

# FAQ for Site C workers: COVID-19



Updated July 31, 2020

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## **BC Hydro health and safety measures**

### **Are there any people in the camp with COVID-19?**

- On 16 July 2020, BC Hydro was notified of a confirmed case of COVID-19 at Site C.
- The worker was quarantined in a separate isolation wing and under the care of the onsite medical clinic. They have been medically cleared to leave isolation.
- The individual who tested positive followed all established COVID-19 control measures established for Site C, allowing for rapid contact tracing and low transmission risk.
- Prior to isolating, the worker had not left the camp nor had any interaction with the local community.
- Northern Health, through the onsite medical clinic completed contact tracing within 24 hours of the positive notification. Approximately 10% of those screened were isolated as a precautionary measure.
- All workers are being reminded to self-monitor daily and report any symptoms as per the site protocols, which are summarized elsewhere in the FAQ document.

### **What has BC Hydro done to protect all the Site C workers?**

- ATCO and the Health Clinic are providing COVID-19 information throughout camp.
- BC Hydro has restricted non-essential visitors to site by postponing or cancelling all site tours and guest employee meetings.
- BC Hydro has limited our Site C employees to essential intra-provincial travel.
- BC Hydro has implemented deep cleaning of our construction offices, where meetings with contractors can be held.
- We are also asking BC Hydro employees to wipe down their work areas and stations regularly, and to work from home where operational feasible. Although BC Hydro employees are still coming into offices, the number is greatly reduced and allows for better physical distancing.

- Security has implemented transmission controls at all Site C access points, including sneeze guards, workers scanning their own site-access passes, and video verification of ID, as well as health and temperature screening.
- ATCO has implemented additional measures in the camp; please see questions in the “Camp” section later in this document.

**When there is a confirmed positive case in camp, does BC Hydro have the authority to decide how to respond, or is that up to Northern Health Authority?**

- ATCO and the Health Clinic are within the Northern Health region, and expected to follow provincial guidelines for the quarantine, testing, treatment, and transportation of a COVID-19 case.
- ATCO and the Health Clinic have implemented an isolation and quarantine plan to manage any contagious illness, including seasonal influenza, gastrointestinal infections, and possibly COVID-19.
- BC Hydro has the responsibility to make operational decisions about Site C.

**Does WorkSafeBC have a role in preventative measures for camp/site?**

- WorkSafeBC is advising employers and workers to follow all provincial health authority directives and guidelines including physical distancing, sanitization, personal hygiene, and use of PPE such as masks, gloves and goggles.
- WorkSafeBC provides additional guidance for industries in B.C. on their website: [www.worksafebc.com/en/about-us/covid-19-updates](http://www.worksafebc.com/en/about-us/covid-19-updates)

**What happens when there is a case of COVID-19 in the camp?**

- ATCO and the Health Clinic have implemented an isolation and quarantine plan to manage any contagious illness, including seasonal influenza, gastrointestinal infections, and possibly COVID-19.
- ATCO and the Health Clinic are within the Northern Health region, and expected to follow provincial guidelines for the quarantine, testing, treatment, and transportation of a COVID-19 case.
- The quarantine area is isolated from the main shared areas of camp, provides some amenities for patients, and can be scaled as necessary. ATCO has the trained staff, facilities and supplies required to manage even a sizable quarantine.
- Examples of quarantine controls include meals delivered in disposable serving dishes which are bagged and disposed of separately, linens sent to an authorized commercial facility, and anyone interacting with the workers will be required to wear masks, gowns and gloves.

**What is happening with the Site C shuttle?**

- Effective April 3, BC Hydro temporarily suspended the Site C shuttle service between Two Rivers Lodge and Fort St. John. We continue to monitor the situation and will consider reinstating service at the appropriate time.

## **What's new at the ATCO Two Rivers Camp?**

### **Check-in and check-out**

- Your accommodation check-in and check-out is going online! Starting in August 2020 returning camp guests will retain their room card and will be able to check-in and out of the Lodge using a new app and self-serve kiosks in the lobby/atrium. If you forget your card, please see the front desk for a new card.
- Please note, if this is your first time staying in the ATCO Two Rivers Lodge you will need to check-in directly with the front desk. Check-in and check-out times have not changed: check-in is 2:00 p.m. and check-out is 7:00 a.m.

