

MUSKWA JOURNAL DECEMBER 2020

Greetings:

Merry Christmas and a Happy New Year to all! Remember that we need to follow all the restrictions that were announced on Tuesday regarding COVID. I know that most of us are tired of this and would like it to go away but if we follow the guidelines then it will go.

VIRTUAL SCHOOL

The classes at the college have been discontinued until further notice due to COVID, however the classes can still be done from home as the children should have picked up all their books and chrome books. The children are to go online December 11, 2020 at 8:30am to join and still continue their studies.

CENSUS CANADA

If anyone is interested in doing the census job you can apply online and the applications are being accepted until January 6, 2021 at www.census.gc.ca/jobs

DOG ISSUES

Reminder to all that we need to either tie up our dogs or fence them in as some of the dogs out there are very aggressive and you wouldn't want to be responsible if it is your dog and it attacked a person.



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Residential Construction Program Intake

Receive hands-on pre-apprenticeship training and support to start your career in the trades!

Upcoming Program in Edmonton:

- Residential Construction Program
 - Tiny Home Build
 - 18-week program starts February 16, 2021
 - Minimum Grade 10 & at least 18 yrs old
 - Living allowance required

Contact us to get started!
1-877-362-4771 or infoedm@twfs.ca



TRADE WINDS
TO SUCCESS

In partnership with



Novel coronavirus (COVID-19): Notification and Follow-Up Process for a Confirmed Case

Office of the Senior Medical Officer of Health

The following process applies should a case of COVID-19 be confirmed by the province of Alberta's public health laboratory for an individual with a First Nation identified as the place of residence.

Notification

- A member of the First Nations and Inuit Health Branch, Alberta Region (FNIHB-AB) Medical Officer of Health (MOH) team is informed of the positive test result directly by the provincial lab or Alberta Health Services Zone MOH.
- The FNIHB-AB MOH informs the FNIHB-AB Communicable Disease Control (CDC) team of the positive case.
- The FNIHB-AB CDC team immediately notifies the Nation's Community Health nursing team.
- The client is informed of the positive test by the Nation's public health team or by a primary health care provider, whoever ordered the COVID-19 test.
- The ISC-AB Executive Team will inform the Nation's leadership that a case has been confirmed in the community while ensuring that health information privacy guidelines are respected. The Executive team will be available to connect directly with leadership throughout the notification and follow-up process as requested.

Initial Follow-up

- The FNIHB-AB CDC team will obtain client background information from NetCare and work with the health centre's public health nursing team to review the public health follow-up measures and ensure the health centre has the required documentation associated with a confirmed case.
- The health centre's Community Health Nurse will follow-up directly with the client to review isolation requirements and collect the relevant information to initiate public health follow-up measures with any close contacts.

Public Health Measures

- The health centre's Community Health nursing team will initiate the contact tracing process and complete the close contact information list. Information about close contact exposure to the case and an assessment of symptoms will take place.
- The FNIHB-AB MOH and CDC teams will work with the health centre's public health nursing team to review appropriate isolation and testing requirements for close contacts of the positive tested individual and ensure public health measures are in place to mitigate the spread of COVID-19 in the community.

Anyone with specific questions or concerns about their health is encouraged to call Health Link at 811 for assessment and health advice.

