



# COVID-19 Community Support Guide

Last updated on August 31, 2021

First Nations Health Authority  
Health through wellness



As a partner in health and wellness, the First Nations Health Authority (FNHA) continues to work with communities to identify COVID-19 needs and offer supports and services to address those needs. The [COVID-19 Community Support Guide \(link\)](#) represents areas of support the FNHA has determined are within the scope of our response and within our capacity as an organization to effectively fulfill. **It is an evergreen document that captures our current state and will be amended regularly as the pandemic unfolds, please follow link above to ensure you are seeing the latest version.** Every effort will be made to ensure communities have access to the most recent and accurate version of this document, as such, it is important to establish communication pathways with Regional FNHA teams to verify and discuss access to financial supports and community services for COVID-19 response.

The FNHA will continue to support First Nations Communities in British Columbia (BC) by:

- Coordinating service delivery and supports on behalf of communities
- Procuring items needed for COVID-19 response
- Reimbursing eligible expenses with appropriate documentation

## 1. ELIGIBLE COVID-19 ITEMS FOR BC FIRST NATIONS COMMUNITIES

**To ensure alignment with the funding parameters given to the FNHA from federal and provincial partners, a conversation with the FNHA regional team is recommended. Please contact [COVID19needs@fnha.ca](mailto:COVID19needs@fnha.ca) with any questions about previously funding items, such as, Wage Top-Up Pay or Public Health Check-Points.**

### ■ Communicable Diseases Emergencies (CDE) Preparedness Planning

- FNHA is supporting communities and Nations in developing and updating their CDE preparedness plans. The FNHA Communicable Disease Management team is available to provide guidance in the development of COVID-19 mitigation, preparation and response planning.
- In addition to existing funding and resources provided by the Community Health and Wellness planning process, there is a one-time-only funding stream to develop planning capacity in communities as they continue to prepare for and respond to COVID-19. Plans may include elements pertaining to safe re-opening, isolation supports, public health check-points, and recovery.
- **Submissions will be accepted until March 31, 2022**

**REQUEST PATHWAY:** For assistance with CDE preparedness planning and further information regarding accessing the one-time-only funding for CDE planning contact [cdmgmt@fnha.ca](mailto:cdmgmt@fnha.ca)

## ■ Personal Protective Equipment (PPE) and Testing Supplies

- PPE for health service providers and first responders. Eligible PPE and testing supplies include:
  - Gloves
  - Face shields
  - Gowns
  - Procedure masks (including masks for clients and non-clinical staff, per [BC Ministry of Health policy](#))
  - N95 masks
  - Alcohol-based hand rub
  - Nasopharyngeal swab
  - Gargle kits

**REQUEST PATHWAY:** PPE for health service providers and first responders can be requested from FNHA if they are not accessible through regular procurement or provincial channels. The PPE is allocated to communities based on availability from the provincial and federal supplies, in line with what is needed to maintain essential frontline health care and first responder services, and are allocated by FNHA Regional teams. Please email [COVID19needs@fnha.ca](mailto:COVID19needs@fnha.ca) with the completed [PPE and COVID Testing Supplies](#) (request process & form) to request PPE for health service providers and first responders.

## ■ Community or Service Provider Infection Prevention and Control Supplies

- [Soap, sanitizers, disinfectants](#) for individuals observing physical distancing and isolation recommendations in community; community health centres, treatment centres, and other health-related facilities; for the implementation of health and wellness programs and services funded through FNHA Funding Arrangements; and vehicles whose primary function is medical transport.
- [Cleaning services](#) in community health centres, treatment centres and other health-related facilities required for implementation of FNHA Funding or Contribution Agreements may be eligible.
- [Community Service COVID-19 Supplies \(CSCS\)](#) for other health-related services that are funded through a contribution agreement with FNHA (e.g. Aboriginal Head Start on Reserve, Treatment Centres, etc.). Eligible CSCS items include:
  - Masks (ideally reusable/washable)
  - Homemade cloth masks
  - Hand sanitizer
  - Hand soap
  - Gloves
  - Cleaning supplies for facilities
- [COVID-19 specific signage](#) including directional arrows, physical distancing decals, and public health posters for community health centres, treatment centres, and other health-related facilities required for implementation of health and wellness programs and services funded through FNHA Funding or Contribution Agreements.
- Additional PPE/CSCS storage costs may be eligible.
- **Submissions will be accepted until Sept. 30, 2021**