### **What entertainment options are available to me in camp?**

- Starting approximately mid August , 2020 ATCO will be making the following recreational areas available:
  - Gym
    - Cardio area (25 persons max)
  - The Bean (coffee shop) for takeout only
- The Spiritual Room (25 persons max) is not available.
- Outdoor recreation areas, such as patios, gazebo and other spaces for use other than team sports, will be opened for individual use and instructor lead classes only.
- Group sports such as basketball, tennis and soccer, are **not** permitted at this time.
- Picnic tables will be open for use as long as guests are observing physical distancing rules.
- The outdoor pathway is open and being serviced and monitored for wildlife.

### **What are the meal time procedures?**

- Effective August 4, 2020 you will be required to reserve your breakfast and dinner meal time using the new app. This will enable ATCO and BC Hydro to limit the number of guests in the dining room and ensure compliance with physical distancing.
- If you don't want to use the app to reserve your meal time, you can call the front desk to make your meal reservations.

### **What happens if I miss my meal reservation time?**

- You won't go hungry! Make a new reservation on the app or contact the front desk for a new meal time.
- In advance of launching the app we have implemented a formal dinner schedule as follows. Please ensure you abide by the dinner schedule until the app is live.

<b>Employer</b>	<b>Day/Night Shift</b>	<b>Dinner Schedule</b>
PRHP	Night	4:00-4:30
AFDE	Night	4:30-5:00
All other contractors	Night	5:00-5:30
AFDE – group 1	Day	5:30-6:00
AFDE – group 2	Day	6:00-6:30
PRHP – group 1	Day	6:30-7:00
PRHP – group 2	Day	7:00-7:30
PRHP – group 3	Day	7:30-8:00
PRHP – group 4	Day	8:00-8:30
All other contractors	Day	8:30-9:00

### **What do I do for physical distancing and mask use in the camp?**

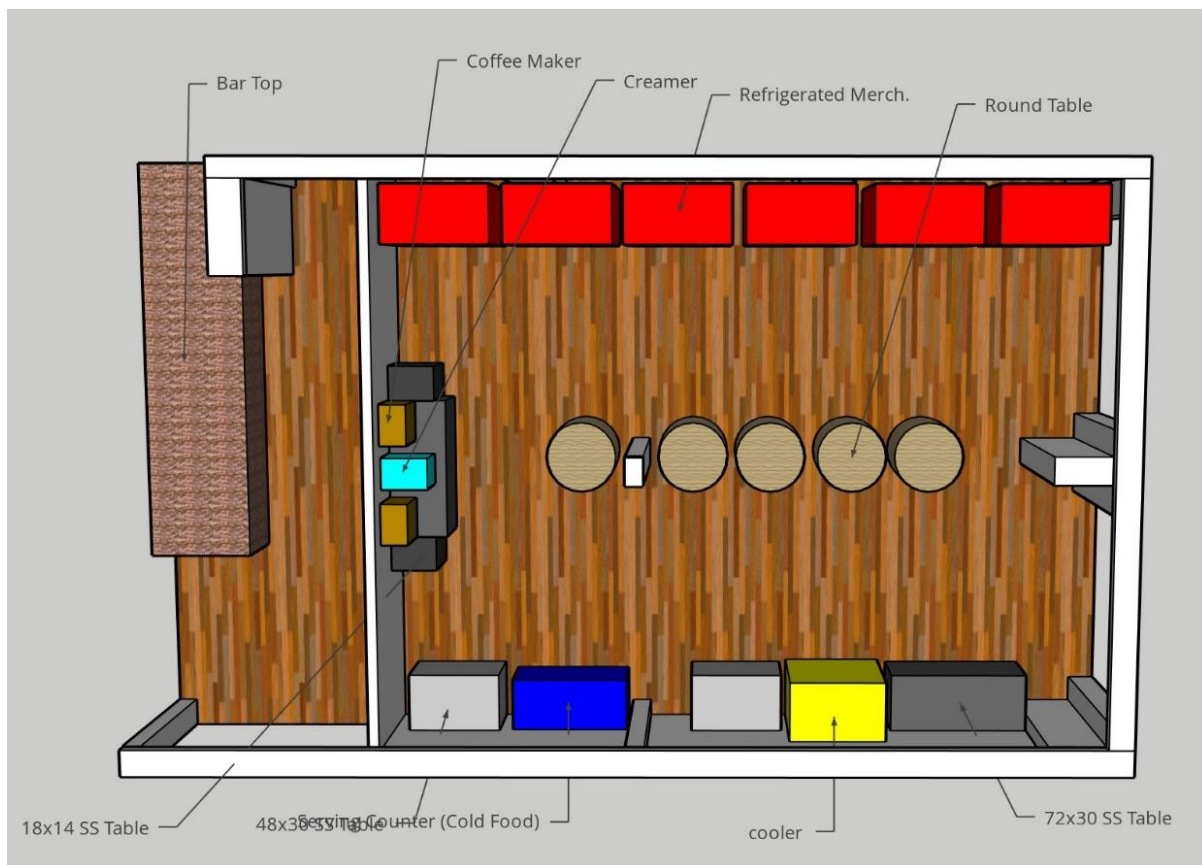
- B.C. Provincial Health directives require all workers to maintain a physical distance of two metres (six feet) from other people.
- When physical distancing cannot be implemented or maintained, facial coverings must be used. Facial coverings include cloth masks, disposable masks, bandanas, and pull-up neck tubes. Physical distancing and/or mask use applies everywhere, including in personal and work vehicles, shuttle buses, office and field locations, and in our local communities.
- Exceptions to the wearing of masks:
  - In the ATCO Two Rivers Lodge dining hall. Guests may not wear any work clothes in the dining hall – including bandanas or cloth masks – that may be soiled from use on the work site. Disposable masks will be available at the security desk in the dining hall, if you choose to use face coverings during meal service.
  - At this time Northern Health has discouraged the use of masks for food service providers in dining room.
- Guests are responsible for ensuring they comply with physical distancing requirements throughout the facility including in the lobby, hallways, elevators, boot rooms, dining areas and when loading and unloading from buses and shuttles.
- Line demarcations for 6' spacing are on the floor in the atrium (lobby), north boot room, Commissary, and meal services lines.

