



CARRIER SEKANI  
FAMILY SERVICES

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Creating wellness together

COVID-19 Pandemic

# Essential Service Delivery Changes

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In response to the ongoing COVID-19 pandemic, Carrier Sekani Family Services has taken numerous precautions, and has changed service delivery for many of the CSFS programs. CSFS has moved to limiting face to face interactions between staff members and community members, as well as taking safety precautions at all offices that provide essential services to avoid contamination risks. Our number one priority remains to support and protect community members and staff as best we possibly can.

General changes to programs include:

- Maintenance of all essential services.
- Precautions when face to face meetings are necessary, including maintaining safe social distancing of 6 feet, practicing proper hygiene etiquette, and other precautions including personal protective equipment on a case by case basis (depending on the services provided).
- A move to telephone or online communication supports wherever possible.
- Cancellation of non-essential face to face supports, which has impacted transportation, office visits, home visits, workshops and group gatherings.
- Staff able to conduct their work from home are doing so. Client meetings are being conducted via telephone, or online platforms such as Zoom.
- Meetings are being conducted using teleconferencing or online virtual meeting platforms.
- COVID-19 and handwashing information sheets have been posted in all offices.

Specific changes to programming have been communicated to community members engaged in services by CSFS staff, and are also being shared in this document, which will go out on news section of the CSFS website, as well as on our Facebook page.

If you have questions or concerns about the COVID-19 virus, Northern Health has launched a COVID-19 information line to help answer questions for Northern BC residents, and can be reached at **1-844-645-7811**. This line is staffed by nurses and physicians, offering virtual screening and assessment for individuals who feel they may have symptoms related to COVID-19 or feel they have been exposed.

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## Primary Care and Research

### Family Justice Services – Prince George

- **Pauline Gregg**, Collaborative Practices Team Lead, can be reached at **(778) 349-1580** or email at [pauline@csfs.org](mailto:pauline@csfs.org)
- Clients who are currently working with any of our facilitators: Cathie Hemeon, Julia Haiste or Cayla Steinbach may contact them directly to discuss their meeting.
- Face to face interactions are being limited and not encouraged at this time.
- In person group meetings are being postponed and replaced with teleconference and/or video conferencing technology where appropriate and agreed upon by participants. Plans are still being developed for children in this way.
- Orientation meetings are taking place via phone calls.
- Staff will work remotely. The main contact will be Pauline Gregg via email/cell.
- COVID-19 and hand washing information sheets posted in the office.
- Clients are asked to phone before attending the office.

### Intensive Family Therapeutic Services – Prince George

- For clients who have been referred for services by MCFD OR anyone wishing for counselling support during the pandemic, **Fiona Demer**, Program Manager, can be reached at **(250) 617-6564** after March 30<sup>th</sup>. Prior to March 30<sup>th</sup>, Acting Program Manager **Jennifer Scott** can be reached at **(250) 617-7043**.
- Still accepting referrals from MCFD at this time.
- Face to face interactions are being limited.
- Sessions will be completed via video conferencing.
- One short (15 minute) wellness check a week in the client's home.
- Other face to face contact will be assessed case by case in consultation with Program Manager.
- Staff will be working from home and will go into the office as needed to access printer and photocopier.
- Clients will have staff cell phone numbers to contact their clinician as well as Program Manager directly.
- Staff will follow NHA and CSFS guidelines in regards to home visits.

## Primary Care Health Program:

To better support the safe care of our clients and staff, the primary care department will be providing services in appropriate ways.

- Clients will receive medical care at their homes using virtual methods.
- All scheduled appointments will be reviewed.
- All appointments for non-essential tests or consults with specialists may be cancelled to minimize local travel.

Physicians, Nurse Practitioners, and Physiotherapy will support clients using virtual methods in their homes to the best of their ability while still practicing social distancing and self-isolation. This may include telephone, cell phone, computers, iMessage, WhatsApp audio or video, FaceTime, Zoom or Medex.

To reach a CSFS physician, contact our Medical Office Assistants (MOA):

- **Prince George:** Michele or Karessa at **250-562-3591** or toll free at: **1-800-889-6855**.
- **Burns Lake and Area:** Patti at **250-692-1800**.