**REQUEST PATHWAY:** First Nation governments and Indigenous organizations can purchase CSCS through regular suppliers. FNHA will reimburse communities who purchase Infection Prevention and Control Supplies for their non-clinical health positions funded through their Funding or Contribution Agreement, such as Mental Health and Addictions counseling, patient travel, community health representatives and other FNHA funded positions. Please send requests or questions to [COVID19needs@fnha.ca](mailto:COVID19needs@fnha.ca). For reimbursement or funding requests you may use the optional form: [Request for Community COVID-19 Financial Support](#). Submissions

will be shared with FNHA regional teams who will work with you to ensure requests for reimbursement are aligned with existing funding parameters.

- Plexiglass Barriers for community health centres, treatment centres, and other health-related facilities required for the implementation of health and wellness programs and services funded through FNHA Funding Arrangements, and vehicles whose primary function is medical transport.
- **Submissions will be accepted until Sept. 30, 2021**

**REQUEST PATHWAY:** FNHA has a limited supply of plexiglass for community health centres, treatment centres, and other facilities required for implementation of health and wellness programs and services funded through FNHA Funding Arrangements. There are two available sizes - 36 inches wide by 32 inches tall and 30 inches wide by 32 inches tall. Additionally, funding for different sizes of plexiglass or plexiglass for vehicles whose primary function is medical support are also available. To request plexiglass, please send your request to [COVID19needs@fnha.ca](mailto:COVID19needs@fnha.ca).

#### ■ **Mental Health Services and Cultural Supports**

- A comprehensive list of FNHA services and supports can be found through this link: <https://www.fnha.ca/Documents/FNHA-COVID-19-Mental-Health-and-Cultural-Supports.pdf>

#### ■ **Isolation Support for Community**

- Community level funding for meal support for Status First Nations members required to self-isolate due to COVID-19 as advised by a health care provider:
  - Daily rate of \$53.10 per eligible person (daily rate of \$25 for children under the age of 9 years).
  - Number of eligible days per individual dependent on recommendation of health care provider.
  - Communities will be asked to provide: first name, last name, status number, date of birth and the start and end date of each individual that has been advised to isolate.
  - The dates eligible for meal support are for **self-isolation** between the dates of **Jan. 12 to Dec. 31, 2021 (NEW)**
  - **Submissions will be accepted until Jan. 15, 2022 (NEW)**

**REQUEST PATHWAY:** To request COVID-19 community level meal support funding please submit the [Community Meal Support Calculator](#) to [HB.Eligibility@fnha.ca](mailto:HB.Eligibility@fnha.ca) (if unable to open calculator, please contact [COVID19needs@fnha.ca](mailto:COVID19needs@fnha.ca)). Submissions will be shared with FNHA regional teams who will work with you to ensure requests for reimbursement are aligned with existing funding parameters.

