

Critical COVID-19 News

Information for employees, medical staff, paramedics and contractors

April 14 at 6:10 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

As we return from the long weekend, we hope many of you were able to take a little bit of time to rest, recharge and reconnect – safely – with loved ones. For our many team members who were working hard over the weekend, we are grateful for your continued efforts and dedication.

You are all a critical part of the positive trends we are starting to see in B.C. in the COVID-19 pandemic. These trends are something about which we can feel hopeful – however, it's still vital that we continue our vigilance and stay the course. While we remain focused on keeping our staff, patients and the public safe, we also have our sightline on the months ahead and are continuing to plan and prepare.

Our daily bulletins contain the latest information. **Please read them carefully.**

Highlights:

News from the provincial government:

1. B.C. government statements

Other important updates:

2. Watch today's town hall recording

3. Zoom for Healthcare: Safe and secure

4. Streamlined Record of Employment (ROE) process

B.C. government statements

- Since our last bulletin, the following updates were issued by Minister of Health, Adrian Dix, and B.C.'s Provincial Health Officer, Dr. Bonnie Henry:
 - [Statement on Monday, April 13](#): Emphasizes ongoing support for the outbreak at Mission Institution (a federal correctional centre), fully activated/enhanced border control measures, and gratitude for all those who are doing their part to practice physical distancing.
 - [Statement on Tuesday, April 14](#): Highlights the Mobile Medical Unit's deployment from the Vancouver Convention Centre to Abbotsford Regional Hospital to provide additional patient capacity and assistance to the Correctional Service of Canada.

- Minister of Mental Health and Addictions, Judy Darcy, also [released a statement](#) today in recognition of the overdose crisis as a public health emergency in B.C. In the statement, she emphasizes that, while the COVID-19 pandemic is adding unprecedented challenges, the urgency to protect people who use drugs is greater than ever before.

Watch today's town hall recording

- Today's town hall started with a situational update from Susan Wannamaker and Dr. Maureen O'Donnell, who are co-leading PHSA's emergency operations centre. We also heard HR updates from Jaci Edgeworth, including the single-site directive, international travel, overtime pay, and staff accommodation requests (for those with underlying health conditions or who are pregnant).
- If you were not able to attend today's virtual, all-staff town hall, you can:
 - [Watch the video highlights reel.](#)
 - [Watch the full webcast recording.](#)
- We've time stamped the Q&A portion of the agenda so you can easily skip ahead to questions that interest you most – you can [view the PHSA News story on POD](#), or [in PDF form on our website](#), alongside the full recording.
- Our next town hall will be on **Thursday, April 16 at 10:30 a.m.** Stay tuned for the webcast and teleconference information in tomorrow's bulletin. Continue to send in your questions via [Slido.com](#) using the event code **#PHSATownHall**.

ZOOM for Healthcare: Safe and secure

- *ZOOM for Healthcare* is a licensed tool offered for virtual health visits by all health authorities across in BC and is compliant with Canadian data protection regulations (BC FIPPA, PIPEDA and PHIPA).
- *ZOOM for Healthcare* now includes additional features for enhanced privacy and security of virtual encounters with patients, including:
 - All virtual health visits are now automatically password protected;
 - Local and cloud recording have been disabled;
 - File sharing is no longer possible; and
 - Virtual 'Waiting Rooms' have been enabled.
- All workstations have the current up-to-date ZOOM desktop client version with applicable security enhancements.

Best practices to ensure privacy using *ZOOM for Healthcare*

- Mitigate the risk of "ZOOM-bombing": encourage the meeting host to "lock" the meeting once all participants have joined the virtual health visit.
- Prevent unwanted visitors: providers are encouraged to use auto-generated meeting ID to avoid any outside parties entering the virtual 'Waiting Room'.
- Communicate to patients: ensure patients are aware that they can still join their Virtual Health Visit without compromising privacy and security. **Advise patients not to share their Virtual Health Visit invitation with others.**
- Learn more about using *ZOOM for Healthcare* for virtual health visits, [including an infographic with security best practices](#) and privacy and security tips at the [Office of Virtual Health](#) website.

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](#).