

Tcwemstwaíhkálap

Taking care of one another in Ucwalmicwts, Lil'wat from Mount Currie

The FPCC Pandemic Plan

Version: WORKING DRAFT

Date: June 16, 2020

This plan will be updated as required. The current version of the plan is available from your manager and in the files that are stored on the COVID-19 channel on Teams.

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Executive Summary

In March 2020, the First Peoples' Cultural Council CEO Tracey Herbert asked employees to work from home and to take immediate action to keep the people we serve safe in response to the COVID-19 pandemic.

Throughout the pandemic, our shared commitment to protect our Elders, fellow employees and our cultural legacy has guided our decisions and will continue to do so.

Innovative solutions allow our important work to continue in a safe way. Program and community partners have found new ways to work together. We have adjusted project timelines, delivered online training, created new resources and maintained funding flows, all while we do our part to protect the people we serve.

In the months ahead, most staff will continue to work from home, while some will return to the office when necessary. This plan provides managers and staff with direction about QENT NEUEL (taking care of one another - SENĆOŦEN) in this SXEŁOMEŚ (a time of sickness - SENĆOŦEN) as we continue our work.

1.0 Background

FPCC is committed to damaan gud ahl an tl'a king.uu (taking care of each other in Xaad Kil, the Old Massett dialect of the Haida language). That means we are protecting our governing bodies, staff and community partners as we work together to deliver programming in a new pandemic environment. Until there is a vaccine for COVID-19 any person has the potential to become seriously ill or perish from this disease. First Nations populations have a higher risk of serious illness related to COVID-19 and our Elder and knowledge keepers are especially vulnerable. The protection of our Elders is essential for our cultural legacies to continue and is therefore a key element of this plan.

To manage impacts of the COVID-19 pandemic our provincial and federal governments have put in place several measures to fight the spread of the disease. Everyone is affected by this pandemic and all sectors of society – including businesses, employers and communities – must all do our part to protect workers, their families and society at large.

The type and extent of the restrictions, such as a suspension of non-essential activities, physical distancing, travel restrictions and staying home differ between provinces and sectors, but in many cases, staff are working from home to prevent the spread of the virus whenever possible. The public health response in B.C has been effective. We have seen the flattening of the curve, and we have limited the spread of the virus in our province.

As of May 19th, the physical distancing measures achieved a reduction in COVID-19 transmission rates, and our Public Health Officer (PHO) is allowing the phased resumption of more work activities. [See B.C.'s restart plan [here](#).]

The timelines for lifting restrictions and returning to our workspaces are subject to change, depending on the modeling of the COVID -19. Opening of businesses and returning to work will be done in multiple phases, with work that is considered essential for health protection and the

economy being prioritised. People who can effectively work from home will return to the workplace last.

Regardless of how normal work activities resume, some [safety measures](#) will remain in place to reduce the risk of a steep increase in infection rates. Furthermore, it is also possible that an increase in infections at some point in the future will require a reintroduction of restrictive measures in some cases.

There is always something to learn during a crisis and the pandemic is creating opportunities for our organization to examine how we can achieve our goals for cultural revitalization in new ways. The challenges we face are driving us to increase our capacity to work remotely, seek out innovative approaches and build expertise in a variety of remote technologies.

2.0 Purpose of this plan

The purpose of this document is to provide direction for staff and managers on how we can safely work together and support our community partners during the pandemic. It is a dynamic guide that will change over time in response to the public health strategies we all adopt to navigate our way safely through the pandemic. We are not alone in this; we have the support of the provincial Public Health Officer, our leadership and of course, we have each other – our creative and committed FPCC team.

3.0 Updating the plan

As our collective response to the pandemic changes this plan may be updated. Staff will be notified of changes through email and changes will be posted under the COVID-19 Teams channel. Each change will be sent via email as an update to managers and staff.

4.0 FPCC goals for operations during SXEŁOMEŚ (A time of illness - SENĆOŦEN)

FPCC goals for operations during the pandemic are:

4.1 Zumińs i skelkékla7amckalha (Protecting our Elders or Knowledge Keepers from sickness - Ucwalmicwts – Lil'wat from MountCurrie) and B.C.'s Cultural Legacy
FPCC has developed a draft *Working with Elders Plan* and will be working with Elders to develop guidelines to prevent Elders from being exposed to COVID-19.

4.2 Stay informed

FPCC will follow the recommendations of the PHO and ensure the board of directors, staff and community members have access to the latest information they need to stay safe.

4.3 Continue operations

FPCC will adjust our operations and build our internal capacity to continue to deliver grants, training and programs that keep our cultures alive and employ Indigenous peoples for their Indigenous knowledge.