To reach CSFS Physiotherapy, please call Bonnie directly at [brobson@csfs.org](mailto:brobson@csfs.org) or call the MOW. Our nurses and care aides are available to assist with home care if needed:

- Patients must disclose symptoms they may be experiencing. This will help protect nurses and care aides.
- If you are concerned about the health of any community member, please contact our physicians or nurses in your community or one of our MOAs.
- Our nurses are developing a process of checking in and following up with clients, either virtually or in person.
- **Judith Sandford**, Nurse Manager, can be reached at **(250) 962-0244**.

Our physicians and nurses will follow the best practices guidelines as recommended by the BC Centre for Disease Control and health authority. This is subject to change, depending on the direction from the provincial Ministry of Health.

If you know someone who says they have a fever, fatigue, cough, and are NOT having troubles breathing (symptoms of COVID-19) and are otherwise healthy, they should stay at home.

- They do not need to be tested or go to the emergency. They should be told to self-isolate, including no guests to the house, no going out to shop and certainly do not come to the clinic.

- It is recommended to self-isolate for 2 weeks from the onset of symptoms. Even someone with mild symptoms could put an elder or other vulnerable people at risk.
- Clients are welcome to book an in-home appointment with a physician.
- It is recommended families deliver supplies to clients who are self-isolating, and leave them on the porch/front door to reduce contact.

If someone has the symptoms of COVID-19 and DOES have trouble breathing, especially if they elderly or have a health condition, they should CALL the **Northern Health info line 1-844-645-7811** before going to the ER to let them know they are coming in for testing and/or emergency care.

- Patients are instructed to wear a mask before going to the hospital. Do not go to a health centre first.
- If they need an ambulance, call the ambulance and take precautions to protect family members, staff and isolate the patient. Contact Judith Sandford for the protocol if this situation occurs at a health centre.

#### Research Services:

- Employees will be working from home, and community visits will be suspended at this time.

## Child and Family Services

#### Bridging to Employment:

- **Diana Bately**, supervisor of the **Burns Lake** program, is currently working from home developing curriculum.
- **Samantha Wurtak**, Program Coordinator of **Prince George**, can be reached at **(250) 563-5530**, or by email at [Samantha@csfs.org](mailto:Samantha@csfs.org).
- All current group programming has concluded, and future group programming will be postponed until further notice.
- The program will continue to accept referrals and will contact potential students when the next intake will begin. Applications can be found on our website and emailed to Samantha.
- All programming is closed until further notice.

#### Community Wellness Teams and Cultural Programs:

The Community Wellness Team is designed to provide community members, staff and leadership with knowledge they require to make sound decisions to keep children out-of-care and/or minimize the involvement with Ministry of Children and Family Development. The Community Wellness Teams is a community response towards early prevention.

The other key focus is support Carrier and Sekani philosophies, teachings and laws into service delivery for the organization and community. Culture is prevention – cultural programs allow children, families/caregivers, and grandparents the opportunity to learn traditional customs; hunting and gathering; spiritual ceremonies, language, songs and history.

The Community Wellness Teams and the Cultural Programs is overseen by Mrs. Geraldine Thomas-Flurer, Cultural Program Manager who also oversees the Community Wellness Teams, Coordinators and Cultural Support Workers.

If you have questions about the Community Wellness Teams and the Cultural Programs, please feel free to contact:

Geraldine Thomas-Flurer, Cultural Program Manager, Cell: (250) 570-1482 Email: [geraldine@csfs.org](mailto:geraldine@csfs.org)

Wilfred Adam, Senior Cultural Advisor, Email: [wilfred@csfs.org](mailto:wilfred@csfs.org)

Barby Skaling, Senior Cultural Advisor, Email: [barby@csfs.org](mailto:barby@csfs.org)

Chenelle Holmes, Community Wellness Coordinator, Email: [chenelle.holmes@csfs.org](mailto:chenelle.holmes@csfs.org).

