



Coronavirus disease (COVID-19) FNHA Public Health Response Community Situation Report **November 30, 2020**

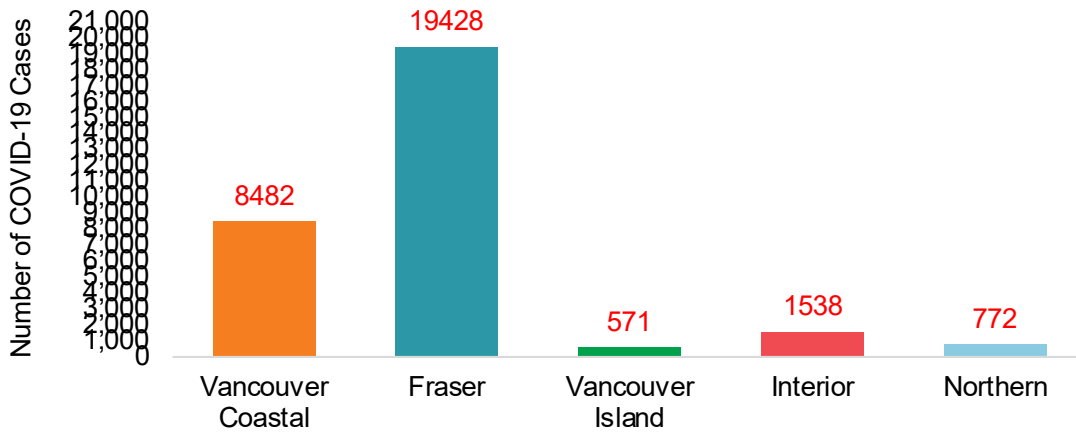
Note: Changes from the previous Community Situation Report are in red.

COVID-19 Updates

Provincial COVID-19 Cases – Update as of November 27, 2020 at 5:33pm:

There have been a total of 30,844 confirmed cases in BC, and 395 deaths. As of November 27, there were 8,472 active

Regional breakdown of total number of COVID-19 cases in BC



cases in the province, 301 people were hospitalized and of those, 69 people were in ICU. There are 10,430 people under active public health monitoring due to an identified exposure. Of the total number of cases 21,304 (69.1%) patients have fully recovered.

Active Outbreaks:

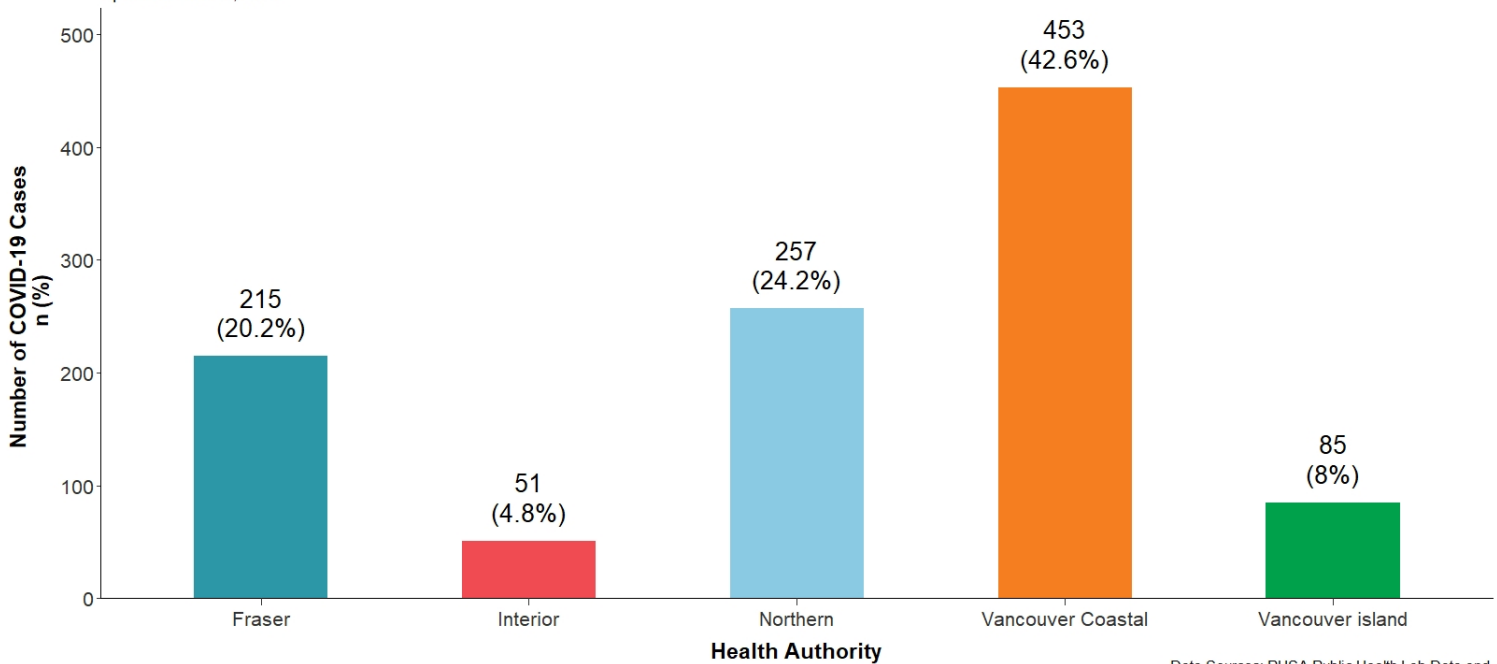
- Long-term care/assisted living centres: 52 outbreaks
- Acute care units: 5 outbreaks

