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SQUAMISH NATION EMERGENCY RESPONSE TO COVID-19 - UPDATE #5

April 8, 2020

<p>Eskw'áy kwis lha7usem cht</p> <p>(We cannot touch our face)</p>  <p>Skwxwú7mesh Úxwumíxw Squamish Nation</p> <p>#StopTheSpread</p>	<p>Men huy kwis emút</p> <p>(Only stay home)</p>  <p>Skwxwú7mesh Úxwumíxw Squamish Nation</p> <p>#StopTheSpread</p>
<p>Eskw'áy kwis txwnách'áwtxwnitm</p> <p>(We cannot go visiting)</p>  <p>Skwxwú7mesh Úxwumíxw Squamish Nation</p> <p>#StopTheSpread</p>	<p>Mikw'achí7n chxw</p> <p>(Wash your hands)</p>  <p>Skwxwú7mesh Úxwumíxw Squamish Nation</p> <p>#StopTheSpread</p>

The following is an update on the Squamish Nation response to the Coronavirus (COVID-19) health crisis and information for the Squamish Nation community. **Please ensure you and other members in your household understand the information contained in this update.**

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COVID-19 STATEMENT FROM DR. BONNIE HENRY

Listen to the experts: We highly recommend our community pay attention to instructions from the Provincial Health Officer Dr. Bonnie Henry, as well as the Federal Chief Public Health Officer of Canada Dr. Theresa Tam. Both of these trustworthy public health experts are providing daily updates broadcast by the CBC and other news outlets.

Here’s an excerpt from a statement Dr. Bonnie Henry issued on April 7:

“We want people who have symptoms to contact us and to feel safe contacting us, knowing their personal information will be protected. This is important to everyone. It allows public-health teams to do the work they need to do to keep all of us safe.

“So, while I understand the desire to know and understand what the COVID-19 situation is in your community, I need to emphasize that knowing where the positive cases are does not protect you, your family or your community. The actions you take will do that.

“No one is immune from this disease, but everyone can make a difference. Every British Columbian has a part to play to flatten the curve.

“Wash your hands, do not touch your face, stay home if you are ill, and stay apart with physical distancing. Let's all do the right thing.”

The First Nations Health Authority website (www.fnha.ca) also has some great resources if you want to learn more about the virus and how to protect yourselves and your families.



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SQUAMISH NATION CORONAVIRUS (COVID-19) SUPPORT

For Members in Emergency Situations

The Squamish Nation is directing financial and staff resources to support on and off-reserve members by providing emergency support services. This is the main Squamish Nation program to access if you need financial assistance during this crisis. The Nation has helped a significant number of members through this program already, but we need your help to ensure all members know this is where to go to receive assistance.

What is it?

Member Support Services (MSS) may provide support to Squamish Nation Members and their families for emergency services not covered by any other programs or services. MSS may provide support by connecting Members and their families to available resources, issuing emergency support funds, and empowering Members to live healthier lifestyles.

How do I access it?

If you are in a crisis and require Emergency (financial) Assistance please call the main office 604-980-4553 during office hours. Please ask to speak to an Intake Officer. After hours please call our emergency lines at 604-505-3776 or 604-374-1126

What is offered?

In the event of an emergency (an unexpected and/or dangerous situation that requires immediate action), MSS staff may issue the following Emergency Assistance to prevent undue hardship: Food Voucher, Shelter (rent), Utilities and Hospital support. Shelter is paid directly to the Landlord and utilities are paid to the service provider.

What is the process?

Requests are reviewed and processed in chronological order. Priority may be given based on the emergency situation or to Squamish Nation Members who are determined to be the most vulnerable or of highest-risk.



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The emergency intake process is reviewed by the Emergency Services team and includes the following:

- Completing the intake form.
- Requesting and collecting required information.
- Assessing eligibility based on information received.

When assessing eligibility, MSS staff may request proof of income or expenses (i.e., bank statements, tenancy agreements, utility bills, taxes, etc.) and/or verification of information from other agencies and organizations (i.e., WCB, EI, IA, VCH, FNHA, etc.).

Clarification on MSS Emergency Assistance:

The intent of Emergency Assistance is to provide temporary support on a short-term basis. Emergency Assistance funds issued by MSS are not meant as a supplement towards a Member or a household’s regular income.

