

Covid-19 Preparedness and Prevention for Persons with Disabilities and Seniors

Please send this out to your contacts

Compiled from various sources by Laura Mackenrot of City of Vancouver's
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This is general information and is not an exhaustive list of all resources available

We are all in this together – not everyone has access to a computer. So it's VERY important to phone your friends and family or neighbours and provide them with the necessary information to help deal with the Covid-19 pandemic. It is essential that we stay connected to support one another.

NOTE: The information in this document is subject to change due to new information, health strategies and decisions being made and updated by the Provincial Government. For the latest information please utilize the contact information listed below.

This document includes information on:

1. Tips for protecting yourself and others from Covid-19
2. Information about Covid-19
3. Handy Dart, Taxis and Public Transport
4. Grocery shopping
5. Prepared Meal deliveries to your home
6. Health Care
7. Pharmacy/Medications
8. Public facilities & services
9. Advice on Self Isolation
10. Businesses & Banking
11. Government & Financial supports
12. Useful links

1. TIPS FOR PROTECTING YOURSELF AND OTHERS

- Avoid crowds of more than 5 people
- Avoid touching your eyes, nose and mouth
 - Cover your mouth and nose with a disposable tissue or the crease of your elbow when you sneeze or cough.
- Wash hands for 20 seconds, frequently and thoroughly, including between fingers, under fingernails and wrists.
 - if soap and water are not available, use an alcohol-based hand sanitizer.
- Social distancing (having space of 2 metres (6.5ft), or two arm lengths, between individuals)

- Also, rather than behaving in a way to protect yourself from getting the virus from others, change your perspective to behave as if you have the virus and are trying to not spread the virus to others.
- Self-isolate: an effective precautionary measure to protect those around you; your family, friends, and colleagues from contracting COVID-19.
 - Take simple, common-sense steps to avoid close contact with other people as much as possible, just like you would with the seasonal flu virus
 - Avoid situations where you have close face-to-face contact
- Shared household residents do not need to self-isolate provided these precautions are followed:
 - Do not share dishes, drinking glasses, cups, eating utensils, towels, pillows or other items with other people in your home.
 - After using items, wash them thoroughly with soap and water
 - Place dishes in the dishwasher for cleaning or
 - Wash linen items after use in your washing machine
- if you have any symptoms of any illness, contact your doctor to discuss your symptoms.

2. INFORMATION ABOUT COVID-19

The virus can cause a range of mild to severe symptoms and it is possible that people will not recognize symptoms that are mild.

Symptoms:

- Frequently reported: fever, dry cough, tiredness (fatigue)
- Sometimes reported: sore throat, body aches, nasal congestion, runny nose, diarrhea (WHO, CDC)
- **For non-emergency health information and resources:**
 - HealthLink BC: **dial 811** to discuss your symptoms to a health care professional
 - 1-888-COVID19: a dedicated telephone line for non-medical information on COVID-19
 - Service BC: 1-888-268-4319, Available 7:30 am-8:00 pm
- **Babylon by Telus**
 - This Smartphone App is a free customised COVID-19 online symptom checker for patients in BC, Alberta and Ontario
 - Schedule a 1-on-1 video consultation with a medical professional

3. HANDY DART, TAXIS AND PUBLIC TRANSPORT

- Handy Dart is still in service. For more information call 604-575-6600
- All service vehicles are sanitized and cleaned everyday
- Buses are in operation, free at this moment, keep a separation distance between others
- Taxis are in operation

Please take the necessary precautions and limit your rides.

4. GROCERY SHOPPING

- Telephone your local grocery store for updated information. Some grocery stores have restricted shopping to prevent hoarding
- Some stores offer seniors and people with disabilities only shopping in the early morning
- Check with your local grocery store and also ask if they deliver

Shop - Online Ordering (Ensure to check fees for delivery charges):

- SPUD (a local business)
 - Delivers directly to your home
 - Website: www.spud.ca
 - Phone: 604-215-7783
- Instacart
 - Phone: 1-888-246-7822
 - Order your groceries through the mobile app or website and then a driver will pick up your groceries from a store and deliver to your house
 - Sign up or login via mobile app or website www.Instacart.ca
- Share the Goods
 - This is where people will sign up to deliver groceries and other people will sign up because they need their groceries delivered. The website matches the two individuals and then they talk to each other.
 - Link: www.sharethegoods.ca
- Many grocery stores direct deliver with online shopping;
 - Safeway: www.safeway.ca
 - SaveOnFoods: www.saveonfoods.com
 - Walmart: www.walmart.ca
- Amazon
 - Delivers to your home.
 - Website: www.amazon.ca

Shop - by Phone (Ensure to check fees for delivery charges):

The extent of these services offered currently is uncertain. Please call them directly to inquire.