- Where insufficient in-community medical transportation services exist, support is available for COVID-19 surge capacity transportation that follows public health guidelines:
  - Up to eight hours per day for supplementary COVID-19 surge capacity transportation at \$24.66/hour + \$0.23/km.
  - Activities may include delivery of groceries and medications to individuals in isolation and/or transporting members to and from medical appointments.
  - Communities are responsible for ensuring that appropriate insurance and vehicle safety measures are in place.
  - This community organized temporary transportation enhancement is not intended to replace existing private or public options, but rather to supplement service delivery where needed to meet community need.
  - **Effective Jan. 12 to Dec. 31, 2021 (NEW)**

**REQUEST PATHWAY:** To request COVID-19 surge capacity transportation funding please submit the [COVID19 Surge Capacity Transportation Calculator](#) to [COVID19needs@fnha.ca](mailto:COVID19needs@fnha.ca) (if unable to open calculator, please contact [COVID19needs@fnha.ca](mailto:COVID19needs@fnha.ca)). Submissions will be shared with FNHA regional teams who will work with you to ensure requests for reimbursement are aligned with existing funding parameters.

- Cost effective acquisition (rental or purchase) of basic communication devices (tablets, phones, satellite phones, etc.) by community for the purpose of lending to individuals isolating due to COVID-19 to ensure their access to online health resources (e.g., Virtual Doctor of the Day).
- Support for activities on the land that strengthen community isolation capacity and traditional food security such as berry picking, fishing and hunting.
- Harm reduction strategies including managed alcohol programs where it has been recommended by an appropriate health care provider (purchase of alcohol is ineligible).
- Other supports where identified in a community's CDE preparedness plan and are consistent with public health best practices.
- Navigation support from FNHA regional Emergency Operation Centres (EOC) to ensure all available resources are leveraged toward the health and wellness of individuals and communities directly impacted by COVID-19.
- Support for childcare may be eligible where caregivers are required to isolate.
- Adaptation and addition of community space for self-isolation, quarantine and/or other COVID-19 related purposes as indicated by the community CDE plan. Items for consideration may include the following:
  - Retrofits of appropriate existing community infrastructure. Quotes may be required depending on the scope of proposed retrofits.
  - Rental or purchase (if cost-effective), of travel trailer, ATCO trailer, and/or modular trailers (including costs for transport and set-up).
  - Purchase/rental of supplies required to activate community spaces for self-isolation and surge capacity (e.g. beds, linens, cleaning). Infection prevention and control items (e.g. soap, sanitizers, disinfectant, masks).
- **Submissions will be accepted until Sept. 30, 2021**

**REQUEST PATHWAY:** To request support for COVID-19 Isolation Capacity Development Support, please contact [COVID19needs@fnha.ca](mailto:COVID19needs@fnha.ca). For reimbursement or funding requests you may use the optional form: [Request for Community COVID-19 Financial Support](#). Submissions will be shared with FNHA regional teams who will work with you to ensure requests for reimbursement are aligned with existing funding parameters.

#### ■ Isolation Support for Individuals

- Meal support for Status First Nations individuals required to self-isolate due to COVID-19 as advised by their health care provider:
  - Daily rate of \$53.10 per eligible person (daily rate of \$25 for children under the age of 9 years).
  - Number of eligible days dependent on recommendation of health care provider.
  - Individuals will be asked to provide: first name, last name, status number, date of birth and the start and end date that they have been advised to isolate.
  - The dates eligible for meal support are for **self-isolation** between the dates of **Jan. 12 to Dec. 31, 2021 (NEW)**
  - **Submissions will be accepted until Jan. 15, 2022 (NEW)**

**REQUEST PATHWAY:** To request meal support for Status First Nations individuals please submit the [Individual Meal Support Calculator](#) (if unable to open calculator, please contact [COVID19needs@fnha.ca](mailto:COVID19needs@fnha.ca)) to [HB.Eligibility@fnha.ca](mailto:HB.Eligibility@fnha.ca) or call Health Benefits at **1-888-305-1505** (Then press 2 for the 'other' option, and then 1 for enrollment). **This number is supported Monday-Friday from 08:30am to 4:30pm and Saturday-Sunday from 12:00pm-4:00pm**

- When isolating at home is not possible, alternative accommodations such as hotels or community spaces may be provided.
  - Meals supports and transportation to and from isolation location will be arranged during intake.
  - Support for escorts may be eligible (accommodations, travel and meals).
  - **Submissions will be accepted until Dec 31, 2021 (NEW)**