4.4 Stay safe

FPCC will deliver programs, training and grants to communities and support people involved with FPCC projects to help them to adjust their plans to operate safely in a COVID-19 environment. This includes:

- 4.4.1 A new checklist for each program to ensure compliance with public health orders and that work is carried out safely.
- 4.4.2 Increased communications to communities about expectations and resources to support decision-making.
- 4.4.3 Flexible arrangements to allow for more time to complete projects and modify previously approved plans.
- 4.4.4 Increase community ability to complete arts, language and cultural heritage work remotely and using technology by providing funding for equipment and covering costs related to remote work.

5.0 FPCC approach

5.1 Governance

The FPCC Board and Advisory Committee meetings will be conducted virtually. The Board has approved an updated calendar of virtual meetings for 2020. On May 2, 2020, the Governance committee recommended that the Board minimize exposure to COVID-19 by using technology available to support us in our governance work.

All board members have access to Microsoft Teams software and all board business will be conducted through Teams, SharePoint and email. The FPCC AGM with the Advisory Committee will be conducted virtually and staff will provide video recorded reports in advance of the AGM that will be discussed during the virtual meeting.

The CEO will provide quarterly updates on FPCC response to COVID-19 and its impact on programs in the CEO quarterly report.

5.2 Operational Responsibilities

5.2.1 Communications

Communications staff will lead information sharing on COVID-19 on the website, support CEO and HR Manager in communication to employees and support program communications to communities and grant recipients. Communication will include information about program changes.

- Communications will work with the CEO and program managers to develop materials and FAQs for staff on working on programs in a pandemic as required.
- Communications will support the creation of guidelines to support our community partners who may have questions about what type of activities are approved under the COVID-19 restrictions.
- Communications to community partners regarding COVID-19 restrictions on projects and programs will be vetted and approved by communications.
- Communications will work with HR to develop updates on a weekly basis or as needed for employees if the pandemic escalates.
- Communications staff will lead the information sharing on COVID-19 on the website and will vet all communications to stakeholders about program interruptions and changes to what we are able to offer in 2020.

- Questions from community partners regarding COVID-19 that are outside of FPCC's scope of operations will be directed to the [BC Public Health Officer](#) website and the [BC Centre for Disease Control](#).

5.2.2 Information Technology

IT staff will ensure all employees working from home due to COVID-19 have the equipment required to do their work effectively.

- IT is to work with the CEO to research and implement new tools and new services to assist with teleworking.
- Equipment requests are to be submitted to IT through program managers.
- Staff are expected to follow the guidelines for remote work; including using the VPN to protect FPCC data and equipment.
- Employees have access to training on Teams and should use Teams as the primary means for text chats, calls and video meetings with other staff.
- Employees should continue to use email where documentation is important.
- IT will continue to support staff to access FPCC files safely from home through VPN and security measures that protect and filter our files systems.
- IT will provide additional remote workplace training via the KnowBe4 training platform.

5.2.3 Finance

Finance staff continue to ensure FPCC financial needs and reporting requirements are addressed safely during the pandemic.

- To protect staff and work safely together we will reduce the exchange of paperwork within our teams.
- The Finance Department is allowing managers to make online approvals and submit forms via email.
- Cheques are being signed by a limited number of signers and it is protocol for signers to wear gloves and wash hands before and after handling the paperwork.

5.2.4 Programs

Program managers are responsible for ensuring direct reports and funded projects mitigate risks associated with COVID-19, and keep funding recipients, and especially Zumiñ's i skelkékla7amckalh (protecting our Elders from illness) as we continue to deliver our programs.

Current directives for program managers are as follows:

Safety and wellbeing of staff

- Under no circumstances may an employee go to the office if they are feeling unwell.
- All staff are required to follow the emergency orders and recommendations from the Public Health Officer.
- In general, all staff are to work from home at this time unless they have approval from their supervisor and their office time is scheduled in advance with Human Resources.
- No in-person meetings of any size are permitted at this time, including meetings with work teams, unless you have received special approval in advance, for example for jury meetings. In these cases, employees must maintain physical distancing and follow maximum room capacity requirements.
- If you are too ill to work, please use your sick time and advise your manager. Complete and submit the required forms to Finance as soon as you can do so.

- If you are ill and have used all your sick time, speak to your manager and FPCC will explore how we can accommodate you.
- Managers are to check on staff wellness at least weekly and accommodate staff as needed for time off, referrals to Employment Assistance Program, equipment needs and report on numbers of ill staff to Human Resources.
 - Weekly meetings will be held between managers and CEO for updates on programs and staff wellness status.
 - Report ill staff to Human Resources. This is important so we can track illness in a timely manner (forms that are submitted to Human Resources are often received after the employee returns to work).
 - Implement acting assignments as needed as per the approved acting list.
- No travel.
 - All regular travel is cancelled.
 - No international projects for 2020/21 unless they can be done remotely, and we have the time.
- Recruitment of staff is on hold unless an exception is approved by CEO.
- There will not be layoffs in 2020. Managers should be prepared that some staff may decide to leave employment during this time and must make Human Resources and the CEO aware of resignations.