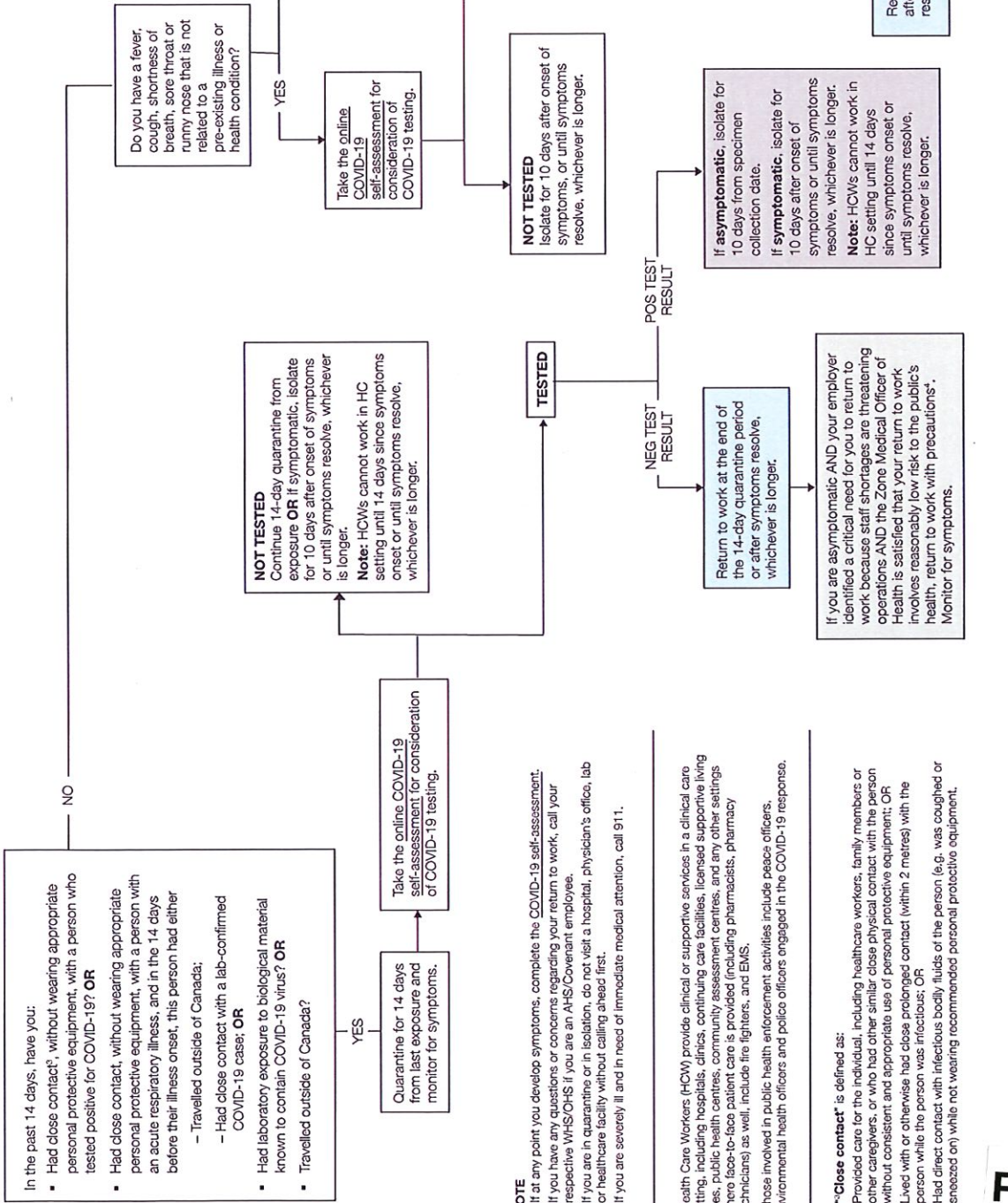
This Bulletin was prepared by the Office of the Senior Medical Officer of Health, Alberta Region. Should you have questions about this document, please do not hesitate to email: sac.cdemergencesab-urgencesmtab.isc@canada.ca



COVID-19 ASSESSMENT TOOL FOR HEALTH CARE WORKERS (HCW)¹ AND THOSE INVOLVED IN PUBLIC HEALTH ENFORCEMENT (PHE)²

*Note that you are being given an exemption from quarantine to return to work. This does not mean you are exempt from ALL restrictions and requirements in the order.

- Follow the precautions below for the time you are to be in quarantine to further reduce the risk of transmission to your patients, colleagues and the public.
- Quarantine at home on days you are not required at the workplace
 - Do not attend school, social events or any other public gatherings
 - Avoid close contact with others when travelling to and from work, and between shift
 - This includes no public transit use (e.g., bus/LRT, taxi, ride-sharing) or "running errands"
 - Wear a surgical mask at all times and in all areas of your workplace
 - Reduce close contact with colleagues and avoid shared spaces where possible
 - Self monitor daily for signs and symptoms of illness
 - Check your temperature twice daily
 - Follow infection prevention and control protocols including diligent hand hygiene and the use of personal protective equipment when delivering patient care*



NOTE

- If at any point you develop symptoms, complete the COVID-19 self-assessment.
- If you have any questions or concerns regarding your return to work, call your respective WHS/OHS if you are an AHS/Covenant employee.
- If you are in quarantine or in isolation, do not visit a hospital, physician's office, lab or healthcare facility without calling ahead first.
- If you are severely ill and in need of immediate medical attention, call 911.

¹Health Care Workers (HCW) provides clinical or supportive services in a clinical care setting, including hospitals, clinics, continuing care facilities, licensed supportive living sites, public health centres, community assessment centres, and any other settings where face-to-face patient care is provided (including pharmacists, pharmacy technicians) as well, include fire fighters, and EMS.