### What about Hand Washing Stations?

- As of July 5, 2020, there are six additional handwashing stations available in the dining room.
- Guests are reminded of the handwashing protocol:
  - All camp guests are required to wash hands before entering the dining room.
  - If you are coming to the dining room from your camp room, wash your hands in your room and sanitize upon entry to dining room.
  - If you are coming to the dining room from boot room, you can use: boot room washroom, atrium washroom, theatre washroom in addition to dining room washroom to wash your hands before dining. Continue to sanitize upon entry.

### What about the mug-up area?

- The mug-up area is being expanded to provide for additional physical distancing. The seating area of The Bean coffee shop is being renovated to create an additional new mug-up space.



## **What can I expect in Camp?**

### **What has ATCO done in the camp to protect guests?**

- ATCO has implemented the highest level of enhanced cleaning procedures and containment in shared areas of the Lodge.
- This includes bi-hourly disinfection of all shared touch points in the facility using an antiviral product.
  - Touch points include doors, handles, tables, counters, desks, buttons in elevators or door bells, benches and chairs and more.
- ATCO has installed plexiglass barriers at the front desk, in retail areas and the dining hall.
- Guests are required to wash their hands prior to entering the dining and mug-up rooms.
- ATCO has implemented increased measures in the dining room:
  - 50 people gatherings: we have segregated the dining room into five sections of 50 sitting areas.
  - Physical distancing of two metres: tables in the dining room have been setup to help guests adhere to the physical distancing guideline, with one chair per table.
  - The facility dining area has removed virtually all self serve options – fresh fruit is either portioned and packaged or handed out piece by piece as guests request it.
  - Salad bars have been replaced by packaged selections.
  - All water fountains and refilling stations have been closed with bottled water provided in their place.
- ATCO has additional staff on site to manage the changes in the dining room.

### **How are guests maintaining distancing standards in the bathroom at the dining room?**

#### **How is ATCO ensuring that congestion is managed?**

- On average at peak times it takes approximately three minutes to get in and out of the washroom when washing your hands. The washrooms are being monitored and cleaned frequently using proper sanitization methods.
- ATCO is working hard to manage the congestion in the entrance to the dining room.

### **Does ATCO have enough cleaning and housekeeping supplies?**

- Supplies of basic hygiene products (such as surgical masks, sanitizers, and even toilet paper) were extremely limited, however supplies are more available now.
- ATCO has several wholesale suppliers and to date has been able to source sufficient supplies for Site C needs, including for our contingency plans.

