

NTC Nursing Support During COVID 19 Memo to NTC Nations

NTC and NTC Nursing is keen to work with the nations to keep us all as safe as we can in light of the Covid19 pandemic. We are closely following the guidelines set out by the World Health Organization (WHO), the province's Center for Disease Control (BCCDC), our Provincial Health Officer Bonnie Henry and our Physician Ian Warbrick. Based on this up-to-date and reputable information we are recommending the following:

1. The overall message from public health officials is to socially distance from people and the best way to accomplish that is by staying home. We suggest that people take advantage of this by playing outside with your children, gardening or doing those things that we never have time to do.
2. Prevent illness by washing your hands. Wet hands, apply liquid soap, lather and scrub for 20 seconds, rinse for 10 seconds, dry your hands, turn off the tap with a paper towel.

In our correspondence with the nations, many have indicated they don't want unwanted visitors / staff in their communities. They have at the same time requested that our Nursing team continue to provide services, which have been deemed essential to support health and wellness in the community. In order to honor this request, the NTC nursing team will be doing the following:

1. The NTC Nurse Help Line (see below for numbers) has been set up for clients to connect with a nurse for any health related questions.
2. If there is an urgent need for a nurse to make a community visit, this will be assessed with the NTC Clinical Nurse Lead to ensure the client does not have fever, a new cough, and any difficulty breathing. We will only make home visits to those most in need following proper hygiene between visits. All other clients will be connected via telephone.
3. Immunizations for children may be delayed and will be decided case by case with appointments spaced out to limit contact with others.
4. Immunizations for elders are not recommended as risks outweigh the benefits at this time.

Communities and NTC are in need of supplies, as is everyone else but there is currently a world-wide shortage. We have reached out to FNHA, Aboriginal VIHA, BCCDC and private companies without any success in obtaining supplies. We will let you know if we are able to secure supplies.

We had a teleconference with the nations with respect to services for the Elders, as the most vulnerable members of their nations. Out of the 9 nations on this call, only 3 had need for more home care services. We are trying to find Personal Care Workers for those nations. This has always been a challenge and we will keep you updated on our progress. We encourage family members to help out as much as possible at this time.

PHONE HELP LINES

Help Lines Include the following:

- 1-888-COVID19 (268-4319). You can call this number for non-medical support, travel questions and social distancing information.
- 811. This is the general help line for health information including COVID19
- BC Children's Hospital 1-833-784-4397 between 7 am to midnight. This is to answer questions about COVID19 and children.

NTC Nursing is aware that the 811 phone lines are very difficult to access with long wait times, therefore NTC Nursing will provide a way for NTC members to contact nurses to help with any questions related to health needs and/or COVID19 questions.

NTC members can contact NTC nursing support by calling either Francine Gascoyne 250-735-0416 or Catherine Gislason 250-720-1763 Monday through Friday between 8 am – 4:30 pm. This service will put members in touch with a nurse who can provide instructions and assistance over the phone.

We continue to pass along the recommended messages as set out by our Provincial Health Officer: Stay at home, wash your hands frequently and don't touch your face, use cough etiquette, maintain social distancing, clean and disinfect frequently touched surfaces at least twice a day, and call 811 day or night for guidance. If you cannot get through on the 811 or other lines, call the NTC Nurse Help Line.