

001. COVID-19 TREATY 8 FIRST NATIONS OF ALBERTA OFF-RESERVE ADVISORY

YEG COMMUNITY RESPONSE TO COVID-19 RESOURCE GUIDE

AS OF: March 25, 2020 / **ORIGINAL SOURCE:** Treaty 8 First Nations of Alberta / **WEBLINK:** <http://www.treaty8.ca/>

YEG Community Response to COVID-19 Resource Guide

In efforts to share resources available with off-reserve members, Treaty 8 First Nations of Alberta has provided a link on their website to a resource guide. The links below can be shared to incoming off-reserve inquiries and posted on your social media outlets.

Date Posted: March 24th, 2020

Treaty 8 First Nations YEG Community Response to COVID-19 update: <http://www.treaty8.ca/News?id=8>

A group of Edmonton residents have put together a guide to help direct people to the following information:

- Medical Help
- Financial Help
- Food Options
- Education Resources
- Mental Health Resources
- Family & Community Resources
- Business Resources
- Etc.










Click this link for Resource Guide:

https://docs.google.com/document/d/1I-hDWCPE6j39RWcgB3Hux7l6F4cDir6mP7oL7IYOXY/edit?fbclid=IwAR1Ft8zMgHt9bMc_CPJoy66X6S0lATkpVpOGHNpOdWB16PmHVlvBcz1eshs



Public information gathered for distribution
courtesy of KTC Admin

FOR MORE INFORMATION ON COVID-19

-  811 (the Health Link maybe experiencing high volume, please refer to online links first if possible or dial 911 for emergency)
-  <https://myhealth.alberta.ca/Journey/COVID-19/Pages/COVID-Self-Assessment.aspx> (AHS COVID-19 Online Self-Assessment Log-In)
-  <https://www.alberta.ca/coronavirus-info-for-albertans.aspx> (Alberta Health)
-  <https://www.albertahealthservices.ca/topics/Page16944.aspx> (Alberta Health Services)
-  <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html> (Public Health Agency of Canada)
-  <https://www.who.int/emergencies/diseases/novel-coronavirus-2019> (World Health Organization)
-  <https://www.sac-isc.gc.ca/eng/1583781906998/1583781926813> (Indigenous Languages COVID-19 Public Service Announcement)
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015. COVID-19 ALBERTA GOVERNMENT EXTERNAL ADVISORY EMERGENCY FINANCIAL ASSISTANCE (OFF-RESERVE)

AS OF: March 18, 2020 / **ORIGINAL SOURCE:** Alberta Government /

WEBLINK: <https://www.alberta.ca/emergency-financial-assistance.aspx>

Emergency Financial Assistance (off-reserve clients/individuals)

Overview: If you are facing an unexpected emergency, you can apply for emergency financial assistance. You can get help when:

- a situation is caused by unforeseeable circumstances beyond your control, and
- it presents a severe health risk, and
- you cannot access other resources or wait until your next pay-cheque or Income Support benefit cheque.

What's covered: This allowance can cover costs for:

- food, clothing, child care, transportation, damage deposit, temporary accommodation, utility arrears (you must repay this money if you need help with utility arrears more than once), eviction payments (you must repay this money if you need help with eviction payments more than once)

Emergency Needs Allowance rates are published on page two of the [Financial Benefits Summary](#) (PDF, 228 KB). Costs that may be covered, but must be repaid include:

- essential home repairs, essential appliance repairs

Proof of need: You must provide proof of need, such as:

- an arrears statement or eviction notice, a utility bill or statement for utility arrears, proof from a reliable source that the item is essential, like an unsafe wiring notice from the fire department

Eligibility: You can apply for the Emergency Needs Allowance if:

- you are a current Income Support client
- you are an Albertan earning an income, but you do not have enough money to cover this one-time, short-term emergency that will last no longer than a month
- you meet the Income Support program eligibility requirements

How to apply: For general information on Income Support benefits, you can call the Alberta Supports Contact Centre:

Hours: 7:30 am to 8:00 pm (Monday to Friday, closed statutory holidays)

Toll free: [1-877-644-9992](tel:1-877-644-9992) Email: css.ascc@gov.ab.ca

Income Support clients: Contact your Income Support worker.

If an emergency occurs outside regular hours, you can call the 24-hour Contact Centre toll free at [1-866-644-5135](tel:1-866-644-5135). See below for the items that can be issued by the 24-hour Income Support Contact Centre.

Albertans: If you aren't receiving Income Support, you can still apply.

Visit your nearest [Alberta Supports or Alberta Works centre](#).

There are some benefits that the 24-hour Income Support Contact Centre can assist with by phone — see details below.

Income Support Contact Centre: If you are facing an emergency need for the following:

- food, medication, clothing, temporary shelter, emergency basic dental

Call the 24-hour Emergency Income Support Contact Centre (available 24/7):

Toll free: [1-866-644-5135](tel:1-866-644-5135) TTY toll free: [1-800-232-7215](tel:1-800-232-7215) (ask to speak to Alberta Supports) Fax: 780-422-9681

Email: hs.iscc@gov.ab.ca (responses may take 1-3 business days)



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<https://www.alberta.ca/coronavirus-info-for-albertans.aspx> (Alberta Health)



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<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html> (Public Health Agency of Canada)



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017. COVID-19 ISC EXTERNAL ADVISORY

CDA/ADA POSITION ON DENTAL SERVICES

AS OF: March 18, 2020 / ORIGINAL SOURCE: Indigenous Services Canada

CDA / ADA Position on Dental Services

Canadian Dental Association

<https://www.cda-adc.ca/en/about/covid-19/covid-19.asp>

Dentists: Given the rapidly evolving COVID-19 situation, dentists licensed to practise in Canada are asked to consult the website and communiqués of the dental regulatory body in their province/territory, as well as the website and communiqués of their provincial/territory dental association.

General Public: Canadians and people in Canada are asked to consult the public website and communiqués of their provincial/territory health authorities.

Alberta Dental Association & College










<https://www.dentalhealthalberta.ca/information-about-novel-coronavirus-covid-19-for-dental-patients-and-practitioners/>

- Effective immediately there is a mandatory suspension of all non-emergency dental treatment and services.
- Dentists may continue to provide emergency treatment as outlined on the website
- At a minimum you must provide telephone access to address patients’ continuity of care.
- Care provided must be compliant with existing ADA&C Infection Prevention and Control (IPC) Standards and guidance or the treatment must cease.



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018. COVID-19 AHS EXTERNAL ADVISORY MENTAL HEALTH RESOURCES: DURING COVID-19

AS OF: March 19, 2020 / ORIGINAL SOURCE: AHS / WEBLINK: <https://www.albertahealthservices.ca/amh/Page16759.aspx>

Mental Health Resources: During COVID-19

Mental health information during crisis is important. Alberta Health Services has information and a number of resources available for Albertans and our staff to help.

Mental health resources are posted here, www.ahs.ca/helpintoughtimes.

COVID-19 Online Resources

For helpful advice on handling stressful situations and ways to talk to children.

- **Coping and Connection for Children & Families During COVID-19 (AHS Link)**
<https://www.albertahealthservices.ca/assets/info/amh/if-amh-mhipip-disaster-pandemic-coping-for-children-families.pdf>
- **COVID-19 and Your Mental Health (AHS Link)**
<https://www.albertahealthservices.ca/assets/info/amh/if-amh-mhipip-disaster-pandemic-covid-19-and-your-mental-health.pdf>
- **Practical and Emotional Preparedness for a Pandemic (AHS Link)**
<https://www.albertahealthservices.ca/assets/info/amh/if-amh-mhipip-disaster-pandemic-practical-and-emotional-preparedness.pdf>
- **Mental health and coping with COVID-19 (CDC Link)**
https://www.cdc.gov/coronavirus/2019-ncov/prepare/managing-stress-anxiety.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fabout%2Fcoping.html
- **Talking with children about COVID-19 (CDC Link)**
<https://www.cdc.gov/coronavirus/2019-ncov/community/schools-childcare/talking-with-children.html>
- **Talking with children during infectious disease outbreaks (SAMHSA PDF Link)**
https://store.samhsa.gov/system/files/pep20-01-01-006_508_0.pdf

Podcast

<https://soundcloud.com/ahs-communications/ahs-covid-19-podcast-dr-mitchell/s-uqRho?fbclid=IwAR1-cArxNilIZNFYdDYt3GBJIXpKS3R0jZwO20GL6FDocJFdSxpvHsMW1Jc>

Need more?

Be sure to check regularly to the online information as resources will be updated and added as developed. Future podcasts and videos will also be shared in the coming days.



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019.COVID-19 ALBERTA HEALTH EXTERNAL ADVISORY NEW APP HELPS ALBERTANS ACCESS HEALTH CARE

AS OF: March 19, 2020 / ORIGINAL SOURCE: Alberta Health

Weblink: <https://www.alberta.ca/release.cfm?xID=69851809AA1B8-AEA8-D268-E2D1E54D6DF119C0>

News Release: New App helps Albertans access health care

New app helps Albertans access health care

March 19, 2020 Media inquiries

Albertans can now meet with Alberta-licensed physicians through their smartphone, thanks to an initiative by TELUS Health.

Babylon by TELUS Health is a service already available in British Columbia via a free downloadable app. The app can serve as a new tool for Albertans to access health-care information and support in response to COVID-19 – from anywhere in the province. Albertans can use the service to check symptoms, book appointments, see a doctor, and get prescriptions and referrals for diagnostic imaging and specialists – all covered by Alberta Health Care.

“Alberta is pleased to partner with TELUS to deliver physician services in a new way. This app is now available and ready for use in Alberta thanks to an alternative relationship plan, and it comes at a time when our health system is actively asking people to self-isolate as a result of the COVID-19 pandemic. Using this app is an alternative to visiting physicians face-to-face when you’re not sure if your symptoms are related to the novel coronavirus or at any other time.”

Tyler Shandro, Minister of Health

“TELUS’ passionate and skilled health-care team is committed to driving improved health outcomes for Albertans by bringing our Babylon by TELUS Health virtual care service to communities and families across the entire province. In partnership with the Government of Alberta, our virtual health-care service bridges time and distance for Albertans in need of expeditiously accessing a physician at no cost from the comfort of home, while simultaneously keeping our amazing health-care professionals protected. It is our sincere hope that we can mitigate the enormous pressure on our health-care system through our technology, human ingenuity and compassion.”

Darren Entwistle, president & CEO, TELUS

The service is being delivered to Albertans through an alternative relationship plan (ARP) between the Alberta government and TELUS. There are currently 61 ARPs in Alberta involving 2,500 doctors.

All physicians providing advice via telephone, email and videoconferencing, including virtual care, can bill for services using the health service code (HSC) 03.01AD. This includes care related to COVID-19 as well as care not related to the virus. The code will remain active as long as the chief medical officer of health determines it should remain active. For more information, physicians can read the updated bulletin on providing telephone advice (Med 221), or email health-pcsp.admin@gov.ab.ca.

Find more information about Babylon by TELUS Health and download the app here.










<https://www.telus.com/en/bc/health/personal/babylon>

Media inquiries
Steve Buick
780-288-1735
Press Secretary, Health



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021.2. COVID-19 KTC CFS EXTERNAL ADVISORY

UPDATED KTC CFS OFFICE CLOSURE ANNOUNCEMENT

AS OF: March 23, 2020 / ORIGINAL SOURCE: KTC Child & Family Services (attached original letter for sharing & posting)

Updated KTC Child & Family Services Office Closure Announcement

KTC Child & Family Services

The KTC Child & Family Services office will be closed to assist in preventing the spread of COVID-19 effective March 20, 2020 until further notice. KTC Child & Family Services is an essential service and will continue to provide all services to clients and children in care. Our families, foster & kinship families and children will continue to be fully supported 24/7 during this time and we will be in daily contact.

All employees are equipped to work remotely with Laptops and Phones – please contact your Caseworker directly if needed. KTC Child & Family Services is working to ensure full delivery of services while remaining in line with the recommended health and safety precautionary measures as directed from Alberta Children’s Services and Alberta Health Services. Caseworkers will ask a series of questions when it is mandatory for them to check on your home in person, before entering, as part of our process to keep everyone safe.

The Director, Finance and Admin will come into the office as needed to continue with the finances and administration duties when absolutely required. There will be no public access to the offices. Staff will be available from 9:00am – 4:30pm Monday to Friday via cell phone and email.

KTC Child & Family Services:

General Inquiries and for reporting child protection concerns

On Call Cell Phone – 24 hrs/day:

1-780-536-7950

OR

CRISIS LINE (if the On Call Cell is unreachable)

1-800-638-0715

KEY STAFF CONTACTS:

NAME	EMAIL
Vickie Cardinal-Widmark – DIRECTOR	KTCED@ktccfs.ca
Beatrice Tourangeau – SUPERVISOR	Beatrice.tourangeau@ktccfs.ca
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Loretta Alook – FOSTER CARE	Loretta.alook@ktccfs.ca
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www.ktccfs.com

022. COVID-19 ALBERTA GOVERNMENT EXTERNAL ADVISORY INFO FOR CONSUMERS *NEW

Updated: March 21, 2020 / **ORIGINAL SOURCE:** Alberta Government /

WEBLINK: <https://www.alberta.ca/coronavirus-info-for-albertans.aspx>

Info for consumers *New

We're receiving two types of complaints related to consumer exploitation resulting from COVID-19:

- retail outlet stores raising prices for high-demand products (i.e. toilet paper, hand sanitizer)
- private individuals purchasing mass quantities of supplies and reselling them at an inflated premium

The *Consumer Protection Act* prevents suppliers from grossly raising prices with no explanation beyond what is reasonable for goods that are readily available.

Unlike commercial sales, the *Consumer Protection Act* does not explicitly cover private sales. We urge all Albertans to act with consideration and caution and to find ways to help support each other in this time.

File a consumer complaint

If people see prices for products or services in Alberta skyrocket because of COVID-19, you can report it through our Report-a-Ripoff by calling 1-877-427-4088 or online at <https://www.alberta.ca/file-consumer-complaint.aspx>

Cyber security

Cyber security incidents involving malware and fraudulent activities, including identity theft, are being reported across Alberta in the wake of COVID-19.

- Anyone who receives a call asking for credit card information should hang up immediately and call the non-emergency line for local law enforcement.
- Albertans are encouraged to continue to exercise caution when clicking on links or providing personal information to people and organizations that request that information, unsolicited.

Last updated: March 21 at 5:55 pm



Public information gathered for distribution
courtesy of KTC Admin

FOR MORE INFORMATION ON COVID-19

- ☎ 811 (the Health Link maybe experiencing high volume, please refer to online links first if possible or dial 911 for emergency)
- 🌐 <https://myhealth.alberta.ca/Journey/COVID-19/Pages/COVID-Self-Assessment.aspx> (AHS COVID-19 Online Self-Assessment Log-In)
- 🌐 <https://www.alberta.ca/coronavirus-info-for-albertans.aspx> (Alberta Health)
- 🌐 <https://www.albertahealthservices.ca/topics/Page16944.aspx> (Alberta Health Services)
- 🌐 <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html> (Public Health Agency of Canada)
- 🌐 <https://www.who.int/emergencies/diseases/novel-coronavirus-2019> (World Health Organization)
- 🌐 <https://www.sac-isc.gc.ca/eng/1583781906998/1583781926813> (Indigenous Languages COVID-19 Public Service Announcement)
- 🐦 @CPHO_Canada (Follow Canada's Chief Public Health Officer Dr. Theresa Tam on Twitter)
- 🐦 @AHS_Media (Follow Alberta Health Services & Alberta Chief Medical Officer Dr. Deena Hinshaw on Twitter)

025-P1. COVID-19 WHO EXTERNAL ADVISORY

COVID-19 ADVICE FOR THE PUBLIC: MYTH BUSTERS

Updated: March 20, 2020 / **ORIGINAL SOURCE:** World Health Organization (WHO)

WEBLINK: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/myth-busters>

Coronavirus disease (COVID-19) advice for the public: Myth busters (Part 1)

As information is being circulated in social media settings, here are some links and posters to help control misinformation.