²Those involved in public health enforcement activities include peace officers, environmental health officers and police officers engaged in the COVID-19 response.

*"Close contact" is defined as:

- Provided care for the individual, including healthcare workers, family members or other caregivers, or who had other similar close physical contact with the person without consistent and appropriate use of personal protective equipment; OR
- Lived with or otherwise had close prolonged contact (within 2 metres) with the person while the person was infectious; OR
- Had direct contact with infectious bodily fluids of the person (e.g. was coughed or sneezed on) while not wearing recommended personal protective equipment.

Introducing

2020 Christmas

House
Light-up

Contest

Lights * Lights * Lights * Lights * Lights

WHEN

December 14, 2020
At 7:00pm

Call the Health Centre to Enter
your house by 3:00pm
December 14, 2020

Only Winners chosen will be notified by phone call for prize pick-up December 15, 2020

Call 780 751 2284 to enter.

KAPAWE'NO RESIDENTS ONLY

Build your own Christmas Tree Ornament Competition



Find whatever you can use in your house to make your own Christmas Tree Ornament.

Open to all One entry per person young or old
Submit your photo entry clearly identifying who made the ornament.

Submit photo entries to
cchalifoux@onehealth.ca

Deadline is December 11, 2020 at 3:00pm

1st—\$400

2nd—\$300

3rd—\$200

Consolation \$100

Christmas Tree

Decorating

Contest Time!!!

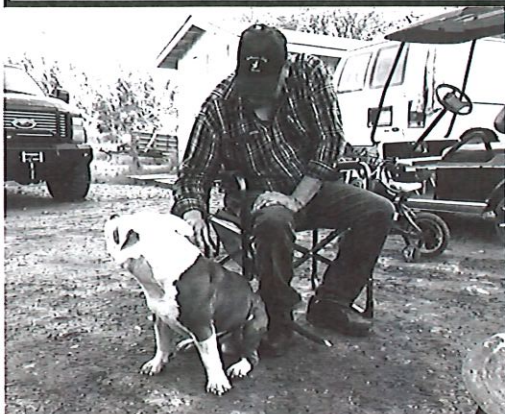
Submit entry by email
to cchalifoux@onehealth.ca

by 3:00pm Dec 14, 2020 with

Your Name, house # and Phone Number

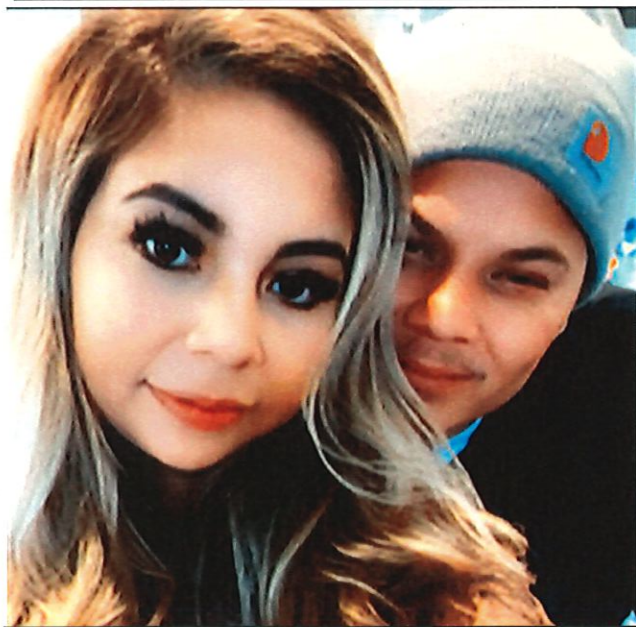
Call the Health Centre if you have any questions

BIRTHDAY GREETINGS



December 9
Happy Birthday Mushum
Love Jayden, Brendan
& Apollo

December 11
Happy Birthday Austin
Love Mom & family



December 31
Happy Birthday Babe



December 9
We would like to wish a Happy
Birthday to my dad Sydney Hal-
crow. Lova ya pops
Love Jarett, Juanita, Jaryn,
Hailee, Carter and Bria

December 9
Happiest Birthday Mosom Syd
Love Jarett, Juanita, Jaryn,
Hailee, Carter & Bria

December 14
Happy Birthday Pam
Would like to wish my mom a
very happy birthday
Love Tanisha, Erin & kids

December 27
Happy Birthday Mars
Love always & Always
Love Mom, sisters & Easton

BIRTHDAY GREETINGS



December 22
Happy 2nd Birthday Stella
Love Mom, Sissy, Koba, Niko & Zola



December 27
Happy Birthday Mackenna
Love always Grandma



December 30
Happy 3rd Birthday Kailee
Jade Marie Torraville
Love Mommy, Daddy & Cheechie



