eldercare function provides access to national resources for older Canadians. This includes: homecare assessments, long-term facilities, assistive care facilities, day care facilities and facilities geared towards the elderly.

Health and Wellness Library: An updated collection of articles and other resources written by qualified experts in their subject field. It includes information designed to improve health and wellness, and assists individuals in improving their personal and work-life balance. Users are provided a wealth of exclusively Canadian content including information on drugs, disease, natural products, tests, procedures, and general health.



Organizational Services

Key Person Advice Line (KPAL): Designed for key personnel and supervisors, the advice line allows key persons to contact a Homewood Health counsellor at any time for consultation should a situation arise at the workplace which requires a professional opinion. These consultations are available on an immediate, as-needed basis.

Formal (Mandatory) Referral: The Formal Referral Process outlines the requirements and documentation required where a customer wishes to refer a client to Homewood Health for treatment and/or services. Employees referred to Homewood Health as a Formal Referral will receive counselling focused on issues identified by the employer. Process updates are provided after the first and fourth session.

Promotion: As part of our highly effective promotional plan, we will assist your organization in promoting the EFAP through brochures, articles, posters, pre-launch promotions as well as orientation sessions for employees and managers.

Reporting: We offer the services of an Account Executive who provides an annual report of the number of employees accessing the program. Your Account Executive also provides expert advice, consultation, and problem-solving.



Additional Fee for Service Support Available

Substance Abuse Experts (SAE) Counselling: Substance Abuse Counselling is provided as part of Homewood Health standard EFAP response. Homewood Health has established an intervention protocol that meets many industry standards. As a result, many of Homewood Health counsellors are designated as approved Substance Abuse Experts. Customers receive a court defensible clinical report that includes: formal diagnosis, recommendations regarding fitness to beat work or stay at work, workplace accommodations, treatment required and random testing recommendations to support employee health and protect the safety of the workplace

Crisis Management Service (CMS): Our CMS involves a multi-faceted, resilience-based approach to crisis intervention, and is designed to offer assessment and emotional first aid to employees after a critical incident. Referral services to support crisis intervention can also be arranged following the initial intervention, as well as post-traumatic stress counselling (through the EFAP) for impacted individuals.

Depression Care and Trauma Care: (12 to 20 sessions)

Both of these programs use Cognitive Behaviour Therapy (CBT) as a main therapeutic approach, as well as incorporating elements of Dialectical Behavioural therapy (DBT). On average, clients attend 10 to 12 face-to-face sessions in which they proactively address their symptoms as well as their level of functionality in both the personal and professional spheres of their lives.

Organizational Wellness:

The Organizational Wellness team at Homewood Health has access to a wealth of materials and systems that can be used to support customers with people management and health and wellness initiatives. We will customize workplace support approaches to meet the unique and specific needs of your organization.

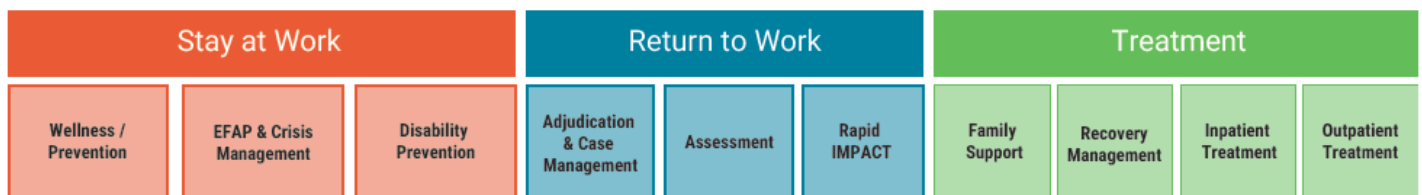


- Health Promotion
- Wellness Sessions
- Specialized Employee Wellness Sessions
- Employee Wellness Webinars
- Half Day / Full Day Employee Wellness Workshops
- Leadership Workshops
- Health Challenge Events
- On-Site Health Kiosk
- Nutrition Clinics
- Health Risk Assessments
- Health Coaching
- Online Cognitive / Mental Health Games & Self – Help Modules
- Workplace Interventions
- Workplace Health Scans
- Selection and Succession
- 360 Evaluations / Aptitude Tests



Telemedicine:

We have partnered with an established 40-year health care telemedicine company. Employees can receive treatment from our team of nurse practitioners for their health concerns, large and small, by phone, video appointments and secure messaging. Employees will be able to access their medical records through a secure patient portal. They offer a robust preventative care program, so employees won't have to be sick to access service.



SUMMARY OF SERVICES INCLUDED:

Counselling Services

24/7 Access to Client Services Centre
Short-term Counselling
Case Management and Referrals to Specialized Services
Access to Crisis Management Response
(\$225 per hour - minimum 2 hours)

Life Smart Coaching

Life Balance Coaching Services

- Childcare and Parenting
- Elder and Family Care
- New Parent Support
- Legal Advisory
- Financial Coaching
- Grief and Loss Coaching

Career Smart Coaching Services

- Career Development
- Pre-Retirement Planning
- Shift Worker Support

Health Smart Coaching Services

- Smoking Cessation Coaching
- Nutritional Coaching
- Jumpstart Your Wellness

Online Resources

20 e-Learning Courses
Busy Family (Online Child/Eldercare Services locators)
Health Risk Assessment
Health and Wellness Library
HR Resource Tool Kit
Key Person Health Library
Health-e Multimedia (Podcasts & Videos)
Online CBT for Depression and Anxiety

Value Added

Organizational Support
Dedicated Customer Relations
Statistical Reports
Data/Trend Analysis
Key Person Advice Line and Training
Formal (Mandatory) Referral
Program Promotion

- Promotional Materials
- Employee Orientation Sessions
- Key Person Orientation Sessions

Selecting Homewood:

- Homewood still has over 85% face to face counselling which is the largest in the industry. We enhance our offering with digital programs as opposed to replacing it
- Full continuum of care and the seamless access to more intensive treatment options if necessary
- A family run Canadian Healthcare Organization
- Relevant Corporate Team Experience
- Longstanding Partnerships – Milestone of 40 years with first EFAP customer

THANK YOU FOR CONSIDERING HOMEWOOD HEALTH!

EFAP Solutions—supporting employee well-being, capability and effectiveness.

Learn more about other solutions offered through your Employee and Family Assistance Program (EFAP).

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