Please be advised of specific program changes including:

- Appropriate staff are working from home, and conducting client sessions via telephone or online via Zoom or Skype calls.
- All community meetings, ceremonies, and face to face meetings have all been cancelled until further notice. While taking direction from the communities themselves.
- Protecting our Elders, children, persons of high risk i.e. diabetics, current health concerns are paramount, by reducing the risk posed to them.
- All meetings are being conducted by telephone, zoom and through person to person contact with appropriate safety measures.
- Cultural staff are advised to ensure clients and communities are practicing proper hygiene, washing hands, coughing into elbow, social distancing etc..
- We are assisting communities through communications department on public service announcements regarding COVID-19 strategies.

Dzee Ba'yugh Safe House – Burns Lake:

- **Cindy Adam**, Safe House Supervisor, can be reached at **(250)-251-8458**.
- Staff is ensuring that there is an assessment of all residents and are monitoring symptoms of all who access the home.
- Support groups and workshops have been cancelled until further notice.
- Staff is asked to stay home with symptoms (i.e. runny nose, fever, cough).
- Residents are encouraged to disinfect and have access to cleaning supplies to keep their space disinfected.
- Clients are asked to phone before coming to the Safe House, at which time staff will assess any ongoing symptoms with the client.
- COVID-19 and hand washing information sheets posted.

## Family Empowerment

### Burns Lake:

- **Cecelia Sam**, Program Supervisor, is the main point of contact, and can be reached at (250) 251-5398.
- **Megan Groen**, Program Coordinator, can be reached at **(250)-251-6764**.
- **Joan Conlon**, Manager, can be reached at **(250)-251-2915**.
- All visits identified by the Social Worker and Coordinator will utilize online visits (i.e. Facetime / Skype) vs. face to face.

### Prince George:

- **Gino Quarin**, Program Coordinator, can be reached at **(778) 675-1571**.
- Supervised visits have not been cancelled at this time – all visits will occur at 835 - Third Avenue
- All visits identified by the Social Worker and Coordinator will utilize online visits (i.e. Facetime / Skype) vs. face to face.

### Vanderhoof:

- **Davina Valk**, supervisor, can be reached at (250) 996-7640.
- **Hannah den Engelsen** is the Family Empowerment worker for this program.
- All visits identified by the Social Worker and Coordinator will utilize online visits (i.e. Facetime / Skype) vs. face to face.

## Family Preservation Services

### Burns Lake:

- **Cecelia Sam**, Program Supervisor, can be reached at **(250) 251-5398** and is the primary contact person.
- **Joan Conlon**, Manager for Family Support Services in Burns Lake, can be reached at **(250) 251-2915**.
- Face to face interactions, including home visits, will be limited. Clients are asked to call the office to book appointments for over-the-phone support.
- Support groups and workshops have been cancelled until further notice.
- Staff are rotating in the office and working from home to ensure social distancing can be provided in the office.
- COVID-19 safety precautions will be followed and information sheets on proper etiquette will be posted.
- Mandatory face to face meetings will include MCFD calls outs, suicide risk assessments and delivery of food goods and safety items.

- All Band Designates are encouraged to contact Joan or Cecelia as needed to ensure that all emergent cases are well supported and the precautions are being taken to support community and Nations.

#### Prince George:

- **Rhonda Hourie**, Program Supervisor, can be reached at **(778) 675-0419**.
- Face to face interactions are being limited.
- Support groups and workshops have been cancelled until further notice.
- No home visits – client support sessions are taking place via phone calls.
- Staff rotating in the office and at home working – Rhonda Hourie is the contact person. When Rhonda is working from home, **Cheryl Thomas (778) 349 – 1064** is main point of contact.
- One staff will be in the office at any given time to ensure social distancing.
- Clients are asked to phone before attending the office.
- COVID-19 and hand washing information sheets posted in the office.
- Mandatory face to face responses include MCFD calls outs, suicide risk assessments and delivery of food goods and safety items

#### Vanderhoof

- **Davina Valk** is the supervisor for this program.
- Community Kitchens and other workshops scheduled for March and April have/will be cancelled until further notice.
- Workers will check in with clients via text, phone call, Face Time, and Facebook to limit face-to-face interactions.
- Mandatory face to face responses include – MCFD calls outs, delivery of food goods and safety items, necessary transportations.
- Workers will primarily work from home when updating Nucleus (inputting case notes, updating key demographic information etc.) and connecting with clients.