COVID-19 virus can be transmitted in areas with hot and humid climates: From the evidence so far, the COVID-19 virus can be transmitted in ALL AREAS, including areas with hot and humid weather. Regardless of climate, adopt protective measures if you live in, or travel to an area reporting COVID-19. The best way to protect yourself against COVID-19 is by frequently cleaning your hands. By doing this you eliminate viruses that may be on your hands and avoid infection that could occur by then touching your eyes, mouth, and nose. – Downloadable graphic: <https://www.who.int/images/default-source/health-topics/coronavirus/myth-busters/52.png>

Cold weather and snow CANNOT kill the new coronavirus: There is no reason to believe that cold weather can kill the new coronavirus or other diseases. The normal human body temperature remains around 36.5°C to 37°C, regardless of the external temperature or weather. The most effective way to protect yourself against the new coronavirus is by frequently cleaning your hands with alcohol-based hand rub or washing them with soap and water. – Downloadable graphic: <https://www.who.int/images/default-source/health-topics/coronavirus/myth-busters/mb-cold-snow.png>

Taking a hot bath does not prevent the new coronavirus disease: Taking a hot bath will not prevent you from catching COVID-19. Your normal body temperature remains around 36.5°C to 37°C, regardless of the temperature of your bath or shower. Actually, taking a hot bath with extremely hot water can be harmful, as it can burn you. The best way to protect yourself against COVID-19 is by frequently cleaning your hands. By doing this you eliminate viruses that may be on your hands and avoid infection that could occur by then touching your eyes, mouth, and nose. – Downloadable graphic: <https://www.who.int/images/default-source/health-topics/coronavirus/myth-busters/mb-hot-bath.png>

The new coronavirus CANNOT be transmitted through mosquito bites: To date there has been no information nor evidence to suggest that the new coronavirus could be transmitted by mosquitoes. The new coronavirus is a respiratory virus which spreads primarily through droplets generated when an infected person coughs or sneezes, or through droplets of saliva or discharge from the nose. To protect yourself, clean your hands frequently with an alcohol-based hand rub or wash them with soap and water. Also, avoid close contact with anyone who is coughing and sneezing. – Downloadable graphic: <https://www.who.int/images/default-source/health-topics/coronavirus/myth-busters/mb-mosquito-bite.png>

Are hand dryers effective in killing the new coronavirus?: No. Hand dryers are not effective in killing the 2019-nCoV. To protect yourself against the new coronavirus, you should frequently clean your hands with an alcohol-based hand rub or wash them with soap and water. Once your hands are cleaned, you should dry them thoroughly by using paper towels or a warm air dryer. – Downloadable graphic: <https://www.who.int/images/default-source/health-topics/coronavirus/myth-busters/mythbusters-27.png>

Can an ultraviolet disinfection lamp kill the new coronavirus?: UV lamps should not be used to sterilize hands or other areas of skin as UV radiation can cause skin irritation. – Downloadable graphic: <https://www.who.int/images/default-source/health-topics/coronavirus/myth-busters/mythbusters-31.png>

How effective are thermal scanners in detecting people infected with the new coronavirus?: Thermal scanners are effective in detecting people who have developed a fever (i.e. have a higher than normal body temperature) because of infection with the new coronavirus. However, they cannot detect people who are infected but are not yet sick with fever. This is because it takes between 2 and 10 days before people who are infected become sick and develop a fever. – Downloadable graphic: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/myth-busters>



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FOR MORE INFORMATION ON COVID-19

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- 🌐 <https://www.albertahealthservices.ca/topics/Page16944.aspx> (Alberta Health Services)
- 🌐 <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html> (Public Health Agency of Canada)
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025-P2. COVID-19 WHO EXTERNAL ADVISORY

COVID-19 ADVICE FOR THE PUBLIC: MYTH BUSTERS

Updated: March 20, 2020 / **ORIGINAL SOURCE:** World Health Organization (WHO)

WEBLINK: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/myth-busters>

Coronavirus disease (COVID-19) advice for the public: Myth busters (Part 2)

As information is being circulated in social media settings, here are some links and posters to help control misinformation.

Can spraying alcohol or chlorine all over your body kill the new coronavirus? No. Spraying alcohol or chlorine all over your body will not kill viruses that have already entered your body. Spraying such substances can be harmful to clothes or mucous membranes (i.e. eyes, mouth). Be aware that both alcohol and chlorine can be useful to disinfect surfaces, but they need to be used under appropriate recommendations. – Downloadable graphic: <https://www.who.int/images/default-source/health-topics/coronavirus/myth-busters/mythbusters-33.png>

Do vaccines against pneumonia protect you against the new coronavirus? No. Vaccines against pneumonia, such as pneumococcal vaccine and Haemophilus influenza type B (Hib) vaccine, do not provide protection against the new coronavirus. The virus is so new and different that it needs its own vaccine. Researchers are trying to develop a vaccine against 2019-nCoV, and WHO is supporting their efforts. Although these vaccines are not effective against 2019-nCoV, vaccination against respiratory illnesses is highly recommended to protect your health. – Downloadable graphic: <https://www.who.int/images/default-source/health-topics/coronavirus/myth-busters/11.png>

Can regularly rinsing your nose with saline help prevent infection with the new coronavirus? No. There is no evidence that regularly rinsing the nose with saline has protected people from infection with the new coronavirus. There is some limited evidence that regularly rinsing nose with saline can help people recover more quickly from the common cold. However, regularly rinsing the nose has not been shown to prevent respiratory infections. – Downloadable graphic: <https://www.who.int/images/default-source/health-topics/coronavirus/myth-busters/23.png>

Can eating garlic help prevent infection with the new coronavirus? Garlic is a healthy food that may have some antimicrobial properties. However, there is no evidence from the current outbreak that eating garlic has protected people from the new coronavirus. – Downloadable graphic: <https://www.who.int/images/default-source/health-topics/coronavirus/myth-busters/19.png>

Does the new coronavirus affect older people, or are younger people also susceptible? People of all ages can be infected by the new coronavirus (2019-nCoV). Older people, and people with pre-existing medical conditions (such as asthma, diabetes, heart disease) appear to be more vulnerable to becoming severely ill with the virus. WHO advises people of all ages to take steps to protect themselves from the virus, for example by following good hand hygiene and good respiratory hygiene. – Downloadable graphic: <https://www.who.int/images/default-source/health-topics/coronavirus/myth-busters/mythbuster-2.png>

Are antibiotics effective in preventing and treating the new coronavirus? No, antibiotics do not work against viruses, only bacteria. The new coronavirus (2019-nCoV) is a virus and, therefore, antibiotics should not be used as a means of prevention or treatment. However, if you are hospitalized for the 2019-nCoV, you may receive antibiotics because bacterial co-infection is possible. Downloadable graphic – <https://www.who.int/images/default-source/health-topics/coronavirus/myth-busters/mythbuster-3.png>

Are there any specific medicines to prevent or treat the new coronavirus? To date, there is no specific medicine recommended to prevent or treat the new coronavirus (2019-nCoV). However, those infected with the virus should receive appropriate care to relieve and treat symptoms, and those with severe illness should receive optimized supportive care. Some specific treatments are under investigation, and will be tested through clinical trials. WHO is helping to accelerate research and development efforts with a range of partners. – Downloadable graphic: <https://www.who.int/images/default-source/health-topics/coronavirus/myth-busters/mythbuster-4.png>



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FOR MORE INFORMATION ON COVID-19

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- 🐦 @CPHO_Canada (Follow Canada's Chief Public Health Officer Dr. Theresa Tam on Twitter)
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026. COVID-19 SLAD EXTERNAL ADVISORY SLAD NOTICE OF BUSINESS CONTINUITY

Updated: March 22, 2020 / ORIGINAL SOURCE: Slave Lake Apple Drugs (SLAD)

SLAD (Slave Lake Apple Drugs) notice of business continuity



SLAVE LAKE APPLE DRUGS

108 – 6th Ave NW, Slave Lake, AB, T0G 2A1

Tel 780 849 9443 Fax 780 849 9457

March 22, 2020

In order to support efforts to minimize opportunities for the spread of COVID-19, while protecting the health of the community and our staff members, effective immediately Slave Lake Apple Drugs Pharmacy will have:

RESTRICTED ACCESS TO PERSONS COMING INSIDE THE PHARMACY

Please call the pharmacy (780-849-9443) to request prescription refills or extensions or have your provider fax the prescription to us. Please call when you arrive to pick-up and a staff member will bring your prescription to a designated table just inside of the door where you may pick it up; medication information/counselling will be provided over the phone whenever possible.

Please be kind to our amazing staff as we all navigate these changes to continue to serve our patients in the safest manner possible.

Note that we are strictly adhering to Alberta Health's request to limit prescription fills to a 30 day supply at this time. Alberta Blue Cross Senior's plan has adjusted the copay so that this does not increase the senior's out of pocket expense.

We are working towards having a prescription delivery service running within this coming week.










Our team is aware that most of our patients' health needs will be unrelated to the outbreak and are reviewing updates from Alberta Health and our professional regulatory bodies on a daily basis to continue to best meet those needs safely.

Our hours of operation will not change at this time.



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courtesy of KTC Admin

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-  <https://www.albertahealthservices.ca/topics/Page16944.aspx> (Alberta Health Services)
-  <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html> (Public Health Agency of Canada)
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027. COVID-19 ALBERTA GOVERNMENT EXTERNAL ADVISORY COVID-19 SUPPORTS FOR ALBERTANS

AS OF: March 24, 2020 / ORIGINAL SOURCE: Alberta Government /

WEBLINK: <https://www.alberta.ca/covid-19-supports-for-albertans.aspx>

COVID-19 Supports for Albertans

Overview

The Alberta government will provide immediate financial relief to Alberta’s families and vulnerable populations.

Albertans should be focused on their health and not worry about whether they can pay their bills so we have put a number of options in place for those struggling financially.

Emergency isolation support

- This will be a temporary program for working adult Albertans who must self-isolate because they meet the Government of Alberta’s published criteria for [self-isolation](#), including persons who are the sole care-giver for a dependent who must self-isolate because they meet the public health criteria, and who will not have another source of pay or compensation while they are self-isolated.
- A one-time payment of \$1,146 will be distributed to bridge the gap until the federal emergency payments begin in April.
- We expect the program to be available through a simple online application this week and that funds will be deposited in the accounts of eligible recipients beginning at that time.

More information on how to apply will be available soon.

Utility payment deferral

- Residential customers can defer electricity and natural gas bill payments for the next 90 days to ensure no one will be cut off, regardless of the service provider.
- This program is available to Albertans who are experiencing financial hardship as a direct result of COVID-19. For example, those who have lost their employment or had to leave work to take care of an ill family member.
- Call your utility provider directly to arrange for a 90-day deferral on all payments.

Learn more about the [90-day utility payment deferral](#) (PDF, 128 KB) Link: <https://www.alberta.ca/assets/documents/covid19-90-day-utility-deferral.pdf>

Student loans repayment deferral

We are implementing a six-month, interest free, moratorium on Alberta student loan payments for all Albertans in the process of repaying these loans.

- Alberta Student Loan repayments will be paused for 6 months, beginning March 30, 2020.
- Interest will not accrue during this period. This mirrors the approach of the Canada Student Loans Program.
- Students do not need to apply for the repayment pause.
- Borrowers may continue making payments during this period if they choose and this will not affect their eligibility to receive the benefit.

News

- Protecting Alberta's families and economies (March 18, 2020) Link: <https://www.alberta.ca/release.cfm?xID=698455D70096B-DF57-A62A-778266237F3241C8>



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FOR MORE INFORMATION ON COVID-19

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028. COVID-19 AHS EXTERNAL ADVISORY INFANT FEEDING AND COVID-19

SENT OUT: March 24, 2020 / ORIGINAL SOURCE: Alberta Health Services (

WEBLINK: <https://www.albertahealthservices.ca/topics/Page17000.aspx>

Infant Feeding and COVID-19

Infant Feeding and COVID-19

What you need to know

COVID-19 can spread from person-to-person through small droplets when a person with COVID-19 coughs or exhales.

- During most illnesses, breastfeeding is the safest way to feed a baby.
- If you are sick, discuss breastfeeding with your healthcare provider.
- If you are not sick, continue breastfeeding.
- Infants who are breastfed are at decreased risk of respiratory illness.
- If you are using infant formula be sure to have at least a 14-day supply of formula and any supplies needed to sterilize the equipment.



If you have symptoms such as fever, cough and difficulty breathing and have travelled outside Canada, or have been exposed to someone who has COVID-19, stay home and call Health Link 811

If you need health advice or information call Health Link 24/7 by dialing 811 or visit [MyHealth.Alberta.ca](https://myhealth.alberta.ca).



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029. COVID-19 AHS EXTERNAL ADVISORY

HOW TO CARE FOR A COVID-19 PATIENT AT HOME

SENT OUT: March 24, 2020 / ORIGINAL SOURCE: Alberta Health Services

WEBLINK: <https://www.albertahealthservices.ca/assets/info/ppih/if-ppih-covid-19-patient-at-home.pdf>

How to care for a COVID-19 patient at home

How to care for a COVID-19 patient at home



If at all possible, try to ensure that the ill person has a designated bedroom and bathroom.

Visitors should not come to the home.



Maintain social distance from the ill individual, as much as possible.



Do not allow ill person to prepare meals for others, and ensure that that ill person uses separate preparation area or at least prepares meals at a different time, washing all surfaces after.



Avoid sharing household items like dishes, drinking glasses, cups, eating utensils, towels and pillows.



Wash your hands frequently, with soap and warm water.



Advise loved ones to cover their coughs and sneezes with their arm, not their hand, and to practice good respiratory etiquette at all times.



Monitor yourself for symptoms and visit ahs.ca/covid to take a self-assessment to determine whether you should be tested for COVID-19.

ahs.ca/covid



Healthy Albertans.
Healthy Communities.
Together.



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FOR MORE INFORMATION ON COVID-19



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<https://myhealth.alberta.ca/Journey/COVID-19/Pages/COVID-Self-Assessment.aspx> (AHS COVID-19 Online Self-Assessment Log-In)



<https://www.alberta.ca/coronavirus-info-for-albertans.aspx> (Alberta Health)



<https://www.albertahealthservices.ca/topics/Page16944.aspx> (Alberta Health Services)



<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html> (Public Health Agency of Canada)



<https://www.who.int/emergencies/diseases/novel-coronavirus-2019> (World Health Organization)



<https://www.sac-isc.gc.ca/eng/1583781906998/1583781926813> (Indigenous Languages COVID-19 Public Service Announcement)

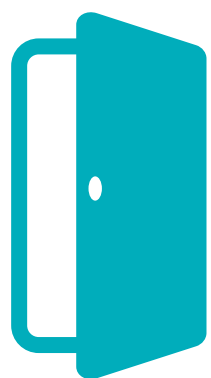


@CPHO_Canada (Follow Canada's Chief Public Health Officer Dr. Theresa Tam on Twitter)



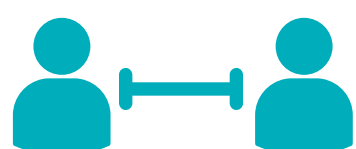
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How to care for a COVID-19 patient at home



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Visitors should not come to the home.



Maintain social distance from the ill individual, as much as possible.



Do not allow ill person to prepare meals for others, and ensure that that ill person uses separate preparation area or at least prepares meals at a different time, washing all surfaces after.



Avoid sharing household items like dishes, drinking glasses, cups, eating utensils, towels and pillows.

Wash your hands frequently, with soap and warm water.



Frequently sanitize all surfaces, particularly hand rails, door knobs, sink taps, toilets, and other items of frequent touching.



Advise loved ones to cover their coughs and sneezes with their arm, not their hand, and to practice good respiratory etiquette at all times.