First Nations COVID-19 Cases:

As of November 25, 2020, the total number of First Nations COVID-19 cases are 1,063. Out of these 1,063 cases, there are 1,020 lab diagnosed cases and 43 epi-linked cases. There are 271 active First Nations COVID-19 cases in BC, 75 of the active cases were in or near community as of November 25, 2020. Most of the lab confirmed cases of COVID-19 among First Nations in BC have now recovered. Sadly, there have been total 13 COVID-19 related deaths reported among First Nations living in BC since the beginning of the pandemic. There have been a total 126 (12.6%) First Nations people hospitalized due to COVID-19 since March 1, 2020.

First Nations COVID-19 Cases by Health Authority (n=1061)

Updated: Nov 25, 2020

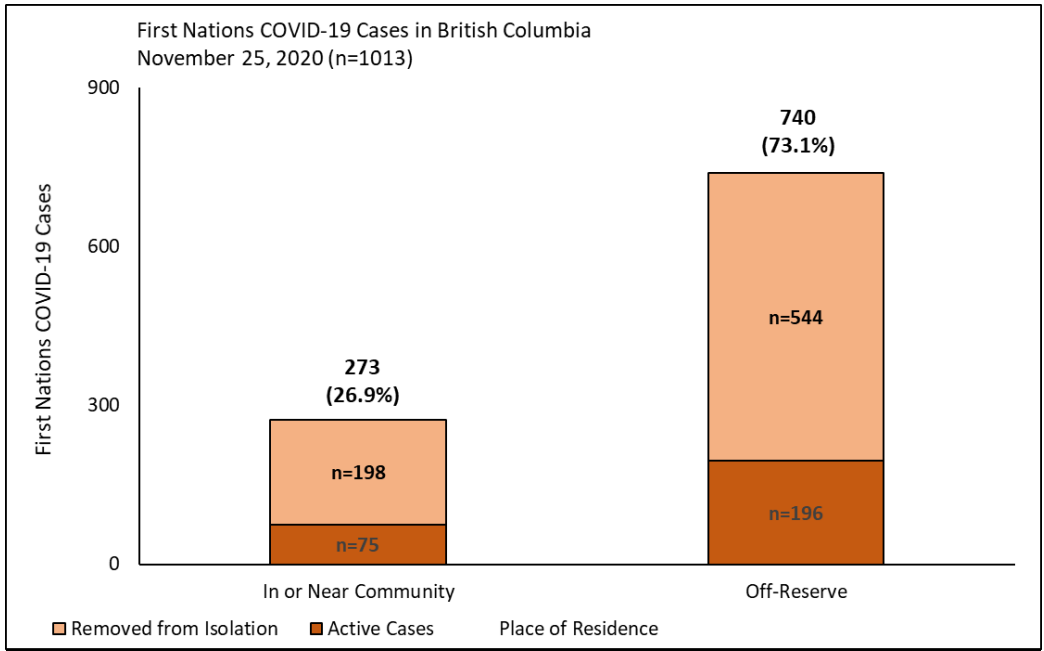


Data Sources: PHS Public Health Lab Data and BCCDC's COVID-19 Surveillance Line List

*Total number of cases (n=1063) includes two COVID-19 cases reported as residents of Yukon. Above figure provides regional distribution of COVID-19 cases (n=1061) reported as BC residents.