December 27
Happy 11th Birthday Mackenna
Love Mom and Kael

BIRTHDAY GREETINGS



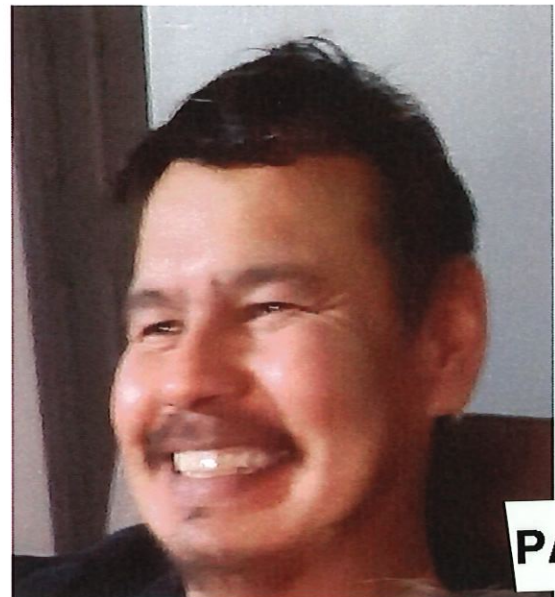
**December 3
Happy Birthday Kristie
Love Mom 'n' Luke**



**December 31
Happy Birthday and many many
more my girl. Love you to the
moon and back
From Dad, sister Melissa and
brother Mathew xoxoxox**



**December 22
Happy 12th Birthday Denny!
Love your Halcrow fam jam**



**December 21
Happy Birthday to my husband
from his loving family and wife**

NEWS

SECURITY

Number for security is
780-523-0783

SOCIAL ASSISTANCE

Social Assistance intake will be one day **ONLY** Monday December 14th
Call Gaetanne to book
Appointment **BEFORE** Friday
December 11th

BIG SHOP

Reminder to members wishing
to use the Big Shop to book with
Gaetanne

NEWSLETTERS

Please update your email
address to Gaetanne if
interested in receiving
electronic newsletters at
admin@kapaweno.ca or
text to 780-507-9479
Newsletters are also posted on
the website

December 8

Great Big Huge Happy Birthday to
Rudy. Happy 20th
Love Mom,
Sherman, Beth,
William & Francis

December 8

Happy Anniversary to
Herman Jr. and Brandi
Sutherland 14 years and wishing
you all the best and many more to
come
Love Monica and family

COMMITTEE MEMBERS

We are looking for 5 members to
join our committee for
Virtual School
Please submit letter of interest to
admin@kapaweno.ca
or fax 780-751-3864

INFORMATION

Note that updates and information is texted out to all members
and residents living on Kapawe'no First Nation. Please remember
to update your cellphone number with Gaetanne. If you are receiving
updates and you do not wish to be texted let Gaetanne know and your
name will be removed. All messages are sent individually and not in a
group text so no one will be able to access your number

December 2020

Sun

Mon

Tue

Wed

Thu

Fri

Sat

		1	2	3	4	5
6	7	8	9	10	11	12
13	14 <i>S A Intake Today only 10:00 to 3:30 call for appointment</i>	15	16	17 <i>S A Cheque release after 1:00pm</i>	18	19
20	21 <i>Virtual School Holiday KFN Offices Closed</i>	22 <i>Virtual School Holiday KFN Offices Closed</i>	23 <i>Virtual School Holiday KFN Offices Closed</i>	24 <i>Virtual School Holiday KFN Offices Closed</i>	25 <i>Christmas Day</i>	26 <i>Boxing Day</i>
27	28 <i>Virtual School Holiday KFN Offices Closed</i>	29 <i>Virtual School Holiday KFN Offices Closed</i>	30 <i>Virtual School Holiday KFN Offices Closed</i>	31 <i>Virtual School Holiday KFN Offices Closed</i>		

KAPAWE'NO CONSULTATION OFFICE

KAPAWE'NO FIRST NATION



Special points of interest:

- Paperless delivery
- Project updates
- NGTL CONTEST

CONTACT INFORMATION:

Michelle Knibb

FIRST NATION LIAISON

P.O Box 10

Grouard, Alberta T0G1C0

Phone: 780-751-3714

E-mail:

michelleknibb@gmail.com

Jayden Gauchier

ADMIN. SUPPORT

P.O Box 10

Grouard, Alberta T0G1C0

Phone: 780-751-3714

Email:

kfnconsultation@gmail.com

Shayla Anderson

ADMIN. SUPPORT Level 2

P.O Box 10

Grouard, Alberta T0G1C0

Phone: 780-751-3714

Email:

giskapaweno@gmail.com

NOVEMBER 2020

Hello Members and Families!