Monitor yourself for symptoms and visit ahs.ca/covid to take a self-assessment to determine whether you should be tested for COVID-19.

030. COVID-19 AHS EXTERNAL ADVISORY

TEXT4 HOPE

SENT OUT: March 24, 2020 / **ORIGINAL SOURCE:** Alberta Health Services

WEBLINK: <https://www.albertahealthservices.ca/topics/Page17019.aspx>

Text4Hope – Supporting Mental Health & Wellness in a Time of Stress & Isolation

Feeling stress, anxiety and depression due to the COVID-19 crisis? We can help.

The Mental Health Foundation, in partnership with Calgary Health Trust, the University Hospital Foundation, the Royal Alexandra Hospital Foundation, and the Alberta Children’s Hospital Foundation, is supporting a new Alberta Health Services program Text4Hope – a free service providing three months of daily Cognitive Behavioural Therapy (CBT)–based text messages written by mental health therapists.

An Alberta-based innovation, Text4Hope is an evidence-based tool that helps people identify and adjust the negative thoughts, feelings and behaviours a pandemic might be expected to provoke.

Through a set of daily messages, people receive advice and encouragement helpful in developing healthy personal coping skills and resiliency.

Community members simply subscribe to receive ongoing supportive content. There is no cost.

How to Connect

Text **COVID19HOPE** to **393939** to subscribe.

The program provides one-way communication and does not replace other mental health therapies and supports. It is a helpful option for people in self-isolation who can’t access face-to-face services, as well as those in remote locations.

All mental health support lines remain open. For details on what is available in your health region, visit this AHS resource. Link: <https://www.albertahealthservices.ca/amh/amh.aspx>



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- 🌐 <https://www.alberta.ca/coronavirus-info-for-albertans.aspx> (Alberta Health)
- 🌐 <https://www.albertahealthservices.ca/topics/Page16944.aspx> (Alberta Health Services)
- 🌐 <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html> (Public Health Agency of Canada)
- 🌐 <https://www.who.int/emergencies/diseases/novel-coronavirus-2019> (World Health Organization)
- 🌐 <https://www.sac-isc.gc.ca/eng/1583781906998/1583781926813> (Indigenous Languages COVID-19 Public Service Announcement)
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031. COVID-19 AHS EXTERNAL ADVISORY HEALTHY TOGETHER – FINDING A NEW NORMAL

DATE POSTED: March 25, 2020 / **ORIGINAL SOURCE:** Alberta Health Services

WEBLINK: <https://www.albertahealthservices.ca/news/Page15439.aspx>

Healthy Together

Welcome to Healthy Together, your guide to family and home life during COVID-19. Each weekday, we'll post a new story about how families can be healthy, active and safe in these changing times.

To suggest a story or share your experiences in an upcoming story, contact: healthy.together@ahs.ca.

Finding a New Normal - Healthy Together

Life in Alberta has been turned upside down with the COVID-19 outbreak. Home has always been where the heart is. Now it's where we spend more and more time, working, learning, playing, eating and wondering when things will get back to normal. With the answer unclear, your family may need to find a new normal for the coming weeks. These tips can help with day-to-day life. For information about COVID-19, visit [Information for Albertans](#).

Find a new routine

Schools, daycares, rec centres, many public facilities and businesses are closing. Work life is changing by the minute. Countless moms and dads are juggling to keep up and keep their children safe. Nearly every family in Alberta has had their daily routine disrupted. Planning and following a new routine can lend a sense of order to these topsy-turvy times, especially for children. "Routines can help you and children feel more comfortable during times of uncertainty," says Farah Bandali, AHS's director of Healthy Children and Families with Healthy Living. "Day-to-day routines add structure to family life and reflect what's important to your family. They're also a way to let your kids know what to expect during the day." She adds: "Your family can make new routines for weekdays and weekends together. See what works for everyone. Be flexible—give and take a little and let everyone have a voice. You can change things around as you need. And you don't have to follow routines to the minute." Wake up times, bedtimes, meals and snacks, play, walks and quiet time. All are examples of what you can weave into your family's new routine. See the sample routine below to help you get started. See a sample routine at <https://www.albertahealthservices.ca/news/features/2020/Page15441.aspx>

Bring on the laughter

Watch a funny movie. Tell a corny joke (see child-friendly example in sidebar). Have a staring contest. Tickle one another. Tell a goofy story. Make laughter a part of your day. Science America says "laughter and appreciation of humour are vital components of adaptive social, emotional and cognitive function ... Laughter is, after all, a communal activity which promotes bonding, diffuses potential conflict and eases stress and anxiety." That's a schmancy way of saying laughter brings people together and helps us think. It also helps us express our feelings, can turn a tense moment into a light moment and is just plain good for us.










Remember the basics

In tough times, we can lose track of the basics of healthy living. Here's a friendly reminder: eat healthy foods as much as possible. Stay connected with other family members, friends and co-workers while maintaining social (physical) distancing. Get a good night's sleep. Go outside for a walk or kick a soccer ball around in your backyard or stomp around in the snow. Limit alcohol and recreational drugs. Most of all, reach out for help if you need it. Alberta Health Services, the Government of Alberta, your local municipality and hundreds of community groups have all kinds of support and assistance for Albertans. These are extraordinary times and looking after yourself and your family are more important than ever.



Public information gathered for distribution
courtesy of KTC Admin

FOR MORE INFORMATION ON COVID-19

-  811 (the Health Link maybe experiencing high volume, please refer to online links first if possible or dial 911 for emergency)
-  <https://myhealth.alberta.ca/Journey/COVID-19/Pages/COVID-Self-Assessment.aspx> (AHS COVID-19 Online Self-Assessment Log-In)
-  <https://www.alberta.ca/coronavirus-info-for-albertans.aspx> (Alberta Health)
-  <https://www.albertahealthservices.ca/topics/Page16944.aspx> (Alberta Health Services)
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032. COVID-19 ALBERTA GOVERNMENT EXTERNAL ADVISORY ENFORCING MEASURES TO STOP SPREAD OF COVID-19

AS OF: March 25, 2020 / ORIGINAL SOURCE: Alberta Government Media Inquiries

WEBLINK: <https://www.alberta.ca/release.cfm?xID=69918C41565BC-002C-269C-638E958E5912C37B>

Enforcing measures to stop spread of COVID-19

To protect the health and safety of Albertans, law enforcement agencies have been granted full authority to enforce public health orders and issue fines. In addition, it is now mandatory for travellers returning from outside of Canada to self-isolate. This legal requirement also applies to close contacts of confirmed COVID-19 cases, as well as to any individual with symptoms, such as a fever, cough, sore throat or runny nose.

"We must do everything we can to protect Albertans through this pandemic. While the vast majority of Albertans are doing their part to flatten the curve by self-isolating, practising physical distancing or helping those who are self-isolating, some are not. Self-isolation orders are not suggestions or guidelines – they are now the law and they must be followed. Anyone putting their families, their neighbours, or other Albertans at risk will face consequences." Jason Kenney, Premier

Through amendments to the Procedures Regulation under the Provincial Offences Procedures Act, community peace officers, in addition to police, will be able to issue tickets to enforce COVID-19 public health orders. Fines now administered through tickets for violating an order have increased from up to \$100 per day to a prescribed fine of \$1,000 per occurrence. Courts will also have increased powers to administer fines of up to \$100,000 for a first offence and up to \$500,000 for a subsequent offence for more serious violations. These new fines will be in force over the coming days.

"The chief medical officer of health has the full cooperation of community peace officers and local policing to ensure Albertans comply with orders. Albertans' health is and will always be our top priority, and we will use all necessary enforcement measures to ensure Albertans take this situation seriously by self-isolating and limiting mass gatherings." Doug Schweitzer, Minister of Justice and Solicitor General

Public health orders subject to fines for violation include:

- Any individual who has travelled outside of Canada must go into mandatory self-isolation for 14 days from their return, plus an additional 10 days from the onset of any symptoms should they occur, whichever is longer.
- Any individual who exhibits COVID-19 symptoms must self-isolate for a minimum of 10 days from the start of their symptoms, or until the symptoms resolve, whichever is longer. Symptoms include cough, fever, shortness of breath, runny nose, or a sore throat.
- Any individual who has been identified by as a close contact of a person(s) with COVID-19 must go into mandatory self-isolation for 14 days from the date of last having been exposed to COVID-19, plus an additional 10 days from the onset of any symptoms should they occur, whichever is longer.
- Mass gatherings must be limited to no more than 50 attendees.
- Access to public recreational facilities, private entertainment facilities, bars and nightclubs is prohibited.
- Visitation to long-term care and other continuing care facilities is limited to essential visitors only.

The Government of Alberta and Alberta Health Services are working with local enforcement agencies to manage complaints, which can be submitted online. Exemptions will continue to be assessed on a case-by-case basis by public health officials.



Public information gathered for distribution
courtesy of KTC Admin

Public Health Orders (link): https://open.alberta.ca/dataset?q=&sort=title_string+desc&tags=CMOH+orders

FOR MORE INFORMATION ON COVID-19

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033. COVID-19 ALBERTA GOVERNMENT EXTERNAL ADVISORY GOVERNMENT SERVICE CHANGES – TEMPORARY OFFICE CLOSURES

AS OF: March 23, 2020 / ORIGINAL SOURCE: Alberta Government

WEBLINK: <https://www.alberta.ca/covid-19-temporary-office-closures.aspx>

Government Service Changes – Temporary Office Closures

Some Alberta government office locations have temporarily closed to the public. To find out how to access affected government services, visit the program's web page or call Alberta Connect at 310-4455 from 8 am to 8 pm, 7 days a week.

Education and training

- **Apprenticeship and Industry Training Office** – Temporarily closed. Visit [Tradesecrets](#) for the most current apprenticeship training information.

Business and registries

- **Land Titles** – Office temporarily closed. Find out [how to get help](#).
- **Vital Statistics and Corporate Registry** – Office temporarily closed. Find out [how to get help](#).

Energy and environment

- **Air Photo Library** – Office temporarily closed. Find out [how to order by email](#).
- **Alberta Parks** – Sites remain accessible but facilities are closed. Find out [how parks are affected](#).
- **Fish and Wildlife Enforcement Branches** – Many enforcement offices are temporarily closed. For information, [contact offices directly](#).

Family and social supports

- **Alberta Supports** – In-person services suspended. If you are receiving benefits or services and need assistance, find out [how to get help](#).

Government

- **Government Surplus Sales** – Locations temporarily closed. Find out [how to pick up online auction items](#).
- **Official documents** – Front counter is temporarily closed. For information, visit [document authentication for other jurisdictions and countries](#).

Housing and community

- **Residential Tenancy Dispute Resolution Service (RTDRS)** – Office temporarily closed. Find out how to [get help with applications and hearings](#).

Courts

- **Alberta Court of Appeal** – Limiting attendance to necessary parties. [Find out more](#).
- **Court of Queen's Bench** – Hearings limited to emergency or urgent matters only. [Find out more](#).
- **Provincial Court of Alberta** – Limiting all regular operations, including Traffic Court. [Find out more](#).
- **Traffic Court (Provincial Court of Alberta)** – All locations closed. Find out [how to get help](#).

Other services

- **Adult correctional and remand centres** – Visits suspended. [Find out more](#).
- **Alberta Law Libraries** – Public access is suspended until further notice. [Find out more](#).
- **Consumer Investigations and Programs** – Office temporarily closed. Find out about consumer protection [concerns related to COVID-19](#).
- **Legal Aid Alberta** – Accepting only applications for urgent matters. [Find out more](#).
- **Young Offender Centres** – Visits suspended. [Find out more](#).

Museums and historic sites

- **Edmonton Federal Building** – Public access is suspended until further notice. [Find out more](#).
- **Government House** – Tours and public access are suspended until further notice. [Find out more](#).
- **Historic sites and museums** – All museums, historic sites and interpretive centres are temporarily closed. [Find out more](#).
- **Legislative Assembly Visitor Centre** – Tours and public access are suspended until further notice. [Find out more](#).
- **Provincial Archives of Alberta** – Public access is suspended until further notice. Find out [how to get help](#).

FOR MORE INFORMATION ON COVID-19



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<https://myhealth.alberta.ca/Journey/COVID-19/Pages/COVID-Self-Assessment.aspx> (AHS COVID-19 Online Self-Assessment Log-In)



<https://www.alberta.ca/coronavirus-info-for-albertans.aspx> (Alberta Health)



<https://www.albertahealthservices.ca/topics/Page16944.aspx> (Alberta Health Services)



<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html> (Public Health Agency of Canada)



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034. COVID-19 AHS EXTERNAL ADVISORY

COVID-19 FAQ'S FOR PUBLIC

AS OF: March 25, 2020 / ORIGINAL SOURCE: Alberta Health Services

WEBLINK: <https://www.albertahealthservices.ca/topics/Page16944.aspx>

novel Coronavisur (COVID-19) FAQs for Public

Issued by the AHS Emergency Coordination Centre (ECC) REVISED March 25, 2020

Please note: every effort is made to keep this FAQ current; however, for the very most current information on the situation in Alberta, please visit www.alberta.ca/covid19 . If you are a healthcare worker in Alberta, please visit www.ahs.ca/covid

*See attached FAQ PDF

View current FAQ at: <https://www.albertahealthservices.ca/assets/info/ppih/if-ppih-ncov-2019-public-faq.pdf>



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novel Coronavirus (COVID-19) FAQs for Public

Issued by the AHS Emergency Coordination Centre (ECC)

REVISED March 25, 2020

Please note: every effort is made to keep this FAQ current; however, for the very most current information on the situation in Alberta, please visit www.alberta.ca/covid19.

If you are a healthcare worker in Alberta, please visit www.ahs.ca/covid.

What's happening in Alberta?

Alberta continues to see cases of COVID-19. For current case count, visit www.alberta.ca/covid19.

Additional information for travelers, schools, daycares, employers and all Albertans, can also be found at www.alberta.ca/covid19.

What is novel coronavirus (COVID-19)?

- Coronaviruses are a large family of viruses.
- Some coronaviruses cause respiratory illness in people, ranging from common colds to severe pneumonias. Others cause illness in animals only.
- Rarely, animal coronaviruses can infect people, and more rarely, these can spread from person to person through close contact.
- COVID-19 is a new strains of the virus that had not been previously identified in humans.

What are the symptoms of COVID-19?

- Symptoms for COVID-19 are similar to those for influenza or other respiratory illnesses. The most common symptoms include fever and cough but other symptoms may include:
 - sore throat
 - runny nose
 - nasal congestion
 - shortness of breath
 - difficulty breathing
- Most people (about 80%) recover from this disease without needing special treatment.
- However, it can cause serious illness. Those who are older, and those with other medical problems are more likely to develop serious illness.
- There is a risk of death in severe cases.
- Older persons and persons with pre-existing medical conditions (such as high blood pressure, heart disease, lung disease, cancer or diabetes) appear to develop serious illness more often than others.

How is COVID-19 spread from person-to-person?

- COVID-19 is spread mainly by coughing, sneezing or direct contact with a sick person or with surfaces they have recently touched.
- It is not an airborne illness.

Should I be tested for COVID-19?

Visit www.ahs.ca/covid and complete the online self-assessment tool to determine if you should receive testing for COVID-19.

What should I do if I have symptoms and think I have COVID-19?

If you are sick or think you may have been exposed to COVID-19:

- You MUST [self-isolate](#) and visit www.ahs.ca/covid and complete the online self-assessment tool to determine if you need testing for COVID-19.
- Please do not visit a hospital, physician's office, lab or healthcare facility without consulting Health Link (811) first.
- If your symptoms worsen, call 811. We are experiencing heavy call volumes and will get to your call as quickly as we can.
- Call 911 if you are seriously ill and need immediate medical attention. Inform them that you may have COVID-19.

How can I protect myself and my family from COVID-19?