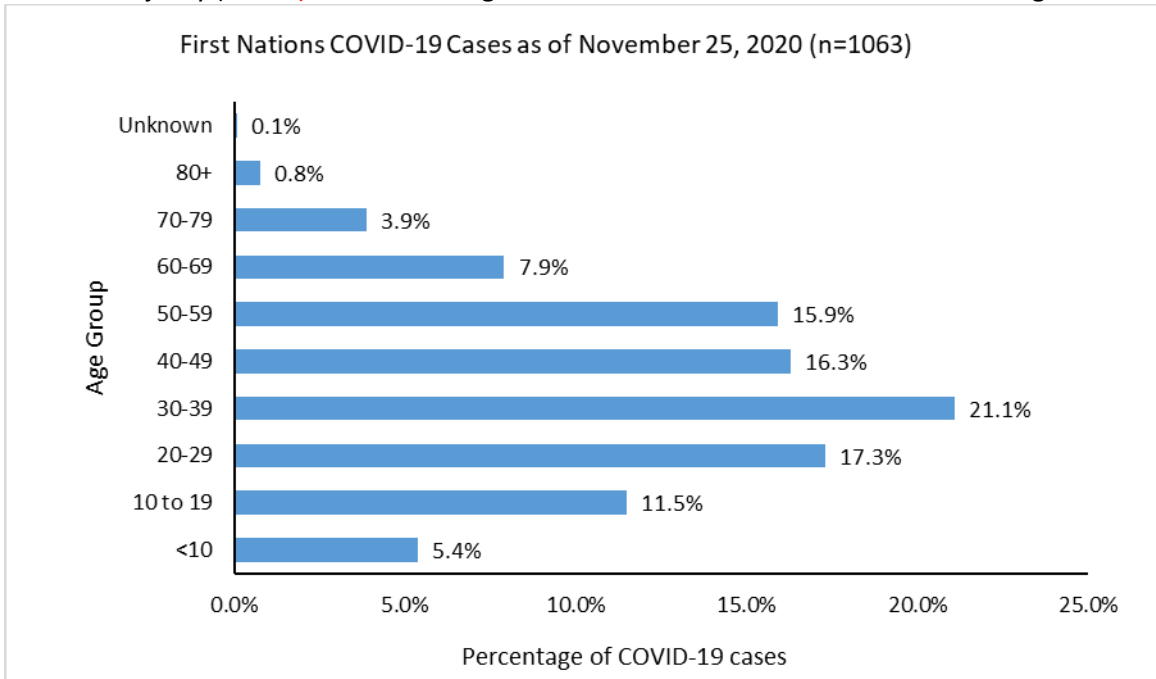
Regional Active cases and Testing data as of November 25, 2020

	Fraser Salish	Interior	Northern	Vancouver Coastal	Vancouver Island	Total N (%)
Active First Nations COVID-19 Cases	67	8	95	58	41	271
Total persons tested	4,486	4,164	5,083	5,170	4,318	23,251
Cumulative Percentage Positivity* (%)	3.76%	1.27%	4.33%	6.66%	1.76%	3.82%
Testing Rate (Total tests per 100,000 First Nation Population)	22,490.3	15,549.4	14,998.6	31,213.8	14,666.9	18,577.4



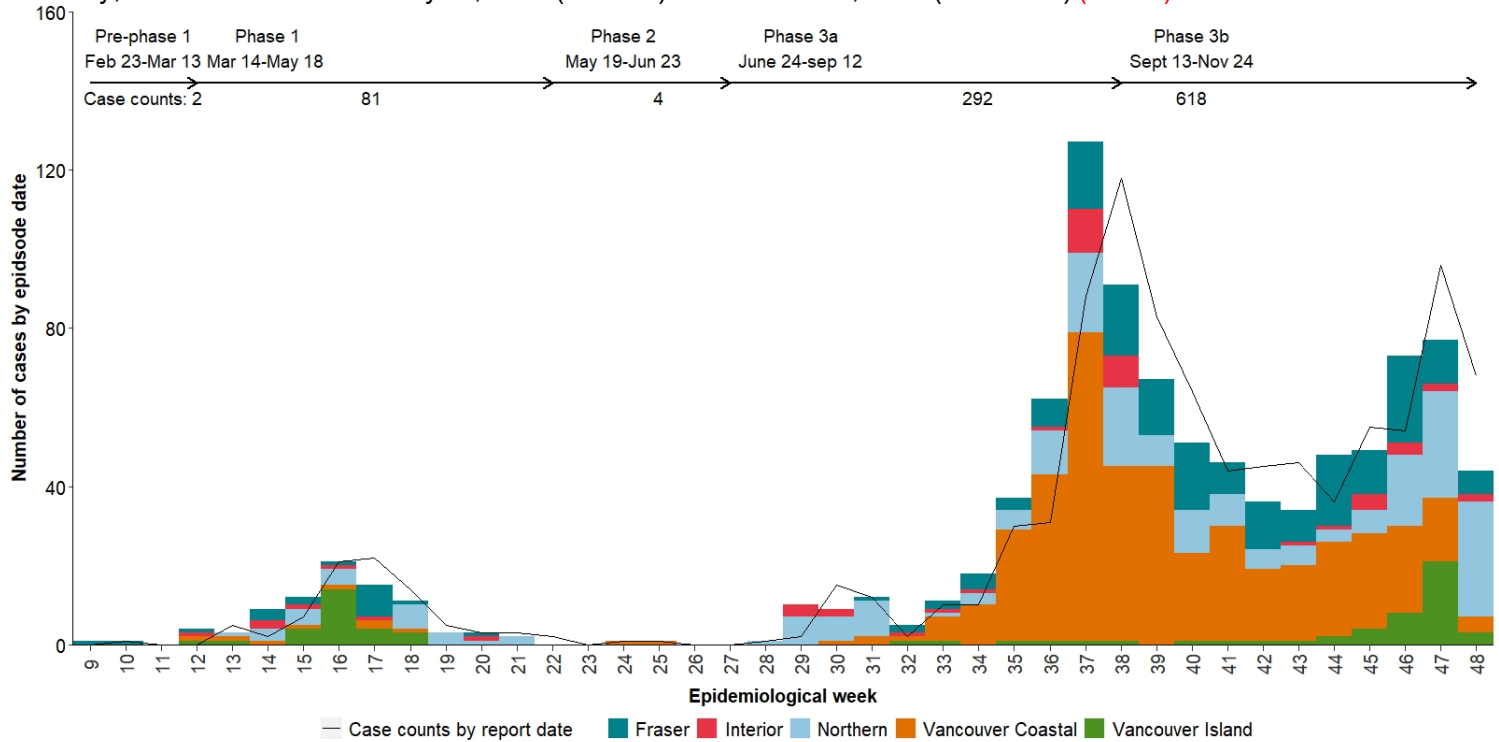
Note: Analyses for in or Near Community includes lab confirmed cases and epi-linked cases with known geographical information. Other cases (including case tested outside of BC) are included in the cases by Health Authority. As of November 25, 2020, there were 75 active First Nations COVID-19 cases residing in or near community.