Safety and wellbeing of stakeholders

- Managers will track questions from community partners and report those weekly to the CEO and the communications team.
- All program managers need to ensure that existing programs have been sent a notification that all projects must follow B.C. Emergency Orders.
- All program managers need to ensure that new programs and projects follow B.C. Emergency Orders. A compliance checklist will be part of the process for the contracts.
- All planned meetings and events are postponed for 2020.
- Programs will work to reduce grantee administrative tasks where possible, offer increased flexibility, and track and report numbers of extensions that are being made.
- FPCC will identify ways of supporting learning and knowledge transmission to continue remotely and create supports and processes for community-based program redesign during the pandemic.

FPCC will make additions to these directives and take suggestions as we modify approaches to our programming and operations.

6.0 Direction for staff - Damaan gud ahl an tl'a king.uu - Taking care of each other in Xaad Kil, the Old Massett dialect of the Haida language

The health and safety of FPCC staff is paramount and FPCC employees have an important responsibility to keep one another safe.

6.1 Stay informed!

We encourage employees to stay informed. During the pandemic, information is changing rapidly.

- Watch for emails from the CEO. These will keep you informed about what is happening now, and what to expect next.
- Talk to your manager if you need direction, want to schedule an office visit, or have any questions about how FPCC is addressing the pandemic and what it means to you.
- Reach out to IT if you are having any technical issues. Advise your manager and then contact IT through Teams or email IT@fpcc.ca
- If you have questions about sick leave, health benefits or other employee benefits talk to your manager, or the HR Manager.
- The current version of this plan and other useful related documents are available to all staff in the files on the COVID-19 Teams channel.
- The updated FPCC Team Illness Policy will be posted on Teams and managers will ensure that team members have access to the information they need to work safely before returning to work at the office.

6.2 Working from home

FPCC staff are currently working from home. Access to the office is provided on a scheduled basis only and with approval from your supervisor. Working from home is a key strategy in keeping people safe, limiting contact until there is a treatment or vaccine for COVID-19.

While working from home, employees have the same responsibilities they had when they were working at the office:

- We are responsible for ensuring FPCC equipment, business information and any personal information entrusted to us is kept safe and secure.
- We are responsible for taking care of the equipment we use to do our work. This includes maintaining our laptops as requested by IT.
- We are responsible for ensuring we are working safely, with due consideration of ergonomics as it relates to our home-based workspace.
- We are responsible for keeping our manager apprised of our activities, seeking direction when warranted and collaborating with our team members using the Microsoft Teams platform.
- If employees encounter any issues or challenges, they should contact their manager for direction.

6.3 Your mental health

Working from home is challenging for everyone! All FPCC employees are encouraged to access the free, private confidential mental health supports we have available through Morneau Shepell to help us navigate these unprecedented times. The phone number is 1-800-655-5004.

6.4 Returning to the office

To keep each other safe, we need to take special precautions at work and develop new routines.

While the majority of employees will continue to work from home, there are situations where some employees may need to be at the office from time to time. Teams may work at the office with the approval of their manager and if the work is scheduled in advance. Scheduling office visits is important to allow for timely tracking, if an employee who visits the office later tests positive for COVID-19, and also to ensure we maintain capacity limits.

Employees who go to the office must observe the following protocols:

- 6.4.1 Do not come to the office if you or a member of your household is feeling unwell, if you have travelled off-island, attended gatherings, or participated in any other activities where there may be a risk that you have been exposed to COVID-19. In these situations, we are asking people to wait 14 days before coming to the office.
- 6.4.2 Review the checklist (see Appendix E) before going to the office to ensure you are complying with the requirements.
- 6.4.3 FPCC is not receiving visitors at this time. People making deliveries are asked to use the intercom at the Boat Ramp Office and we will accept packages outside. Gloves and masks are required for accepting packages.
- 6.4.4 Employees will use the intercom to access the Boat Ramp office so they can be advised of any recent changes or developments that may impact protocols.
- 6.4.5 Wash your hands with soap and water when you arrive at the office, before you leave and frequently throughout the day for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer. Disinfect taps after you have dried your hands using paper towel. (See details in section 6.9).
- 6.4.6 Practice physical distancing by keeping a minimum of at least 2m/6ft from others. (See details in section 6.8).
- 6.4.7 Leave the office and inform your manager immediately if, during your workday, you feel any symptoms of COVID-19 such as fever, tiredness, trouble breathing, dry cough, fatigue, sore throat and aches and pains, or generally feeling unwell.
- 6.4.8 Wear Personal Protective Equipment as supplied (see details in section 6.7) and directed. If you have questions about this, please speak to your manager.
- 6.4.9 Clean and disinfect frequently touched objects and workstation surfaces as directed. (See details in section 6.10).
- 6.4.10 Minimize your use of the office lockers. Remove all non-essential items after each use and disinfect touched surfaces.
- 6.4.11 Wear a mask in open areas of the office and whenever possible if there are other people in the office. (See details in section 6.11).