- To help protect against all respiratory illnesses, including the flu and COVID-19, you should:
 - Stay home. Now is the time to stay home and avoid social and other outings that are not essential.
 - If you must leave your home, make sure you practice proper [social distancing](#).
 - Wash your hands often and well. Refer to hand-washing guidance here: <https://www.albertahealthservices.ca/assets/healthinfo/ipc/if-hp-ipc-flu-handwash-how-to.pdf>
 - Avoid touching your face, nose, or mouth with unwashed hands.
 - Avoid close contact with people who are sick.
 - Clean and disinfect surfaces that are frequently touched.
 - Stay at home and away from others if you are feeling ill.
 - When sick, cover your cough and sneezes and then wash your hands. Refer to respiratory etiquette guidance here: <https://www.albertahealthservices.ca/assets/healthinfo/ipc/if-hp-ipc-cover-cough.pdf>

Did the criteria for COVID-19 testing change?

A new approach to testing for COVID-19 was implemented in Alberta on March 23, and prioritizes groups at highest risk of local exposure, as well as at-risk populations.

As of March 23, travellers who returned to Alberta from outside of Canada after March 12 and have mild symptoms are no longer being tested for COVID-19. Instead, the same advice applied to all Albertans applies to them - self-isolate at home and away from others.

This change is effective going forward, so anyone who had already been told by Health Link that they'll be tested will still get tested.

Testing will be prioritized for the following individuals, if they are **symptomatic**:

- people who are hospitalized with respiratory illness;
- residents of continuing care and other similar facilities;
- healthcare workers with respiratory symptoms (this testing will begin later this week).

Why did AHS change the testing criteria?

Changing our testing protocols allows us to focus Alberta's testing capacity on those most at risk. This is consistent with the approach happening across Canada.

It enables us to strategically use our testing resources. Our new approach reflects the fact that the most important thing anyone can do if they have mild symptoms isn't to get tested - it's to stay home and self-isolate.

I am worried about catching COVID-19. Should I wear a medical mask?

- Masks can be very important in certain situations. When sick, wearing a mask helps prevent us from passing illnesses on to other people. This is why we ask people who have a cough or respiratory symptoms to wash their hands and wear a mask when visiting an emergency department or clinic.
- If you are sick, wearing a mask helps prevent passing the illness on to other people.
- If you are healthy, medical masks are not recommended as they don't provide full protection and can create a false sense of security.
- Frequent and thorough hand washing, covering your mouth when coughing or sneezing and avoiding touching your face, nose or mouth remain the best evidence-based ways to prevent the spread of respiratory illness.
- N95 masks (respirator masks) require special fitting and testing in order to be effective. We strongly recommend against members of the public using N95 masks, as they can make it more difficult to breathe for some individuals, especially those with chronic breathing problems. They provide little, if any, benefit to members of the public, beyond that provided by a procedure mask.

I feel sick and I can't get through to Health Link, what do I do?

- Health Link 811 continues to experience very high volume due to individuals seeking advice on COVID-19. We thank you for your patience.
- We have developed a simple online assessment tool to help you decide whether you need to call 811 to be tested for COVID-19. Visit the online tool at ahs.ca/covid.
- You can also:
 - Call your primary health provider for advice.
 - Call 911 if you are seriously ill and need immediate medical attention (such as shortness of breath) and inform them that you may have COVID-19.
- Even if the assessment tool indicates that COVID-19 testing is not recommended, please continue to stay at home and self-isolate for at least 10 days after your symptoms started and until you no longer have symptoms.

Who is most at risk for becoming very sick with COVID-19?

- Although most people who develop COVID-19 will experience mild illness, some individuals are more likely to become seriously ill. Older adults and people with medical conditions like high blood pressure, diabetes, heart disease, and lung disease appear to be at higher risk of becoming very sick.

What are your recommendations for people who are immune compromised, have asthma or at high risk of severe illness for other medical reasons?

- Stay at home, avoiding public places and social interaction.
- If you must go out in public, practice proper [social distancing](#).
- For essential outings, at very least reschedule your visit for non-peak periods.
- Wash your hands often with soap and warm water.
- Avoid touching your face, nose, or mouth.
- Do not have contact with people who are sick.
- Clean and disinfect surfaces that are frequently touched.
- Call 911 if you become seriously ill and need immediate medical attention. Inform them that you may have COVID-19.

When should I go to the hospital?

- Call 911 if you are seriously ill and need immediate medical attention. Inform them that you may have COVID-19.
- If you do not need urgent medical attention and you think you may have COVID-19, you can instead call 811 for health assessment and referral.

My loved one has or is being tested for COVID-19 and we live in the same house. How can I take care of them and not get sick myself?

- If at all possible, try to ensure that the ill person has a designated bedroom and bathroom.
- Maintain social distance from the ill individual, as much as possible.
- Visitors should not come to the home.
- Do not allow ill person to prepare meals for others, and ensure that the ill person uses separate preparation area or at least prepares meals at a different time, washing all surfaces after.
- Avoid sharing household items like dishes, drinking glasses, cups, eating utensils, towels and pillows.
- Wash your hands frequently, with soap and warm water.
- Frequently sanitize all surfaces, particular hand rails, door knobs, sink taps, toilets, and other items of frequent touching.
- Advise loved one to cover their coughs and sneezes with their arm, not their hand, and to practice good respiratory etiquette at all times.
- Monitor yourself for symptoms and call Health Link for assessment and advice if you have symptoms yourself.

What does self-isolation mean?

- Self-isolation means avoiding situations where you could infect other people. This means all situations where you may come in contact with others, such as social gatherings, work, school, child care, athletic events, university, faith-based gatherings, healthcare facilities, grocery stores, restaurants, shopping malls, and all public gatherings.
- You should, (where possible) not use public transportation including buses, taxis, or ride sharing.
- As much as possible, you should limit contact with people.
- You should avoid having visitors to your home, but it is okay for friends, family or delivery drivers to drop off food on the doorstep.
- You can also use delivery or pick up services for errands such as grocery shopping.
- Avoid sharing household items such as dishes, drinking glasses, cups, eating utensils, towels, pillows, or other items with other people in your home. After using these items, you should wash them thoroughly with soap and water, place in the dishwasher for cleaning, or wash in the washing machine.
- Wash your hands often with soap and water and regularly clean and disinfect frequently touched and shared surfaces such as doorknobs and counters.
- If you need to leave your home for an urgent errand, such as picking up essential medication, as a precaution to reduce risk of spread, you should wear a surgical mask while you are out.
- During this time, it is important that you monitor your health for symptoms like fever or cough.
- If you do develop symptoms, you can complete the online assessment tool for additional advice or call Health Link at 811.

How is COVID-19 treated?

- Although there are no specific medications for COVID-19 at this time, the Alberta health care system is able to provide effective care for people who develop a serious COVID-19 illness.

Are there vaccines to prevent COVID-19?

- Not yet. Much research is currently underway to develop a vaccine, but it could take some time before a vaccine is developed and approved for use in Canada.

I am not having symptoms, but I'm concerned about COVID-19 and want to talk to someone. Should I call Health Link?

- Please visit the following websites if you have further general questions about what COVID-19 is, how it is spread, or how many cases there are in Alberta and the world at present. You can call Health Link 811 if you have additional questions about what you need to do to protect yourself and your family against getting a COVID-19 infection.
 - Alberta Health: alberta.ca/covid19
 - Public Health Agency of Canada: canada.ca
 - World Health Organization: who.int

TRAVEL:

Should I change or cancel my travel plans outside of Canada?

- Yes. Travel outside Canada is **not recommended** at this time.
 - Public Health Agency of Canada's Travel Health Advisories: <https://travel.gc.ca/travelling/health-safety/travel-health-notices>.
 - World Health Organization's bulletins: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/travel-advice>.

What should I do if I have recently returned from travelling outside of Canada?

- ALL travellers who returned to Alberta from outside Canada in the last 14 days **MUST self-isolate** immediately for 14 days after the date of return and monitor for **symptoms**. Complete the online self-assessment tool at ahs.ca/covid to determine if you should receive testing for COVID-19.
- **If you have symptoms:**
 - Anyone who has symptoms, including cough, fever or sore throat, must also self-isolate for 10 days after the first onset of symptoms, or until their symptoms resolve, whichever is longer.
 - If you develop symptoms – cough, sore throat, fever or difficulty breathing – stay home and complete the online COVID-19 self-assessment. Do not go to the ER or doctor's office.
 - Please do not visit a hospital, physician's office, lab or healthcare facility without consulting Health Link (811) first.
 - If your symptoms worsen, call 811. We are experiencing heavy call volumes and will get to your call as quickly as we can.
 - Call 911 if you are seriously ill and need immediate medical attention. Inform them that you may have COVID-19.

I was on a flight where there was someone who looked sick. Am I at risk?

- Returning travellers on international flights may be screened at the airport: <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/canadas-reponse.html>
- If any cases are diagnosed among travellers to Alberta, Public Health will be following up with anyone who was exposed.

Flights with confirmed cases

As more flights confirm passengers with COVID-19, Albertans should monitor their air travel even if it was limited to within Canada. Flights that have confirmed cases and the affected seats is [posted online as information is confirmed](#).

- Passengers in affected seats are considered close contacts and are at risk of exposure. Please [self-isolate](#) for 14 days and monitor for symptoms.
- Other passengers should monitor for symptoms, but are not required to self-isolate unless they returned to Canada after March 12.

If you recently returned from a flight:

- [check the list of affected flights for updates](#) (updated March 22, 1:00 pm)
- [self-isolate](#) for 14 days if your seat was affected or you returned to Canada after March 12
- monitor for symptoms such as cough, fever, fatigue or difficulty breathing
- If, at any time in your 14 day period of self-isolation, you develop symptoms of illness, you are required to stay home for 10 days from date of symptom onset, or until symptoms have cleared, whichever is longer. This may extend your period of self-isolation to longer than 14 days.
- [take the COVID-19 self-assessment](#) to determine next steps and find out if testing is required

I live outside of Canada but have a trip planned to Alberta this week/month. Should I still come?

- Travel should be limited as much as possible. Essential travel only should proceed.
- Please follow travel guidance from Public Health Agency of Canada: <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/latest-travel-health-advice.html>.
- If you do not currently have symptoms of COVID-19 and are planning to come to Alberta from outside Canada, you will be asked to monitor yourself for the development of symptoms of COVID-19.

If you develop symptoms, you will need to isolate yourself immediately and call Health Link 811.

EVENTS and OTHER RESTRICTIONS

What restrictions are in place, related to public spaces?

To help prevent the spread of COVID-19, Alberta has implemented the following public health restrictions:

- Student attendance at schools is prohibited.
- In-person classes at post-secondary institutions are cancelled until further notice. Campuses remain open.
 - Government is working with post-secondary institutions to ensure students are not prevented from being eligible for admission to post-secondary studies for the upcoming school year.
- All licensed child care facilities, out-of-school care programs and preschool programs are closed with the exception of a select few who will be providing child care to essential workers.

- All long-term care and other continuing care facilities are advised to limit visitation to essential visitors only. See Information for [People Visiting Patients](#) for more information.
- Places of worship are no longer exempt from restrictions on mass gatherings.
- To limit the amount of time Albertans are spending in large crowds and crowded spaces, all Albertans are prohibited from attending public recreational facilities and private entertainment facilities, including gyms, swimming pools, arenas, science centres, museums, art galleries, community centres, children's play centres, casinos, racing entertainment centres, and bingo halls.
- Sit-down restaurants, cafés, coffee shops, food courts and other food-serving facilities, including those with a minors-allowed liquor license, are limited to 50 per cent capacity to a maximum of 50 people.
- Take-out, delivery or drive-through service is permitted. Licensed facilities will also be permitted to deliver liquor.
- Until further notice, all Albertans are restricted from attending bars and nightclubs, where minors are prohibited by law.
- Grocery stores, shopping centres, health-care facilities, airports, the legislature and other essential services are not included in this mandatory closure.
- Likewise, at this time not-for-profit community kitchens, soup kitchens and religious kitchens are exempt, but sanitization practices are expected to be in place and support will be in place for this practice.

Effective March 25, the province has instituted new enforcement measures for those not respecting public health restrictions. Find more information on [Alberta.ca](#).

What restrictions are in place for events?

Events with more than 50 attendees are cancelled.

- This includes large sporting events, conferences and community events, as well as worship gatherings and family events – including weddings and funerals.

Find more information on [Alberta.ca/covid19](#)

Is AHS prepared to meet the increased demands on health care in the event of a local outbreak of COVID-19?

- Yes – AHS, in collaboration with Alberta Health and the Alberta Emergency Management Agency, is actively responding to this pandemic, and worked proactively to be prepared.
- We are focused on controlling the spread of disease, reducing illness and death, minimizing disruptions to the daily life of Albertans, helping to minimize economic impacts and support an efficient and effective use of resources during response and recovery.

035. COVID-19 AHS EXTERNAL ADVISORY

ADVICE FOR PEOPLE TESTED FOR COVID-19

POSTED: March 27, 2020 / ORIGINAL SOURCE: Alberta Health Services /

WEBLINK: <https://www.albertahealthservices.ca/topics/Page17034.aspx>

Advice for People Tested for novel coronavirus (COVID-19)

If You Receive Notice of Positive Test Results for COVID-19

- If your test results for COVID-19 are positive, you MUST continue to [self-isolate](#).
 - You will be contacted by AHS Public Health to advise on your self-isolation period. Please remain in self-isolation.
 - Self-isolation can help prevent the spread of COVID-19 by lowering the chance the virus could spread to others.
 - Self-isolation means to avoid situations where you could infect other people such as through social gatherings, work, school/university, child care, athletic events, faith-based gatherings, health care facilities and public transportation.
 - In addition wash your hands often and thoroughly, cover your cough and sneezes, avoid sharing household items and clean and disinfect frequently touched and shared surfaces.
 - For guidance on how to care for yourself or someone in your house with COVID-19, visit [How to Care for a COVID-19 Patient at Home](#).
 - ALL health care workers must be assessed before returning to work. If you are a healthcare worker, please view [COVID-19 Return to Work Guide for AHS Healthcare Workers](#) .

If You Receive Notice of Negative Test Results for COVID-19

- If your test results for COVID-19 are negative;
 - You can resume normal activities only if it has been **10 days or more** since your symptoms started, or your symptoms have now resolved, whichever is longer.
 - If it has been **less than 10 days** since your symptoms started, continue to self-isolate until it has been 10 days or more since your symptoms started, and continue to follow good respiratory etiquette, good hand hygiene and self-monitor for symptoms of COVID-19*. If you develop any of these symptoms contact Health Link at 811.
 - ALL healthcare workers must be assessed before returning to work. If you are a healthcare worker, please view [COVID-19 Return to Work Guide for AHS Healthcare Workers](#).

