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Sent: April 23, 2020 4:43 PM

To: Alice Johnston <AJohnston@cariboord.ca>

Subject: Northern Health Stakeholder Update, April 23, 2020



COVID-19 UPDATE

STAKEHOLDERS

April 23, 2020

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**"Be safe. Be calm.
Be kind."** 

- Dr. Bonnie Henry



Provincial case counts and statements

- **As of April 22, 2020**, there were **40** confirmed COVID-19 cases in NH.
- **Province of BC statistics:**
 - Confirmed cases: **1795** (71 new)
 - Deaths: **90** (3 new)
 - In hospital: **103** (46 in ICU)
 - Recovered: **1079**
- [Joint statement on Province of B.C.'s COVID-19 response](#) – April 22, 2020

New dashboard provides detailed look at BC data

For data broken down by health authority, see the [BC COVID-19 dashboard](#) (may not work in all browsers; Chrome is suggested)

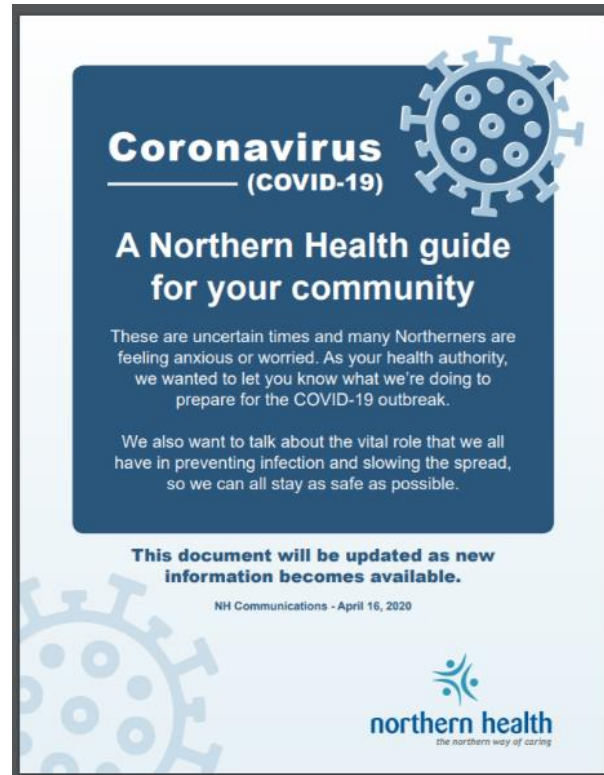
Updated COVID-19 Guide for communities

Northern Health's booklet: [Coronavirus \(COVID-19\): A Northern Health Guide for Your Community](#) contains all the information you need to help keep your community safe and well informed.

New this week:

- Updated information on testing
- The importance of combating stigma

The community guide is current as of today, and will continue to be updated regularly online.



Pandemic stress? New document lists helpful websites, apps, and more

Physical distancing, isolation, and worries about health – our own and our loved ones' – can all make life significantly more stressful. A new document from Northern Health lists resources that can help with pandemic-related stress.

For more information, see [Mental Health and Substance Use Resources](#)



It's everyone's role to fight stigma against COVID-19

Now more than ever, it's important to be kind to one another. Some groups of people may be experiencing stigma because of COVID-19, including people diagnosed with COVID-19 and health care workers. Stigma is a negative stereotype or negative association about people with an illness.

It hurts everyone by creating fear or anger towards other people, and negatively affecting the mental health of stigmatized groups and the communities they live in.

How do we stop stigma? Know the facts, share only accurate information with others, and most of all, be kind.

We all have a role to play. Stop stigma, and please be kind.

Defending against COVID-19 cyber scams

Northern Health's Information Security team is warning you to remain vigilant for scams related to COVID-19.

Cyber criminals are sending emails with malicious attachments or links to fraudulent websites to trick victims into revealing sensitive information or donating to fraudulent charities or causes.

