

# COVID-19 Operational Updates

Information for employees, medical staff, paramedics and contractors

**March 31 at 3:10 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 work tirelessly to respond to COVID-19. 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 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. Town hall: Today's recording**
- 2. Watch out for 'phishing' expeditions**
- 3. New: IT service desk number**
- 4. Tools to support working at home via Citrix**
- 5. Reminder: Virtual toolkit**

## **Town hall: Today's recording**

- As noted in yesterday's [Critical COVID-19 News bulletin](#), today's virtual town hall included updates from HR and Commercial Services on topics including the single site directive, day care, and supporting work-from-home options, as well as parking and supply chain.
- You can watch our [highlights reel](#) or view the full recording, which is [already posted online](#).
- Watch for further updates later today, as we gather the list of Slido questions that were answered and share time stamps for when you can hear from the subject matter experts speak to the topics that interest or impact you.

- **Save the date:** Our next all-staff, virtual town hall will be on **Thursday, April 2 at 10:30 a.m.** More information and the link for viewing will be shared tomorrow.

### Watching out for 'phishing' expeditions

- Government agencies are seeing a significant increase in phishing email attacks designed to trick people into clicking on malicious links and attachments or providing sensitive information. These phishing emails may appear to come from a legitimate organization like a "Public Health Agency", the "World Health Organization" or the "Centre for Disease Control" with a subject line like "Confidential Cure for Coronavirus" or "Coronavirus Safety Measures."
- IMITS Security has examples of COVID-19 phishing emails that you may receive in your work or personal email accounts posted on the [IMITS InfoCentre](#) [internal link]. These are sample emails and may not exactly match the ones you may receive. Please familiarize yourself with the different tactics that cybercriminals use in their emails to trick people, particularly during these unprecedented times.
- If you think you received a phishing email (either simulated or real), DO NOT click on any links or attachments within it. Instead, forward it directly to our Information Security team at [spam@phsa.ca](mailto:spam@phsa.ca) and then delete the email from your **Inbox** and **Deleted Items** folders immediately.

### New: IT service desk number

- The IT Service Desk has had high call volumes recently, which has led to calls being dropped or ringing busy.
- To serve you better throughout the COVID-19 pandemic, please call the direct toll-free number: **1-855-242-1301** until further notice. If your request is not urgent, please send your request to [servicedesk@phsa.ca](mailto:servicedesk@phsa.ca).

### Tools to support working at home via Citrix

- While many of you are working remotely in response to the COVID-19 pandemic, we request that you minimize your use of Citrix.
- Once you have completed your work activity in Citrix, please select the menu in the top right corner of the window and click Log Off. This will free up Citrix access for another user.
- To learn how to log in and out of Citrix, please visit the [IMITS Infocentre](#) [or view the [tipsheet](#) [both links only available while on the network]].
- Tip: Webmail can be used to complete many work tasks throughout the day.

### Reminder: Virtual toolkit

- The Office of Virtual Health and the Digital Health Team developed a virtual health toolkit specifically for clinician use featuring virtual health solutions that you may already have on your mobile phone or desktop – or will be easy to get – so you can continue to provide care to your patients and help keep them at home.
- The [COVID-19 Virtual Health toolkit webpage](#) includes information for:
  - PHSA and Ministry of Health endorsed solutions for immediate use during COVID-19
  - Privacy and data storage inside and outside Canada during COVID-19
  - Each clinical program's contact person for the Office of Virtual Health
  - Guidelines for clinicians

- Resources for patients (for ZOOM only at this time)
- The toolkit is being updated on a regular basis. If you have feedback on what you'd like to see that isn't on the webpage, please feel free to contact: [officeofvirtualhealth@phsa.ca](mailto:officeofvirtualhealth@phsa.ca)

### **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](mailto:phsacomm@phsa.ca).
- Stay tuned for the next all-staff virtual town hall date! Continue to send in your questions via [Slido.com](https://www.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.
- Continue to 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.
- We have opened up a [new staff COVID-19 section on phsa.ca](#) where employees can access the same information that is posted on POD, but when off the network.
- BCEHS alerts and updates are on 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](#).