*Symptoms of COVID-19 include:

- Fever
- Cough
- Runny nose
- Shortness of breath or difficulty breathing
- Sore throat



Public information gathered for distribution
courtesy of KTC Admin

FOR MORE INFORMATION ON COVID-19

- ☎ 811 (the Health Link maybe experiencing high volume, please refer to online links first if possible or dial 911 for emergency)
- 🌐 <https://myhealth.alberta.ca/Journey/COVID-19/Pages/COVID-Self-Assessment.aspx> (AHS COVID-19 Online Self-Assessment Log-In)
- 🌐 <https://www.alberta.ca/coronavirus-info-for-albertans.aspx> (Alberta Health)
- 🌐 <https://www.albertahealthservices.ca/topics/Page16944.aspx> (Alberta Health Services)
- 🌐 <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html> (Public Health Agency of Canada)
- 🌐 <https://www.who.int/emergencies/diseases/novel-coronavirus-2019> (World Health Organization)
- 🌐 <https://www.sac-isc.gc.ca/eng/1583781906998/1583781926813> (Indigenous Languages COVID-19 Public Service Announcement)
- 🐦 @CPHO_Canada (Follow Canada’s Chief Public Health Officer Dr. Theresa Tam on Twitter)
- 🐦 @AHS_Media (Follow Alberta Health Services & Alberta Chief Medical Officer Dr. Deena Hinshaw on Twitter)

036. COVID-19 ALBERTA GOVERNMENT EXTERNAL ADVISORY NEW MASS GATHERING RESTRICTIONS

UPDATED: March 27, 2020 at 3:45 pm / **ORIGINAL SOURCE:** Alberta Government

WEBLINK: <https://www.alberta.ca/coronavirus-info-for-albertans.aspx#p22780s6>

New Mass Gathering Restrictions

Albertans are prohibited from gathering in groups of more than 15 people in both indoor and outdoor spaces:

- All gatherings, indoor or outdoor, over 15 people must be cancelled
- Gatherings in outdoor public spaces are limited to groups of 15 people in one location and must observe 2-metre social distancing requirements
- Outdoor spaces where individuals or families are walking and
- Access to all public recreation facilities, private entertainment facilities, bars and nightclubs is prohibited
- All dine-in services are prohibited
- Access to retail, clothing and gaming stores is prohibited
- Visitation to long-term care and other continuing care facilities is limited to essential visitors only
- Albertans are prohibited from accessing close contact personal services

View all mass gathering restrictions: <https://www.alberta.ca/restrictions-on-gatherings-and-businesses.aspx>



Public information gathered for distribution
courtesy of KTC Admin

FOR MORE INFORMATION ON COVID-19

- ☎ 811 (the Health Link maybe experiencing high volume, please refer to online links first if possible or dial 911 for emergency)
- 🌐 <https://myhealth.alberta.ca/Journey/COVID-19/Pages/COVID-Self-Assessment.aspx> (AHS COVID-19 Online Self-Assessment Log-In)
- 🌐 <https://www.alberta.ca/coronavirus-info-for-albertans.aspx> (Alberta Health)
- 🌐 <https://www.albertahealthservices.ca/topics/Page16944.aspx> (Alberta Health Services)
- 🌐 <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html> (Public Health Agency of Canada)
- 🌐 <https://www.who.int/emergencies/diseases/novel-coronavirus-2019> (World Health Organization)
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037. COVID-19 ALBERTA GOVERNMENT EXTERNAL ADVISORY INFO FOR RENTERS

UPDATED: March 27, 2020 at 3:45 pm / **ORIGINAL SOURCE:** Alberta Government

WEBLINK: <https://www.alberta.ca/coronavirus-info-for-albertans.aspx#p22780s6>

New Mass Gathering Restrictions

New protections are in place for residential and mobile homes site tenants facing financial hardship due to COVID-19:

- Tenants cannot be evicted for non-payment of rent and/or utilities before May 1, 2020.
- Rents on residential properties or mobile home sites will not increase while Alberta’s State of Public Health Emergency remains in effect.
- Late fees cannot be applied to late rent payments until June 30 and cannot be collected retroactively for this time.
- Landlords and tenants need to work together to develop payment plans while COVID-19 is being managed.
- Landlords can still file applications and receive orders for possession if the reason for the eviction is unrelated to rent and/or utility payments, or if a tenant refused to negotiate or comply with a payment plan.

Resources:

Suspending Eviction Enforcement: <https://www.alberta.ca/assets/documents/COVID-19-suspending-eviction-enforcement.pdf>

Rent Payment Plans: <https://www.alberta.ca/assets/documents/COVID-19-rent-payment-plans.pdf>



Public information gathered for distribution
courtesy of KTC Admin

FOR MORE INFORMATION ON COVID-19

- ☎ 811 (the Health Link maybe experiencing high volume, please refer to online links first if possible or dial 911 for emergency)
- 🌐 <https://myhealth.alberta.ca/Journey/COVID-19/Pages/COVID-Self-Assessment.aspx> (AHS COVID-19 Online Self-Assessment Log-In)
- 🌐 <https://www.alberta.ca/coronavirus-info-for-albertans.aspx> (Alberta Health)
- 🌐 <https://www.albertahealthservices.ca/topics/Page16944.aspx> (Alberta Health Services)
- 🌐 <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html> (Public Health Agency of Canada)
- 🌐 <https://www.who.int/emergencies/diseases/novel-coronavirus-2019> (World Health Organization)
- 🌐 <https://www.sac-isc.gc.ca/eng/1583781906998/1583781926813> (Indigenous Languages COVID-19 Public Service Announcement)
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038. COVID-19 ALBERTA GOVERNMENT EXTERNAL ADVISORY PERSONAL SERVICE RESTRICTIONS

UPDATED: March 27, 2020 at 3:45 pm / **ORIGINAL SOURCE:** Alberta Government

WEBLINK: <https://www.alberta.ca/restrictions-on-gatherings-and-businesses.aspx>

Personal Service Restrictions

Albertans are prohibited from accessing close contact personal services, including personal services facilities, cosmetic enhancement services, wellness studios and clinics, non-emergency and non-critical health services.

Personal services facilities and cosmetic enhancement services include:

- esthetics
- manicure
- pedicure
- body waxing
- make-up
- body, nose and ear piercing
- tattoos
- artificial tanning and spray tanning
- hairstyling
- barbering
- facial treatments
- eyebrow and eyelash treatments
- laser hair and tattoo removal
- cosmetic skin and body treatments

Wellness studios and clinics include:

- floatation tanks
- colonic irrigation
- massage
- reflexology

Non-emergency and non-critical health services provided by regulated health professionals or registered professionals include any non-emergency or non-urgent:

- dentistry
- physiotherapy
- massage
- foot care and podiatry
- acupuncture and acupressure
- chiropractic services
- naturopathy

Enforcement

If you violate this public health order and proceed to hold an event with more than 15 attendees, you may be subject to a fine. You can submit a complaint to AHS public health inspectors if you are concerned an establishment is not following public health orders.

Submit a complaint to: <https://ephisahs.microsoftcrmporthals.com/create-case/>



Public information gathered for distribution
courtesy of KTC Admin

FOR MORE INFORMATION ON COVID-19

- ☎ 811 (the Health Link maybe experiencing high volume, please refer to online links first if possible or dial 911 for emergency)
- 🌐 <https://myhealth.alberta.ca/Journey/COVID-19/Pages/COVID-Self-Assessment.aspx> (AHS COVID-19 Online Self-Assessment Log-In)
- 🌐 <https://www.alberta.ca/coronavirus-info-for-albertans.aspx> (Alberta Health)
- 🌐 <https://www.albertahealthservices.ca/topics/Page16944.aspx> (Alberta Health Services)
- 🌐 <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html> (Public Health Agency of Canada)
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039. COVID-19 INDIGENOUS SERVICES CANADA EXTERNAL ADVISORY COVID-19 AND INDIGENOUS COMMUNITIES

UPDATED: March 27, 2020 / **ORIGINAL SOURCE:** Indigenous Services Canada

WEBLINK: <https://www.sac-isc.gc.ca/eng/1581964230816/1581964277298#chap1>

COVID-19 and Indigenous Communities

The Government of Canada supports First Nations and Inuit communities in preparing for, monitoring and responding to communicable disease emergencies, including pandemic influenza and other emerging infectious diseases, such as the new coronavirus called COVID-19.

Click website link to view these topics: <https://www.sac-isc.gc.ca/eng/1581964230816/1581964277298#chap1aa>

- How to avoid infection
- Handwashing and drinking water advisories
- How to prepare
- What to do if you are sick
- How we have prepared
 - Public service announcements about COVID-19
 - Indigenous Services Canada's preparedness and response to COVID-19
 - General approach
 - Preparedness
 - Health human resources
 - Infrastructure
 - Infection prevention and control
 - Medical transportation
 - Governance
 - Communications and surveillance
- How Indigenous Services Canada (ISC) protects against public health threats
- How the Government of Canada is supporting Indigenous communities
 - Indigenous Community Support Fund
 - COVID-19 First Nations Community Guide on Accessing Additional Supports
 - COVID-19: Indigenous Services Canada Update
 - Existing services and programs
 - Floods and fires
- Who to contact for more information and help

Mary Kapelus, Assistant Deputy Minister at Indigenous Services Canada, explains how Indigenous people can access support through Canada's COVID-19 Economic Response Plan. Watch the video message from Assistant Deputy Minister Mary Kapelus of Indigenous Services Canada "COVID-19 How Indigenous Peoples can access services and new benefits":

<https://www.youtube.com/watch?v=gPkDOiiMVUk&feature=share&fbclid=IwAR31kEmdKa8Ixe5SehZyCgr4Vji5I6VGDRPYQ27GTPg5QJIBHeljHanooZ0>



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FOR MORE INFORMATION ON COVID-19



811 (the Health Link maybe experiencing high volume, please refer to online links first if possible or dial 911 for emergency)



<https://myhealth.alberta.ca/Journey/COVID-19/Pages/COVID-Self-Assessment.aspx> (AHS COVID-19 Online Self-Assessment Log-In)



<https://www.alberta.ca/coronavirus-info-for-albertans.aspx> (Alberta Health)



<https://www.albertahealthservices.ca/topics/Page16944.aspx> (Alberta Health Services)



<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html> (Public Health Agency of Canada)



<https://www.who.int/emergencies/diseases/novel-coronavirus-2019> (World Health Organization)



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041. COVID-19 PUBLIC HEALTH AGENCY OF CANADA EXTERNAL ADVISORY

HOW TO CARE FOR A CHILD WITH COVID-19 AT HOME

AS OF: March 29, 2020 / **ORIGINAL SOURCE:** Public Health Agency of Canada / **WEBLINK:** <https://www.canada.ca/en/public-health/services/publications/diseases-conditions/how-to-care-for-child-with-covid-19-at-home-advice-for-caregivers.html>

How to Care for a Child with COVID-19 at home: Advice for caregivers

Children who have mild COVID-19 symptoms are able to stay at home with a caregiver throughout their recovery without needing hospitalization. If you are caring for a child who has suspected or probable COVID-19, it is important to follow the steps below to protect yourself and others in the home, as well as those in your community. Download the poster at: <https://www.canada.ca/content/dam/phac-aspc/documents/services/publications/diseases-conditions/coronavirus/how-to-care-for-child-with-covid-19-at-home-advice-for-caregivers/how-to-care-for-child-with-covid-19-at-home-advice-for-caregivers.pdf>

Symptoms of COVID-19

- Fever
- Cough
- Difficulty breathing

Monitor your child for symptoms

- Monitor your child's [symptoms](#) as directed by your healthcare provider or [Public Health Authority](#).
- Watch for worsening symptoms, such as fast breathing, difficulty breathing, confusion, an inability to recognize you, chills from fever or fever that will not come down with fever-reducing medication (e.g. ibuprofen, acetaminophen) for more than 12 hours.
- **IF YOUR CHILD DEVELOPS SEVERE SYMPTOMS, CALL 911 OR YOUR LOCAL EMERGENCY NUMBER**
- If calling an ambulance, tell the dispatcher that the child has COVID-19. If going to the hospital in a private vehicle, call ahead to the hospital and let them know that the child has COVID-19.

Keep your hands clean and avoid spreading infections to others:

- Your child should remain in your home or in a monitored outdoor space, should not play with friends or go to school or to public areas, and should not be within 2 metres of others if possible.
- Do not share personal items with the child, such as toothbrushes, towels, bed linen, utensils or electronic devices.
- Do not share food and drinks.
- Use a separate bathroom from the child if possible. If not possible, put the toilet lid down before flushing.
- For breastfeeding mothers: given the health benefits to your child from breastfeeding, it is recommended that you continue breastfeeding. Wear a face mask to avoid exposure to the disease.
- If you are feeding with formula or expressed milk, sterilize the equipment carefully before each use and do not share bottles or a breast pump.

Keep your environment clean

- Place used face masks, gloves and other contaminated items in a lined container, secure the contents and dispose of them with other household waste.
- Place possibly contaminated laundry into a container with a plastic liner and do not shake. Wash with regular laundry soap and hot water (60-90°C), and dry well. Clothing and linens belonging to the child can be washed with other laundry. Gloves and a face mask should be worn when in direct contact with contaminated laundry.
- At least once daily, use an approved hard-surface disinfectant to disinfect surfaces that people in the home touch often (e.g., toilets, laundry containers, bedside tables, doorknobs, phones and television remotes). Clean touch screens with 70% alcohol wipes.

Monitor yourself for symptoms

- Monitor yourself for symptoms and follow any advice provided by your local public health authority about self-isolating.
- If you develop even mild symptoms, isolate yourself as quickly as possible and contact your local Public Health Authority for further instructions.

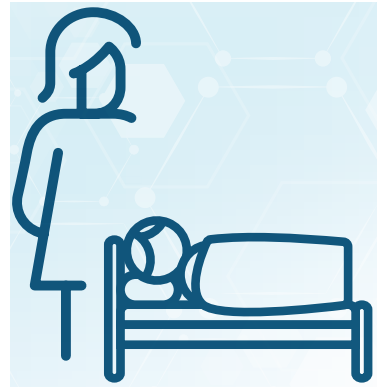


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FOR MORE INFORMATION ON COVID-19

- 811 (the Health Link maybe experiencing high volume, please refer to online links first if possible or dial 911 for emergency)
- <https://myhealth.alberta.ca/Journey/COVID-19/Pages/COVID-Self-Assessment.aspx> (AHS COVID-19 Online Self-Assessment Log-In)
- <https://www.alberta.ca/coronavirus-info-for-albertans.aspx> (Alberta Health)
- <https://www.albertahealthservices.ca/topics/Page16944.aspx> (Alberta Health Services)
- <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html> (Public Health Agency of Canada)
- <https://www.who.int/emergencies/diseases/novel-coronavirus-2019> (World Health Organization)
- <https://www.sac-isc.gc.ca/eng/1583781906998/1583781926813> (Indigenous Languages COVID-19 Public Service Announcement)
- @CPHO_Canada (Follow Canada's Chief Public Health Officer Dr. Theresa Tam on Twitter)
- @AHS_Media (Follow Alberta Health Services & Alberta Chief Medical Officer Dr. Deena Hinshaw on Twitter)

CORONAVIRUS DISEASE (COVID-19): HOW TO CARE FOR A CHILD WITH COVID-19 AT HOME: ADVICE FOR CAREGIVERS



Children who have mild COVID-19 symptoms are able to stay at home with a caregiver throughout their recovery without needing hospitalization.

If you are caring for a child who has suspected or probable COVID-19, it is important to follow the steps below to protect yourself and others in the home, as well as those in your community.

Symptoms of COVID-19

- ☐ Fever
- ☐ Cough
- ☐ Difficulty breathing

Monitor your child for symptoms

- ▶ Monitor your child's **symptoms** as directed by your healthcare provider or **Public Health Authority**.
- ▶ Watch for worsening symptoms, such as fast breathing, difficulty breathing, confusion, an inability to recognize you, chills from fever or fever that will not come down with fever-reducing medication (e.g. ibuprofen, acetaminophen) for more than 12 hours.
- ▶ **IF YOUR CHILD DEVELOPS SEVERE SYMPTOMS, CALL 911 OR YOUR LOCAL EMERGENCY NUMBER**
- ▶ If calling an ambulance, tell the dispatcher that the child has COVID-19. If going to the hospital in a private vehicle, call ahead to the hospital and let them know that the child has COVID-19.

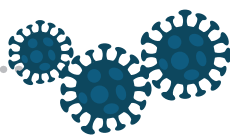
Keep hands clean

- ▶ **Wash your hands** and those of your child often with soap and water for at least 20 seconds, especially after any type of contact with the child (e.g. changing diapers) and after removing gloves.

- ▶ If soap and water are not available and if your hands do not look dirty, use an alcohol-based sanitizer (ABHS) that contains at least 60% alcohol. If hands look dirty, remove dirt with a wet wipe first, then use ABHS.
- ▶ Dry hands with disposable paper towels.
- ▶ If not available, use a reusable towel and replace it when it becomes wet. Do not share.
- ▶ Avoid touching your eyes, nose and mouth with unwashed hands and encourage your child not to touch their face, either.

