

April 28, 2020

[VIDEO] Highlights from the April 28 town hall

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Engagement



Thank you for continuing to engage with our town halls. This morning's event covered topics such as PHSA's plans we move into recovery, a supply chain update and a moment of silence in recognition of the National Day of Mourning.

We addressed some of your questions about this point in our response at our town hall this morning.

Please note that there will be **no town hall this Thursday April 30**, due to a regularly scheduled, virtual Board meeting. The next town hall will take place on **Thursday, May 7 from 11 a.m. - 12 p.m. (new time)**.

[Watch the town hall highlights](#), or view [the full webcast here](#). You don't need to be on the network to view either. Below, you will find summaries of the leadership updates as well as time stamps for each of the questions answered during the town hall. Remember, you can always find the latest bulletins and town hall recordings on our external website at www.phsa.ca/covid19staff.

[WATCH THE WEBCAST NOW](#)

PHSA News

Hot topics

Leadership update - Benoit Morin, president and CEO

Good morning. I hope you're well and safe as always. My family member who was diagnosed with COVID-19 is doing better. Thank you for your well wishes.

Today I want to talk about resilience and adapting.

Resilience is about going through challenges beyond what we expected but remaining true to ourselves and our values.

If we look at the [facts presented by Dr. Bonnie Henry](#), we are doing very well. We are no longer managing a full-blown crisis - we are managing a threat.

Achieving these numbers is a testament to British Columbians and their commitment to public health measures such as social distancing.

B.C. is trending very well with a flatter curve than the rest of Canada.

What would happen if we release all measures? This depends on what we do as a health care system, as a society, and on our neighbours too - the United States and the rest of Canada.

We need to be prudent in our next steps. While there is no guarantee what will happen, we can and will manage. We need to work on our capacity to adapt. Let's remain flexible so we can adapt to whatever comes our way.

We need to be agile as an organization and uphold PHSA's values. As we start to adapt to a new normal, we will do it together, but it will require all of us to be resilient in our own ways individually.

Thank you and keep up the good work. I'm very pleased to speak with you regularly at these town halls, and appreciate your dedication and service.

PHSA News

Supply chain update - Linda Lupini, executive vice president, Commercial Services

I'm really pleased to highlight the work of PHSA's supply chain this morning.

The supply chain is in the background most of the time. It works to bring in supplies and manage contracts, making sure we are all equipped.

During a pandemic, the supply chain faces enormous pressure because we are now looking for the same things that the rest of the world is looking for at the same time.

We were looking for supplies from a country that was also facing the pandemic, as many of our supplies come from China and Wuhan.

We had to start looking for alternate suppliers and ways to get supplies.

We faced restrictions on exportation of supplies and border restrictions as well.

Once we've found supplies, the next step is getting them here. During a pandemic, the pipeline gets clogged so we started chartering our own flights.

In the midst of all this, we began helping other organizations where we could, such as long term care facilities that had trouble securing supplies.

We've had countless people, organizations and other community members wanting to help and make contributions.

A Coquitlam-based company purchased machines to make surgical masks and N95s. This is the first time in Canada that N95s are manufactured here. We also working with a Surrey-based company to produce COVID test swabs.

We've had so many offers for supplies that we've had to set up a hub to vet contacts.

So far we have purchased over 90 million units of PPE and have had over five million units of PPE donated. Many donors did not want photos or media - they just wanted to help.

We are now preserving some supplies and testing alternative products, in addition to collecting N95s for reprocessing and sterilizing, in an effort to be prepared.

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No PPE is deployed to staff unless it is tested and safe.

We are in a much better place because of working together in partnership with other health authorities and maintaining transparency and accurate data.

I would like to thank all our supply chain employees who have been working extraordinary hours during this challenging time. It is amazing what we have done and will continue to do together.

HR update - Jaci Edgeworth, vice president, People Services

This week is National Immunization Awareness Week. The BC Centre for Disease Control and other programs will be increasing public dialogue about immunization and how it saves lives. For staff, we encourage you to stay up to date on your immunizations and plan for your flu shot this fall.

We would like to acknowledge that Ontario announced hazard pay to eligible health care workers from April to August - this includes certain hospital staff, long term care facility employees, etc.

We have been asked if PHSA will be doing the same thing. While we have not heard any updates on this, this is something that PHSA would determine in partnership with Province of B.C., the Ministry of Health and other health authorities. We will keep you informed if anything changes.

During this pandemic we have made major adjustments to how we work. I would like to highlight one of PHSA's core values, which is "Be compassionate."

Some of you are working in the same place with some modifications, and many others are working from home.

This is a big change in routine for many of you - not only technically, but socially, as you try to stay connected and feel connected to your colleagues.

I want to remind you of the [wellness resources](#) on the phsa.ca/covid19staff webpage. There are tips for [working remotely](#) and coping with COVID-19, as well as links to the [Employee Family Assistance Program](#) and psychosocial support.

Most importantly, I would like to remind everyone that we also have each other. We are in this together, and this isn't forever, it is for now. Let's practice compassion and support each other.

PHSA News

Moment of silence - National Day of Mourning

Today we honour those who have become injured, ill or lost their lives on the job. It is especially poignant this year, in light of the tragic events in Nova Scotia and the COVID-19 pandemic. Thank you for joining us in a moment of silence to honour those workers, including our paramedics and first responders.

Answering your Slido questions

Remember to visit our [Slido question page](#), which will remain open under the event code #PHSATownHall. 'Like' questions that are similar to yours to help us prioritize topics for future town halls.

[Open the webcast recording](#) and skip to the time stamps listed below for specific questions and answers:

Leadership questions

As we move to recovery, what will be the key priorities that PHSA will focus on, what will stop to support back-log of work? i.e. Will the timing of CST change? **44:53**

What is the plan to evaluate PHSA's response to this pandemic? How will we learn what worked well and what could have been done differently? **50:27**

Is there a plan in the event we continue to be in the situation for the next year? What would be the implications for employees, patients, and families? **52:44**

Infection control questions

Why not educate the public on proper mask usage as opposed to continually saying it "marginally helps?" Mask usage in Eastern countries is shown to have helped. Why not encourage everyone to wear masks? **54:14**

HR-related questions

The PHSA job loss question was not answered today (April 16). Will PHSA commit to not lay off or let regular staff go during these unprecedented COVID-19 times? **33:36**

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HR-related question

There are some families/single parents feeling a financial impact and aren't qualified for the government subsidies, what supports or relief can PHSA provide? **40:10**

Since this might be the new normal for the year, would PHSA be open to letting union staff roll over their unused vacation into 2021? **41:17**

Is it possible to accommodate work duties for staff that are "immune compromised" where they can still work under modified conditions, instead of simply being at home indefinitely on sick time? This is going to go on for a long time. **48:13**

How are we keeping the union involved on the decisions we make on staffing levels, remote work, policy changes, during this pandemic? **49:29**

Is it possible that some of us could continue working from home if it is demonstrated to be effective?**42:53**
I have a laptop/docking station and can work offsite but have been told I am not allowed to take the laptop home because I am a union employee. Are there different work from home recommendations for union employees? **58:49**