The Consultation office was notified of two new NGTL pipelines: The Expansion project and the North Corridor project. Unfortunately due to covid-19, we decided that instead of hosting an open house, we will be doing scheduled appointments. Staff will be distributing information packages to the community, along with a form to provide feedback and questions/concerns.

Please send in your feedback form to kfnconsultation@gmail.com or 780-523-6366 by THURSDAY, DECEMBER 17 at 12PM for a chance to be entered into prizes. If you require assistance or further information, please schedule an appointment and we will assist you. The feedback form is for adults (18+) We will be doing separate draws; one for 18+ and one for all children living on-reserve. Submissions made after the deadline will not be entered. Feel free to call us with any questions.

Thank you for taking the time to be involved, in a safe to do so manner! Have a happy holidays and Merry Christmas, from the staff at KFN Consultation!





LAKESHORE REGIONAL
POLICE SERVICE

Lakeshore Regional Police Service
Box 291, Driftpile First Nation, AB
Phone: 1-587-749-0421 Fax 1-587-749-0424

Public Request for Information

Police File: #20201494929



On the evening of October 9th, 2020. Kapawe'no First Nation security reported that a track-hoe had been vandalized near the ball diamond behind the daycare. Rocks were used to break the glass door of the equipment. If you have any information, please contact LRPS or Crimestoppers.

Lakeshore Regional Police Service: 1-855-299-0137

Crimestoppers: 1-800-222-TIPS

Sheena Hooke (Cst.)

Sheena.Hooke@lsrps.ca

Lakeshore Regional Police Service

1-855-299-0138

Dean M. Syniak (Insp.)

Dean.syniak@lsrps.ca

Lakeshore Regional Police Service

1-855-299-0138

“Travelling in extreme winter weather can be very dangerous because cold, snow and ice are very demanding on cars, drivers and passengers. Follow your tips to stay

WINTER WEATHER DRIVING AND CAR SAFETY TIPS

Whether you are travelling over the holidays or just running errands to get everything ready for Christmas, it's important for all drivers to take winter car safety seriously. At times, the roads can be a winter wonderland, or a complete disaster. Be ready for anything and everything on the roads this holiday season.

Check out these holiday driving safety tips:

- **Clear ALL snow and ice from your vehicle:** Remove all snow from your vehicle before driving, not just what is on your windshield. This will give you maximum visibility. Plus, if you don't, you could get a ticket if you're caught by the police.
- **Check road conditions:** Always check local road conditions before you drive. This allows you to know what to expect and the best route to take.
- **Plan alternate routes:** Accidents and road conditions can create huge delays. Have an alternate route in mind if your main route has delays.
- **Give yourself extra time to travel:** Always give yourself extra time to get to your destination.
- **Slow down:** Plain and simple – reduce your speed and give yourself enough space between vehicles to read other vehicles' unpredictable **actions**.
- **Keep a safe distance behind snow plows:** Keep a safe distance behind snow plows. They can create snow drifts that can reduce your visibility.

EMERGENCY VEHICLE KIT

- Ice scraper/snow brush
- De-Icer
- Small snow shovel
- Warning devices (flare/triangles)
- Bag of salt or sand
- Flashlight
- Battery cables
- Tire chains
- Paper towels
- Blanket
- Non-perishable food

- **Get a winter survival kit:** Purchasing or creating a winter survival kit is important. Keep it in your vehicle during the winter. Include blankets, booster cables, a small shovel, and other items you may need if your vehicle breaks down or you get stranded.

“Shop Smart. Shop Safe.”

- **If the weather is really poor, stay home:** If the weather takes a turn for the worse, staying off the road is always the safest bet.
- **Use a designated driver:** If you are attending a holiday party, dinner with family, or will be drinking, use a designated driver, or take a taxi.



HOLIDAY SHOPPING SAFETY TIPS

Do you have all your shopping done? Are you more of a last minute shopper? The holiday shopping season is hectic. With so many people in the stores and potential distractions, it's important to be safe when shopping:

Check out these holiday shopping safety tips:

- **Stay alert:** Be conscious of what is happening around you. You never know who is watching.
- **Shop in familiar places:** Shop at stores and locations you frequent.
- **Don't leave valuables in plain sight:** Avoid leaving your wallet or gifts in plain sight in your vehicle. Put them in the trunk or cover them up.
- **Park in well-lit areas:** Parking in well-lit and busy areas will deter thieves from approaching your vehicle.
- **Shop with friends:** This will make you less of a target for thieves.
- **Avoid drawing attention to yourself:** Leave the expensive jewelry, electronics, and other items at home while shopping.
- **Don't leave your wallet unattended:** Keep your keys, wallet, cash and cards close.
- **Shop online with care:** Only share your credit card and payment information online on trusted websites.