**REQUEST PATHWAY:** Please contact Health Benefits at **1-888-305-1505** (Then press 2 for the 'other' option, then 3 for patient travel, and 3 for benefit exceptions). **This number is supported Monday-Friday from 08:30am to 4:30pm and Saturday-Sunday from 12:00pm-4:00pm**

#### ■ Health Human Resources Surge Capacity

- Primary care nurses, public health nurses, or other health providers such as paramedics and community workers needed to address COVID-19 cases in communities.
- Health care provider (HCP) overtime due to COVID-19 case management, COVID-19 vaccination campaign, HCP illness, or other COVID-19 related reasons may be eligible for reimbursement.
- **Submissions will be accepted until Sept. 30, 2021**

**REQUEST PATHWAY:** To request support for COVID-19 health related needs, please contact [COVID19needs@fnha.ca](mailto:COVID19needs@fnha.ca). Submissions will be shared with FNHA regional teams who will work with you to ensure requests for reimbursement are aligned with existing funding parameters.

#### ■ Vaccination Support for Community

- Items for consideration may include the following:
  - Safe and secure transport for community members to and from designated vaccination clinics in alignment with public health measures as per the community vaccination plan.
  - Rental or purchase (if cost-effective), and setup, of materials to support vaccination clinic (e.g. tents, shelters, traffic safety materials)
  - Support staff at vaccination sites (may include security, child care, mental health, and/or traditional wellness).
- **Submissions will be accepted until Dec 31, 2021 (NEW)**

**REQUEST PATHWAY:** To request support for COVID-19 health related needs, please contact [COVID19needs@fnha.ca](mailto:COVID19needs@fnha.ca). Submissions will be shared with FNHA regional teams who will work with you to ensure requests for reimbursement are aligned with existing funding parameters.

## 2. SUPPORTS FOR URBAN AND AWAY FROM HOME POPULATIONS

- Status First Nations Individuals that are living urban or away from home are eligible for support through FNHA Health Benefits.
- Counselling and cultural support is available for Indian Residential School survivors and their families through FNHA Health Benefits.
- Counselling and cultural support is available for family members and loved ones of Missing and Murdered Indigenous Women and Girls through FNHA Health Benefits.

**REQUEST PATHWAY:** <https://www.fnha.ca/benefits>

As the spread of COVID-19 remains a public health emergency its impact on communities is unpredictable and will vary from place to place. The FNHA has developed regional strategies to ensure timely and effective supports are in place, including a process of assessing requests currently not included in the above list of eligible supports and services. Communities are encouraged to continue to identify gaps through regional communication pathways, and the FNHA will continue to address them as and when they fall within scope, or advocate on behalf of communities with our government and non-government partners.

### Key Information

We encourage everyone to check our website frequently for up-to-date information: [www.FNHA.ca](http://www.FNHA.ca)

The FNHA created the COVID-19 web portal to help community members, First Nations leadership and health care providers in accessing the information needed to keep themselves and others safe. FNHA's COVID-19 web portal can be found here: [www.FNHA.ca/coronavirus](http://www.FNHA.ca/coronavirus)

This Community Support Guide can be found at: <https://www.fnha.ca/Documents/FNHA-COVID-19-Community-Support-Guide.pdf>

Stay updated on COVID-19, Health Benefits updates and more with the new FNHA App. Learn more here: <https://www.fnha.ca/about/news-and-events/news/fnha-launches-mobile-app>

For the most relevant information, including Frequently Asked Questions (FAQs) for community members and FAQs for health care providers, visit one of our COVID-19 information pages:

[COVID-19 Prevention and Protection Information](#)

[COVID-19 Information for Health Professionals](#)

[COVID-19 Information for Community Leaders](#)

[COVID-19 Vaccine Information](#)

[COVID-19 Testing Information](#)