The majority (71.5%) of cases among First Nations have occurred in those under age 50.



The cumulative percent positive for all COVID-19 test completed for First Nations in BC was **3.82%** as of **November 25, 2020**. The rate of positive cases was **654.7 per 100,000** people among First Nations. The rate of positive case among other residents of BC was **588.8 per 100,000** people.

Epidemic curve for COVID-19 cases among BC First Nations by episodic date (coloured bar)^a, report date line) and health authority, British Columbia February 23, 2020 (Week-9) – November 24, 2020 (Week-48*) (n=997)



^bData source: BCCDC’s line list data received from RHAs (updated up to November 24, 2020).

This epidemiological curve represents the weekly cases reported among First Nations in the province of BC. The proportion of cases within each region is colour coded and the case counts each day are represented by the solid black line. Regions are represented by following coloured bars in the diagram: Fraser-Dark blue, Interior-Red, Northern-Light Blue, Vancouver Coastal-Orange, Vancouver Island-Green.

On First Nations reserves in all provinces, as of **November 27, 2020, Indigenous Services Canada is aware of:**

- **3,645** confirmed positive COVID-19
 - **1,399** active cases
 - **157** hospitalizations
 - **2,215** recovered cases
 - **31** deaths
- Case numbers per region:
- British Columbia: **273**
 - Alberta: **1,137**
 - Saskatchewan: **994**
 - Manitoba: **906**
 - Ontario: **190**
 - Quebec: **145**

First Nations Community Statistics from Indigenous Services Canada (November 19, 2020):

Band Office Closure – 144 (0 update)	State of Local Emergency Declared – 65 (0 update)
Band Office Reopening – 1 (0 update)	State of Local Emergency Rescinded – 1 (0 update)
Tribal Council Office Closure – 16 (0 updates)	EOC Activations – 120 (0 update)
Tribal Council Office Re-opening – (0 updates)	EOC Closed – (0 update)
Community Closure – 115 (0 updates)	
Community Closure Over – (0 update)	

FNHA Response

- FNHA is on Week 35 of Level 3 Emergency Response, which means that FNHA spends 80% on COVID-19 and 20% on FNHA operations.
- Compounding the COVID-19 response is the increase in overdose deaths and re-emergence of flooding and forest fires that are affecting our First Nations communities.

Working with Partners:

- Maintaining communications and regular telephone updates with the Regional Health Authorities, Emergency Management of BC, Ministry of Health, First Nations Leadership Council, and Indigenous Services Canada.
- FNHA continues to work with its partners, and First Nations communities to identify needs and develop plans at both the provincial, and regional level for the Rural, Remote and Indigenous Framework,
- FNHA is in discussions federally and provincially to support BC Restart including reopening of public buildings, and return to work and business operations for facilities.

Working with First Nations:

- Continues to maintain essential services to support First Nations communities during this pandemic.
- Supporting First Nations communities in refreshing their Pandemic Plans, and provide COVID-19 resources for medical transportation, isolation and quarantine.
- “*First Nations Virtual Doctor of the Day*” is up and running in all five regions, which is to close this gap by providing virtual access of physicians to First Nations communities.
- The First Nations Virtual Substance Use and Psychiatry Service launched on August 25, 2020.
- Distributed guidelines for eligible COVID-19 items for BC First Nations Communities, including details on reimbursement specific to Community COVID-19 Public Health Check-points, on September 25, 2020. (See updated COVID-19 Community Support Guide in FNHA Resources section below).
- FNHA continues to maintain operations team availability to respond to Isolation requests through the weekends during business hours.
- Site selection, training and deployment of Point of Care Testing for COVID-19 is underway.
- Supporting First Nations communities with the re-opening of their health centres.
- FNHA and First Nations Leadership calls on March 26, April 9, April 23, May 7, May 27 and June 4.
- FNHA and First Nations Health Directors calls on April 3, April 17, May 1, May 15 and May 29.
- FNHA and First Nations Leadership and Health Directors calls on June 18, July 9, July 16, July 23, July 30, August 20 and September 17.