DRIVING IMPAIRED

Driving while impaired is extremely dangerous for you and everyone else on the road. With so many options for getting home safe there is no excuse for putting yourself or others at risk. Be sure to set a limit and stay within it.

Alberta's impaired driving laws are very clear when it comes to driving under the influence. In order to make the right choices it is important to be informed.

Drivers will be charged with impaired driving under the Criminal Code if they have:

- a blood alcohol concentration (BAC) over .08
- 2 nanograms (ng) or more of THC (the psychoactive component of cannabis) per milliliter (ml) of blood. Having 5ng/ml or more results in a more serious offence.
- a combination of a .05 or higher BAC and 2.5ng/ml or more of THC
- any detectable amount of LSD, psilocybin, psilocin ("magic mushrooms"), ketamine, PCP, cocaine, methamphetamine, or 6-mam (a metabolite of heroin)
- 5mg or more of GHB per ml of blood



Drivers will also be charged under the Criminal Code if they refuse to comply with a demand for a sample (e.g. breath, blood, oral fluid).





LAKESHORE REGIONAL POLICE SERVICE COURT LIAISON CLERK

Court Liaison Clerk – Must possess the following Certifications

PROS – Information Manager Role

CPIC – Canadian Police Information Centre

CJIM – Canadian Justice Information Management

LIVESCAN – Fingerprint Submissions

JOIN – Justice On-Line Information Network

Coordinates Detachment administrative operations for the prosecution of cases set for Court (Adult and Youth) under Federal and Provincial statutes and Municipal by-laws, provides liaison services to the Crown and Court personnel in relation to Court matters. Ensures all Court files set for plea are complete prior to court /trial date.

Administrative, financial, and operational support services for police officers and other employees at the Lakeshore Regional Police Service Detachment. Front counter and telephone assistance, services, and information for the general public.

KEY ACTIVITIES

1. **Court liaison** – administrate court detail for the Police Service's court files provincial (Traffic), criminal and federal. Examine files and records for consistency, compile court disclosures and bail hearing packages, type subpoenas for provincial, criminal and federal court matters, arrange court dates, communicate with legal professionals (e.g. Provincial and Federal Crown), prepare JOIN Information's, Prosecutors Information Sheets and issue Fail to Appear charges, perform other court related duties, and obtains Judge's Orders. Receives Warrants for Arrest, Warrants of Committal and Witness Warrants from the Court. Confirms validity, ensures Warrant is appropriately entered in CPIC, and monitors execution for removal. Receives fine and bail monies presented at the Detachment from individuals/agencies and maintains an associated ledger. Documents receipts and accounts for monies forwarded to the appropriate courthouse. Ensures the appropriate release documents accompany transmittals. Resolves issues for the payment of bail and fines for other jurisdictions, such as for out of Province cases, other duties required.

2. Coordinate, receive, assess and respond to front counter and telephone enquiries, complaints, and requests for information (e.g. joint police/community initiatives, criminal records checks, legislation, etc.) and services (e.g. motor vehicle collision reporting via eCollision program, receipt for fingerprinting services, Bail, etc.) from the general public.

