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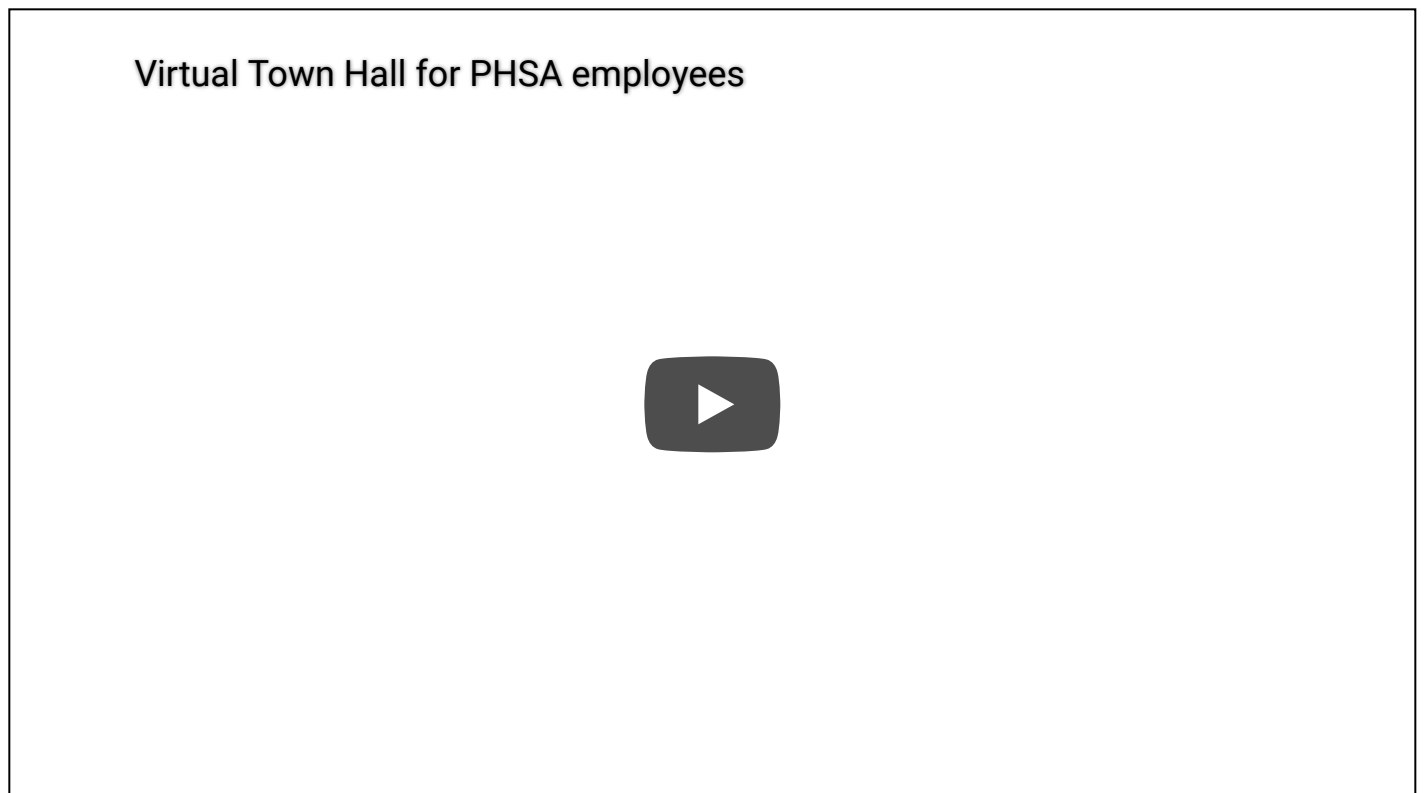
# Highlights from today's COVID-19 town hall

**MORIN, BENOIT [PHSA]**

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President & CEO



The global situation around COVID-19 continues to change by the day, and we are grateful for your patience, ability to adapt and commitment to staying informed.

Our third virtual town hall was held this morning. The [recording can be viewed online](#) (you do not need access to POD to view this). Below, you will find time stamps for each of the questions answered during the town hall.