- 6.4.12 Cover your mouth and nose with a tissue when you cough or sneeze, then throw the tissue in the trash and wash your hands, or sneeze/cough into your elbow. Wash your hands and disinfect surfaces immediately.
- 6.4.13 Avoid touching your eyes, nose, or mouth with unwashed hands or when wearing gloves.
- 6.4.14 If you are opening mail or packages, wear disposable gloves, disinfect surfaces before and after you begin work and dispose of waste immediately. Wash your hands immediately.
- 6.4.15 Follow any other protocols and direction provided by your manager.

6.5 Assess your health

- The Public Health Agency of Canada advises that any person who has even mild symptoms of illness to stay home.
- Team members must conduct a self-assessment each morning before they come to the office to attest that they are not feeling any of the COVID-19 symptoms or any other signs of illness. The self-assessment tool is provided free online through <https://bc.thrive.health/covid19/en> or through the BC COVID-19 Support app.
- Managers will monitor team members at least once a day to assess any early warning signs and to touch base on how they are regarding their personal safety throughout the workday.

6.5.1 If you feel unwell

- Team members who feel under the weather OR have any COVID-19 symptoms such as fever, trouble breathing, dry cough, fatigue, sore throat and aches and pains are to remain at home and to continue to work from home if they feel they are able to do so.
- Team members who have COVID-19 symptoms are strongly encouraged to contact Health Link BC at 8-1-1 or their personal physician to arrange for testing.
- If a team member at the office shows even mild symptoms of COVID-19 they are requested to return home immediately and are strongly encouraged to contact 8-1-1 or their personal physician for further guidance.
- Managers should follow-up with any direct reports who have reported signs of illness to check on their wellbeing and provide access to support.

6.5.2 If a team member tests positive for COVID-19

- The team member will not be permitted to return to the workplace until they receive test results that indicate they do not have the virus.
- Anyone who worked closely with the infected team member will be asked to self-isolate and work from home for at least 14 days or until the diagnosis of

COVID-19 is ruled out by health authorities to ensure the infection does not spread further into the workplace.

- The employee's manager will be required to ensure that the employee's workspace and area are closed off, cleaned and disinfected immediately. Any surfaces in the workplace that the employee MAY have come into contact with must be disinfected or sterilized.
- Managers will check in on the staff member and ensure they have what they need to self-isolate.

6.5.3 If a team member is waiting for the results of a COVID-19 test

- As with the confirmed case, the employee will be asked to self-isolate and to stay away from the workplace.
- Other team members who may have been exposed will be informed and removed from the workplace for at least 14 days or until the diagnosis of COVID-19 is ruled out by health authorities.
- The workspace will be closed off, cleaned, and disinfected immediately and any other surfaces that could have potentially been infected/touched.

6.5.4 If a team member has come in to contact with someone who has COVID-19

- Once the contact is confirmed, the team member will be asked to self-isolate for at least 14 days or as otherwise directed by public health authorities.
- Co-workers who may have come into close contact with the team member will be asked to self-isolate for at least 14 days or until the diagnosis of COVID-19 is ruled out by health authorities.
- Their workspace will be closed off, cleaned and disinfected immediately along with any other surfaces that could have potentially been infected/touched.

6.6 Office and room capacities

As we return to work, we will be taking a very slow and conservative approach. Ensuring the safety of staff is the top priority. The majority of staff will continue to work from home.

If an employee must be at the office to complete a task, it must be approved by their manager and scheduled in advance with Human Resources. There are no in-person meetings, including meetings with work teams, unless you have received special approval in advance, for example for jury meetings. In these cases, employees must maintain physical distancing and follow the following maximum room capacity requirements.

Maximum capacity for FPCC facilities

To allow for physical distancing, we are limiting the number of people who can be inside our facilities at any time.

- Boat Ramp Office – Maximum six people; Finance, HR and IT are given priority; managers can schedule team members for certain days if required.
- Verdier Office – Maximum two people; Language Manager can schedule the team
- Kamloops Office - Limited to one person

Capacity and other considerations for FPCC common spaces

Board Room - Maximum of three people

- Use of the Board Room in the Boat Ramp office during the pandemic requires your manager's approval. The person who arranges to use the room is responsible for keeping coworkers safe by disinfecting the table and any surfaces and devices used before meetings start and after they finish. We ask that the Dyson Air Purifier is on while the room is occupied. If possible, keep the door open to allow airflow.

