

COVID-19 Message from ISC - BC Region March 16, 2020 - Update#2

Further to the message sent out to all First Nations in BC on March 14, 2020, ISC BC Region will be providing you with regular updates as best we can.

As cases of COVID-19 continue to rise, public health authorities are urging Canadians to strengthen social distancing measures and to avoid going out for non-essential reasons.

As a result, Indigenous Services Canada has activated its business continuity plan. This means the services we provide to First Nations will now be focused solely on what is considered essential.

Essential services in ISC BC Region include areas such as:

- emergency management measures
- provision of funding for community services such as income assistance, etc.
- operation or maintenance of critical infrastructure
- any operations required to maintain safety at any environmental remediation site.
- Jordan's principle

Employees who offer essential services are working from home and will work with you should you or your community require assistance. To that end, ISC BC Region is establishing a COVID-19 task team to help respond to any essential service-related issues and questions. We are in the process of developing a central e-mail that will be your main point of contact for you and your teams so that all requests are tracked and responded to promptly. We will provide a further update with the e-mail address as well as Directorate contact lists.

All other non-essential requests (such as P&ID applications, etc.) will be actioned in the fullness of time so your patience is greatly appreciated.

Additionally, the service counter for registrations and secure certificate of Indian status applications in Vancouver, BC, will be closed until further notice. Applications for registration and/or the SCIS are available at canada.ca/indian-status.

I am sure everyone can appreciate the severity of this pandemic and the need to prioritize our resources.

Should you have any COVID-19 health-related questions, the First Nations Health Authority would like you to use the following:

- For general inquiries - COVID19@fnha.ca
- For FNHA and community health care providers (CHNs, HD, etc) or CDE planning questions - CDMgmt@fnha.ca
- For individual health care and COVID-19 questions, call 811 or your primary care provider.

Please contact me at (604) 803-9476 or by e-mail at bill.guerin@canada.ca, if you have any immediate concerns. I would also like to take this opportunity to share the contact information for our Executive Leadership Team should you or your team need to reach out regarding specific programs or services within their respective areas:

- Catherine Lappe, Regional Director General: **604-340-7703**
- Bill Guerin, Associate Regional Director General: **604-803-9476**
- Paula Santos, Director Community Infrastructure: **604-790-8451**
- Wendy Rogers, Director Programs and Partnerships: **604-363-8117**
- David Russell, Director Lands and Economic Development: **604-817-2644**
- Angela McCarthy, A/Director Funding Services: **604-209-1251**
- Chiara Taylor, Director Child and Family Services: **778-668-9067**
- James Moxon, Director Community Development: **604-367-8241**
- Viola Gressel, Director Corporate Services: **604-367-8136**
- Harold Powell, A/Director Corporate Services: **604-219-1737**

Thank you and please stay safe,

Bill Guerin

Associate Regional Director General

Indigenous Services Canada – British Columbia Region