MSS reserves the right to request information, collect and verify documents, and to make final decisions with regards to the amount, frequency, and method of payment issued for Emergency Assistance. MSS staff have the ability to deny a request if the Member fails to disclose information, does not provide the requested information, or has surplus money, income, or assets available.

COMMUNITY HEALTH & WELLNESS SERVICES DURING COVID-19

In line with Squamish Nation & First Nations Health Authority’s guidelines during the COVID-19 Pandemic, the Community Health & Wellness team is providing phone and online (Jennifer) counselling sessions. Call during business hours to be connected:

North Shore 604-982-0332

Heather: Addiction counselling (Mon-Fri)

Eileen: Referrals to clinical counselling (Mon-Fri)

Jennifer: Mental wellness & addiction counselling (Mon & Wed)

(offers screening & diagnoses, ex. depression, anxiety...)





Squamish Valley 604-374-0759

Shayna: Mental wellness & addiction counselling (Mon, Wed & Fri)



If you are in crisis or having suicidal thoughts, please call

KUU-US Crisis line at 1-800-588-8717 available 24/7

Cell Phone Apps

- **Addiction**

- **SoberTool:** If you have a craving, the app will guide you towards a message of staying sober and help address the cause of the craving.
- **Sober Grid:** Sober social networking, badges for recovery time, 24/7 peer support.
- **I Am Sober:** Sobriety date tracker, pledges, trigger analyzer, network of support. Free, subscription cost for premium features.

- **Mental Health:**

- **Mood Tools:** safety planning diary, helpful for those living with depression and/or thinking about suicide and how to stay safe.
- **Super Better:** Motivates users through games that have achievable goals. The tools can be applied to life when the going gets tough.
- **Calm & Mindshift:** sleep, meditations, take charge of your anxiety and learn healthy thinking patterns.

Online Support

- **Bounce Back BC:** s a free skill-building program designed to help adults and youth 15+ manage low mood, mild to moderate depression, anxiety, stress or worry. Delivered online or over the phone with a coach, you will get access to tools that will support you on your path to mental wellness.

How Does Telephone / Online Counselling Work?

Telephone Counselling/therapy is a structured therapeutic relationship, where the client and therapist speak on the telephone or through telehealth/online rather than meeting in person. Sessions are with the same therapist and usually take place



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weekly. The therapist is in a private location to ensure that the conversation is confidential.

Telephone counselling is a growing trend in which psychotherapists and psychologists support clients over the phone. Phone counselling clients rate their counselling relationship similarly to in-person visits.



Identifying Coronavirus

SYMPTOM	COVID-19 Symptoms range from mild to severe	COLD Gradual onset of symptoms	FLU Abrupt onset of symptoms
FEVER	Common	Rare	Common
FATIGUE	Sometimes	Sometimes	Common
COUGH	Common (usually dry)	Mild	Common (usually dry)
SNEEZING	No	Common	No
ACHES & PAINS	Sometimes	Common	Common
RUNNY OR STUFFY NOSE	Rare	Common	Sometimes
SORE THROAT	Sometimes	Common	Sometimes
DIARRHEA	Rare	No	Sometimes (for children)
HEADACHES	Sometimes	Rare	Common
SHORTNESS OF BREATH	Sometimes	No	No

Check the online Self-Assessment Tool from the BC Provincial Government at: <https://bc.thrive.health/>

Source: World Health Organization



COVID-19-RELATED SUPPORT: EXTERNAL RESOURCE GUIDE

Many people from our community, all over Canada, and the world have been impacted by the COVID-19 pandemic. Federal and provincial governments have introduced a number of emergency funding supports in response to this urgent need. Please use this as a reference guide for external supports related to COVID-19

PROVINCIAL/FEDERAL COVID-19 BENEFIT RESOURCES GUIDE:

North Vancouver-Lonsdale MLA Bowinn Ma has put together an excellent summary of the COVID-19-related resources available through the Province of British Columbia and Government of Canada. Learn about what supports you and your family may be eligible for, and how to access them. Info available at:

<http://bowinnmmla.ca/covid19/supports/>

GOVERNMENT OF CANADA FULL FEDERAL RESPONSE PLAN:

For Canadians facing hardship as a result of the COVID-19 outbreak info available at:

<https://www.canada.ca/en/departement-finance/economic-response-plan.html>

The **Canada Emergency Response Benefit (CERB)**, applications will also be available on this website beginning **April 6th 2020**, if you have lost income because of COVID-19, (CERB) will provide you with temporary income support. CERB will provide eligible applicants with \$500 a week for up to 16 weeks.