Avoid spreading infection to others

- ▶ Your child should remain in your home or in a monitored outdoor space, should not play with friends or go to school or to public areas, and should not be within 2 metres of others if possible.
- ▶ Do not share personal items with the child, such as toothbrushes, towels, bed linen, utensils or electronic devices.
- ▶ Do not share food and drinks.
- ▶ Use a separate bathroom from the child if possible. If not possible, put the toilet lid down before flushing.
- ▶ For breastfeeding mothers: given the health benefits to your child from breastfeeding, it is recommended that you continue breastfeeding. Wear a face mask to avoid exposure to the disease.
- ▶ If you are feeding with formula or expressed milk, sterilize the equipment carefully before each use and do not share bottles or a breast pump.



Keep your environment clean

- ▶ Place used face masks, gloves and other contaminated items in a lined container, secure the contents and dispose of them with other household waste.
- ▶ Place possibly contaminated laundry into a container with a plastic liner and do not shake. Wash with regular laundry soap and hot water (60-90°C), and dry well. Clothing and linens belonging to the child can be washed with other laundry. Gloves and a face mask should be worn when in direct contact with contaminated laundry.
- ▶ At least once daily, use an **approved hard-surface disinfectant** to disinfect surfaces that people in the home touch often (e.g., toilets, laundry containers, bedside tables, doorknobs, phones and television remotes). Clean touch screens with 70% alcohol wipes

Protect yourself

- ▶ Only one healthy person should provide care for the child, but everyone in your home should follow this guidance.
- ▶ People who are at higher risk of serious illness from COVID-19 should not care for a child with COVID-19. These include elderly persons, those with chronic medical conditions (e.g., heart disease, diabetes) or compromised immune systems.
- ▶ If you need to be within 2 metres of the child, wear a face mask, disposable gloves and eye protection.
- ▶ Do not re-use face masks or gloves.
- ▶ If possible, the child should also wear a face mask when you are caring for them and be encouraged not to touch their face or mask.

Monitor yourself for symptoms

- ▶ Monitor yourself for symptoms and follow any advice provided by your local public health authority about **self-isolating**.
- ▶ If you develop even mild symptoms, **isolate** yourself as quickly as possible and contact your local **Public Health Authority** for further instructions.

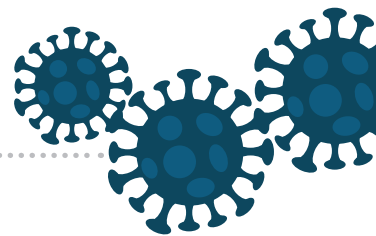
Maintain these supplies

- ☐ Face masks (do not re-use)
- ☐ Eye protection (face shield or goggles) for use by caregiver
- ☐ Disposable gloves (do not re-use) for use by caregiver
- ☐ Disposable paper towels
- ☐ Tissues
- ☐ Waste container with plastic liner
- ☐ Thermometer
- ☐ Over the counter medication to reduce fever (e.g. ibuprofen or acetaminophen)
- ☐ Running water
- ☐ Hand soap
- ☐ Alcohol-based hand sanitizer containing at least 60% alcohol
- ☐ Dish soap
- ☐ Regular laundry soap
- ☐ Regular household cleaning products
- ☐ One-step cleaner/disinfectant
- ☐ Hard-surface disinfectant, or if not available, concentrated (5%) liquid bleach and a separate container for dilution
- ☐ Alcohol prep wipes



**WE CAN ALL DO OUR PART IN
PREVENTING THE SPREAD OF COVID-19.
FOR MORE INFORMATION:**

Visit Canada.ca/coronavirus or contact **1-833-784-4397**



Important Message for Indigenous Communities regarding COVID-19

- The Public Health Agency of Canada is actively monitoring the situation regarding COVID-19 - the novel coronavirus.
- We all have a role to play to prevent the spread of germs within our communities – to protect ourselves, our families, and those at higher risk.
- Together, we can take the following steps to slow the spread of COVID-19 by making a conscious effort to keep a physical distance between each other:
 - Avoid crowded places;
 - Avoid non-essential community and cultural gatherings;
 - Avoid handshakes;
 - Keep a distance of at least 2 arms lengths (approximately 2 metres) from others, as much as possible;
 - Limit contact with people at higher risk (e.g. older adults and those with other health conditions).
- Also, wash your hands often, cough and sneeze into your arm, throw out used tissues right away, clean and disinfect shared surfaces and avoid touching your eyes, nose or mouth.
- For more information about the novel coronavirus visit Canada.ca/coronavirus or call the Government of Canada's toll free line at 1-833-784-4397.
- A message from the Government of Canada



kistêyihâtakwan wîhtamakêwin kiki nêhiyaw **mâdawâyâwinihk ohci COVID-19**

- ôma askiy-nînahk nanâtawihiwêwin pimipayihâtawin ohci kânata kakâyawi-nâkatohkâtam ôma ka-itahkamikahk ohci COVID-19 - ôma novel coronavirus.
- kahkiyaw kî-ayânaw atoskâtamakêwin ta-kiptinamahk ôhi sisiwê-âhkosiwina pîhci mâdawâyâwinihk – ta-manâcîhisôyahk, kî-wâhkômâkanânak, êkwa êkwâniki kiki mâdawaci ka-sôhkêyihâtakwa.
- mâdawî, ka-kî-otininow tahto ôhi yahkohtêwina ta-kî-pêyâhtak ispitênow sisiwê ohci COVID-19 ta-âhkamêyihâtamahk pêyahak nawasônîkêwin nawac piko wâhyawês kîspin awiyak ka-wî-nakiskawit:
 - miyâska sîkiskâtowinihk;
 - miyâska namôy-nitawêyihâtakwan mâdawâyâwinihk êkwa mâdawî-isîhçikêwina;
 - miyâska atamiskâkêwin;
 - wâhyawês mîna kanakê nîso kîskipitonahk iyikohk (nânitaw nîso metres) ohci kotakak, kakwê-tâpitawî;
 - âciwinikê cîk-âyâwin asici ayisiyiniw kiki mâdawaci ka-sôhkêyihâtakwa (e.g. kêhtê-ayak êkwa êkwâniki asici kotaka âhkosiwina).
- Êkwa, wâh-wîpac kisîpêkicîhcêk, ôstostota mîna câhcâmo atâmihk kispiton, wêpina ka-âpaciçikâtêk sînihkomakan sêmâk, kanâcihtâ mîna kisîpêkina ka-mawî âpacihtâhk kîkway mîna manâcihta kiskîsikwa kawîya ta-kakwê mâsihtâyî, kiskîwan ahpô kitôn.
- Kiki ayiwâk kiskêyihâtamohiwêwin ohci novel coronavirus kiyokê kânata.ca/coronavirus ahpô sêwêpicikê kânata kihci-okimânâhk mosci pîkiskwêwin ita 1-833-784-4397.
- Wîhtamâkêwin ohci kânata kihci-okimânâhk



043. COVID-19 ALBERTA GOVERNMENT EXTERNAL ADVISORY CORPORATE REGISTRY CHANGES

AS OF: March 31, 2020 / ORIGINAL SOURCE: Alberta Government

WEBLINK: <https://www.alberta.ca/coronavirus-info-for-albertans.aspx>

COVID-19 response to Corporate Registry Changes

Corporate Registry changes

In keeping with public gathering restrictions, deadlines are suspended for corporations, partnerships, cooperatives and non-profit organizations to hold annual general meetings and file their annual returns

These groups will remain active in Alberta, and will not have their corporations, partnerships, cooperatives or non-profit organizations dissolved due to failing to file annual returns.

Learn More at: <https://www.alberta.ca/corporations-cooperatives-organizations-annual-returns.aspx>



Public information gathered for distribution
courtesy of KTC Admin

FOR MORE INFORMATION ON COVID-19

- ☎ 811 (the Health Link maybe experiencing high volume, please refer to online links first if possible or dial 911 for emergency)
- 🌐 <https://myhealth.alberta.ca/Journey/COVID-19/Pages/COVID-Self-Assessment.aspx> (AHS COVID-19 Online Self-Assessment Log-In)
- 🌐 <https://www.alberta.ca/coronavirus-info-for-albertans.aspx> (Alberta Health)
- 🌐 <https://www.albertahealthservices.ca/topics/Page16944.aspx> (Alberta Health Services)
- 🌐 <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html> (Public Health Agency of Canada)
- 🌐 <https://www.who.int/emergencies/diseases/novel-coronavirus-2019> (World Health Organization)
- 🌐 <https://www.sac-isc.gc.ca/eng/1583781906998/1583781926813> (Indigenous Languages COVID-19 Public Service Announcement)
- 🐦 @CPHO_Canada (Follow Canada's Chief Public Health Officer Dr. Theresa Tam on Twitter)
- 🐦 @AHS_Media (Follow Alberta Health Services & Alberta Chief Medical Officer Dr. Deena Hinshaw on Twitter)

044. COVID-19 PUBLIC HEALTH AGENCY OF
CANADA EXTERNAL ADVISORY
FALSE AND MISLEADING CLAIMS

AS OF: March 31, 2020 / ORIGINAL SOURCE: Public Health Agency of Canada

WEBLINK: <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks.html?topic=tilelink#f>

False and misleading cliams

We have not approved any product to prevent, treat or cure COVID-19. Selling unauthorized health products or making false or misleading claims to prevent, treat or cure COVID-19 is illegal in Canada. We take this matter very seriously and we are taking action to stop this activity.

We have also not approved any disinfectant products with claims specific to COVID-19. However, authorized disinfectant products can make a claim of broad spectrum of activity against viruses if they meet specific evidence standards. We are working with companies and we will publish a list of disinfectant products that can make this claim to help Canadians make effective choices.

We encourages anyone who has information regarding potential non-compliant sale or advertising of any health product claiming to treat, prevent or cure COVID-19, to report it using our online complaint form at <https://www.canada.ca/en/health-canada/services/drugs-health-products/medeffect-canada/adverse-reaction-reporting.html>



- F
- 811 (the Health Link maybe experiencing high volume, please refer to online links first if possible or dial 911 for emergency)
- <https://myhealth.alberta.ca/Journey/COVID-19/Pages/COVID-Self-Assessment.aspx> (AHS COVID-19 Online Self-Assessment Log-In)
- <https://www.alberta.ca/coronavirus-info-for-albertans.aspx> (Alberta Health)
- <https://www.albertahealthservices.ca/topics/Page16944.aspx> (Alberta Health Services)
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045. COVID-19 WHO EXTERNAL ADVISORY

HEALTHY PARENTING IN THE TIME OF COVID-19

AS OF: March 31, 2020 / ORIGINAL SOURCE: World Health Organization

WEBLINK: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/healthy-parenting>

Healthy Parenting in the time of COVID-19

To help parents interact constructively with their children during this time of confinement, these six one-page tips for parents cover planning one-on-one time, staying positive, creating a daily routine, avoiding bad behaviour, managing stress, and talking about COVID-19. Use them to your and your kids' advantage, and have fun in doing so.

Attached posters:

- 1. One-on-One Time:**
https://www.who.int/docs/default-source/coronaviruse/healthy-parenting/english-tipsheet1-updated.pdf?sfvrsn=788a73e3_2
- 2. Keeping it Positive:**
https://www.who.int/docs/default-source/coronaviruse/healthy-parenting/english-tipsheet1-updated.pdf?sfvrsn=788a73e3_2
- 3. Structure Up:**
https://www.who.int/docs/default-source/coronaviruse/healthy-parenting/english-tip-3-covid-19-parenting.pdf?sfvrsn=492ecf57_6
- 4. Bad Behaviour:**
https://www.who.int/docs/default-source/coronaviruse/healthy-parenting/english-tipsheet4-updated.pdf?sfvrsn=9257f2f6_2
- 5. Keep Calm and Manage Stress:**
https://www.who.int/docs/default-source/coronaviruse/healthy-parenting/english-tip-5-covid-19-parenting.pdf?sfvrsn=1b3ee706_6
- 6. Talking about COVID-19:**
https://www.who.int/docs/default-source/coronaviruse/healthy-parenting/english-tip-6-covid-19-parenting.pdf?sfvrsn=232558c1_8



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FOR MORE INFORMATION ON COVID-19

- 811 (the Health Link maybe experiencing high volume, please refer to online links first if possible or dial 911 for emergency)
- <https://myhealth.alberta.ca/Journey/COVID-19/Pages/COVID-Self-Assessment.aspx> (AHS COVID-19 Online Self-Assessment Log-In)
- <https://www.alberta.ca/coronavirus-info-for-albertans.aspx> (Alberta Health)
- <https://www.albertahealthservices.ca/topics/Page16944.aspx> (Alberta Health Services)
- <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html> (Public Health Agency of Canada)
- <https://www.who.int/emergencies/diseases/novel-coronavirus-2019> (World Health Organization)
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1 COVID-19 PARENTING One-on-One Time

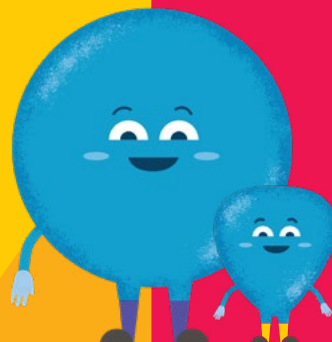
Can't go to work? Schools closed? Worried about money? It is normal to feel stressed and overwhelmed.

School shutdown is also a chance to make better relationships with our children and teenagers.
One-on-One time is free and fun. It makes children feel loved and secure, and shows them that they are important.

Set aside time to spend with each child



It can be for just 20 minutes, or longer – it's up to us. It can be at the same time each day so children or teenagers can look forward to it.



Ask your child what they would like to do



Choosing builds their self confidence. If they want to do something that isn't OK with physical distancing, then this is a chance to talk with them about this. (see next leaflet)

Ideas with your baby/toddler



- > Copy their facial expression and sounds
- > Sing songs, make music with pots and spoons
- > Stack cups or blocks
- > Tell a story, read a book, or share pictures

Switch off the TV and phone. This is virus-free time

Ideas with your teenager

- > Talk about something they like: sports, music, celebrities, friends
- > Cook a favorite meal together
- > Exercise together to their favorite music

Ideas with your young child

- > Read a book or look at pictures
- > Make drawings with crayons or pencils
- > Dance to music or sing songs
- > Do a chore together – make cleaning and cooking a game
- > Help with school work

**Listen to them, look at them.
Give them your full attention.
Have fun!**

For more information click below links:

Parenting tips
from WHO

Parenting tips
from UNICEF

In worldwide
languages

EVIDENCE-BASE



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2 COVID-19 PARENTING

Keeping It Positive

It's hard to feel positive when our kids or teenagers are driving us crazy. We often end up saying "Stop doing that!" But children are much more likely to do what we ask if we give them positive instructions and lots of praise for what they do right.

Say the behaviour you want to see

- Use positive words when telling your child what to do; like 'Please put your clothes away' (instead of 'Don't make a mess')

It's all in the delivery

- Shouting at your child will just make you and them more stressed and angrier. Get your child's attention by using their name. Speak in a calm voice.

Praise your child when they are behaving well

- Try praising your child or teenager for something they have done well. They may not show it, but you'll see them doing that good thing again. It will also reassure them that you notice and care.

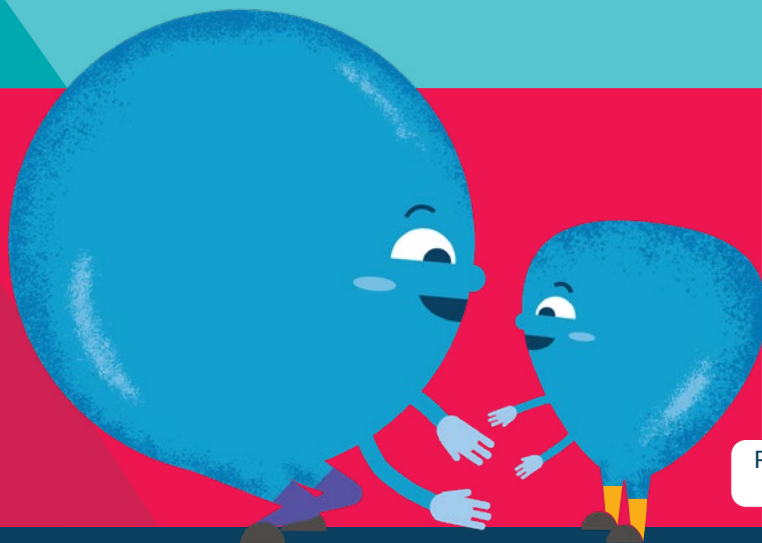


Get real

- Can your child actually do what you are asking them? It is very hard for a child to keep quiet inside for a whole day but maybe they can keep quiet for 15 minutes while you are on a call.