### **Will ATCO run out of supplies such as food and toilet paper, due to transportation and shipping issues with closed borders?**

- Supplies that are required for camp such as food and toilet paper are delivered by commercial suppliers that have Canadian distributors and are scaled to serve a facility like the ATCO Two Rivers Lodge.

- ATCO has been working closely with all its key suppliers to ensure there is no disruption to the supply chain.

**How does ATCO ensure their staff are trained to perform enhanced cleaning measures?**

- Enhanced cleaning measures are being completed by a dedicated team of janitorial professionals along with high level oversight of the detailed logs and records ensuring end-to-end coverage in the Lodge.

**What kind of cleaning products does ATCO use to clean the Lodge?**

- The chemical used in the Lodge is Oxivir 5 concentrate. This is a hospital-grade disinfectant cleaner effective against a wide variety of micro-organisms including viruses, bacteria, antibiotic-resistant bacteria, fungi, mould and mildew.
- Oxivir TB Wipes are used in the medical clinic. Oxivir TB Wipes are intended for the cleaning and disinfecting of healthcare environmental surfaces.
- Both products provide effective cleaning and disinfection.

**How often are hoteling showers cleaned?**

- On Mondays and Thursdays, ATCO cleans the hoteling showers every two hours as part of the enhanced cleaning procedures. On all other days, ATCO will clean the showers as they are used.

**Do I have to have my room cleaned if I don't want it cleaned?**

- All guest rooms must be cleaned by an ATCO staff member to ensure appropriate health and safety practices are applied.

**Can measures be put in place at the Commissary that can prevent the workers from touching everyone's items to scan them, then touching the next persons items, to prevent cross contamination?**

- ATCO has already implemented a higher level of enhanced cleaning procedures in shared areas, including the Commissary.
- Commissary staff wear gloves when handling items and taking payment. Two payment stations have been set up to shorten service times. Guests should also make use of the hand sanitizing stations at both entrances of the Commissary.
- ATCO monitors the number of guests accessing the Commissary and has found the number of guests is within recommended guidelines.
- We ask that guests remember to maintain physical distancing within the Commissary.

**Governments are recommending no more than 50 people in a gathering; won't the camp dining area be in violation of this?**

- This directive is more focused on public gatherings which typically do not have effective control measures in place, such as ATCO's enhanced cleaning measures.

- ATCO has deployed more controls for hand washing and sanitization, eliminated self-service stations in the camp dining room, and now closed all locations where people can congregate in larger numbers.
- The dining room has been rearranged to limit seating areas to 50 people maximum in five areas, and tables (with one seat per table) have been moved further apart.

**I am concerned about the transmission of COVID-19 through the HVAC system in camp.**

- The heating and ventilation system in camp is a sealed system, which means that air is moved through with a minimum of 20 per cent fresh air at all times. The system is designed to filter outside air coming in.
- Because COVID-19 isn't an airborne virus, to date there isn't a HVAC system that has been shown to be effective against minimizing the spread of COVID-19.
- The most effective preventative measure remains frequent disinfecting of high touch point surfaces and frequent handwashing.

**Is the camp expansion completed?**

- A second camp expansion which includes an additional 450 beds, was completed and ready for occupancy on May 31, 2020. As work ramps up guests will be assigned to the camp expansion if necessary.

## **Medical / isolation and quarantine**

**If I am concerned about returning to site, what are my options?**

- Site C contractors have advised BC Hydro there will be no repercussions for individuals who do not wish to return to work, out of concern for the current COVID-19 situation.
- Employees must notify their employer directly.

**If the government asks us to self-isolate am I supposed to stay here at camp? And if I choose to self-isolate at home, how do I get home?**

- ATCO has implemented new measures to proactively manage the risk associated with COVID-19.
- BC Hydro, ATCO, and the Health Clinic are following these provincial health guidelines, while BC Hydro works with provincial authorities to clarify the operational implementation of the guidelines.
- If you choose to travel home to self-isolate there, please contact the Health Clinic for instructions regarding how to travel home in a safe and responsible manner following regional public health advisories regarding travel and self-isolation.
- People resident in camp will be safely isolated in camp.
- The message from the B.C. Centre for Disease Control (BCCDC) continues to be that everyone should be physical distancing as much as possible, washing their hands every

20 minutes if in a public setting, and, after work, limit their time in the dining room and spend most of their time in their room.