For further support with applications contact Frances: 604-345-2126 / Barb: 604-365-8826 at Stitsma

EMPLOYMENT INSURANCE QUICK LINKS:

Regular EI – Eligibility and requirements available online at:

<https://www.canada.ca/en/services/benefits/ei/ei-regular-benefit/apply.html>

Regular EI Sickness Benefits (this may be rolled into the CERB) medical notes **NOT** required, check COVID-19 notice highlighted portion, information frequently updates available online at:

<https://www.canada.ca/en/services/benefits/ei/ei-sickness/apply.html>

Contact Toll-Free: 1-800-206-7218 or TTY: 1-800-529-3742



For further support call Stitsma for assistance with applications or submitting documents. Frances: 604-345-2126 / Barb: 604-365-8826

MORTGAGE OR RENTAL ASSISTANCE/DEFERMENT:

Provincial Support and relief updates updated daily:

<https://www2.gov.bc.ca/gov/content/housing-tenancy/covid-19-support>

QUEST FOOD EXCHANGE:

167 1st Street East, North Vancouver. Quest is a lower cost option for those in need of Groceries. Please call Stitsma for further information: 604-985-7711; **you will require a referral to utilize Quest services.** Food banks (Harvest & Salvation Army) are closed to new clients at this time.

ATIRA SERVICES FOR WOMEN:

Need Help or Someone to Talk to? Please call 604-800-8881

Effective immediately, Atira has set up a call-in line for women who need support over the course of this Coronavirus Pandemic. If you are self-isolating and need someone to talk to, if you have been laid off, are facing eviction or are low on medication or food, please call us and we will do our best to assist you. We may refer you to resources you are unaware of, resources in your neighborhood, or assist you to complete your federal government benefits forms, or just listen.

GENERAL PROVINCIAL (BC) INFORMATION AND REFERRAL LINE:

Dial 211 for services available in your local service area.

ADDITIONAL CRISIS/SUPPORT NUMBERS TO CALL:

Transition Homes for Women: If seeking a transition house call 1-800-563-0808

Suicide Prevention: 1-800-SUICIDE (784-2433) available 24/7

Seniors Distress Line: 604-872-1234 available 24/7

Youth Crisis Line: 604-872-3311 Lower Mainland; 1-866-661-3311 Howe Sound/Sunshine Coast; open from NOON-1AM

Kids Help Phone: 1-800-668-6868-for available 24/7

Helpline for Children to Report Abuse: 604-310-1234

Domestic Violence: Call 911 Immediately when in danger



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SQUAMISH NATION EDUCATION EMPLOYMENT & TRAINING SERVICES UPDATE

In line with Squamish Nation's Emergency Response to COVID-19, the following Services will be available through Stitsma Career Centre, Eslha7an Learning Centre, Xwemélch'stn Etsimxwawtxw Littlest Ones School, Squamish Nation Training & Trades Centre, and the Advocacy Support Assessment Team (ASA).

Stitsma Career Services – The Stitsma office remains open for calls but closed to the public. Current clients can submit paper work through the mail slot at the Eslha7an Learning Centre front door. Stitsma team members are also available to provide support with Federal and Provincial COVID -19 related assistance programs such as the Canadian Emergency Response Benefit (CERB) and Employment Insurance Applications. All services will be done over the phone. Stitsma Career Services call: 604-985-7711

Eslha7an Learning Centre – There will be continued partnership with SD 44 staff for school age and adult dogwood programs. This upcoming week will see the service delivery better defined. Students are encouraged to reach out to their teacher/s. Call: 604-985-7711 for more information.

Xwemélch'stn Etsimxwawtxw Capilano Littlest Ones School – School is open and providing remote

learning for students as per the Minister of Education directive until further notice. Hard Copy direct learning packages are being developed and delivered to students, a student lunch program is being delivered, and online video based learning opportunities will be shared. Please contact Principal Jody Miki, or Melina Joseph Call: 604-985-1515

Squamish Nation Training & Trades Centre – Programs 2020/2021 are postponed until further notice, TTC building is locked to continue physical distancing. Call 604-980-7946 to contact staff.