#### Guardianship, Resources, and Integrated Services:

- Although reception offices remain open at this time, clients are asked to contact their worker directly through the cell number provided prior to coming into their local CSFS office.
- Staff has been reduced to one senior social worker from each program in the office to support social distancing guidelines.
- Social workers will still be available via telephone to answer questions and wherever possible will meet with clients virtually through videoconference.
- Transportation of clients will be limited to essential services for children in care.
- Family visits at public locations have been postponed until further notice.
- Caregivers/foster parents will still receive their service payments to care for the children in their home.

- Children in care will still have access to their social workers via telephone and in person when deemed necessary.
- For emergency situations regarding child safety, community members should call **the MCFD helpline** for children at **(250) 310-1234**.
- The main contact for the Guardianship and Resource programs is Director of Practice, **Sonya Rowland**, on her cell: **(250) 640-0684**.
  - Team lead contacts for our local offices are:
    - **Prince George** – Services for foster parents/caregivers
      - **Carly Baylis** – **(250) 961-0165**
    - **Prince George** – Services for children in care
      - **Sandra Wilson** – **(778) 349 -1027**
      - **Roxanne Vanzetta** – **(250) 612 - 9672**
    - **Vanderhoof** – All delegated services for children and foster parents/caregivers
      - **Juanita Gull** – **(250) 570-9996**
    - **Burns Lake** - All delegated services for children and foster parents/caregivers
      - **Cheryl Boyd** - **(250) 692-9670**

#### Housing First Project and Soup Bus:

- **Pat Coon**, Program Coordinator, can be reached at **(250) 649-6497**.
- Soup Bus services will be offered once per week at the Carney Hill and Active Support Against Poverty locations.
- Limited face to face interactions for the Housing First Project – Pat will continue to provide support via phone.
- Pat will continue to provide food goods and / or gift cards for the current clients of the Housing First Project.

#### Wrap Around Parent Guidance and Support (WAPGS):

- **Lisa Hourie**, Program Supervisor, can be reached at **(778) 349-0639**.
- Program is currently closed and will remain closed until further notice.
- Limited face to face contact for outreach services.
- Staff will remain at work to provide assistance via telephone or online if needed.
- Only face to face contact will be for the delivery of food goods or safety items as needed.

#### Youth Services:

- Youth Services has suspended Recreational programming.
- In Prince George, the highest risk young adults and youth will continue to be supported with food and hygiene supply kits and information about the COVID-19 virus. Community members can call the following for this service:
  - Youth Services Director: **Amy Merritt: (250) 640 0837**
  - **Flint Keil** (emergency delivery lead): **(250) 649-8554**
  - Youth Services Supervisor: **Kayla Brownscombe: (778) 679-7845**
  - **Flint Keil**, Vanderhoof contact, can be reached for inquiries **(250) 649-8554**

## Health Services

### Aboriginal Patient Liaison – Prince George:

- Carol Ryan can be contacted through telephone: 778-349-1348 or email [ryan@csfs.org](mailto:ryan@csfs.org).
- NHA policies will be followed: use of scrubs, masks, gloves, gowns and bagging of clothing when seeing clients.
- Available during office hours from 8:00 am to 4:00 pm

### Canadian Prenatal Nutrition Program:

- Face to face interactions are suspended at this time.
- Teleconferencing, video-conferencing, and weekly phone check-ins to ensure clients have their needs met as far as food, baby supplies, etc.