- You can use [this information sheet](#) from the BCCDC to help you self-monitor, and if you develop symptoms go to your room in camp and call Health Clinic at 778.844.0281:
- People resident in Fort St. John may return home to be isolated at home.

#### **What happens if I get sick enough to warrant a COVID-19 test?**

- Testing procedures are being completed in accordance with current public health guidelines established by the Ministry of Health, which state that not everyone requires testing.
- People waiting for a test result, or with positive test results, will be quarantined in an isolated and protected section of camp until there are two successive negative test results.
- The Health Clinic is well equipped with medical supplies to keep most people who are sick comfortable.
- If someone is really ill with the virus, they will be safely transported to the Fort St. John hospital for treatment and care.

#### **What happens if I am under quarantine at camp? How will healthy people in camp be protected from contact with possible or actual COVID-19 cases in camp?**

- ATCO and the Health Clinic are within the Northern Health region and are expected to follow provincial guidelines for the quarantine, treatment, and transportation of a COVID-19 case.
- ATCO and the Health Clinic have implemented an isolation and quarantine plan to manage any contagious illness, including seasonal influenza, gastrointestinal infections, and possibly COVID-19.
- The quarantine area is isolated from the main shared areas of camp, provides some amenities for patients, and can be scaled as necessary. ATCO has the trained staff, facilities and supplies required to manage even a sizable quarantine.
- Examples of quarantine controls include meals delivered in disposable serving dishes which are bagged and disposed of separately, linens sent to an authorized commercial facility, and anyone interacting with the workers will be required to wear masks, gowns and gloves.

#### **If someone tests positive on my crew, would the whole crew be quarantined?**

- Health Authorities are notified when an individual is tested for COVID-19. If the result is positive, the Health Authority undertakes a 'contact assessment', which may include testing of others who may have been in extended, close contact.
- The Health Authority will directly contact anyone who needs to be isolated or tested and provide instructions.
- It is wise to practice physical distancing even with your fellow workers, in the lunch room and at work sites.

**I'm feeling stressed and overwhelmed. Who can I reach out to?**

- All employers involved with Site C know this is a stressful time and situation for everyone, especially employees and your families.
- If you are feeling overwhelmed, please reach out to your employer and/or union Employee Family Assistance Program.

**Should I self-isolate after returning home?**

- Workers returning home from Site C are not under any special advisory to self-monitor.
- However, health authorities advise everyone to self-monitor their health, at all times, for symptoms such as fever, cough or difficulty breathing; especially if you have returned to Canada from international travel or an area with a number of COVID-19 cases.

**What happens at the end of the self-isolation period?**

- When a worker is medically cleared from isolation, they are also cleared for work if they have no other health issues.
- It is up to the employer if they want to have the individual return to work or go home.

**Employers****What is my employer doing to protect workers?**

- BC Hydro is supporting contractors/employers with regular updates, and coordination meetings will continue as information is updated.
- Contractors and employers on site are required to hold information sessions with their workforce, relaying COVID-19 information as appropriate.
- Contractors have already been actively participating in additional cleaning measures.
- Please contact your employer for additional information.

**What travel policies are being implemented for Site C workers?**

- Currently, the Government of Canada and health authorities are advising strongly against non-essential travel outside of Canada, including to the U.S.
- Unless you are exempt, all international travellers arriving in B.C. from outside of Canada are required by law to self-isolate for 14 days and complete a self-isolation plan.
  - The list of exemption categories is available on the B.C. government website: <https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support/self-isolation-on-return#exempt>
- BC Hydro is committed to following guidance of provincial health authorities.
- Please contact your employer regarding charter and commercial flights organized through your company.

**Will there be pre-screening for people coming into camp?**

- BC Hydro carries out pre-access screening consisting of the same BC Ministry of Health COVID-19 self-assessment, along with a non-invasive temperature scan.
- Full implementation of this pre-access screening is in place at both Gate A and B.

**Are people being asked if they have travelled during turnaround?**

- Contractors and BC Hydro are asking workers before they return to site if they have travelled outside of Canada in the last 14 days.
- If so, under direction of provincial and federal health authorities, they will be required to self-isolate for 14 days.