Team Room – Maximum of two people

- Use of the Team Room in the Boat Ramp office during the pandemic requires your manager's approval. The person who arranges to use the room is responsible for keeping coworkers safe by disinfecting the table and any surfaces and devices used before meetings start and after they finish. People must sit at opposite ends of the table. We ask that the Dyson Air Purifier is on while the room is occupied. If possible, keep the door open to allow airflow.

Collaboration Table

- Employees are requested not to use the collaboration table at the Boat Ramp office until plexiglass dividers are installed. Employees who use the collaboration table must also maintain physical distancing.

Library Area – One person

- The Library area in the Boat Ramp office is limited to one person at a time.

Kitchen – One person

- Plan your breaks! We expect that employees will require use of the kitchen at the Boat Ramp office; however, employees must maintain physical distancing and disinfecting protocols.
 - Employees must maintain physical distancing during all breaks. Staff are encouraged to have meal breaks outside or in their vehicle.
 - Staff are encouraged to minimize their use of the fridge, microwave, coffee machine, dishwasher.
 - Before and after use, all touch points and surfaces must be disinfected with the materials provided.
 - Employees who use dishes provided by the office are required to place their dishes in the dishwasher after use.

Bathrooms

- Use paper towels only during the pandemic.
- Wash hands before and after use.
- Disinfect surfaces like taps and doorknobs before and after use.

6.7 Using Personal Protective Equipment (PPE)

During the pandemic, each employee is responsible for assessing the new hazards they may be exposed to associated with COVID-19 before they begin work, when conditions change, and ensuring they take steps, such as using proper PPE, to do their work safely. Every employee has a right to refuse work they consider unsafe.

Please ask your manager if you have any questions about PPE or safe work practices.

PPE should be broken down into the following three categories based on risk of exposure levels:

Low exposure risk: Low risk activities pose a rare or unlikely risk of exposure to COVID-19, such as tasks where an individual is isolated. E.g. Opening mail in the office when there is no one else present. Wearing disposable gloves, proper frequent hand washing, disinfecting surfaces before and after you begin a task and disposing of waste immediately are all steps you can take to reduce safety risks.

Medium exposure risk: Medium risks occur when you may not be able to maintain six feet of physical distancing. E.g. Working in an office with others, riding public transit and accessing some retail spaces. Wearing disposable gloves, disinfecting surfaces before and after you contact them, avoiding close contact with others, wearing a non-surgical face mask and frequent hand washing are all steps you can take to reduce safety risks.

High exposure risk: High risk tasks are tasks where there is a high potential for exposure to known or suspected sources of COVID-19. E.g. Delivering in-person training in a community where there are active cases of COVID-19. FPCC staff are expected to avoid scenarios which present a high exposure risk.

6.8 Gam gud ahl tl'ajuugya'aangangang - Staying apart in Xaad Kil, the Old Massett dialect of the Haida language

Physical distancing is one of the most effective ways to reduce the spread of illness during an outbreak. Even if you are symptom-free and not part of an at-risk group, you still need to adhere to physical distancing measures to avoid contacting and spreading the virus.

As defined by the BC Centre for Disease Control, physical distancing means limiting close contact with others.

When at work or in the community, practice physical distancing by keeping two meters (six feet) away from one another.

The aim is to do everything possible to limit in-person interactions, while finding new and more protective ways to operate within the physical infrastructure of the workplace.

With this in mind, all team members in the workplace are asked to:



- Report to work with a mindset to follow physical distancing!
- Minimize in-person interaction with others whenever possible.
- Keep at least two meters (six feet) distance between yourself and others.
- Do not shake hands, use a traditional greeting, nod or wave instead.
- Follow protocols for your workday and breaks.
- If you notice that another employee is not abiding by the physical distancing policy, you can gently remind them. If you notice this is a recurring issue for a fellow employee, please raise it with your manager so they can address it.

6.9 Paptkálap wa7 tswák7am - You folks always wash your hands in Ucwalmicwts – Lil'wat from Mount Currie

Frequent and proper handwashing is encouraged as the best way of preventing all viral respiratory infections and other illnesses. Remove jewelry and wash your hands with soap and water, ideally with water warmer than 25 degrees Celsius, for 20 seconds.

Handwashing should be completed when:

- Starting and concluding work
- Entering or leaving the office
- Taking Personal Protective Equipment (PPE) on or off
- After touching shared items
- After handling shared paperwork or files
- After each delivery if contact was made
- Before and after breaks and/or eating or drinking, using the kitchen
- After using the washroom

After washing your hands, use disinfectant on sink taps and surfaces.

If soap and water are not available, alcohol-based hand rubs (ABHR) / hand sanitizer can be used to clean your hands as long as they are not visibly soiled. If they are visibly soiled, use a wipe and then ABHR to effectively clean them.