Help your teen stay connected

- Teens especially need to be able to communicate with their friends. Help your teen connect through social media and other safe distancing ways. This is something you can do together, too!



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3 COVID-19 PARENTING Structure Up

COVID-19 has taken away our daily work, home and school routines. This is hard for children, teenagers and for you. Making new routines can help.

Create a flexible but consistent daily routine

- > Make a schedule for you and your children that has time for structured activities as well as free time. This can help children feel more secure and better behaved.
- > Children or teenagers can help plan the routine for the day – like making a school timetable. Children will follow this better if they help to make it.
- > Include exercise in each day - this helps with stress and kids with lots of energy at home.



You are a model for your child's behavior

- > If you practice keeping safe distances and hygiene yourself, and treat others with compassion, especially those who are sick or vulnerable – your children and teenagers will learn from you.

Teach your child about keeping safe distances

- > If it is OK in your country, get children outside.
- > You can also write letters and draw pictures to share with people. Put them up outside your home for others to see!
- > You can reassure your child by talking about how you are keeping safe. Listen to their suggestions and take them seriously.

Make handwashing and hygiene fun

Make a 20-second song for washing hands. Add actions! Give children points and praise for regular handwashing.

Make a game to see how few times we can touch our faces with a reward for the least number of touches (you can count for each other).

At the end of each day, take a minute to think about the day. Tell your child about one positive or fun thing they did.

Praise yourself for what you did well today. You are a star!



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Parenting tips from WHO

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4 COVID-19 PARENTING Bad Behavior

All children misbehave. It is normal when children are tired, hungry, afraid, or learning independence. And they can drive us crazy when stuck at home.

Redirect

- > Catch bad behavior early and redirect your kids' attention from a bad to a good behavior.
- > Stop it before it starts! When they start to get restless, you can distract with something interesting or fun: "Come, let's play a game together."

Take a Pause

- < Feel like screaming?
Give yourself a 10-second pause.
Breathe in and out slowly five times. Then try to respond in a calmer way.
- < Millions of parents say this helps - A LOT.

Use consequences

Consequences help teach our children responsibility for what they do. They also allow discipline that is controlled. This is more effective than hitting or shouting.

- > Give your child a choice to follow your instruction before giving them the consequence.
- > Try to stay calm when giving the consequence.
- > Make sure you can follow through with the consequence. For example, taking away a teenager's phone for a week is hard to enforce. Taking it away for one hour is more realistic.
- > Once the consequence is over, give your child a chance to do something good, and praise them for it.

Keep using Tips 1-3

- > One-on-One time, praise for being good, and consistent routines will reduce bad behaviour.
- > Give your children and teens simple jobs with responsibilities. Just make sure it is something they are able to do. And praise them when they do it!

For more information click below links:

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from WHO

Parenting tips
from UNICEF

In worldwide
languages

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5 COVID-19 PARENTING

Keep Calm and Manage Stress

This is a stressful time. Take care of yourself, so you can support your children.

You are not alone

Millions of people have the same fears as us. Find someone who you can talk to about how you are feeling. Listen to them. Avoid social media that makes you feel panicked.

Take a break

We all need a break sometimes. When your children are asleep, do something fun or relaxing for yourself. Make a list of healthy activities that YOU like to do. You deserve it!

Listen to your kids

Be open and listen to your children. Your children will look to you for support and reassurance. Listen to your children when they share how they are feeling. Accept how they feel and give them comfort.



Take a Pause

1-minute relaxation activity that you can do whenever you are feeling stressed or worried

Step 1: Set up

- Find a comfortable sitting position, your feet flat on the floor, your hands resting in your lap.
- Close your eyes if you feel comfortable.

Step 2: Think, feel, body

- Ask yourself, "What am I thinking now?"
- Notice your thoughts. Notice if they are negative or positive.
- Notice how you feel emotionally. Notice if your feelings are happy or not.
- Notice how your body feels. Notice anything that hurts or is tense.

Step 3: Focus on your breath

- Listen to your breath as it goes in and out.
- You can put a hand on your stomach and feel it rise and fall with each breath.
- You may want to say to yourself "It's okay. Whatever it is, I am okay."
- Then just listen to your breath for a while.

Step 4: Coming back

- Notice how your whole body feels.
- Listen to the sounds in the room.

Step 5: Reflecting

- Think 'do I feel different at all?'
- When you are ready, open your eyes.

Taking a Pause can also be helpful when you find your child is irritating you or has done something wrong. It gives you a chance to be calmer. Even a few deep breaths or connecting with the feeling of the floor beneath can make a difference.

You can also Take a Pause with your children!

For more information click below links:

Parenting tips
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In worldwide
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6 COVID-19 PARENTING

Talking about COVID-19

Be willing to talk. They will already have heard something. Silence and secrets do not protect our children. Honesty and openness do. Think about how much they will understand. You know them best.

Be open and listen

Allow your child to talk freely. Ask them open questions and find out how much they already know.

Be honest

Always answer their questions truthfully. Think about how old your child is and how much they can understand.

Be supportive

Your child may be scared or confused. Give them space to share how they are feeling and let them know you are there for them.

It is OK not to know the answers

It is fine to say "We don't know, but we are working on it; or we don't know, 'but we think'." Use this as an opportunity to learn something new with your child!

Heroes not bullies

Explain that COVID-19 has nothing to do with the way someone looks, where they are from, or what language they speak. Tell your child that we can be compassionate to people who are sick and those who are caring for them.

Look for stories of people who are working to stop the outbreak and are caring for sick people.

There are a lot of stories going around

Some may not be true. Use trustworthy sites:

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public> and

<https://www.unicef.org/coronavirus/covid-19> from WHO and UNICEF.

End on a good note

Check to see if your child is okay. Remind them that you care and that they can talk to you anytime. Then do something fun together!

For more information click below links:

Parenting tips
from WHO

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languages

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046. COVID-19 AHS EXTERNAL ADVISORY

USING TECHNOLOGY TO CONNECT

AS OF: April 2, 2020 / ORIGINAL SOURCE: Alberta Health Services / WEBLINK:

<https://www.albertahealthservices.ca/assets/info/ppih/if-ppih-connecting-with-tech.pdf>

Using Technology to connect with your loved ones

Technology is an easy way to stay connected with your loved ones. Social distancing does not mean social isolation. Now, more than ever, we need to find smart ways to stay connected. All sorts of online options exist to make it easy and convenient to stay in touch with loved ones. While no technology can take the place of in-person human interaction, video chat services like Skype, or Internet-based communication channels such as e-mail and social media, can facilitate social interactions when visits with friends and family are limited, or not possible.

Technologies to Stay Connected

Phones

Calling loved ones is a great way to keep in touch, and with cell phone plans with nationwide minutes, families can connect across the globe.

Skype

Skype has revolutionized the ways that families stay in touch, making it easy to make free video calls from anywhere in the world with an Internet connection. Skype can be downloaded on a phone, laptop or tablet.

Google Duo

Google Duo is another option to Skype that can be easily downloaded on a laptop, phone or a tablet. The Google Duo is the highest quality video calling application that is simple and reliable to use.

Facebook

Let your loved ones know how you are doing with a quick update or message during the day.

Facebook Messenger

At this time, when most people are on Facebook, they also have access to Messenger. Messenger has convenient features like texting, video and voice messaging that can be used free Wi-Fi.

Apple Face-Time

Iphones have the convience of using Face-Time as a way to connect face to face at any time from any place. Face-Time functionality is already built in and can be used at a touch of a button.

E-Mail

E-Mails are not as personal as a face-to-face conversation or hearing someone's voice on the phone, but it is an easy way to stay in touch if you don't have time to talk. A quick e-mail can help pass the time and make everyone feel connected.

Texting

Texting is a great way to check-in and lets your loved ones know you are thinking of them at a moment's notice. Sending a quick hello is an easy way to make someone's day.

See attached instructions on how to Download – Video Messaging through Skype, Apple Face Time and Google Duo.



Public information gathered for distribution
courtesy of KTC Admin

FOR MORE INFORMATION ON COVID-19

- ☎ 811 (the Health Link maybe experiencing high volume, please refer to online links first if possible or dial 911 for emergency)
- 🌐 <https://myhealth.alberta.ca/Journey/COVID-19/Pages/COVID-Self-Assessment.aspx> (AHS COVID-19 Online Self-Assessment Log-In)
- 🌐 <https://www.alberta.ca/coronavirus-info-for-albertans.aspx> (Alberta Health)
- 🌐 <https://www.albertahealthservices.ca/topics/Page16944.aspx> (Alberta Health Services)
- 🌐 <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html> (Public Health Agency of Canada)
- 🌐 <https://www.who.int/emergencies/diseases/novel-coronavirus-2019> (World Health Organization)
- 🌐 <https://www.sac-isc.gc.ca/eng/1583781906998/1583781926813> (Indigenous Languages COVID-19 Public Service Announcement)
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047. COVID-19 AHS EXTERNAL ADVISORY

MENTAL WELLNESS MOMENT

AS OF: April 2, 2020 / ORIGINAL SOURCE: Alberta Health Services

WEBLINK: <https://www.albertahealthservices.ca/topics/Page17012.aspx>

Mental Wellness Moment, Dr. Nicholas Mitchell

As we protect ourselves and others from COVID-19, we also need to protect ourselves from loneliness. In his Mental Wellness Moment, Dr. Nicholas Mitchell explains how to maintain important relationships during a time of self-isolation and social distancing.



Video link:
https://www.youtube.com/watch?list=PLi1tOF1I5ZoUVdu5tVzAqjOxblGbEXr9q&time_continue=1&v=p5D5qPYLxZQ&feature=emb_lo
[go](#)



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- <https://myhealth.alberta.ca/Journey/COVID-19/Pages/COVID-Self-Assessment.aspx> (AHS COVID-19 Online Self-Assessment Log-In)
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- <https://www.albertahealthservices.ca/topics/Page16944.aspx> (Alberta Health Services)
- <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html> (Public Health Agency of Canada)
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048. COVID-19 ALBERTA GOVERNMENT EXTERNAL ADVISORY MASS GATHERING RESTRICTIONS UPDATE

AS OF: April 1, 2020 / ORIGINAL SOURCE: Alberta Government

WEBLINK: <https://www.alberta.ca/coronavirus-info-for-albertans.aspx#p22780s6>

Mass gathering restrictions

Albertans are prohibited from gathering in groups of more than 15 people in both indoor and outdoor spaces:

- All gatherings, indoor or outdoor, over 15 people must be cancelled.
- Gatherings in outdoor public spaces are limited to groups of 15 people in one location and must observe 2-metre physical distancing requirements.
- In outdoor spaces where individuals or families are walking, people must observe 2-metre physical distancing requirements.
- Access to all public recreation facilities, private entertainment facilities, bars and nightclubs is prohibited.
- All dine-in services are prohibited.
- Retail, clothing and gaming stores are prohibited from offering services in facilities accessible by the public.
- Visitation to long-term care and other continuing care facilities is limited to essential visitors only
- Close contact personal services are restricted from providing services to Albertans.

View all mass gathering restrictions at: <https://www.alberta.ca/restrictions-on-gatherings-and-businesses.aspx>

Last updated: April 1 at 10 am



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FOR MORE INFORMATION ON COVID-19

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- 🌐 <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html> (Public Health Agency of Canada)
- 🌐 <https://www.who.int/emergencies/diseases/novel-coronavirus-2019> (World Health Organization)
- 🌐 <https://www.sac-isc.gc.ca/eng/1583781906998/1583781926813> (Indigenous Languages COVID-19 Public Service Announcement)
- 🐦 @CPHO_Canada (Follow Canada's Chief Public Health Officer Dr. Theresa Tam on Twitter)
- 🐦 @AHS_Media (Follow Alberta Health Services & Alberta Chief Medical Officer Dr. Deena Hinshaw on Twitter)

049. COVID-19 ALBERTA GOVERNMENT EXTERNAL ADVISORY INFO FOR SENIORS AND OTHER VULNERABLE GROUPS

AS OF: April 2, 2020 / ORIGINAL SOURCE: Alberta Government

WEBLINK: <https://www.alberta.ca/coronavirus-info-for-albertans.aspx#p22780s6>

Info for seniors and other vulnerable groups

Individuals over 60 years of age and those with pre-existing health conditions are most at risk of severe symptoms from COVID-19.

Continuing care, long-term care and seniors lodges

To prevent the spread of respiratory viruses, including COVID-19, among seniors and vulnerable groups:

- Visitors to any continuing care, long-term care and seniors lodges in Alberta are limited to essential visitors only.
- Each essential visitor must be verified and undergo a health screening prior to entering the facility. This includes a temperature check and a questionnaire.
- Facilities must have security staff or a greeter to conduct this screening and verify the visitor is designated.
- Exceptions to these essential visitor rules will be made for family members to visit a person who is dying, so long as only one visitor enters the facility at a time.

See guidance on visitation restrictions for continuing care, long-term care and seniors lodges:

<https://www.alberta.ca/coronavirus-info-for-albertans.aspx#p22780s6>

Updated operational standards for facilities

Updated requirements have been established for licensed supportive living, long-term care facilities and service providers licensed under the [Mental Health Services Protection Act](#).

These expectations are for all operators or service providers, residents, staff, as well as any essential visitors of these facilities.

See Updated Operational Standards: <https://www.alberta.ca/assets/documents/covid-19-updated-operational-standards.pdf>

New outbreak control standards for facilities

A new public health order establishes rules for operators, managers and staff at congregate health settings on how to respond to an outbreak of COVID-19. These standards and directions apply to all hospitals, nursing homes, designated supportive living and long-term care facilities, seniors lodges and facilities in which residential addiction treatment services are offered.

Support for seniors at home

Seniors can contact 211 if they need help finding resources in their community. 211 is a comprehensive referral system accessible to all Albertans.

Call or text 2-1-1, or visit ab.211.ca.



Public information gathered for distribution
courtesy of KTC Admin

FOR MORE INFORMATION ON COVID-19



811 (the Health Link maybe experiencing high volume, please refer to online links first if possible or dial 911 for emergency)



<https://myhealth.alberta.ca/Journey/COVID-19/Pages/COVID-Self-Assessment.aspx> (AHS COVID-19 Online Self-Assessment Log-In)



<https://www.alberta.ca/coronavirus-info-for-albertans.aspx> (Alberta Health)



<https://www.albertahealthservices.ca/topics/Page16944.aspx> (Alberta Health Services)



<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html> (Public Health Agency of Canada)



<https://www.who.int/emergencies/diseases/novel-coronavirus-2019> (World Health Organization)



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050. COVID-19 PUBLIC HEALTH AGENCY OF CANADA EXTERNAL ADVISORY NATIONAL COVID-19 VOLUNTEER RECRUITMENT

SENT DATE: April 3, 2020 / **ORIGINAL SOURCE:** Public Health Agency of Canada

WEBLINK: <https://emploisfp-psjobs.cfp-psc.gc.ca/psrs-srfp/applicant/page1800?toggleLanguage=en&poster=1437722>

National COVID-19 Volunteer Recruitment Campaign

Volunteer Recruitment - Various locations across Canada - Non remunerated as this is for volunteers

Closing date: 24 April 2020 - 23:59, Pacific Time / Who can apply: Persons residing in Canada.