Continue to watch for updates from PHSA, as the information is changing daily. You can also view the latest messages on our external website at [www.phsa.ca/covid19staff](http://www.phsa.ca/covid19staff).

WATCH THE WEBCAST NOW

Remember to visit our [Slido question page](#) which will remain open throughout the week under the event code #PHSATownHall. 'Like' questions that are similar to yours to help us prioritize for future town halls. Not all questions will be answered directly on Slido, but they will help inform future communications.

## Answering your Slido questions

### Skip to the time stamps listed for specific questions and answers:

Is there any thoughts on downsizing the non-essential services department to the bare minimum, so at least some people can stay at home? **18:51 – 19:35**

Can we have disinfecting wipes and gloves more readily accessible for us to clean our frequently used items? (ie. phone, light switch, door handle, desk) **19:40 – 20:53**

Will nursing and other disciplines be forced to be re-deployed to acute care sites if acute care sites cannot support the potential surge of patients? **22:12 – 22:36**

Daycare and schools may shut in the weeks ahead. What actions are being taken to ensure essential staff are able to make it to work if there is no childcare? **21:00 – 21:32**

Is there a list of additional guidelines we should be following? e.g. no hand-shaking, no shared food in the department etc **22:40 – 23:45**

When will fit testing for N95s be available to all frontline staff? **23:57 – 24:27**

Can you please clarify the self-isolation policy for health care workers after travelling? – **24:35 – 26:13**

I'm confused about self isolation coverage. Is it paid leave or sick leave? **26:20 – 26:40**

Is there any estimate on when this situation will improve? **26:45 – 28:06**

If staff have mild respiratory illness and stay home, what is the plan to return to work (when there is no COVID-19)? **28:20 – 29:30**

As a clinician in the ER, I'm told not to wear mask during patient interactions unless the patient self-reports travel history or contact? Isn't this irresponsible/unsafe? **29:35 – 30:33**

Other jurisdictions are running short of PPE – is PHSA looking ahead to repurpose masks and face shields so we have a reserve supply? **30:37 – 31:43**

With more staff working remotely, there have been Skype/Citrix issues. How will these issues be addressed? - **31:47 – 33:43**

Will staff in non-clinical buildings supply of masks to wear if we have sniffles? - **33:50 – 35:06**

Given the New England Journal of Medicine article on COVID, should we wear more protective gear to protect against droplets that float as aerosol? What is the impact? What are the actions? **35:10 – 36:29**

Should ambulatory clinics should be serving patients who have to travel for the visit specifically via air travel? **36:33 – 39:10**

Will we be empowered not to transport low acuity patients – preventing exposure to crews to patients who are not emergent but infectious? **39:15 – 41:51**

Is it policy to stop educational events including patient and staff education? **41:55 – 42:50**

Will PHSA employees province-wide get priority access for testing from all health care facilities? **42:56 – 43:51**

Will we be reducing staff on shift as non-essential patients are cancelled? If so, will staff be paid only for their reduced days of work or their full time position? **43:56 – 44:50**

If someone becomes ill with COVID-19 in the office (ie. Willingdon), what will be the protocol for others ie. deep clean, office shut down, work remotely, etc? **45:39 – 47:18**

Can unionized employees (who don't work in hospital) have the option to work remotely? What is the protocol if the outbreak happens? **48:48 – 49:22**

What is the plan to address staff members that have pre-existing conditions that have shown to put them at higher risks with COVID-19, such as asthma, diabetes, heart disease? **47:23 – 48:45**

It's been suggested that South Korea as flattened the curve by providing widespread testing. Why are we not following a successful model? **49:36 – 52:30**

If public transportation were to shut down, what steps are being put in place to ensure transit-dependent staff are able to make it in to work? **54:00 – 54:40**

If we do not feel safe to work around sick coworkers who refuse to get tested, do we claim as sick leave? How do we enforce that they quarantine? **52:41 – 53:48**

The anxiety levels for individuals may fluctuate as this goes on. What support/services can be provided to staff (employees and contractors)? **54:49 – 56:30**

## Message from Tim Manning, Board Chair

"I wanted to express, on behalf of your board of directors, our sincere appreciation for your personal sacrifice and your commitment to serving British Columbians. We are living in unprecedented times and we are learning as we go. This is a journey, not a sprint.

