

2020

COVID-19 / Coronavirus

Frequently Asked Questions

UPDATE 3

THREE CORNERS HEALTH SERVICES SOCIETY
MARCH 31, 2020



FREQUENTLY ASKED QUESTIONS

1. What symptoms will I have when I need to go to emergency or seek medical attention?

If you have access to a computer or a smartphone, there is an on-line symptom checker (www.bccdc.ca - COVID-109 Self-assessment for testing) that can give you guidance on what you should do.

Consult your family doctor or nurse practitioner, or call the HealthLink BC 8-1-1 line for advice for these symptoms:

- Mild to moderate shortness of breath
- Unable to lay down because of difficulty breathing
- Chronic health conditions that you are having difficulty managing because of difficulty breathing

2. When do you go to emergency?

- Severe difficulty breathing (example: struggling to breathe or speaking in single words)
- Severe chest pain
- Having a very hard time waking up
- Feeling confused
- Losing consciousness
- You feel much worse

3. How long do I have to wait to find out if I am affected?

- About 1 week after having a swab

3.1 Is the Nurse Practitioner completing the screening and completing testing?

- By appointment only if you meet the criteria for testing.
- You will be tested when you are admitted to the Emergency Department if presenting with COVID-19 symptoms.
- If you have symptoms, you can call the COVID-19 Screening Clinic at **250 302 5006** to book an appointment.

3.2 How can the Three Corners health society nurses assist me at this time?

- By calling the nurse at Three Corners, she can do a phone assessment if you are having symptoms
- Answer questions and provide information
- Assist you in any further follow up or care that you may need

4. What medications treat Covid-19?

- COVID-19 is a viral infection – there are no medications to treat this infection at this time.
- Possible vaccines and some specific drug treatments are currently under investigation and being tested through clinical trials.
- Antibiotics will not work against COVID-19.
- For symptom management:
 - Tylenol can help reduce your fever, as well as provide some relief from aches and pains
 - Zinc lozenges can help soothe a sore throat
 - Cough medicine may help relieve your cough
 - Traditional medicines that may help with breathing and other symptoms

5. Is the Covid-19 reinfection possible?

- This information is being investigated.
- More information will be available in the weeks and months ahead.

5.1 Is it seasonal?

- At this time, this information is not known. More will be known as we move through this pandemic.

6. How prevalent is the Covid-19 virus?

- At this point in time in a pandemic, the virus is prevalent throughout the world.
- In China, where the virus was first identified, the infection rates are decreasing.

7. If one family member is sick living in the same household, are other family members quarantined for 14 days?

- Other household members are considered a 'close contact'.
- They should limit their contact with other people and monitor themselves for any signs of illness for 14 days from last close contact with the person who is sick.
- If others in the household develop symptoms then they will need to self-isolate from other household members until symptoms resolve.

7.1 If a family member is assessed as 'at risk' what precautions do I take as a parent/care-provider?

- The following people are considered at risk:
 - Age 65 years and older
 - Have a compromised immune system (due to medications, treatments, or health conditions)
 - Have underlying medical conditions such as lung disease, heart disease, diabetes, and kidney disease.
- Stay at home
- Wash your hands often with soap and water for at least 20 seconds or use an alcohol based (at least 60% alcohol) hand rub
- Do not touch your face, eyes, nose or mouth.
- Cover your mouth and nose with a tissue then discard it in the garbage and wash your hands (hand washing etiquette).
- Use the crease of your elbow when you sneeze or cough. (Respiratory etiquette)
- Regularly clean and disinfect frequently touched surfaces. Use store bought disinfectant or make a diluted bleach solution using 1 part bleach to 9 parts water.
- Do not share food, drinks, utensils, toothbrushes, etc.
- Practice social distancing by keeping a distance of 2 meters between you and your loved one
- Do not let visitors into your home

8. Am I protected with the Flu vaccine?

- No, the influenza vaccine will not protect you from the coronavirus.
- The flu vaccine will protect you from the flu.

9. How early can a vaccine be created?

- Vaccines are in the process of being created and tested in humans.
- At this time, we don't know when they will be ready.