**Pay, compensation and job protection****If I get sick and stay home, or even get COVID-19, will I get paid?**

- The Canadian federal government has announced assistance programs for people impacted by COVID-19; for example, waiving the one-week waiting period for employment insurance and other income supports such as the Canada Emergency Response Benefit (CERB).
- Please contact your employer to understand their health and wellness benefit programs, as well as how to access government assistance programs.

**Do I get paid if I have been advised by the medical clinic to isolate in camp?**

- BC Hydro has worked with their contractors to ensure that workers who are advised by the medical clinic on site to quarantine at the camp, will be compensated by their employer
- Each employer has their own employment relationship with workers on the project and in camp. Employers are responsible for compensation packages. Please contact your employer to determine medically advised isolation compensation.

**What are my rights if I need to take a leave?**

- The provincial government recently announced a new COVID-19 job protection leave. An employee can take unpaid, job-protected leave related to COVID-19 if they're unable to work for any of the following reasons:
  - They have been diagnosed with COVID-19 and are following the instructions of a medical health officer or the advice of a doctor or nurse
  - They are in quarantine or self-isolation and are acting in accordance with an order of the provincial health officer, an order made under the *Quarantine Act* (Canada), guidelines from the B.C. Centre for Disease Control or guidelines from the Public Health Agency of Canada

- Their employer has directed them not to work due to concern about their exposure to others
- They need to provide care to their minor child or a dependent adult who is their child or former foster child for a reason related to COVID-19, including a school, daycare or similar facility closure
- They are outside of B.C. and unable to return to work due to travel or border restrictions
- The COVID-19 leave is retroactive to January 27, 2020, the date the first presumptive COVID-19 case was confirmed in British Columbia.
- During this public health emergency, employees can take this job-protected leave for the reasons above as long as they need it, without putting their job at risk.
- Once it is no longer needed, this leave will be removed from the *Employment Standards Act*. For more information, please visit speak with your employer or go to <https://www2.gov.bc.ca/gov/content/employment-business/employment-standards-advice/employment-standards/time-off/leaves-of-absence>

## Health screening at site access points

### What pre-screening measures has BC Hydro implemented at Site C?

- BC Hydro is carrying out pre-access screening consisting of the [BC Ministry of Health COVID-19 self-assessment](#), along with a non-invasive temperature scan, at both Gates A and B. Gate C is closed.
- Contractors working on Site C use the same B.C. Ministry of Health COVID-19 self-assessment questionnaire for employees returning on charter flights to Fort St. John.

### What is the process if I am denied entry? Should I go home?

- You should return home if you can do so safely. If you cannot return home, you should check with your employer and may self-isolate in camp.
- If you are recommended for self-isolation, your site card will be temporarily deactivated during your isolation period. A BC Hydro representative will notify your employer if you are required to self-isolate. No other details of your assessment will be provided to BC Hydro or your employer.

### If I am denied entry will I still be paid?

- You should contact your employer to understand their health and wellness benefit programs, as well as how to access government assistance programs.

**Is there an appeal process if I do not agree with the temperature scan or the questionnaire?**

- You must be screened before going onsite. There is no appeal process. Work with your employer to address your concerns with submitting to the screening.

**Do people that go in and out of site multiple times per day still have to scan each time or is it only once per day per person?**

- People will be screened once a day, at first entry.
- Inform the screener you will be going in and out of site that day and you will receive a wristband to indicate you do not have to be screened again when you return to site.

## **General questions about COVID-19**

**What is COVID-19?**

- COVID-19 is an illness caused by a coronavirus. Human coronaviruses are common and typically associated with illnesses similar to the common cold.
- According to the BC Centre for Disease Control, symptoms of COVID-19 include:
  - Fever
  - Chills
  - Cough
  - Shortness of breath
  - Sore throat and painful swallowing
  - Stuffy or runny nose
  - Loss of sense of smell
  - Headache
  - Muscle aches
  - Fatigue
  - Loss of appetite
- The BC Centre for Disease Control states these symptoms can range from mild to severe. Sometimes people with COVID-19 have mild illness, but their symptoms may suddenly worsen in a few days.
- People infected with COVID-19 may also experience gastrointestinal symptoms like diarrhea, nausea and vomiting a few days after the onset of the above symptoms. If you only have gastrointestinal symptoms you may not have COVID-19.
- The most up-to-date list of COVID-19 symptoms can be found on the BC Centre for Disease Control website: <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/about-covid-19/symptoms>

### **How do I prevent myself from getting COVID-19?**

- In addition to physical distancing, the most important thing you can do to prevent infection is to wash your hands regularly and avoid touching your face. To help reduce your risk of infection:
  - Wash your hands often with soap and water for at least 20 seconds. Using soap and water is the single most effective way of reducing the spread of infection.
  - If a sink is not available, alcohol-based hand rubs (ABHR) 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.
  - Do not touch your face, eyes, nose or mouth with unwashed hands.
  - Cover your mouth and nose with a disposable tissue or the crease of your elbow when you sneeze or cough.
  - Regularly clean and disinfect frequently touched surfaces.
  - Do not share food, drinks, utensils, etc.