Advocacy Support Assessment (ASA) – The ASA staff remain available through calls. Regular services are available, except those limited by physical distancing (tutoring, education assessments etc). Staff are focusing on working with public and independent schools to connect our families with them to establish indirect learning opportunities. Post-Secondary services will remain available, except where we are limited by physical distancing. For further information call Lisa Newman 604-338-4129 or lisa_newman@squamish.net

Chen wanáxwstúmi,

Education, Employment and Training



SERVICE CHANGES & UPDATES

AYÁS MÉNMEM CHILD & FAMILY SERVICES

Modified office hours: If you and your family are in need, please call 604-985-4111 between **8:30 am (*NEW*) – 3 pm** Monday to Friday (closed 12-1 for lunch) and leave your name, phone number, address with Reception or email amm_reception@squamish.net. After hours contact MCFD at 604-660-4927.

Food Sharing: to access food sharing or lunch bags contact 604-985-4111 or amm_reception@squamish.net

Families who are working with an AMM social worker: please contact your worker to discuss extra supports you may need during this time of isolation & pandemic.

Youth Services Team: available by email or phone and will be working remotely to connect with youth via video chat, text, phone and social media. To request service, please call 604-985-4111

Mother Bear and Shewaynewas Family Programing this week:

- Sempulyan is live streaming from his Facebook page
- Tammie Baker is distributing the small drums to our families to borrow so that they

can drum along with Sempulyan

- Delsea Jones is putting together activity kits for each of our S7IXWALH families. Delsea is also doing Felt board stories, story time and other activities for children and families to watch on line.
- Arlene, speech and language specialist, provides a monthly book club
- Liz, our community health nurse in Squamish, is in touch with our Pre/post natal moms ensuring that they are okay and getting the nutritional supplement cards to them
- Laura and Karen, our community health nurses in North Vancouver, are providing information to post on our Shewaynewas Facebook page
- Jean, Physical therapist, is utilizing ZOOM app to connect with families on her caseload to provide on-going supports and plans for the children
- Michelle Dickie, Supported Child Development, distributed activity kits to 32 families, streaming circle times with our staff through Facebook



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BUSINESS REVENUE & SERVICES

North Van. Gas Bar (Mobil): New hours of operation: 7am - 9pm, 7 days a week

North Van. Smoke Shop: New Hours of Operation Starting March 22 - only 1 customer allowed in the shop at a time

- Monday, Tuesday, Thursday, Friday, Saturday, Sunday 9am to 4 pm
- Wednesday 11 am to 4 pm

CHIEF JOE MATHIAS CENTRE

Closed until further notice.

COMMUNITY OPERATIONS

Community Operations will only conduct home visits for emergency matters (such as water, plumbing, electrical, appliance, and gas issues) to reduce risk of spreading Coronavirus. All other maintenance requests will be postponed until the situation is under control.

All heating and plumbing issues will take priority and be addressed by Field Repair staff.

If a staff member must enter a home he/she will be required to wear protective clothing (mask, gloves etc.) Contractors will be used when necessary.

Please call 604-980-8655 during regular office hours and 604-690-0729 for emergencies after hours.

COUNCIL

Council will be meeting via teleconferencing until social/physical distancing measures are lifted.

EDUCATION, EMPLOYMENT & TRAINING

Income Assistance, Stitsma Career Centre & Eslha7an Learning Centre are partially closed. Please call 604-985-7711 and the Receptionist will set up an appointment with the appropriate team member. All services will be done via phone call.

- Current clients can call and leave a message for their worker and they will be called back within 24 hrs. The office continues to be closed to the public. Please submit any paper work through the mail slot at the Eslha7an Learning Centre front door.

Trades & Training Centre: During the day, please use the building number 604-980-7946 to contact staff.

Xwémelch'stn Etsimxawtxw (Capilano Littlest Ones School): Open and providing remote learning



for students as per the Minister of Education directive until further notice. Please contact Jody Miki, Principal or Melina Joseph, Admin Assistant 604-985-1515 during this time.

Post secondary program: Support available remotely, contact Lisa Newman (nee Paull) 604-338-4129.