- **Vancouver Coastal Health Shop by Phone Volunteer Program** for seniors and adults with disabilities for whom grocery shopping is not possible. Specific areas and contact info:
 - Vancouver, 604-875-4608
 - Sunshine Coast- Meals on Wheels: 604-885-8517
 - North Shore, 604-984-5929
- **SOURCES** provides a Shop-By-Phone program, similar to VCH's, and located in White Rock and South Surrey.
 - Contact: 604-542-4357
 - Fees applied

- **Interior Health Shop-By-Phone Program**
 - Phone: 250-980-1558
 - Need to be referred by a clinician. Please call for more details
 - Assists people who are unable to grocery shop for themselves
 - Volunteers call registered clients for their grocery list and shop for them
 - Groceries are delivered

- **Richmond – Richmond Cares/Safeway Shop Program**
 - Phone: 604-279-7020 between 9am-5pm
 - Need to call them to register – for homebound disabled/seniors

5. PREPARED MEAL DELIVERY (Ensure to check fees for delivery charges):

Download Smartphone APP or use website and place food orders with your local restaurants.
Payments by credit cards.

- www.skipthedishes.com
- www.ubereats.com
- www.doordash.com

Other Sources:

Meals On Wheels: type Meals On Wheels in your Search Engine (i.e. Google) with the name of your municipality for information.

Better Meals: www.bettermeals.ca

6. HEALTH CARE

- All long-term care facilities will be restricting visitors to essential visits only
- Telephone your local hospital and care facilities for updated visitor information
- Make a Home Care Plan:
 - If you have home support have a plan for alternate care hours by determining availability of staff
 - Keep in touch with your casual workers
 - Keep contact information for home support agencies if you need support and your staff are not available
 - Ensure your staff frequently wash their hands for 20 seconds
 - Whenever possible request your staff stay at home when sick
 - Ensure home support workers wear masks and gloves if available
 - Be sure to have soap and hand sanitizers available
 - Minimize visitors

7. PHARMACY/MEDICATIONS

- Pharmacies are an essential service and will remain open.
- Telephone your pharmacist to discuss your prescriptions and what they can do to ensure you receive your medications on time.
- In this period of disruption, order your medications at least a week before you run out.
- Many pharmacies have home delivery services to seniors and people with disabilities; inquire with your pharmacy.

8. PUBLIC FACILITIES & SERVICES

- Community centres and libraries are closed.
- BC Ferries restricts non-essential travel
 - Passengers will be able to stay inside their vehicles for the entire trip
 - Food service on Ferries has been suspended

9. SELF ISOLATION

Advice on Self-Isolation provided by the Provincial Health Office:

- People returning from travel outside of Canada stay home or self-isolate for 14 days after they return to Canada. They should monitor themselves daily for symptoms (fever, cough, muscle aches, difficulty breathing).
- People who have been in close contact with someone who has been diagnosed with COVID-19 by laboratory testing should self-isolate for 14 days after their last encounter.
- Individuals should monitor themselves daily for symptoms (fever, cough, muscle aches, difficulty breathing).
- People who have been in close contact with someone who has been showing symptoms (fever, cough, muscle aches, difficulty breathing), should monitor themselves daily for symptoms.

10. BUSINESSES AND BANKING

- Restaurants are restricted to take out/delivery service only
- Liquor stores are open
- All bars, clubs and casinos are closed
- Businesses must maintain physical distancing or restrict number of customers to prevent crowding. Most are closed until further notice
- Banks are open on a restricted basis

11. GOVERNMENT AND FINANCIAL SUPPORTS

- BC Hydro bill deferral & payment plans available. Call 1-800-BC-HYDRO
- There are many actions been taken by the government to help people in need, such as;
 - Reducing the waiting period for employment insurance,
 - Mortgage payment relief,
 - Eviction restrictions, etc.
 - Check with friends, neighbours, Provincial and City Authorities for assistance specific to you.

12. LINKS

The BC Centre for Disease Control (BCCDC) website contains the latest information about the disease, particularly as it relates to the health and well-being of British Columbians. Relevant BCCDC resources and channels include:

- Information for the public: <http://www.bccdc.ca/health-info/diseases-conditions/covid-19>
- COVID-19 Self-Assessment Tool: <https://covid19.thrive.health/>
- HealthLink BC: <https://www.healthlinkbc.ca/> or <https://www.healthlinkbc.ca/health-feature/coronavirus-covid-19>
 - Informational documents in other languages:
 - Chinese, Farsi, French, Korean, Punjabi, Spanish, & Vietnamese
 - <https://www.healthlinkbc.ca/services-and-resources/translated-resources>

British Columbia Public Health Alerts: <https://www.healthlinkbc.ca/public-health-alerts>

Other regional, provincial and national resources about the virus:

- Vancouver Coastal Health: <http://www.vch.ca/about-us/news/vancouver-coastalhealthstatement-on-coronavirus>
- Fraser Health: <https://www.fraserhealth.ca/health-topics-a-to-z/coronavirus#.Xk7Y975KiUk>
- Interior Health: <https://www.interiorhealth.ca/YourEnvironment/CommunicableDiseaseControl/Pages/Breaking-News-and-Info.aspx>
- Island Health: <https://www.islandhealth.ca/learn-about-health/diseasesconditions/novelcoronavirus-information>
- Northern Health: <https://www.northernhealth.ca/health-topics/current-outbreaks>
- Public Health Agency of Canada: <https://www.canada.ca/en/publichealth/services/diseases/2019-novel-coronavirusinfection.html>

Although we must all be mindful of THE NEED FOR PHYSICAL DISTANCING AND SELF-ISOLATION, we must keep in touch with our family, friends and neighbours **via telephone and online.**