Apply online at: <https://emploisfp-psjobs.cfp-psc.gc.ca/psrs-srfp/applicant/page1800?toggleLanguage=en&poster=1437722>

Important messages

National COVID-19 Volunteer Recruitment Campaign - We need you! The Government of Canada is working with provincial and territorial governments to respond to COVID-19. We are seeking volunteers to help in the following areas:

1. Case tracking and contact tracing;
2. Health system surge capacity;
3. Surveillance data collection and reporting.

We are building an inventory of volunteers from which provincial and territorial governments can draw upon as needed. We welcome ALL volunteers as we are looking for a wide variety of experiences and expertise. Please note that we have included a list of Yes/No questions that you will be asked to answer to so we can better match the volunteer work to be assigned. We thank you in advance for helping protect the health of Canadians. NOTE: Some jurisdictions have already asked for applications to cover surge capacity. If you have already applied directly to a call-out from your province, please do not apply to this national process. This will help to cut down on processing applications more than once.

Positions to be filled: Number to be determined

Other information

The Public Service Commission will collect your personal information for the purposes of recruiting volunteers for provincial and territorial public services to assist the COVID-19 response. We urge you to take note of the Privacy Notice Statement of the GC Jobs website. By providing your application to become a volunteer, you consent to the collection, use and disclosure of your information with the provincial and territorial authorities solely for the purpose of their needs of recruiting volunteers for the COVID-19 response.

It is to be noted that the use of the GC Jobs website for this posting is for the recruitment of volunteers in provincial and territorial public services and not for employee or volunteer positions within the Government of Canada. Please note that the preference mentioned below applies to federal public service positions only. It does not apply to this volunteer recruitment campaign.

We thank all those who apply. Only those selected for further consideration will be contacted.

Contact information

For questions about the COVID-19 Volunteer Recruitment Campaign

hc.covidvolunteer-benevolecovid.sc@canada.ca



Public information gathered for distribution
courtesy of KTC Admin

FOR MORE INFORMATION ON COVID-19



811 (the Health Link maybe experiencing high volume, please refer to online links first if possible or dial 911 for emergency)



<https://myhealth.alberta.ca/Journey/COVID-19/Pages/COVID-Self-Assessment.aspx> (AHS COVID-19 Online Self-Assessment Log-In)



<https://www.alberta.ca/coronavirus-info-for-albertans.aspx> (Alberta Health)



<https://www.albertahealthservices.ca/topics/Page16944.aspx> (Alberta Health Services)



<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html> (Public Health Agency of Canada)



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051. COVID-19 PUBLIC HEALTH AGENCY OF CANADA EXTERNAL ADVISORY PREGNANCY, CHILDBIRTH AND CARING FOR NEWBORNS

AS OF: April 1, 2020 / ORIGINAL SOURCE: Public Health Agency of Canada

WEBLINK: <https://www.canada.ca/en/public-health/services/publications/diseases-conditions/pregnancy-advise-mothers.html>

Pregnancy, childbirth and caring for newborns: advice for mothers (COVID-19)

Pregnancy

COVID-19 is a new disease and we are still learning how it affects pregnant women. There is currently no evidence that suggests pregnant women are at a higher risk of becoming seriously ill from COVID-19. There is currently no evidence that a developing child could be negatively affected by COVID-19. Throughout pregnancy, women experience changes in their bodies that may increase the risk of other illnesses, such as viral **respiratory infections**. This is why it is important for pregnant women, especially those at high risk of developing severe complications, should take the following precautions to protect against the possibility of becoming ill:

- **Stay home** as much as possible, except for important medical appointments.
- **Talk to your doctor, obstetrician or midwife** about the possibility of telephone or videoconference appointments.
- **Avoid unnecessary visitors** to your home.
- **Wash your hands** often with soap and water for at least 20 seconds or, if not available, use alcohol-based hand sanitizer.
- **Practice physical distancing**. Keep a distance of at least two metres from others.
- **Avoid touching** your mouth, nose, and eyes.
- **Avoid crowded places and peak-hours**. Make limited trips to the store for essentials
- **Avoid travel by public transit**.

If you have travelled outside of Canada, had close contact with someone who has or is suspected to have COVID-19 in the last 14 days, you need to [self-isolate](#). If you have been diagnosed with COVID-19, or are waiting to hear the results of a lab test for COVID-19, you must [isolate at home](#).

Childbirth

There is currently **no evidence of mother-to-child transmission** through childbirth when the mother gets COVID-19 in the third trimester.

- If you plan to give birth in a hospital or birth centre, learn about the policies in place.
 - Most hospitals and birth centres have reduced visitors or a no-visitor policy.
 - In most cases, only one support person may be permitted.
 - Your support person is not considered a visitor.
- If you plan to give birth at home, talk to your midwife about:
 - whether homebirths are still an option in your province or territory during the pandemic; and,
 - precautions to take to ensure your home environment is safe.
- If you have COVID-19, talk to your health care provider about the preferred birth plan. The birth plan should be individualized and based on your preferences, the safety of the care provider, as well as obstetric recommendations.
- Your health care provider will consult perinatal (immediately before birth), neonatal (after birth), infectious disease and intensive care specialists, as required.

Breastfeeding

If you or your [child](#) have suspected, probable or confirmed COVID-19, you can stay together in the same room if preferred, especially during the establishment of breastfeeding. Breastfeeding lowers your baby's risk of infection and illness throughout infancy and childhood. The virus that causes COVID-19 has not been found in breast milk and it is **unlikely that COVID-19 can be transmitted while breastfeeding**. If you have suspected, probable or confirmed COVID-19, you must [isolate yourself](#) in your home as much as possible; this includes practicing [physical distancing](#) in your home, with the only exception being the baby. You should take all possible precautions to avoid spreading the virus to your baby. See attached poster or view online for more information:

<https://www.canada.ca/content/dam/phac-aspc/documents/services/diseases-maladies/pregnancy-advise-mothers/pregnancy-advise-mothers-eng.pdf>

FOR MORE INFORMATION ON COVID-19



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<https://myhealth.alberta.ca/Journey/COVID-19/Pages/COVID-Self-Assessment.aspx> (AHS COVID-19 Online Self-Assessment Log-In)



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<https://www.who.int/emergencies/diseases/novel-coronavirus-2019> (World Health Organization)



<https://www.sac-isc.gc.ca/eng/1583781906998/1583781926813> (Indigenous Languages COVID-19 Public Service Announcement)



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CORONAVIRUS DISEASE (COVID-19) PREGNANCY, CHILDBIRTH AND CARING FOR NEWBORNS: ADVICE FOR MOTHERS

COVID-19 is a new disease and we are still learning how it affects pregnant women. There is currently no evidence that suggests pregnant women are at a higher risk of becoming seriously ill from COVID-19. There is currently no evidence that a developing child could be negatively affected by COVID-19.

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- ▶ **Stay home** as much as possible, except for important medical appointments.
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- ▶ **Avoid unnecessary** visitors to your home.
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If you have been diagnosed with COVID-19, or are waiting to hear the results of a lab test for COVID-19, you must **isolate at home**.



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Breastfeeding

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Breastfeeding lowers your baby's risk of infection and illness throughout infancy and childhood. The virus that causes COVID-19 has not been found in breast milk and it is unlikely that COVID-19 can be transmitted while breastfeeding.

If you have suspected, probable or confirmed COVID-19, you must **isolate yourself** in your home as much as possible; this includes practicing **physical distancing** in your home, with the only exception being the baby. You should take all possible precautions to avoid spreading the virus to your baby, which includes:

- ▶ **Wash your hands** often, especially before and after touching your baby or your other children.
- ▶ Wear a face mask that covers your mouth and nose. **Homemade fabric masks** are not medical devices. There is no evidence they protect you from virus-sized particles.
- ▶ Ensure the environment around you is clean and disinfected with **approved hard-surface disinfectants**.

If you are too ill to breastfeed, you are encouraged to:

- ▶ Feed the child with formula or expressed milk
- ▶ Ask an uninfected adult to feed the baby
- ▶ If using a breast pump, sterilize the equipment carefully before each use
- ▶ Don't share bottles or breast pump

Visitors

Visitors should be restricted or avoided during the period of physical distancing. You do not want anyone to inadvertently expose you to the virus. It is especially important not to have visitors if you or your child have suspected, probable or confirmed COVID-19.

Mental Health

Parents and caregivers who may need to be separated from their children, and children who may need to be separated from their primary caregivers as a result of illness from COVID-19, should consult appropriately trained health or non-health workers for mental health and psychosocial support. Contact your local **Public Health Authority** for assistance.

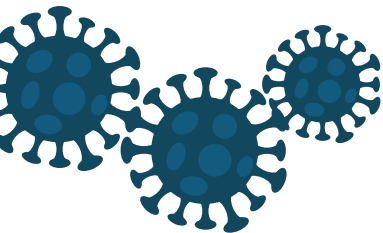
If you have concerns about COVID-19, talk to your doctor, obstetrician or midwife.

**FOR RESOURCES
ON COVID-19 AND
PREGNANCY, VISIT:**

.....
www.sogc.org

**FOR MORE INFORMATION
ON CORONAVIRUS:**

.....
1-833-784-4397 Canada.ca/coronavirus



Using Technology to Connect with Your Loved Ones

Technology is an easy way to stay connected with your loved ones. Social distancing does not mean social isolation. Now, more than ever, we need to find smart ways to stay connected. All sorts of online options exist to make it easy and convenient to stay in touch with loved ones.

While no technology can take the place of in-person human interaction, video chat services like Skype, or Internet-based communication channels such as e-mail and social media, can facilitate social interactions when visits with friends and family are limited, or not possible.

Technologies to Stay Connected

Phones

Calling loved ones is a great way to keep in touch, and with cell phone plans with nationwide minutes, families can connect across the globe.

Skype

Skype has revolutionized the ways that families stay in touch, making it easy to make free video calls from anywhere in the world with an Internet connection. Skype can be downloaded on a phone, laptop or tablet.

Google Duo

Google Duo is another option to Skype that can be easily downloaded on a laptop, phone or a tablet. The Google Duo is the highest quality video calling application that is simple and reliable to use.

Facebook

Let your loved ones know how you are doing with a quick update or message during the day.

Facebook Messenger

At this time, when most people are on Facebook, they also have access to Messenger. Messenger has convenient features like texting, video and voice messaging that can be used free Wi-Fi.

Apple Face-Time

Iphones have the convenience of using Face-Time as a way to connect face to face at any time from any place. Face-Time functionality is already built in and can be used at a touch of a button.

E-Mail

E-Mails are not as personal as a face-to-face conversation or hearing someone's voice on the phone, but it is an easy way to stay in touch if you don't have time to talk. A quick e-mail can help pass the time and make everyone feel connected.

Texting

Texting is a great way to check-in and lets your loved ones know you are thinking of them at a moment's notice. Sending a quick hello is an easy way to make someone's day.

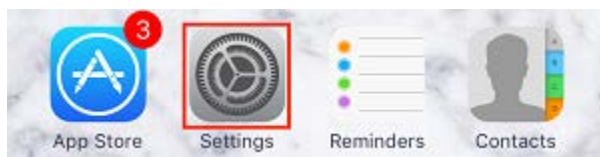
Instructions on how to Download - Video Messaging through Skype, Apple FaceTime and Google Duo

Apple IOS:

To install Facetime Video Calling on iPhone, iPad, or Mac, please use the following directions:

1. Open the settings on your device.

Tap the **silver gear** icon on your home screen to access your settings.



2. Scroll down, and tap FaceTime.

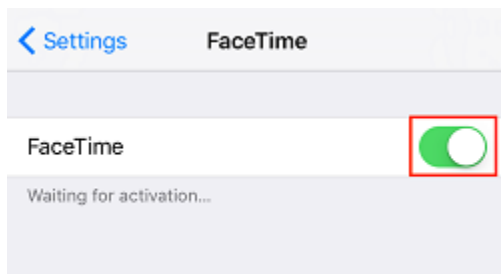
Slide your finger upwards across the screen to scroll down. When you see the **FaceTime** category appear, tap on it.

Using Technology to Connect with Your Loved Ones • 3



3. Move the toggle over to enable FaceTime on your device.

Slide the **toggle** to the right to turn it on. When the slider turns green, it has been enabled.



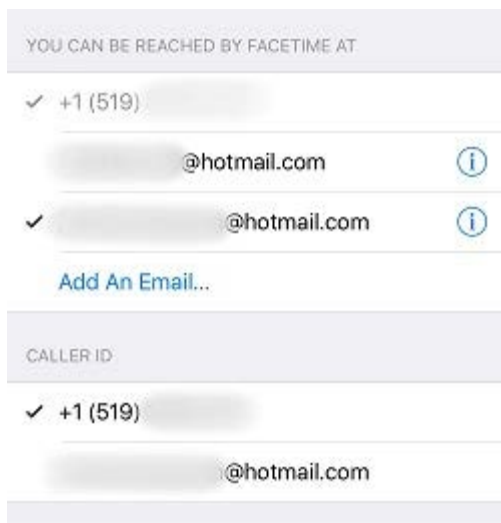
4. Tap Use Your Apple ID for FaceTime, and sign in to your Apple account.

Log in to your Apple ID account using your e-mail address and password.



5. Select which e-mail address(es) associated with your Apple ID you want to use for FaceTime.

Select which address you want people to be able to call you at, and which one you'd like to show up as your caller ID when you call someone. When a check mark appears beside an address or phone number, you've selected it. Tap on an already-checked address to deselect it.



To use FaceTime to make calls:

1. Make sure you have FaceTime properly set up on your device.

Apple devices should come with this app installed, but you may need to make sure it is enabled first before using it.

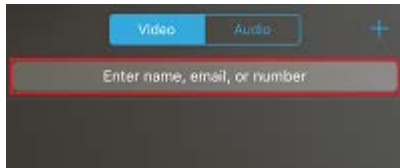
2. Open the FaceTime app.

Tap the **FaceTime** icon on your home screen to launch the app.



3. Type in the name, e-mail address, or phone number of one of your contacts.

If you already have them saved in your phone, you can simply type their name and tap the suggestion when it appears. For anyone else, type their full e-mail address or phone number.



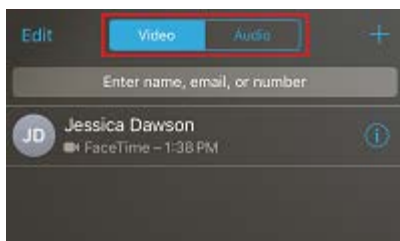
4. Tap the Video Camera to make a video call, or the phone to make a voice call.

By tapping the **video camera** button, the person you're calling will be able to see you, and whatever you point your device's camera at. By tapping the **phone** button, they will only be able to hear you – not see you – just like a regular phone call.



5. At the top of your screen, select Video or Audio to see your call history.

Tap either **Audio** or **Video** to see a list of calls you've made of each type. You can tap someone's name in your call history to call them again.



You can also make a FaceTime call through your device's address book.

Skype:

How do I get Skype?

1. Go to the [Download Skype page](#) to get our latest version of Skype.
2. Select your device and start the download.
3. You can launch Skype after it is installed.

To get the latest version of Skype for Windows 10 (version 14), please go to the [Microsoft store](#).

How do I sign in to Skype?

You can sign in to Skype with a Skype name, e-mail or phone.

If you already have a Skype or Microsoft account:

1. Open Skype and click or tap **Skype name, e-mail or phone**.
2. Enter your Skype name, e-mail or phone and select **Sign in**.
3. Enter your password and select the arrow to continue. You're now signed in to Skype.

Note: Once you've signed in, Skype will remember your sign in information when you close Skype or sign out and choose to remember your account settings.

If you don't have a Skype or Microsoft account:

1. Start Skype and click or tap **Create new account**.
2. Microsoft will take you through the process to create your new account for Skype.

Google Duo:

How to set up Google Duo?

- Download Google Duo from [Google Play](#). iOS users can download it from [App Store](#).
- Open Duo.
- Click on 'I Agree' to agree with Google's Terms and Conditions.