K-12 supports: Contact Cherie Baker for High School 778-939-9148; Vanessa Small Legs for Elementary 604-908-3265; Inclusive Education Catherine Wairimu 604-318-1569.

ASA: The ASA team is no longer doing assessments until it is safe to do so.

ELDERS CENTRE

As of Friday, March 20, the Elders Centre in North Vancouver is closed to prevent the spread of the virus.

Lucie Neliba & Denise Yelton are in contact with our Elders.

FINANCE

Postponed personal tax clinics - until alternative plan put in place

- CRA extending personal tax filing deadline to June 1st
- **More information coming soon about remote tax filing support for Elders and Income Assistance clients**

Continuing as usual with Payroll, Income Assistance, Distribution, Accounts Payable.

LANGUAGE & CULTURAL AFFAIRS

All staff are working from home.

Language Nest is offering continued language learning online. Providing families one-one and group language learning online, along with short video language clips on the Nest's Facebook page.

The mentor-apprentice (MAP) language teams are working online.

Preparing curriculum for Norgate, Carson and Esllha7an students learning online.

Working on **department Facebook page** for language and culture learning online.

Department staff have and will continue to support elder food deliveries.

MEMBER SERVICES

All Member Services staff are in the office — **new hours 10-3pm**; we encourage all members to complete an intake via telephone or email.

Call 604-980-4553 during office hours. Please ask to speak to an Intake Officer.



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After hours emergencies or Elder requests, please call our emergency lines at 604-505-3776 or 604-374-1126.

Elders grocery & prescription pickup and drop off: Monday - Friday.

DB & SNT: We had approximately 500 people attend the Elders Centre April 2 & 3. We mailed 800+ cheques prior to Db days. If you have not received your cheque please call Registry: 604-982-8607 to arrange for mail or pick up. Pick will be at the Registry Trailer located at 320 Seymour Blvd.

Fish and Cleaning products: We are setting up another distribution for families that missed the On-Reserve delivery and Off Reserve hand out. We ask that those families that missed the first distribution to please call the main office and ask for Tallia Reginald for date and time for the next distribution at the Fish Freezer located at 12 Bewick Ave on the Mission Reserve.

PLANNING & CAPITAL PROJECTS

All staff are working remotely. Staff continuing to work with outside contractors on site if construction is underway on Capital Projects and individual homes

If you require assistance, please email

housing_office@squamish.net or call 604-649-0418

SQUAMISH VALLEY

Totem Hall is **closed** to members and visitors until further notice, with the exception of Income Assistance clients.

Reception staff are answering calls from 10:00 am-2:00 pm, Monday-Friday.

For urgent requests, please contact Michelle George, Squamish Valley Administrator, at 604-356-4418

Administration: Lisa Baker 604-849-0284 & Josie Harry 604-815-1936 will rotate and handle calls. Staff to work remotely when possible. Those who can't work from home are on-call to provide support as required.

Yuustway Home Care Workers: still providing service:

- Home Care Manager
Samantha Clarke – working
604-982-0332
- Sasha Nahanee, Health Benefits Manager - working
604-848-4322
- Shayna Sander, Wellness Clinician – working from home, emails/talking to clients
604-374-0759
- Clare Robinson Health Benefits (water testing) - in office for any emergencies



- Christine Baker Manager - in office 604-849-3223

Band Member Services: Patricia Brown 604-815-9099 & Josie Harry 604-815-1936 will work with North Vancouver to field calls

Education: Associate department head working in office full time Monday to Friday. First Nation Support Workers are working closely with SD#48 to provide support to Indigenous families providing weekly Family check ins to determine if families need lap tops, bagged breakfast & lunches, tech. support. SD#48 is going to do online learning.

Elders: contact Justine 604-848-5190 or Gwen Baker 604-815-3445 for any support required.

- Admin staff are on call to support elders as needed.

Employment & Training: Working from home. Devan Williams & Laurie Baker (Income Assistance). Devan E&T C 778-327-8129

Ayas Men Men: see details under "Ayas Men Men" section heading.