I would ask a couple of things. First, stay focused on the task. Stay calm. Do the right thing and be kind to each other. Also, take time for yourself personally. This is a time to make sure you have the energy and the strength for this journey and also support your families that are there for you.

I want you to know that your board of directors has your back and has complete confidence in your capabilities, which you have proven over and over again. In the past week or so, I have never seen this organization come together and live our values as we are now, together with the other health authorities. With that, we will get through this together. Thank you and enjoy, in the sense that this town hall is an opportunity to get answers to questions so that you can best do your job, which you do exceptionally well. Thank you."

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**Let us know** if you have comments or suggestions for how to improve the intranet.

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March 19, 2020 [Health & Wellness](#) [Across PHSA](#)

# Coping with fear and anxiety associated with COVID-19

**NEWLOVE, THERESA [CWBC]**

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Director of Workplace Wellness, Culture and Experience

It is normal during this time of uncertainty and the recently declared COVID-19 pandemic to speculate on the potential spread of the virus and to experience feelings of worry or anxiety. Health care workers may be particularly vulnerable to such reactions.

While we all react somewhat differently, when we are uncertain about our own and our family's health and safety, we may experience physical, emotional, and behavioural reactions. You may experience a range of reactions varying in intensity as you continue to hear about the health, social and economic impact of the COVID-19 pandemic. You may find yourself preoccupied with news events which may trigger worrying thoughts.

## Are these reactions “typical”?

Absolutely. These are normal reactions that human beings experience when they are in abnormally distressing situations. Research has shown that when you acknowledge anxiety and you take care of it, anxiety will usually diminish.

What can you do to manage fear and anxiety?

Pay more attention to your feelings and reactions than to the event itself.

Be kind to yourself. Don't judge, blame, or criticize yourself for having these reactions. Be patient.

Think about how you would support a friend in this situation and then treat yourself the same way.

Try to reduce other sources of stress in your life for the time being.

Take the time to talk about your physical and emotional reactions with someone close to you like a friend, partner or loved one. You can also turn to coworkers.

Let your family, colleagues and friends know how they could best support you during your period of stress. If they are doing something unhelpful, give yourself permission to let them know.

Find something that helps distract you. Some people find it helpful to keep busy through leisure activities, hobbies, routine chores, warm baths or [physical activity](#).

Take time to rest and maintain good [sleep habits](#).

Try to avoid saturation from exposure to the constant media coverage of this news.

If you find you are experiencing distressing thoughts and feeling anxious, remind yourself that most of us are safe and not affected by this disease.

## Hear what BC Children's staff are doing to cope with the current COVID-19 situation.

Dr. Dzung Vo, head, division of adolescent health and medicine and director, Centre for Mindfulness

How to cope with COVID-19 for health care professionals b...



Dr. Elizabeth Stanford, head of psychology

## How to cope with COVID-19 for health care professionals b...



Dr. Joanna McDermid, associate director, Centre for Mindfulness

## How to cope with COVID-19 for health care professionals b...



## What should you do if your anxiety doesn't diminish from week to week?

It's best to not keep the worrying thoughts and anxieties all to yourself. If you are experiencing a high state of stress for prolonged periods, contact PHSA's [Employee & Family Assistance Program \(EFAP\)](#) to speak with a counsellor.

Homewood Health: 1-800-663-1142 or [www.homeweb.ca](http://www.homeweb.ca)

Homewood Health offers free and confidential coaching and counselling services for staff in quarantine through video counselling, phone, private online chat, or private messaging.

Homewood Health's [Health & Wellness Library](#).

This library is a collection of resources written by qualified experts.

[Anxiety Canada' free online resources](#).

For those experiencing persistent stress or heightened anxiety, Anxiety Canada has many free downloadable resources.

PHSA's Psychological Health and Safety team supports the mental health of all employees in any PHSA program, service, or division. To learn more about the programs and services available to staff, [visit us on POD](#) or at [PHSA.ca](#). Questions? Email [healthpromotion@phsa.ca](mailto:healthpromotion@phsa.ca).

