



SSA MEMORANDUM
Office of the Executive Director

TO: All Staff & Stó:lō Service Agency Communities
FROM: Willy Hall
DATE: Mar. 17, 2020
RE: COVID-19 Updates & Precautions

Staff and family safety is number 1. Your health and your family is priority.

As we receive updates from the Province regarding the COVID-19 outbreak we are advising staff to practice the following precautions:

1. If you are able to work from home please do. Services can be provided through many forms of technology. Whenever possible, avoid face to face contact. Please discuss the safest practices with your supervisor. Work emails can be accessed through: <https://mail.stolonation.bc.ca>
2. View the attached COVID-19 Self-Assessment. Any sign of cold or flu in your household, staff are **REQUIRED** to **STAY HOME** and self-isolate for 14 days.
3. Cancel all meetings or gatherings and if possible, set up virtually.
4. In the event that Stó:lō Service Agency does close, it will be treated like Snow Days.
5. Dental and Daycare will be closed for a minimum of two weeks effective March 17, 2020. Regular updates on closure will be made available.
6. A small skeleton crew will be in place for those needing essential services. Such as Primary Care or Nursing. Phone appointments are being recommended. Walk-in services are suspended.
7. Updates will be provided via email, social media and your supervisor every couple of days. See www.facebook.com/stolonation

Stó:lō Service Agency is still operational, however we are taking the necessary precautions recommended - **social distancing**. In the event that you provide an essential service, please speak to your supervisor for safe practice strategies.

We encourage staff to continue to remain calm and not panic. There is wide coverage around the current global COVID-19 pandemic, and we would urge caution when considering rumours. Updates from the Health Director and Fraser Health will be sent out accordingly.

COVID-19 SELF-ASSESSMENT

Preventative measures are being put in place at Stó:lō Service Agency for both clients and staff members safety. Before going into public, please consider the following points before putting others at risk.

1. Do you currently have any of the following symptoms?
 - a. Do you have a fever?
 - b. Do you have a cough?
 - c. Do you have shortness of breath?

If **YES** to any of these questions, proceed to question #2.

2. Has any of the following occurred recently?
 - a. In the 14 days before you had symptoms, did you travel to an affected area?
 - b. In the 14 days before you had symptoms, did you have contact with an ill person who travelled to an affected area?
 - c. In the 14 days before you had symptoms, did you have contact with a person who has novel coronavirus?

If **YES** to any of these questions, **DO NOT COME INTO THE OFFICE** and reach out to certified health physician. To assist with next steps.

Covid-19 (Coronavirus) Pandemic Declaration

March 16, 2020 UPDATE



Help us slow the spread of Covid-19 (Coronavirus)

Social Distancing:

- Individual level – covering your mouth when you cough, washing your hands, staying home, self-isolating if sick. Avoid direct contact with others (e.g. shaking hands, hugs).
- Family – Isolate those who are ill. Disinfect doorknobs, countertops, sink handles, cellphones/phones, computers, etc. Avoid gatherings, playdates, dinner parties, social occasions.
- Community – Avoid gathering of 50 people or more. Stay 2 metres (6 feet) away from other people. Avoid sick people.

Self-Isolation (14 days):

- If you return to Canada from elsewhere (including US land crossings), self-isolate for 14 days.
- If you feel ill or have been in contact with someone who has been diagnosed or if you have symptoms, stay home, isolate yourself from family and others in a separate part of the house.

Seeking Medical Care:

- If you are ill and concerned, call 811 as a first step. If you can't get through to 811, call our main switchboard at 604 824 3200 and we will provide what assistance we can.
- Testing is rarely needed and only done upon referral from a doctor.
- Emergency Room visits should be for severe illness only.

Prevention - Preventing the spread of coronavirus is possible with a few simple steps

1. Wash your hands frequently with soap and water for at least 20 seconds at a time (this is about how long it takes to sing the Happy Birthday song two times). Hand sanitizers can be used if soap and water are unavailable but must be at least 60 per cent alcohol to be effective.
2. Cough or sneeze into a tissue and then throw the tissue in the trash.
3. Clean frequently touched surfaces with a household cleaner or wipes. You can also use a 1 parts bleach to 9 parts water solution or hydrogen peroxide to kill the covid germ.

Help yourself and others

- Stay calm.
- Protect those who are vulnerable: Elders, our very young and those with weakened immune systems.
- Keep a list of needed items (e.g. prescription medications, foods, etc.) and a list of several people who can bring you those items if necessary.
- This can affect people's mental and spiritual health. Reach out to family and friends to make sure everyone is managing.
- Share only information that is accurate and from health sources like the First Nations Health Association (fnha.ca), the BC Centre for Disease Control (bccdc.ca) and Fraser Health (fraserhealth.ca).



STÓ:LŌ SERVICE AGENCY HEALTH & SAFETY NOTICE

Considering our current situation with Covid-19 and as a precautionary measure Fraser Health has put this process in place for Primary Care services at the SSA PRIMARY CARE CENTRE 7201 Vedder Rd

Effective immediately, the Stó:lō Service Agency Primary Care Centre is attempting to keep patient contact to an absolute minimum.

Primary Care will be implementing phone appointments first and will decide if a patient needs to be seen.

If a patient presents with symptoms of the Coronavirus call ahead.

The Tuesday Morning walk-in clinic will also be postponed until further notice. Patients can call the clinic to make a phone appointment to speak with their medical provider.

The provider will decide whether a patient should be isolated for two weeks and fax a doctors note if required.

Prescriptions will also be refilled by phone or fax so you do not need to come in to see your provider.

Information will be provided on Facebook and Twitter as updates come in.

PHONE: 604-824-3219 FOR ASSISTANCE