Ayas Lam Family Program:

- For Families - Carmen Hartle c 604-849-3330
- Public Health Nurse Liz Grant c 604-815-3899

- Samantha Tanas 604-848-2278
- Daily Family Circles on-line, in and out of program house – delivering family packages
- Additional staff on call for assistance, where needed

Community Operations: Field repair staff working on Emergency basis for Health and Safety items. Emergency Contact 604-815-7116 or svcommopsworkorders@squamish.net

Recreation: providing Bagged lunches & hot meals to community in partnership with AMM. Offering online fitness programs on Facebook – contact department for schedule

YOUTH CENTRE (NORTH VAN)

Youth Centre will be offering **bagged lunches** for the community and will deliver the bags. There is a limited quantity each day. Items in bag can include sandwiches, fruit, and snacks. Call 604-985-4111 between 10AM – 3PM and leave your name, phone number, address with reception or email amm_reception@squamish.net to sign up.

YÚUSTWAY HEALTH & WELLNESS

New core hours by department:

- Primary Care Clinic 9am to 2pm Mon-Fri



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- In-house admin/office staff
10am to 3pm Mon-Fri
- Home and Community staff
9am to 3pm Mon-Fri
- Community Health and
Wellness 10am to 3pm Mon-
Fri continuing with phone
consultations
- Health Benefits and Advocacy
10am to 3pm Mon-Fri
- Recreation closed until further
notice. All staff working from
home.
- Public Health Nurse Hours:
Laura Tayler-Hanson: Mon,
Tues, Wed, 9:00 am to 5:00
pm [laura.tayler-
hanson@vch.ca](mailto:laura.tayler-hanson@vch.ca)
- Karen Jorgensen Thursdays &
Fridays, 8:30 am to 4:45 pm
karen.jorgensen@vch.ca

health professional: 604-982-0332

If you are experiencing **personal crisis**, we recommend that you call Kuu-Us Crisis Line:

- Adults/Elders: 250-723-4050
- Child/Youth: 250-723-2040
- Toll Free Line: 1-800-588-8717

Counselling: Community Health and Wellness will be taking calls for counselling

- Counselling (concurrent, mental health & addiction) and support work provided by Heather Andrew, Eileen Guss and Shayna Sander (Squamish Valley) will be offered on the phone, skype, FaceTime. Exceptions will be considered if there is crisis in the community.

The Health Centre is advising to call first before being seen by a

Due to the Coronavirus (COVID-19) crisis, the following measures are in place in all Squamish Nation community and residential (non-leasehold) areas, effective immediately:

NO VISITORS

NO GATHERINGS/PARTIES/PLAYDATES
(Indoor or Outdoor)

STAY HOME AS MUCH AS POSSIBLE

MAINTAIN A MINIMUM DISTANCE OF 6 FT
(2 M) FROM OTHERS

Your full cooperation is essential to stop the spread of this dangerous virus.

Chet kw'enmantúmi. ("We thank you.")



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TAX PREPARATION SUPPORT FOR ELDERS & IA CLIENTS

The Canada Revenue Agency has extended the filing deadline for personal tax returns to June 1, 2020. However, for those individuals who are eligible for the GST Credit and Canada Child Benefit (both are enhanced in response to the COVID-19 crisis), it's important to file by the regular April 30 filing deadline to access those benefits as quickly as possible. Finance is therefore working hard to develop a solution for offering remote tax preparation support specifically for Squamish Nation Elders and those on Income Assistance, in order to meet the April 30 date. Unfortunately due to capacity constraints and limitations resulting from COVID-19, this service will not be available for other members. For all other members who typically have their taxes done by the Finance group, we are working to find a solution to provide personal tax preparation services to meet the revised filing deadline of June 1st. **More information coming soon.**

We strongly urge all Squamish Nation members to continue taking every precaution to protect themselves and their families, including:

- practicing "physical and social distancing," which means keeping at least 2 metres (approximately 6 feet) from anyone outside your home, whether outdoors or indoors;
- washing hands thoroughly for 20 seconds with soap and water often;
- disinfecting frequently-touched surfaces (including mobile devices) regularly throughout the day;
- cancelling social gatherings with anyone from outside your home;
- staying home as much as possible to prevent exposure to the virus; and,
- self-isolating for 14 days if you have any symptoms of illness or if you have returned from out of the country.

Remember: People with no symptoms are capable of transmitting the virus. Some good advice is for everyone to act like they have the virus and are doing everything possible to prevent spreading it to others.

Please visit www.squamish.net/covid-19 and the Squamish Nation Facebook page for up-to-date information from the Squamish Nation.