

COVID-19 Operational Updates

Information for employees, medical staff, paramedics and contractors

April 16 at 4:35 p.m.

Sent on behalf of Dr. Maureen O'Donnell & Susan Wannamaker

Chief medical officer and chief operating officer of PHSA's COVID-19 EOC

Members of our workforce continue to collaborate and work together to respond to COVID-19, in service of our provincial systems, patients, families and communities. Everyone is playing a critical part. Whether you are on the front lines or behind the scenes, your contributions and dedication during this challenging time are recognized and greatly appreciated.

As the situation continues to evolve, we appreciate that there is new information coming to you frequently. We are doing our best to streamline communications.

Our *Critical COVID-19 News* bulletins (**red banner**) are being sent on a daily basis – these are the 'need to know' updates and the latest developments. Stay tuned for a *Critical COVID-19 News* bulletin coming later today. Sometimes, we supplement the *Critical COVID-19 News* bulletins with *COVID-19 Operational Updates* (**blue banner**) – these are intended to bring important resources back to the top of your inbox and ensure you have the latest information.

All bulletins are posted and archived on our [external website](#).

Operational updates:

- 1. Today's town hall highlights**
- 2. Quick and complete access to pension info available online**
- 3. Homewood Health COVID-19 toolkit for leaders**
- 4. Other mental health and wellness supports**
- 5. Webinar: Using ZOOM for Health Care virtual visits**
- 6. Reminder: Streamlined Record of Employment (ROE) process**

Today's town hall highlights

- The future of work, the "new" normal and the story of lab teams mobilizing across the province in the fight against COVID-19 – these are just a few of the topics covered in today's town hall.
- Today's speakers included PHSA's President and CEO, Benoit Morin, Vice President of Public Health & Wellness and Deputy Provincial Health Officer Dr. Réka Gustafson and Executive Vice President of People, Diagnostic & Treatment Services Donna Wilson.
 - [View the highlights reel on YouTube](#)
 - [Watch the full recording](#)

- The speakers, and a number of subject matter experts in the room, addressed questions submitted through Slido. You can find the list of questions and the time stamps for each answer in today's [PHSA News story on POD](#). For those not on the network, we also have a [PDF version of PHSA News](#), which includes a [spotlight story with time stamps](#), posted to the staff resources section of our website.
- **Save the date:** Our next all-staff, virtual town hall will be on Tuesday, April 21 at 10:30 a.m. Stay tuned for more information and continue to submit your questions through [Slido](#) using the event code #PHSATownHall.

Quick and complete access to pension info available online

- With the unfolding of COVID-19 and Canada Post service challenges, PHSA staff across the province can get real-time access to info about their pension by signing up for 'My Account' with their Pension Corporation – either MPP (Municipal Pension Plan) or PSPP (Public Service Pension Plan).
- From updating beneficiary information and exploring options for buying service time to applying for your pension online: My Account offers full access to your information along with all the tools and materials you'll need.
- To sign up for My Account, all you need is the last three digits of your SIN and your Person ID number (found at the top right-hand corner of any past *Member's Benefit Statement*). If you can't find a previous one, this year's member statements are expected to arrive via Canada Post in May or June.
- More information on the benefits of My Account is [available on POD](#) [internal link].
- To sign-up, visit myaccount.pensionsbc.ca or call: **1-800-668-6335**

Homewood Health COVID-19 toolkit for leaders

- The [COVID-19 Pandemic Toolkit](#) from Homewood Health, PHSA's Employee and Family Assistance Program, provides valuable and informative materials for leaders to support their teams during the COVID-19 response, including crisis management services specifically relating to emerging COVID-19 challenges, online courses for leading change and facilitating resilience in the workplace.
- This resource for leaders can be accessed on the [PHSA Workplace Wellness page](#).
- Homewood Health's also has a Key Person Advice Line to support leaders during the COVID-19 pandemic and during stressful situations: 1-800-663-1142. The line's clinical counsellors can help leaders identify ways to cope and mitigate stress for themselves and their teams. You can access this line 24/7.

Other mental health and wellness supports

- In addition to the toolkit referenced above from Homewood Health, there are a number of other resources in place to support the health and wellbeing of our workforce.
- You can find more information on the [Workplace Wellness webpage](#), such as:
 - [Employee and Family Assistance Program](#) (EFAP) which offers 24/7, confidential counselling for all PHSA employees, including full-time, part-time, casual, and dependent family members.
 - PHSA's Workplace Wellness [psychosocial support service](#)
 - Self-care resources, such as a [mindfulness resource guide](#), wellness webinars, [the 21-day self-care challenge](#) and virtual fitness options.

Using ZOOM for Health Care virtual health visits

- The Office of Virtual Health is hosting a webinar to provide an overview of how to use the ZOOM platform for virtual health visits.
- The webinar will be take place on Thursday, April 23 from 4-5 p.m. [Register here](#).

Reminder: Streamlined Record of Employment (ROE) process

- With PHSA staff and management facing a wide variety of health and personal circumstances during the COVID-19 pandemic, the Payroll and HR teams have taken steps to streamline the process for acquiring a Record of Employment (ROE), making it quicker and easier for people to request this document.
- You can find the streamlined process [on POD](#) or [posted as a PDF](#) on the staff resources section of our website.

Thank you for your continued dedication

The service that each and every one of you offers for patients and families – and the essential support you provide to provincial systems – is critical, and is making a meaningful difference in B.C.

Your ongoing sources of information

- We are sending daily updates. Watch for emails from phsacomm@phsa.ca.
- Send in your questions via [Slido.com](#) using the event code **#PHSATownHall**. ‘Like’ questions that are similar to yours to let us know the priority topics to cover at our virtual town halls and in future communications.
- Check the [BCCDC’s website](#) as a trusted source of information.
- Visit the [staff COVID-19 section on phsa.ca](#) to access [PHSA News](#) and COVID-19 information when off the network.
- For BCEHS alerts and updates, check the [BCAS intranet](#) and in the [BCEHS Handbook](#). *[Note: you must be on the BCEHS network to access these links].*
- For site-specific questions, please check in with your manager or clinical leadership.
- For trusted information from around the world, please check the [World Health Organization website](#).