



COVID-19 Operational Updates

Information for employees, medical staff, paramedics and contractors

April 21 at 2:30 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 and resources**
- 2. Working remotely: How to access your files on Citrix Remote Access**
- 3. Upcoming webinars related to COVID-19**

Today's town hall highlights and resources

- Today's virtual town hall included updates from Susan Wannamaker (executive vice president, clinical service delivery), Dr. Maureen O'Donnell (executive vice president, provincial clinical policy, planning & partnerships), Jaci Edgeworth (vice president, people services) and Dr. Troy Grennan (infection prevention and control lead), with Laurie Dawkins (vice president, communications & stakeholder engagement) moderating questions.
- [The full recording is posted online.](#)
- You can also [view the highlights reel.](#)



- Here are a number of the resources referenced throughout the town hall:
 - Dr. Maureen O'Donnell referenced:
 - The [modelling & projections section](#) of the BCCDC's website. This is where you can find the [slides from the April 17](#) briefing by Dr. Bonnie Henry, which was supported by the BCCDC and PHSA's Data Analytics Research and Evaluation (DARE) team. The slides help to answer some of the questions we received about B.C.'s demographical distribution of COVID-19 cases.
 - Supports for vulnerable populations. More B.C. government information can be found about the [temporary suspension of evictions of tenants](#) in subsidized and affordable housing; the [temporary rental supplement program](#); [emergency support through Community Living BC](#); [spaces that have been secured for vulnerable people](#) to self-isolate; [temporary supports and supplements](#) for people on income or disability assistance and low-income seniors; and [emergency support for food banks](#).
 - Susan Wannamaker referenced:
 - [Yesterday's announcement](#) by B.C.'s Premier John Horgan about a new, collaborative framework to support rural, remote and Indigenous communities.
 - Jaci Edgeworth referenced:
 - Supports for family members. Information can be found on our website about the [Employee and Family Assistance Program](#) (EFAP). There are also other virtual, mental health supports offered for extended family members and the general public. You can find this information on [the B.C. government's website](#). The [B.C. Psychological Support Service](#) is also in place to help any B.C. resident who is experiencing stress, anxiety or uncertainty due to COVID-19.
 - Information on temporary staff accommodation, which can be found in the [Supporting our Workforce section](#) of PHSA's website. Questions can be referred to TempStaffAccomm@phsa.ca.
 - Dr. Troy Grennan referenced:
 - PHSA's personal protective equipment (PPE) [decision tool](#).
 - Laurie Dawkins referenced:
 - The [staff resources section](#) of PHSA's website and the [BCCDC's website](#), as sources of credible sources of information for staff and health professionals.

- The [communications survey](#) that is currently underway. We encourage you to provide your feedback on PHSA's COVID-19 communications before the survey closes on Friday, April 24.
- Watch for a short overview of the themes from today's town hall, along with the timestamps for each Slido question, in the *Critical COVID-19 News* bulletin later today.

Working remotely: How to access your files on Citrix Remote Access

- Many staff across our organization continue to work from home, supporting the efforts of our shared goal of reducing the spread of COVID-19 and staying safe during this time.
- For those staff working remotely via Citrix Remote Access, you will notice your remote access desktop is not the same as your desktop at work.
- Once you login and access Microsoft Office Desktop:
 - You **will have** access to: Microsoft Office suite, health authority web applications and personal files on your home drive
 - You **will not have** access to: Your personal desktop shortcuts or shared network drives.
- If you need access to other shared network drives, [click here](#) (**open when in Citrix**) to learn how you can map your shared network drives.
- If you need additional assistance, email the IMITS Service Desk and they will help map your shared network drive. Please have your network drive path information ready (a screenshot, if possible). This will help the Service Desk resolve your request more quickly
- **Still need Citrix Remote Access?** [View this easy 5-step guide](#) on requesting Citrix.

Upcoming webinars related to COVID-19

- **April 22nd from 12-1 p.m.: COVID-19: Strategies for Managing Stress**
 The challenges and uncertainty surrounding the COVID-19 pandemic can be overwhelming: social isolation, worry over family and friends, concern for our own well-being, and changes to work and home routines are all substantial stressors around circumstances we may feel we have little control over. But there are effective techniques that can help to bring us back to equilibrium. This session will explore all aspects of the stress response, focusing on practical tips and tools to bring us to optimal stress levels, thereby helping us to maximize our energy and performance in the face of COVID-19.
 - [Register on LearningHub](#)
 - Course code: 23064
- **April 23rd from 4-5 p.m.: “Explore at 4” – Building a Team Charter**
 A Team Charter helps leaders align employees on how the group will function together. We have radically changed how we work together, and where we work, but have not necessarily had the critical discussions to ensure everyone is on the same page. This makes it a good time to start or renew these conversations. In this session we will talk about the fundamentals of building a team charter and what questions you may want to be asking each other right now.
 - [Attend by Zoom](#). (Note: there will be slides so you will want video access).
 - Meeting ID: 234-078-6792
 - Password: 116490

- **April 24th from 12-1 p.m.: When They Refuse: How should we respond to patients who won't practice physical distancing?**

The COVID-19 pandemic presents a number of significant ethical challenges. This presentation adopts an ethical lens to consider how to respond when those in care, who may or may not be COVID+, cannot (due to incapacity) or will not (capable but non-adherent) adhere to physical distancing and infection control measures and thus may pose a risk of harm to others.

- The webinar will be held via Skype for Business. To join, please email Ravi at rbrar2@phsa.ca
- Audio Only: 604-675-4199
- Conference ID: 31752805

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](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.
- 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](#).