FIRST NATION RESOURCE & EMERGENCY BOARD

FIRE/RESCUE		POLICE		AMBULANCE-911		DISASTER SERVICES	
Guard M.D.	(B)780-751-3880	Detachment	1-855-299-0138	High Prairie	(B)780-523-2542	Director of Emergency Management	(B)780-751-3800
	(R/C)	High Prairie Police	780-523-3378	Slave Lake	(B)780-849-4977	Chief Syd Halcrow	(C)780-523-8214
DEM	(B)780-751-3800	Lakeshore Police	1-855-299-0137	STARS	(B)780-890-3131	Deputy DEM Lyle Halcrow	(B)780-751-3800
Chief Syd Halcrow	(C)780-523-8214	PUBLIC WORKS/ GARBAGE		H HOSPITAL			
Deputy DEM	(B)780-751-3800	Public Works/Garbage					
Lyle Halcrow	(C)780-523-0783	(B)780-751-3800		High Prairie Ambulance	(B)780 523-6440	Council.	(B)780-751-3800
	(B)	(C)		McLennan Hosp Ambulance	(B)780-523-2542	Council	(B)780-751-3800
	(C)	(B)780-751-3800			(B)780 324-3730		(B)780-751-3800
	(B)	(C)			(C)780-324-3911	Public Info. Chief Syd Halcrow	(C)780-523-8214
	(C)	WATER & SEWER/ ROADS &		VOLUNTEER – FIRST AID			
	(B)	M.D.					
	(C)	(B)780-523-5955		Health Centre	(B)780-751-2284	Reception	(B)780-751-3800
Fire/Rescue – Mutual Aid	(C)	(C)				KFN Administration	(C)
	(B)780-751-3880	NATURAL GAS				Schools- Grouard	780-751-3772
	(C)	(B)780-751-3880				St. Andrews	780-523-4595
	(B)	(C)				Prairie River	780-523-4418
	(C)	780 523-3572				E.W. Pratt	780-751-3813
Fire – Water Truck	(C)	ELECTRIC LIGHT & POWER				H.P. Elementary	780-523-4531
	(B)780-751-3880	ATCO:				Public Health	(B)780-751-2284
	(C)	(C)1-844-687-2826				Health Centre	(C)
Fire – Equipment	(B)780-751-3880	TELEPHONE		FIRST AID EQUIPMENT			
	(C)	(B) 611					
Fire – Dangerous Goods	311	INDUSTRY		Health Centre	(B) 780-751-2284	Mutual Aid Grouard	(B)780-751-3880
DG – CIC	1,613.996.6666	(B)310-0000		Administration	(C)	Social Services	(B)780-751-3800
TDG		(C)		Kapown Centre	(B)780-751-3921	KFN Admin	(C)
HazMat Edm.	311	(B)		Health Centre	(C)	Emer. Mgmt. AB	(B) 780-422-9000
WCSS Oil Spill Co-op	311	(C)		Administration	(B)780-751-3800	Albert Cooper	(R) 310-0000
Poison Centre	1.800.332.1414	(B)		Kapown Centre	(C)	Tech. Services TSAG	(C) 587-777-0879
If busy call Calgary	1.403.670.1414	(C)			(B)	Fish and Wildlife	(B)780-483-8601
		(C)			(C)	Court House H.P.	780-523-6600

COVID-19 Preparedness for Kapawe'no First Nation



COVID-19 Preparedness for Kapawe'no First

If you are caring for a person who has been diagnosed with COVID-19, follow this advice to protect yourself and others in the home.

- 1. Limit contact**
- 2. Protect yourself**
- 3. Keep your environment clean**
- 4. Monitor yourself for symptoms**

Caring for Family Member at Home with a Positive Case of COVID

Limit Contact

- Only one healthy person should provide care.
- Do not share personal items with the ill person, such as toothbrushes, towels, bed linen, utensils or electronic devices.
- Use a separate bathroom from the ill person if possible. If not possible, the ill person should put the toilet lid down before flushing. Sterilize bathroom with 1 part bleach and 9 parts water.
- If at all possible, try to ensure that the ill person has a designated bedroom and bathroom.

Protect Yourself

- Maintain social distance from the ill individual, as much as possible.
- If you need to be within 2 metres of the ill person, wear a mask, disposable gloves and eye protection.
- Wear disposable gloves when touching the ill person, their environment and soiled items or surfaces.
- Do not re-use masks or gloves.
- Clean your hands often for at least 20 seconds, especially after contact with the ill person and after removing gloves, masks and eye protection.
- Dry your hands with disposable paper towels. If not available, use a reusable towel and replace it when it becomes wet.
- You can also remove dirt with a wet wipe and then use an alcohol-based hand sanitizer.
- Avoid touching your eyes, nose and mouth with unwashed hands.

COVID-19 Preparedness for Kapawe'no First Nation

Caring for Family Member at Home with a Positive Case of COVID

Keep Your Environment Clean

- Place used masks, gloves and other contaminated items in a lined container, secure the contents and dispose of them with other household waste.
- Place possibly contaminated laundry into a container with a plastic liner and do not shake.
- Wash with regular laundry soap and hot water (60-90°C), and dry well.
- Clothing and linens belonging to the ill person can be washed with other laundry.
- At least once daily, use household disinfectants or diluted bleach (1 part bleach and 9 parts water) to clean and disinfect surfaces that people touch often (e.g., toilets, laundry containers, bedside tables, doorknobs, phones and television remotes). Clean touch screens with 70% alcohol wipes.