Personal Protective Equipment:

- The FNHA continues to work with Federal and Provincial partners to obtain Personal Protective Equipment (PPE) for health care staff and first responders in all communities.
- PPE orders are received and shipped to all Regional Offices weekly basis.
- First Nations communities requiring personal protective equipment during the COVID-19 emergency can send their requests to the FNHA at the following email: COVID19needs@fnha.ca. Please refer to additional details in the FNHA Guide: Accessing Personal Protective Equipment for First Nations Communities: <https://www.fnha.ca/Documents/FNHA-Accessing-Personal-Protective-Equipment-for-First-Nations-Communities.pdf>

FNHA Resources

The FNHA website has been updated and has been divided into three sections: Community Leaders, Health Professionals and Public. <https://www.fnha.ca/what-we-do/communicable-disease-control/coronavirus>.

The COVID-19 Community Support Guide includes guidelines for eligible COVID-19 items for BC First Nations Communities: <https://www.fnha.ca/Documents/FNHA-COVID-19-Community-Support-Guide.pdf>

The FNHA has published an updated Communicable Disease Emergency Response (CDER) plan template – a living document that is user friendly, easy to follow and adaptable to each community's needs and strengths.

<https://www.fnha.ca/Documents/fnha-communicable-disease-emergency-response-plan.docx>

FNHA's Communicable Disease Emergency (CDE) team is available to support communities, including support updating/creating a Communicable Disease Emergency Response (CDER) plan, scenario/exercise discussions and full scale planning exercises. The CDE Management team can be reached via email: cdmgmt@fnha.ca.

APPENDIX "A" COVID-19 – What You Need to Know

FNHA APP:

<https://www.fnha.ca/about/news-and-events/news/fnha-launches-mobile-app>. FNHA is here for you when you need us, putting helpful information directly into your hands. You can download the FNHA Mobile App today from the Apple App Store or Google Play Store. View the Frequently Asked Questions to find out more, or visit [fnha.ca/app](https://www.fnha.ca/app).

What are the symptoms?

- Self-Assessment Tool: Are you worried about your symptoms? Visit the Self-Assessment Tool from the BC Provincial Government. <https://bc.thrive.health/>

Better health through promotion protection and prevention. <http://covid-19.bccdc.ca/>

Includes: COVID-19 Self-Assessment Tool, COVID-19 for the Public, COVID-19 data, COVID-19 exposures, COVID-19 for health professionals,

Public Health Notices:

- Immunizations Keep Adults Healthy Too! A message from Dr. Helena Swinkels, Office of the Chief Medical Officer and Marion Guenther, Clinical Nurse Specialist for Immunizations, CDPHP office of the Chief Nursing Officer. <https://www.fnha.ca/about/news-and-events/news/immunizations-keep-adults-healthy-too>
- FNHA/FNHC/FNHDA Public Health Notice: Nations Urged to Protect Each Other by Cancelling or Postponing Gatherings and Ceremonies. <https://www.fnha.ca/about/news-and-events/news/the-fnha-fnhc-fnhda-urge-nations-to-protect-each-other-by-cancelling-or-postponing-gatherings-and-ceremonies>
- My Heart Breaks: A personal reflection for International Overdose Awareness Day by Riley David, Regional Addictions Specialist for Vancouver Coastal Region, FNHA. <https://www.fnha.ca/about/news-and-events/news/my-heart-breaks>
- COVID-19 Alert – Northwest BC. <https://www.fnha.ca/about/news-and-events/news/covid-19-alert-northwest-bc>
- Expanded Prior Approval Coverage for Indian Residential School Resolution Health Support Program. <https://www.fnha.ca/about/news-and-events/news/expanded-prior-approval-coverage-for-indian-residential-school-resolution-health-support-program>
- FNHA, FNHC, FNHDA Issue Statement Supporting Mary Ellen Turpel-Lafond's Investigation into Systemic Racism. <https://www.fnha.ca/about/news-and-events/news/fnha-fnhc-fnhda-issue-statement-supporting-mary-ellen-turpel-lafonds-investigation-into-systemic-racism>
- COVID-19 Pandemic Sparks Surge in Overdose Deaths this Year. <https://www.fnha.ca/about/news-and-events/news/covid-19-pandemic-sparks-surge-in-overdose-deaths-this-year>
- Phase Three Means More Reopening, Ongoing Caution. <https://www.fnha.ca/about/news-and-events/news/phase-three-means-more-reopening-ongoing-caution>
- Widespread Racism Requires System-Wide Response: First Nations Health Authority <https://www.fnha.ca/about/news-and-events/news/widespread-racism-requires-system-wide-response-first-nations-health-authority>
- Update on COVID-19 Testing Protocols. <https://www.fnha.ca/about/news-and-events/news/update-on-covid-19-testing-protocols>
- Safety First: Let's protect our children from ingesting hand sanitizer. <https://www.fnha.ca/about/news-and-events/news/safety-first-lets-protect-our-children-from-ingesting-hand-sanitizer>
- First Nations Health Authorities Tell Commons Committee They Need More PPE, <https://www.fnha.ca/about/news-and-events/news/first-nations-health-authorities-tell-commons-committee-they-need-more-ppe>
- First Nations Health Authority and Canadian Red Cross Announce Partnership for Disaster Response. <https://www.fnha.ca/about/news-and-events/news/first-nations-health-authority-and-canadian-red-cross-announce-partnership-for-disaster-response>
- First Nations Health Authority Issues Guidance on Notification of COVID-19 Cases.