### **What are my responsibilities as a worker?**

- The Provincial Health Officer issued an order on April 23<sup>rd</sup>, which was updated on July 2<sup>nd</sup>, laying out the responsibilities of employers and workers for industrial camps. The Order can be accessed here: <https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/covid-19/covid-19-pho-order-industrial-camps.pdf>
- In accordance with the Order and to protect themselves, other workers and communities, workers must:
  - follow physical distancing, hygiene and other infection control and prevention measures while on the worksite, in worker accommodation and during any transportation.
  - self-monitor daily for signs and symptoms of COVID-19 and report any symptoms to the Health Clinic or other designated staff member.
- The July 2020 updates included the following requirements:
  - Compliance with your employer's COVID-19 protocol
  - Diligent hand hygiene at all times
  - Maintaining physical distancing
- This provincial update also relaxed requirements for workers to remain in camp on their days off.
- When going offsite, please continue to practice these measures in local communities.
- Employers and the worker accommodation will provide further information and training to workers.

### **How do I protect my family from COVID-19?**

- Ensure your family follows the same steps described above for yourself.

### **Where can I access the most up to date information on the COVID-19 virus?**

- The COVID-19 situation is changing rapidly.
- We recommend keeping updated on the latest information issued by your regional health and national health authorities:
  - **Northern Health:** <https://www.northernhealth.ca/>
  - **BC Centre for Disease Control:** <http://www.bccdc.ca/about/news-stories/stories/2020/information-on-novel-coronavirus>
  - **HealthLink BC:** <https://www.healthlinkbc.ca/health-feature/coronavirus-disease-covid-19>
  - **The Public Health Agency of Canada:** <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html>

### **Is there a COVID-19 self-assessment tool?**

- The BC COVID-19 Symptom Self-Assessment Tool can be accessed at: <https://covid19.thrive.health/>
- A self-assessment app is accessible for download here <https://www.thrive.health/canada-covid19-app>

### **What are the COVID-19 public health phone numbers in BC?**

- For general health information or symptom advice, please call HealthLink BC at 8-1-1 any time of the day or night.
- The province has created a phone service to provide non-medical information about COVID-19, including the latest information on travel recommendations and physical distancing. Information is available in more than 110 languages, from 7:30 a.m. – 8 p.m. at 1-888-COVID19 (1.888.268.4319) or via text message at 604.630.0300
- Northern Health has launched a COVID-19 Online Clinic and Information Line to help answer questions and concerns from Northern BC residents.
- The Northern Health COVID-19 Online Clinic and Information Line can be reached at 1.844.645.7811
  - This service is staffed by nurses, physicians, and nurse practitioners, offering virtual screening and assessment for individuals who feel they may have COVID-19 or feel they have been exposed.
  - By calling the Online Clinic, Northern BC residents can receive information, may undergo virtual screening, be assessed by a nurse, and may see a physician or nurse practitioner if it is required.

### **I'm at camp and not feeling well. What do I do?**

- If you feel sick in camp, especially with cold or flu-like symptoms, please do not leave your room, or return to your room.
- Contact the Health Clinic located in camp at 778.844.0281 for a pre-screening.
- A trained professional from the clinic will come to you if further assessment is necessary.

- This is important to prevent any possible virus infections from spreading, including the influenza A, influenza B, and gastrointestinal infections we have seen before at camp.
- Contact your employer and provide an update.

**I'm at home and not feeling well. What do I do?**

- If you feel sick at home, contact your employer and stay home to prevent spreading any illness to others. If you live with others, stay in a separate room or keep a 2-meter distance.
- Call your local public health authority or a health care professional. Tell them your symptoms and follow their instructions. If you need immediate medical attention, especially if you're experiencing difficulty breathing, call 911 and tell them your symptoms.