16.10 Cleaning your workspace

To maintain safe physical distancing, you may not be able to use your regular workstation at the office. Please check with your manager to confirm which workspace you should use in advance. We will maintain 6 feet between each other, including among people who are on the same team.

You must disinfect your mouse, keyboard and any surfaces that you will touch before and after use, with the materials supplied. Some of the cleaners we use are very strong and may pose challenges for people with sensitivities. See the appendix for details.

6.11 Wearing a mask

Masks will be provided by FPCC. Staff are to wear masks in the office whenever possible, and masks are required if you are working in open spaces or walking through open spaces in the office.

According to the BC Centre for Disease Control, a mask or face covering can help to protect others. Some people can spread the virus when they have no symptoms or very mild symptoms and may be unaware they are infected. In this case, wearing a mask can help protect others by containing your own droplets from coughing, sneezing, speaking or laughing. Wearing a cloth mask will not protect you from COVID-19 but it is a good option in situations where you cannot keep a safe distance from others for an extended period of time such as when you are on transit, or indoors at the office.

Wearing a mask alone is not enough, which is why practices such as physical distancing and frequent hand washing are so important.

The BC Centre for Disease Control offers valuable information about how to ensure your face mask fits properly and how to safely care and clean it. While FPCC will supply masks to staff, employees are responsible for taking care of their masks. Details are available [here](#).

6.12 Wearing gloves

FPCC is making gloves available to staff. Gloves can help protect people if they are handling equipment, deliveries or documents.

Team members should wash their hands thoroughly before putting on the gloves. Change the gloves before you handle equipment, cleaners, paperwork and after other contamination. See Appendix D for information about nitrile gloves, which are currently recommended.

6.13 Providing First Aid

- If at any time you feel you may be at risk if you provide first aid, or if the situation may otherwise warrant it, call 9-1-1.
- Stay six feet away from the person who requires first aid and try to determine what happened.
- Put on PPE, including a face shield, mask and gloves.
- The person receiving first aid must be provided with a mask and gloves.
- If it is a minor injury where someone can go back to work, allow them to treat themselves and provide any necessary direction while maintaining six feet of distance.
- For major injuries –turn your face away if you have to check for breathing and use your non-dominant hand. If breathing support is necessary, you are required you use a CPR mask or bag-valve mask.
- If you need to check for broken limbs, instruct the person to turn their face away from you.

6.14 Responding to questions

Communications and program areas have developed materials to assist staff in responding to questions. We also have content available on our resource page which is regularly updated to support communities.

6.8.1 Media Interaction

Please do not speak with the media (radio, television stations, newspapers etc.) as a representative of FPCC. If you are approached by the media regarding COVID-19, be polite and please direct all requests to Emmy McMillan. The news media may try to engage with you — sometimes aggressively to get information, but do not get angry or engage with them beyond a polite surface interaction. Here is a sample reply that could be made to media: “Thanks for your interest. I want to make sure you have accurate, up-to-date information so please contact our Communications Officer, Emmy McMillan at Media@fpcc.ca.”

6.8.2 Questions from the communities we serve

If you receive a question or feedback related to COVID-19 and you are unsure how to answer, request an email be sent to your manager (who will follow up with CEO if necessary). Listen to any questions and concerns and provide your manager’s email address. Do not guess at the answer! Your manager will answer these questions directly.

If someone calls FPCC to report on someone who is not following the rules, request an email be sent to your manager. Your manager will follow-up with them directly.

We are here to help

If at any point during the pandemic you are directed to stay home, or are sick with COVID-19, Human Resources and your Manager will be in touch with you to provide guidance and support, and will assist you throughout your leave process.

Appendices

Appendix A: Indigenous words related to the pandemic

SENĆOŦEN

Provided by **John Elliot**

1. Taking care of one another - QENT NEUEL
2. Wash your hands - ȚEŦSISEŦ SW OL
3. Be tidy and clean - IELSEŦEN SW OL..
4. A time of sickness - SXEŁOMEŚ

Ucwalmicwts – Lil'wat from Mount Currie

Prepared by Terri Williams John; Burt Ha7ya Williams, Lloyd Williams, Lorna Williams

1. Taking care of one another – Tcwemstwalhkalap (You folks take care of one another.)
2. Taking care of ourselves – Ațsxentsutkalap (You folks take care of yourselves.)
3. Cleaning our workplaces, homes – Tșxaltsenlhkalap i tsitcwlapa mŭta7 i kŭwezusmalhplapa. (You folks clean your houses and your workplaces.)
4. Social distancing or staying apart – Kalap kekelhawțsentswalsalap u7llusmıntwal. (You folks stay a little apart when you are socializing.)
5. Small gatherings – U7lusmıntwal.
6. Protecting our Elders or Knowledge Keepers from sickness – Zumiňs i skelkėkla7amckalha.
7. A time of illness – Wa7 ti qwenŭxwa lhkŭnsa. (There is a sickness today.)
8. Washing our hands – Kalh tșwak7am. (We are washing our hands.). Paptkalap wa7 tșwák7am. (You folks always wash your hands.).