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# Social media matters: spreading accurate info related to COVID-19

[DARBYSHIRE, PETER \[PHSA\]](#)

2 likes

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Communications Officer Digital Engagement

During this challenging time every PHSA employee has a crucial role to play not only in patient care but also regarding the sharing of accurate information about COVID-19 and the current evolving situation.

As always, PHSA welcomes staff and volunteers to use social media responsibly and share health and wellness information from PHSA. Given the rumours and uncertainty around the present situation, it is more important than ever to share information only from respectable and official sources.

## Only post information that is factual and publicly available.

A good source of information is the [BC Centre for Disease Control website](#). The BCCDC has a section on [resources for the public](#) that address many common questions, such as the nature of symptoms, testing and isolation, case counts, prevention and more. There is also section of [resources for health professionals](#), which includes patient handouts, signage and posters, lab testing guidelines, instructions around personal protective equipment and more.

A useful tool to share is the B.C. COVID-19 Symptom Self-Assessment Tool, developed with the Ministry of Health: <https://covid19.thrive.health/>

The province has also created a phone service to provide non-medical information about COVID-19, including the latest information on travel recommendations and social distancing. Information is available in more than 110 languages, 7:30 a.m. - 8 p.m. at 1-888-COVID19 (1-888-268-4319) or via text message at 604-630-0300.

Be aware of visitor restrictions and other changes at PHSA facilities, such as:

[BC Children's Hospital](#)

[BC Women's Hospital + Health Centre](#)

[BC Cancer](#)

## Keep up to date on staff resources.

Visit the [PHSA Staff Resources page](#) at for information on employee illness protocols, COVID-19 resources for staff, remote access tools and more.

## Maintain privacy and confidentiality.

When engaging in social media activities, remember to always do so in a way consistent with PHSA's Code of Ethics and privacy and confidentiality policies. Remember that privacy is paramount. Never disclose patient information or discuss a patient's health status. The same is true for confidential information about PHSA and its employees. Be polite and refrain from conflict or negative language. Be honest and correct mistakes as soon as possible.

If you have any concerns or questions about something related to PHSA and social media, please email them to [social@phsa.ca](mailto:social@phsa.ca).

## Do not speak for PHSA unless authorized.

Remember only authorized spokespeople may release information to the media or public on behalf of PHSA and its programs. Contact the PHSA media line if you have any questions/concerns in regards to this at 778-867-7472.

## Follow PHSA programs on social media for all the latest updates on this ever-evolving situation.

### PHSA

Twitter: <https://twitter.com/PHSAofBC>

Facebook: <https://www.facebook.com/ProvincialHealthServices/>

LinkedIn: <https://www.linkedin.com/company/provincial-health-services-authority>

Instagram: <https://www.instagram.com/phsa.bc/>

## BC Centre for Disease Control

Twitter: <https://twitter.com/cdcofbc>

LinkedIn: <https://www.linkedin.com/company/bc-centre-for-disease-control>

## BC Children's Hospital

Twitter: <https://twitter.com/bcchildrenshosp>

LinkedIn: <https://www.linkedin.com/company/bc-children's-hospital-vancouver>

## BC Women's Hospital + Health Centre

Twitter: <https://twitter.com/bcwomenshosp>

LinkedIn: <https://www.linkedin.com/company/bc-women-hospital-and-health-centre>

## BC Cancer

Twitter: <https://twitter.com/bccancer>

LinkedIn: <https://www.linkedin.com/company/bc-cancer>

Instagram: <https://www.instagram.com/bccancer/>

## BC Emergency Health Services

Twitter: [https://twitter.com/bc\\_ehs](https://twitter.com/bc_ehs)

Instagram: [https://www.instagram.com/bc\\_ehs/](https://www.instagram.com/bc_ehs/)

## BC Transplant

Twitter: [https://twitter.com/bc\\_transplant](https://twitter.com/bc_transplant)

Facebook: <http://www.facebook.com/BCTransplant>

Instagram: [https://www.instagram.com/bc\\_transplant/](https://www.instagram.com/bc_transplant/)