<https://www.fnha.ca/about/news- and-events/news/first-nations-health-authority-issues-guidance-on-notification-of-covid-19-cases>

- COVID-19 Guide to Medical Transportation Benefits for Self-Isolation. <https://www.fnha.ca/benefits/health-benefits-news/covid-19-guide-to-medical-transportation-benefits-for-self-isolation>
- Public health processes and the role of communities during COVID-19. <https://www.fnha.ca/about/news- and- events/news/public-health-processes-and-the-role-of-communities-during-covid-19>
- First Nations Virtual Doctor of the Day. <https://www.fnha.ca/what-we-do/ehealth/virtual-doctor-of-the-day>
- Article: Need to see a doctor? Introducing the First Nations Virtual Doctor of the Day <https://www.fnha.ca/about/news-and-events/news/need-to-see-a-doctor-introducing-the-first-nations-virtual-doctor-of-the-day>
- Fact Sheet: Introducing the First Nations Virtual Doctor of the Day <https://www.fnha.ca/Documents/FNHA-First-Nations- Virtual-Doctor-of-the-Day-Fact-Sheet.pdf>
- Article: When staying home is not safe: Domestic violence may increase during the COVID-19 pandemic. <https://www.fnha.ca/about/news-and-events/news/when-staying-home-is-not-safe>
- Article: COVID-19 - Smoking and Vaping: What's the Risk? <https://www.fnha.ca/about/news-and-events/news/covid-19-smoking-and-vaping-whats-the-risk>
- Article and Workbook: Advance Care Planning for First Nations People <https://www.fnha.ca/about/news-and-events/news/your-care-your-choices>

Protective Factors:

- FNHA ships over 150,000 pieces of Personal Protective Equipment (PPE) across the province. <https://www.fnha.ca/about/news-and-events/news/fnha-ships-over-150-000-pieces-of-personal-protective-equipment-across-the-province>
- When You're in Recovery and a Pandemic Hits. <https://www.fnha.ca/about/news-and-events/news/when-youre-in-recovery-and-a-pandemic-hits>
- Video: Interview with Dr. Evan Adams, FNHA Chief Medical Officer on protecting you, your loved ones and community from COVID-19. https://www.youtube.com/watch?v=qVLYraZM4oU&list=PLDKOxTJMukCL2KEQtOr_6pzFu8jJOwX
- Article and Fact Sheet: Homemade Face Masks <https://www.fnha.ca/about/news-and-events/news/homemade-face-masks>
- Poster: Physical Distancing Do's and Don'ts <https://www.fnha.ca/Documents/FNHA-Physical-Distancing-Dos-and-Donts-Poster.pdf>
- Poster: Prevent COVID-19 (Novel Coronavirus) by Cleaning your Phone <https://www.fnha.ca/Documents/FNHA-Prevent-COVID-19-by-Cleaning-Your-Phone.pdf>
- Poster: How Physical Distancing Works <https://www.fnha.ca/Documents/FNHA-How-Physical-Distancing-Works-Poster.pdf>
- Poster: "Please do not enter our home for the protection of the people who live here." <https://www.fnha.ca/Documents/FNHA-COVID-19-Do-Not-Enter-Home-Sign.pdf>