9. Connecting with people so we don't feel alone – Wá7lhkálap kamucwstwála.
10. Be safe, be calm, be kind –Tcwémhkcaw. (you be safe.) Tcwemlhkálap. (You folks be safe), malhléwi (calm yourselves down), amamintwáwi (be kind to each other).

Xaad Kil, the Old Massett dialect of the Haida language

Provided by Jaskwaan

1. Taking care of one another – Damaan gud ahl an tl'a k̄ing.uu
2. Taking care of ourselves – Damaan an hl k̄ing
3. Cleaning our workplaces, homes – Naa'ang tl'a sk'uunaa
4. Social distancing or staying apart – Gam gud ahl tl'ajuugya'aangangang
5. Small gatherings – Gam Xaadgee k̄waan gud ahl stuujuuwaa'anggang
6. Protecting our Elders or knowledge keepers from sickness – iitl' nang k̄'ayaas ahl an iitl' k̄agandaa
7. A time of illness – Weedan st'i daGaangaa uu iijang
8. Washing our hands - stl'aan tla dlangang
9. Connecting with people so we don't feel alone – Gud ahl guusuugang Gagananuu gam tl'a gudangee st'iiwang.uu
10. Be safe, be calm, be kind – an hl K̄agandaa, Gudangee hl dlaaygaa, an hl 'laadii

APPENDIX B: Cleaning, sanitizing and disinfecting protocols

COVID-19 is susceptible to disinfectants and sanitizers. FPCC is increasing the cleaning and disinfection of high-touch surfaces and high traffic areas to reduce the risk of spreading COVID-19. We are also increasing the frequency of cleaning and sanitizing for food contact surfaces.

Definitions

Cleaning: refers to the removal of germs, dirt, and impurities from surfaces. It does not kill germs, but by removing them, it lowers their numbers and the risk of spreading infection.

Sanitizing: Food grade sanitizers are used after cleaning to reduce the level of bacteria to a safe level when following the manufacturer's instruction for concentration and contact time.

Sanitizers are used on food contact surfaces. When sanitizers are used at the no-rinse concentration level it does not need to be rinsed off with clean potable water. Disinfectants are different from sanitizers in that they have a greater ability to destroy bacteria, viruses and molds. Disinfectants are used at a higher concentration and require a longer contact time than sanitizers.

Disinfecting: refers to using chemicals, for example, EPA-registered disinfectants, to kill bacteria and viruses on surfaces. This process does not necessarily clean dirty surfaces or remove germs, but by killing germs on a surface after cleaning, it can further lower the risk of spreading infection.

Cleaning hard (non-porous) surfaces

- Wear disposable gloves when cleaning and disinfecting surfaces. Gloves should be discarded after each cleaning. If reusable gloves are used, those gloves should be dedicated for cleaning and disinfection of surfaces for COVID-19 and should not be used for other purposes. Consult the manufacturer's instructions for cleaning and disinfection products used. Clean hands immediately after gloves are removed.
- If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection.
- For disinfection, most common EPA-registered disinfectants should be effective.
- Use products that are EPA-approved for use against the virus that causes COVID-19 is available. Follow manufacturer's instructions for all cleaning and disinfection products for (concentration, application method and contact time).
- Additionally, diluted bleach solutions (at least 1000ppm sodium hypochlorite) can be used if appropriate for the surface. Follow manufacturer's instructions for application, ensuring a contact time of at least 10 minutes for disinfecting, 1 minute for sanitizing, and allowing proper ventilation during and after application. Check to ensure the product is not past its expiration date. Never mix bleach with ammonia or any other cleanser. Unexpired bleach will be effective against coronaviruses when properly diluted.

Cleaning Electronics and Equipment

- For electronics and equipment, tablets, touch screens, remote controls, and keyboards, and telephones remove visible contamination if present.
- Follow the manufacturer's instructions for all cleaning and disinfection products.
- Consider using wipeable covers for electronics.
- If no manufacturer guidance is available, consider the use of alcohol-based wipes or sprays containing at least 70% alcohol to disinfect touch screens.
- Dry surfaces thoroughly to avoid pooling of liquids
- Disinfect equipment charging cords as required.