## BC Renal

Twitter: <https://twitter.com/BCRenal>

Facebook: <https://www.facebook.com/BCRenal>

## PHSA Careers

Twitter: [https://twitter.com/PHSA\\_Careers](https://twitter.com/PHSA_Careers)

Facebook: <https://www.facebook.com/phsacareers/>

LinkedIn: <https://www.linkedin.com/company/provincial-health-services-authority>

Instagram: <https://www.instagram.com/phsa.bc/>

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# Great-West is now Canada Life

**MANN, JASPREET [PHSA]**

0 likes

0 comments

Director, Employee Records & Benefits

On January 1, 2020 Great-West became Canada Life. Previously they operated as Great-West Life, London Life and Canada Life. Now all their services and products are provided under the name of Canada Life.

Although their name has changed, nothing else has changed in their relationship to HBT and our member employers. **You do not need to make any adjustments to the way you administer your benefit plans. No action is required from you or your teams.**

You will start to notice Great-West's new name and logo on emails, correspondence, forms and benefit booklets. HBT and Canada Life will be working on these changes during 2020. All Great-West Life and branded materials will remain in effect until the rebranding has been completed.

Canada Life will be individually notifying LTD claimants of the name change. Employers and claimants can still reach Canada Life staff via their Great-West Life email addresses.

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## Jobs of the Week

**CHARACH, ASHLEY [PHSA]**

25 likes

2 comments

Rep Talent Acquisition



# COVID-19: Hiring in Health Care

Our employees, physicians and support teams play a critically important role in British Columbia. Now, more than ever, we have an essential and important job to do. We must continue to work together, across PHSA and alongside our health sector partners. And we are looking for more help!

Please help us spread the word to join us!

## Hiring for occupational health nurses

Check the job posting for COVID-19 [occupational health nursing roles](#).

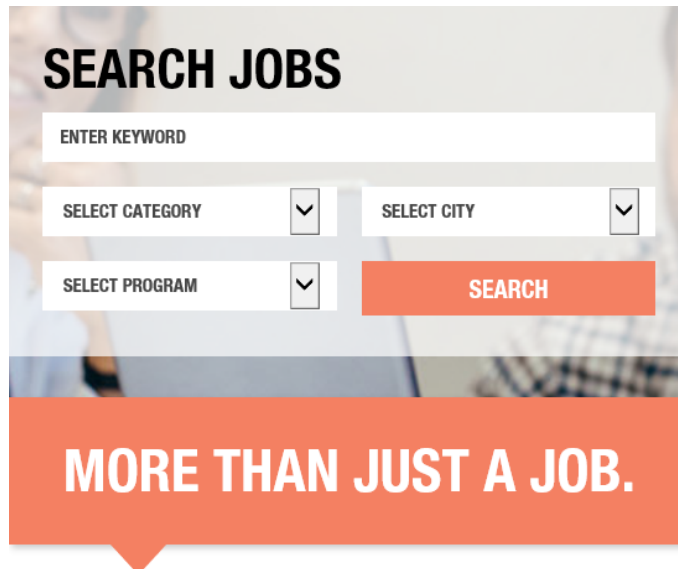
## Hiring for Supply Chain

Check the job posting for COVID-19 [supply chain roles](#).

If an internal posting link has expired, please apply through [jobs.phsa.ca](http://jobs.phsa.ca).

BROWSE INTERNAL JOB POSTINGS

BROWSE EXTERNAL JOB POSTINGS





### Careers at Provincial Health Services Authority (PHSA)

Today at 4:00pm

#### COVID-19: HIRING IN HEALTHCARE

Our health care professionals are no doubt our heroes, and this is a challenging time. PHSA needs your help, now more than ever!

We are seeking Occupational Health Nurses to support PHSA staff with questions & concerns related to COVID-19:

<http://ow.ly/bIBe30qqQzx>

We are all in this together.

[#togetherforcare](#) [#healthcareheroes](#)

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UNLIKE

#### COMMENTS



Rasali, Drona [BCCDC] says:

Veronica Wong is a great Talent Acquisition Advisor to work with.

Posted on July 12, 2019 08:18 am

3 **REPLY**



Mak, Gerald [BCCSS] says:

aefdfsafdsa