10. Can the virus linger in the air?

- Currently, health experts believe that coronavirus cannot be transmitted through the air.
- The virus is spread from an infected person through droplets released from the mouth or nose when coughing, sneezing, and possibly talking or singing loudly.
- The droplets may land on someone's face if within 6 feet of the person sneezing or coughing and land in their eyes, nose or mouth.
- The virus can also be spread by hands that have been coughed into and not washed.

11. How can we get the medication prescriptions filled? Who can assist the client living in remote area?

- For a prescription refill, call the pharmacist to see if they can give you a 1 month supply.
- Call your doctor or nurse practitioner for a telehealth appointment
- If TCHSS provides medication delivery for you, we will continue to provide that service for the time being.
- We are asking that friends or family members assist with medication pickup in all other situations.
- If you require any assistance please call TCHSS, ask to speak with a nurse and we will try to help in any way we can.

12. How do we address return of families from affected areas?

- All those who are arriving from outside of Canada will be asked to self-isolate and monitor for symptoms for 14 days upon their arrival back in Canada.
- Returning travelers that develop respiratory symptoms are required to self-isolate until they are symptom free.
- Encourage those families who live in other areas of the province that are planning to come into community to remain where they are. They can protect themselves by social distancing and by using good hand-washing and respiratory etiquette.

13. Where do you go to get screened?

- Testing is available for all who need it but not everyone requires a test.
- Use the BC COVID-19 Self-Assessment Tool at <https://covid19.thrive.health> to help determine if you need testing.
- You will be tested at the hospital Emergency Room if you have severe COVID-19 symptoms.
- You may be referred to a testing clinic in Williams Lake.

14. Will health staff in communities acquire testing kits?

- At this time health staff in communities will not have testing kits available to use
- The nurse practitioner is not travelling to communities at this time but can be reached by calling TCHSS at 250 398 9814 (request to speak to Glenda).

15. Is there a crisis-line available?

- Crisis Intervention and Suicide Prevention Centre: 1 800 SUICIDE (1 800 784 2433) or visit www.crisiscentre.bc.ca
- KUU – US Indigenous Crisis Phone Line: 1 800 558 8717 Toll Free
- Hope for Wellness Indigenous Online Chat: www.hopeforwellness.ca
- Indian Residential School Survivors Society: 1 800 721 0066 Toll Free
- Tsow-Tun-Le-Lum: 1 250 268 2463
- Help Line for Children: 310 1234 (no area code is required) Toll Free
- Williams Lake and District Crisis Line: 1 888 353 2273 Toll Free
- Gateway Crisis Stabilization Unit: 1 855 302 3261 Toll Free
- HealthLink BC: 8-1-1
- TCHSS – Mental Health and Addictions: 250 398 9814

16. Who is assisting with access to personal protective equipment for health staff in communities?

- First Nations Health Authority is assisting with access to PPE for health staff.

17. Are family pets affected by Covid-19?

- There is currently no evidence that domestic animals including dogs and cats, can become sick with COVID-19.
- There is no evidence that pets or other domestic animals can spread the virus to people.
- Some precautions are recommended regarding pets:
 - If you are sick with COVID-19 limit contact with your pets during your illness.
 - Wash your hands before and after interacting with them
 - Your pet should not be exposed to other people.
 - If your pet becomes ill after exposure to someone sick with COVID-19 call your veterinary clinic to discuss this with your vet – they will advise you how to manage the situation.

18. What are the credible websites, phone numbers for update to date information on Covid-19?

First Nations Health Authority – www.fnha.ca

BC Centre for Disease Control – www.bccdc.ca

Public Health Agency of Canada – www.canada.ca

- Or call PHAC COVID-19 Infor Line at 1 833 784 4397

World Health Organization – www.who.int

HealthLink BC – www.healthlinkbc.ca or call 8-1-1 for health advice

Interior Health Authority – www.interiorhealth.ca

BC Ministry of Health – www.gov.bc.ca

1 888 COVID19 (1 888 268 4319) for COVID-19 information