### Early Childhood Development Program:

- The Early Childhood Development Program includes our Best Beginnings Outreach Program, Aboriginal Supported Child Development, Maternal Child Health Program, Canadian Prenatal Nutrition Program, Hohudul'eh Bayoh Indigenous Urban Head Start, Early Years Preschool, Children's Oral Health Initiative.
- **Dawne Persson**, Program Director, wants to assure the needs of people are being met at this time; however, precautions are being taken to ensure the safety of staff and community members. If you have any questions or concerns about the Early Childhood Development Program, please contact Dawne at **(250) 524-0238** or by email [dawne@csfs.org](mailto:dawne@csfs.org).
- Staff working from home, and client sessions conducted via telephone or online.
- Staff will be checking in on clients via phone, or online.
- Proposing virtual story times, making up craft bags to be dropped off for families, and ensuring they have the basics at home to entertain and encourage children to spend less time on screens during this time.

- Due to the ECD team primarily working with children and all of the childcare centres being closed, face to face visits will be suspended for the time being, as it is not possible to do social distancing with children. On a case to case basis, in-home support will be provided if needed; however, when possible will use technology to connect rather than face to face.
- Staff have been advised to ensure clients are practicing proper hygiene etiquette, such as hand washing, and ensuring workspaces have been disinfected between clients (some will be seen as we service adults as well).
- Playgroups and toy lending libraries are cancelled at this time, as proper disinfection between visits is not feasible at this time.
- The Maternal Child Health Team will be looking into how they can get food bags to their clients, which will include recipe ideas, as well as ensuring that their families have access to formula and essential baby supplies.
- Supporting families with ideas for activities for their family and children.

### Infant Development:

- No face to face interactions. Connecting with families via phone, video conferencing, etc. and ensuring needs are being met.

### Health and Wellness Program (Mental Wellness):

- **Marilyn Janzen**, program director for Health and Wellness, declares that CSFS will continue to provide essential wellness services to those who require it. If you have questions about the Health and Wellness program, please feel free to phone Marilyn at **(250) 570-8152**, or by email at [mjanzen@csfs.org](mailto:mjanzen@csfs.org)
- Appropriate staff work from home, and conduct client sessions via telephone or online via Zoom or Skype calls.
- For clients who cannot connect via telephone or online, such as for younger children and high-risk cases, staff have been asked to work with their supervisors to ensure safety for face to face visits (to ensure government protocol of maintaining 6 feet of distance for everyone's safety).
- For young children, it is not possible to provide physical distancing, and staff have been advised to ensure clients are practicing proper hygiene etiquette, such as handwashing.
- All employee workspaces are to be disinfected between client visits.
- Play rooms have been shut down during this time as proper disinfection procedures are not effective enough between visits.
- Mandatory face to face responses include Suicide Risk Assessments, and Critical Incident Stress Management (CISM) responses.
- Referral forms for new clients are to be completed and faxed to our confidential fax at 1-888-690-9894.

## Mobile Diabetes:

- Clinic Lead, **Matthew Summerskill**, can be reached at **(250) 640-6800**, or by email at [matt@csfs.org](mailto:matt@csfs.org).
- In-community diabetes clinics cancelled.
- MDTC work to our 60 communities, at this time, will be via tele follow-up and completed from home. Each nurse has a phone, and laptop with secure VPN to complete outreach.
- Many of our clients are elderly and are at increased risk for loneliness and anxiety. MDTC plays a role in overall tele-wellness (diabetes) checks, calming fears, and in providing COVID education.
- COVID-19 can cause more severe symptoms and complications in some people living with diabetes. It is important we minimize this risk by being proactive with the prevention education via tele-follow-up.
- Office contact should be limited at this time, and necessary only for communication / faxing of medical reports to maintain pertinent continuity of care.
- Essential services within the MDTC context involves ensuring continuity of care for active client files with more acute / time sensitive interventions in place (i.e., they expect follow-up within 1-5 days), and secondly, those clients for whom have just had an annual visit (last week) and need recommendation letters completed so PCPs make enlist further changes to care plans.
- MDTC Lead to do daily phone check-ins with diabetes nurse team to assess work flow, and report on emerging themes from tele-follow-up.

## Patient Travel:

- Patient travel will be for emergency purposes only.
- Follow ups will be conducted to ensure patients are attending their life-saving medical treatments.
- **Tiffany Ketlo** can be reached at **(250) 567-2900**.