Exercise caution in handling any email with a COVID-19-related subject line, attachment, or hyperlink, and be wary of social media pleas, texts, or calls related to COVID-19.



Northern Health takes part in successful town hall

Last night, MLAs Doug Donaldson (Stikine), and Mike Bernier (Peace River South) hosted a town hall featuring Cathy Ulrich, the CEO of Northern Health, and Dr. Raina Fumerton, Northwest Medical Health Officer and Acting Chief Medical Health Officer.

This was one in a series of virtual town halls across B.C. held between April 17 and April 23, 2020.

Almost 1,000 northerners watched the event, which was presented on Facebook and YouTube. Many viewers submitted questions about COVID-19 in the north; Cathy and Dr. Fumerton were able to answer a selection of questions during the event.

This was the largest viewership of any of the health authority town halls to date.

Concerns about those not following Public Health advice or orders

- **People are asking who they can call to report when they see people not following public health advice or orders.**
 - Concerns about compliance should be directed to **1-888-COVID-19 (1-888-268-4319)** or a local bylaw office.
 - Local bylaw officers in most communities have been asked to help ensure compliance with the Provincial Health Officer's orders around physical distancing.
 - Northern Health's Environmental Health Officers can also help with concerns around non-compliance at **1-250-565-7322**.
- These officers will provide public health agencies with recommendations and advice on whether further action is necessary; any enforcement by police will be at the direction of the Provincial Health Officer or local medical health officer.
 - **To ensure officers are available to deal with serious issues, the Province is asking that people contact bylaw officers only for blatant and egregious offences that are putting everyone's safety at risk.**

Testing capacity increased

BC now has the capacity to test more broadly for COVID-19. Anyone who has symptoms of the flu, a cold, or COVID-19 can now ask their doctor or nurse practitioner for a referral to be tested. Any physician or nurse practitioner can now order a COVID-19 test, based on their clinical judgment.

To get a referral for testing, people can also call the NH COVID-19 Online Clinic & Information Line at **1-844-645-7811**.

Important notes:

If you don't have a referral (from your doctor / your nurse practitioner / the NH Online Clinic), please **DO NOT** come to collection centres (testing centres). To keep our staff at the centres safe, we need to know you're coming.

Not everyone needs a test. People who don't have symptoms should not be tested for COVID-19

For more information on testing, see this poster: [Testing now available more widely: Anyone with symptoms can be tested](#)



Working from home? Tips for doing it securely

Northern Health's Information Security team would like to provide you with security-focused guidance for working from home. When working from home, there are three key areas to consider:

- Physical Security - Ensure your work device(s) are physically safe, and that you avoid offering unauthorized views of confidential information.
- Separate work from personal tasks – While it may seem cumbersome to constantly switch back and forth between the two, do your best to keep your main work computer and your main home computer separate.
- Consider securing your home network by changing Telus or Shaw default passwords on your home router and WIFI network.

Trusted links and resources

- [BC Centre for Disease Control](#)
- [HealthLink BC FAQ](#)
- [WHO FAQ](#)
- [Health Canada FAQ](#)
- [COVID-19 content in other languages](#)
- WorkSafe BC - [COVID-19 information and resources](#)

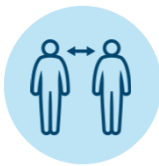
- Northern Health COVID-19 Online Clinic & Information Line: **1-844-645-7811**
- For **non-medical info**, call **1-888-COVID19 / 1-888-268-4319** 7 days, 7:30 am - 8 pm

For current information on restrictions on travel, gatherings and other issues, see the [Provincial Health Officer's webpage on current health topics](#). This page has links to the latest joint statements and orders issued by the Provincial Health Officer and a link to the Government of Canada's travel advice and advisories.

YOUR HEALTH, A PRIORITY



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



Avoid contact, keep a safe distance of at least 2 meters from others, and limit your movements to reduce contagion.



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