Suggested Cleaning and Disinfecting Areas

a. Office

- i. Alarm keypad
- ii. Doorknobs / door push bar / door handles
- iii. Counter tops / service tops /
- iv. Phones and handheld devices
- v. Handrails / light switches / thermostat controls
- vi. Remote controls

b. Bathrooms / Kitchens

- i. Doorknobs / door push bar / door handles
- ii. Counter tops / sinks / basins
- iii. Toilets / paper dispensers / handwash areas

c. Staff Room / Offices

- i. Doorknobs / door push bar / door handles
- ii. Counter tops / workstations / desktops
- iii. Time clocks / staff kitchen area
- iv. Chairs / staff seating / staff break area

Appendix C Product Guide Examples for Disinfectants and Sanitizers

Hard-surface disinfectants must meet Health Canada's requirements for emerging viral pathogens. These authorized disinfectants may be used against SARS-CoV-2, the coronavirus that causes COVID-19. This means they are one of the easiest viruses to kill with the appropriate disinfectant when used according to the label directions.

To find out which disinfectants and hand sanitizers meet Health Canada's requirements for COVID-19 see: <https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html>. The list on the following page also provides examples of common cleaners, and how to use them.

PRODUCT	HOW TO USE	APPLICATION	PROTECTION LEVEL
Lysol Multi-Surface Cleaner	Use full-strength or dilute 250 mL per 4L of warm water apply to surface until thoroughly wet. Wipe with a clean cloth, sponge, or mop. To Sanitize/Disinfect: Pre-clean surface Apply to surface until thoroughly wet. To Sanitize: Leave for 1 minute before wiping. To Disinfect: Leave for 10 minutes before wiping. Rinse all food contact surfaces with water after using the product	Disinfectant that meet Health Canada's, requirements for emerging viral pathogens. These authorized disinfectants may be used against SARS-CoV-2	Advanced disinfectant and sanitizer for Hard surfaces
Clorox Bleach (6%) solution	100/1 dilution of sodium hypochlorite solution with water used to disinfect surfaces, 10mL bleach to 1 litre of water. Minimum contact time of 10 minutes in a single application. Air dry.	Recommended by the BCCDC for disinfecting non-pours surfaces	General use disinfectant and sanitizer for Hard surfaces
Ecolab Neutral Disinfectant cleaner	Use 3.9 mL per liter of water for a minimum contact time of 10 minutes in a single application. Can be applied with a mop, sponge, cloth, coarse spray or by soaking. The recommended use solution is prepared fresh for each use then discarded. Air Dry.	Approved for use against the coronavirus disinfecting non-pours surfaces	Advanced disinfectant and sanitizer for Hard surfaces, low acidity
Disinfecting Wet Wipes 70% Alcohol	To sanitize / disinfect: Pre-clean surface. Use 70% alcohol based fresh wipes to thoroughly wet surface. To sanitize: Allow surface to remain wet for 10 seconds. Air Dry.	Single use isopropyl alcohol wet wipes, disposable	Safe to use on electronics including Smartphones, Tablets and POS equipment
Touch Free Hand Sanitizer	Minimum 70% alcohol hand sanitizer solution, rub hands together until dry.	To clean hands if handwashing is not available	General use to kill bacteria and viruses

Appendix D: Recommended gloves

If employees choose to wear gloves the following nitrile gloves are a recommended choice:

GLOVE TYPE	DEFINITION	ADVANTAGE	PROTECTION LEVEL	USAGE
Nitrile protective gloves	Made of synthetic material offers robust protection.	Stretchy, durable	Chemicals, viruses	<ul style="list-style-type: none">▪ Kitchen▪ Food service▪ Cleaning▪ Grounds Maintenance▪ Signing cheques

Appendix E: Checklist for staff access to the FPCC office

Tcwemstwalíhkálap - Taking care of one another

To keep each other safe, we need to take new precautions when we go to work. While the majority of employees will continue to work from home, from time to time it is necessary for team members to come into the office. This checklist is intended to help team members to understand what is expected if they need to work at the office.

Before you come to the office

- There is little or no risk that you have been exposed to COVID-19.
Do not come to the office if you or a member of your household is feeling unwell, if you have travelled off-island, attended gatherings, or participated in any activities where there may be a risk that you have been exposed to COVID-19.
- Your work at the office has been approved by your manager.
- Your manager has scheduled your work with HR.
- You reviewed the FPCC Pandemic Plan called *Tcwemstwalíhkálap*.
- You completed a hazard assessment and identified PPE requirements (Section 6.7 of *Tcwemstwalíhkálap*).
- You completed the [self-assessment](#).

When you arrive at the office

- Use the intercom to gain entrance.
- When you arrive you will be:
 - Advised where you will work for the day.
 - Provided with a mask, disinfectant (wipes and/or spray) and gloves if required.
 - Advised of any recent changes related to how we work together.
- Wash your hands with soap and water before going to your workspace. Disinfect taps after you have dried your hands using paper towel.

While you are working

- Practice physical distancing by keeping a minimum of at least 2m/6ft from others.
- Disinfect surfaces before and after contact.
- Wash your hands frequently.
- Wear a mask in open areas of the office **and** whenever possible.
- Wear gloves if you are handling documents or packages.