Monitor Yourself For Symptoms

- Monitor yourself for symptoms for 14 days following your last contact with the ill person.
- If you have had direct contact with body fluids of the ill person (e.g., were coughed or sneezed on when you weren't wearing a mask), contact your local public health authority for further instructions.
- If you develop symptoms, isolate yourself as quickly as possible and contact your local public health authority for further instructions.
- Monitor yourself for symptoms and visit ahs.ca/covid to take a self-assessment to determine whether you should be tested for COVID-19.

Shopify is hiring hundreds of remote Support Advisors in Western Canada. I thought that these jobs may be a good match for some of the training participants in your area's tech programs. See below for job details and application link.

Applications are being accepted from residents of British Columbia, Alberta, Saskatchewan, Yukon, and the North West Territories for the Western Canadian positions.

The start date for these positions is January 2021. Shopify's team will review applications on a first-come basis and will provide applicants with updates on applications regardless of outcome, in the order that they are received.

The Support Advisor role, also known as a Customer Support Representative, is a rewarding and challenging position where one can make an impact while meeting Shopify's merchants who have an array of different needs that might include: marketing, fulfillment, shipping, design, etc.

The work-from-home position allows one to be comfortable while working with a diverse, dynamic and supportive team. Shopify believes in high-quality human-centred customer experiences. While working, Shopify Support Advisors are there to listen, teach, problem solve and explore growth opportunities with Shopify merchants while showcasing new features as they are rolled-out on the Shopify platform. Online chats, phone calls and emails are the primary communication tools for this role.

Shopify encourages applicants seeking a challenge in a high-pressure environment to apply for the position of Support Advisor. New hires receive five weeks of training and mentoring where they'll begin responding to Shopify's merchants on live channels as part of a small team.

The full-time position includes a combination of weekdays, weekends, and holidays.

Responsibilities: Support Advisor (Remote, Canada)

1. Adhering to a daily schedule that includes a mix of: Phones, three (3) simultaneous chats, and emails.
2. Ensuring merchants have a quick response time by staying on top of your assigned tickets, with same-day ticket review.
3. Acting as a business coach and thinking about the merchant's business holistically when offering solutions.
4. Completing essential follow-up documentation after each interaction.
5. Engaging in human conversations with merchants to identify and resolve issues, and provide coaching/growth opportunities for their businesses.
6. Offer needs-based solutions, not pushy sales.
7. Advocating for merchants and the Shopify platform by communicating with stakeholders.
8. Owning your own development through reflection, reviewing past interactions and preparing to discuss growth opportunities with your Team Lead in regular 1:1 meetings.

Requirements for the role:

1. Available to work full-time (40 hours per week) on a rotating schedule with varying 8-hour shifts starting anytime between 7:00 am – 11:00 am in your local timezone. This means some days your shifts could be as early as 7am-3pm, and as late as 11am-7pm. This includes working weekends and holidays on a rotating basis.
2. Live and have legal authorization to work in Canada.

3. Extensive experience providing exceptional customer service in a contact centre, retail or service environment.
4. Have appropriate remote work set-up – such as a quiet space, stable internet connection, and a back-up location in case of issues with the primary location.
5. Have access to a wired internet speed of at least 25 Mbps download speed and 10 Mbps upload. You can check your [speed here](#).
6. Proven track record of being incredibly resourceful and finding solutions even when there is no clear path.
7. Ability to adapt to new processes and work accurately in a fast paced, rapidly changing environment.
8. Proficiency with technology paired with excellent typing skills.
9. Have strong reading, writing and communication skills.
10. Willingness to learn all about entrepreneurship, care deeply about people support and enjoy having genuine human conversations.
11. Possess high level of understanding, patience and empathy. Able to navigate more difficult conversations/interactions with professionalism.
12. Are committed to continuous growth and learning. You understand that every challenge is an opportunity, and you get excited about learning new things.
13. Ensure privacy and security practices are followed at all times for both merchants and Shopify.

Bonus experience:

1. A background or interest in business, marketing, retail, or sales.
2. Ran or had exposure to running a business or being an entrepreneur.

Shopify is committed to building and fostering an environment where its employees feel included, valued, and heard. Shopify embraces diversity and strongly encourages applications from Indigenous peoples, racialized people, people with disabilities, people from gender and sexually diverse communities and/or people with intersectional identities. You may also read over Shopify's [2019 Sustainability Report](#) to learn more about the company's commitments.

If you're looking to work for one of Canada's most dynamic companies, visit this unique link to apply for the position of Support Advisor with Shopify if you live in **British Columbia, Alberta, Saskatchewan, Yukon or the North West Territories** [[Apply Here](#)].