Mental Health and Holistic Wellness

- The First Nations Virtual Substance Use and Psychiatry Service: <https://www.fnha.ca/what-we-do/ehealth/virtual-substance-use-and-psychiatry-service>
- Good Medicine: Wellness Champion Megan Metz draws on Haisla culture to support youth mental health and wellness <https://www.fnha.ca/about/news-and-events/news/good-medicine-wellness-champion-megan-metz-draws-on-haisla-culture-to-support-youth-mental-health-and-wellness>
- FNHA Tackles BC's Dual Public Health Crises with Overdose Prevention Campaign and New Virtual Health Service. <https://www.fnha.ca/about/news-and-events/news/fnha-tackles-bcs-dual-public-health-crises-with-overdose-prevention-campaign-and-new-virtual-health-service>
- Welcome to the FNHA 30x30 Active Challenge! <https://www.fnha.ca/about/news-and-events/news/welcome-to-the-fnha-30x30-active-challenge>
- Honouring our Elders Today and Every Day. <https://www.fnha.ca/about/news-and-events/news/honouring-our-elders-today-and-every-day>
- Introducing the new Good Medicine page! <https://www.fnha.ca/about/news-and-events/news/introducing-the-new-good-medicine-page>
- Pandemic Side Effect: Media Spotlight on FNHA's Doctors. <https://www.fnha.ca/about/news-and-events/news/pandemic-side-effect-media-spotlight-on-fnhas-doctors>
- Accessing contraception, abortion and sexually transmitted infection counselling and services during COVID-19. <https://www.fnha.ca/about/news-and-events/news/accessing-contraception-abortion-and-sexually-transmitted-infection-counselling-and-services-during-covid-19>
- First Nations Virtual Doctor of the Day Service Provides Culturally-Safe Primary Care for First Nations People in

BC. <https://www.fnha.ca/about/news-and-events/news/first-nations-virtual-doctor-of-the-day-service-provides-culturally-safe-primary-care-for-first-nations-people-in-bc>

- Staying strong during tough times with the “medicine of resilience” <https://www.fnha.ca/about/news-and-events/news/staying-strong-during-tough-times-with-the-medicine-of-resilience>
- Taking care of our sexual health during the pandemic. <https://www.fnha.ca/about/news-and-events/news/taking-care-of-our-sexual-health-during-the-pandemic>
- Good Medicine: Show us your homemade / handmade face masks! <https://www.fnha.ca/about/news-and-events/news/good-medicine-show-us-your-homemade-handmade-face-masks>
- Staying connected if your loved one is hospitalized due to COVID-19. <https://www.fnha.ca/about/news-and-events/news/staying-connected-if-your-loved-one-is-hospitalized-due-to-covid-19>
- Practise Lateral Kindness to Help Reduce Stigma and Fear of COVID-19. <https://www.fnha.ca/about/news-and-events/news/practise-lateral-kindness-to-help-reduce-stigma-and-fear-of-covid-19>
- The Power of Voice to Advance Culturally Safe Health Care for First Nations Communities. <https://www.fnha.ca/about/news-and-events/news/the-power-of-voice-to-advance-culturally-safe-health-care-for-first-nations-communities>
- Enjoy the hot weather safely while practising physical distancing! <https://www.fnha.ca/about/news-and-events/news/enjoy-the-hot-weather-safely-while-practising-physical-distancing>
- Should You Take Your Child to the Doctor During COVID-19? <https://www.fnha.ca/about/news-and-events/news/should-you-take-your-child-to-the-doctor-during-covid-19>
- Your Health and Wellness Matter. <https://www.fnha.ca/about/news-and-events/news/your-health-and-wellness-matter>
- Head Start Programs Adapt in Laxgalts'ap and Gitanmaax. <https://www.fnha.ca/about/news-and-events/news/head-start-programs-adapt-in-laxgaltsap-and-gitanmaax>
- Young Wisdom on Mental Health and Wellness. <https://www.fnha.ca/about/news-and-events/news/young-wisdom-on-mental-health-and-wellness>
- Ten Tips for Sleeping Well During Troubled Times. <https://www.fnha.ca/about/news-and-events/news/ten-tips-for-sleeping-well-during-troubled-times>
- Resource List: Mental Health and Cultural Supports Available During the COVID-19 Pandemic <https://www.fnha.ca/Documents/FNHA-COVID-19-Mental-Health-and-Cultural-Supports.pdf>
- Fact Sheet: Providing Activities for Children during a time of Crisis <https://www.fnha.ca/about/news-and-events/news/providing-activities-for-children-during-a-time-of-crisis>
- Article: Impacts of the Pandemic on Mental Health and Wellness <https://www.fnha.ca/about/news-and-events/news/impacts-of-the-pandemic-on-mental-health-and-wellness>
- Article: Good Medicine: Keeping Active at Home <https://www.fnha.ca/about/news-and-events/news/good-medicine-keeping-active-at-home>
- Article: How to Host a Virtual Social Gathering during the Pandemic <https://www.fnha.ca/about/news-and-events/news/how-to-host-a-virtual-social-gathering-during-the-pandemic-staying-connected-while-practising-physical-distancing>
- Article: Remember that Food is Medicine <https://www.fnha.ca/about/news-and-events/news/remember-that-food-is-medicine>

Harm Reduction:

- Article: Sober(er) for October: Getting Past Withdrawal. https://www.fnha.ca/about/news-and-events/news/soberer-for-october-helping-ourselves-and-others-regain-balance-spiritually-mentally-physically-and-emotionally?utm_medium=email&utm_campaign=The%20CMO%20talks%20flu%20shots%20Youre%20invited%20to%20FNHA%20planning%20Walking%20the%20wellness%20talk%20and%20more&utm_content=The%20CMO%20talks%20flu%20shots%20Youre%20invited%20to%20FNHA%20planning%20Walking%20the%20wellness%20talk%20and%20more+Version+B+CID_cfc2930c6061c9c082f839cfc19ff5ca&utm_source=Email%20marketing%20software&utm_term=Read%20Dr%20Wiemans%20message
- Article: This Month, Let's be “Sober(er) October”. <https://firstnationshealthauthoritycreatesend1.com/t/i-l-mxdikk-l-h/>
- FNHA Webinar: Substances & Stigma (Oct 15). <https://firstnationshealthauthoritycreatesend1.com/t/i-l-mxdikk-l-k/>
- Article: Practising Harm Reduction during COVID-19 <https://www.fnha.ca/about/news-and-events/news/practising-harm-reduction-during-covid-19>
- Fact Sheet (BC Centre for Disease Control): COVID-19 Harm Reduction and Overdose Response <http://www.bccdc.ca/Health-Info-Site/Documents/COVID19-harm-reduction.pdf>

FNHA Videos:

- Immunity for Your Community: The Flu Shot. https://www.fnha.ca/about/news-and-events/news/dr-shannon-mcdonald-book-your-flu-shot-now?utm_medium=email&utm_campaign=The%20CMO%20talks%20flu%20shots%20Youre%20invited%20to%20FNHA%20planning%20Walking%20the%20wellness%20talk%20and%20more&utm_content=The%20CMO%20tal

[ks%20flu%20shots%20Youre%20invited%20to%20FNHA%20planning%20Walking%20the%20wellness%20talk%20and%20more+Version+B+CID_cfc2930c6061c9c082f839cfc19ff5ca&utm_source=Email%20marketing%20softw are&utm_term=Watch%20the%20video%20here](#)

- Using Compassion to Tackle the Stigma of Addiction <https://www.youtube.com/watch?v=79G2QKCFomg> (Dr. Nel Wieman, September 17, 3.40 mins)
- The Overall Wellness Impact of COVID-19 <https://www.youtube.com/watch?v=L48JSAtoHwk&feature=youtu.be> (Dr. Nel Wieman, September 11, 3.56 mins)
- Responding to Overdose with Compassion <https://www.youtube.com/watch?v=BYWFzc8oikY&feature=youtu.be> (Dr. Nel Wieman, September 11, 31 seconds)
- Mental Health and COVID-19 <https://www.youtube.com/watch?v=IOXZvf0HFw&feature=youtu.be> (Dr. Nel Wieman, September 11, 44 seconds)
- [How has COVID-19 affected people who use substances?](https://www.youtube.com/watch?v=79G2QKCFomg) <https://www.youtube.com/watch?v=79G2QKCFomg> (Dr. Nel Wieman, September 4, 3.49 mins)
- [Stay Connected](https://www.youtube.com/watch?v=6QfTWJHcdX0&feature=youtu.be) <https://www.youtube.com/watch?v=6QfTWJHcdX0&feature=youtu.be> (Dr. Nel Wieman, September 4, 30 seconds)
- [Keep Your Bubble Small](https://www.youtube.com/watch?v=z7NFeuxw0uc&feature=youtu.be) <https://www.youtube.com/watch?v=z7NFeuxw0uc&feature=youtu.be> (Dr. Shannon McDonald, August 28, 1.31 mins)
- [An Update on COVID-19](https://www.youtube.com/watch?v=58CjhzT6fOU&feature=youtu.be) <https://www.youtube.com/watch?v=58CjhzT6fOU&feature=youtu.be> (Dr. Shannon McDonald, August 28, 1.54 mins)

Podcasts:

- We have recorded a number of podcasts to help raise awareness of various pandemic topics. Listen to the podcasts at <https://soundcloud.com/firstnationshealthauthority>.
- Rick Milone and Sonia Isaac-Mann COVID-19 Podcast. <https://soundcloud.com/firstnationshealthauthority/rick-milone-and-sonia-isaac-mann-covid-19-podcast>
- Guidance for Community Restart. <https://soundcloud.com/firstnationshealthauthority/fnha-richard-jock-covid-19-update-podcast>

Additional Resources:

- For information for Community Leaders, including regular Situation Report updates and funding guides, visit: COVID-19 Information for Community Leaders <https://www.fnha.ca/what-we-do/communicable-disease-control/coronavirus/community-leaders>
- FNHA COVID-19 Community Support Guide: <https://www.fnha.ca/Documents/FNHA-COVID-19-Community-Support-Guide.pdf>