



COVID-19 Operational Updates

Information for employees, medical staff, paramedics and contractors

April 7 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*

Thank you for your continued efforts and dedication, as we rally together to respond to the ever-changing situation around COVID-19 in B.C.

As the situation evolves, we appreciate that there is new information coming to you on a daily basis. We are doing our best to streamline communications and segment our operational information from the critical updates on and breaking news.

We hope the regular, all-staff town halls that we are offering – on Tuesdays and Thursdays each week – are a valuable resource for you and a chance to have your questions answered. We endeavor to focus our Tuesday town halls on hot topics; today, that included important updates from HR and on Personal Protective Equipment (PPE).

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 recording**
- 2. Green shirt day amidst COVID-19**
- 3. Healthcare Benefit Trust wellness support during COVID-19**
- 4. Reminder: IT Service Desk temporary phone number**
- 5. B.C. government press releases/conferences**

Today's town hall recording

- If you were not able to attend today's virtual, all-staff town hall, you can:

- [watch the highlights reel.](#)
- [watch the full recording.](#)
- [view the PowerPoint slides](#) on PPE and contact tracing that were referenced during the town hall.
- Watch in this afternoon's Critical COVID-19 News bulletin for a full list of the time stamps and topics that were covered.
- For those who were watching live, we apologize for the technical glitches that were experienced in some web browsers.
- Our next town hall will be on **Thursday, April 10 at 10:30 a.m.** The webcast URL and dial-in information will be provided in tomorrow's bulletin.

Green shirt day amidst COVID-19

- Today is Green Shirt Day, when Canadians raise awareness of the power of organ donation, register as organ donors, and have conversations with their families about their decision.
- April 7 is the anniversary of the day Logan Boulet – one of 16 people killed in the Humboldt Broncos bus crash in 2018 – became an organ donor, inspiring thousands of Canadians to register as organ donors.
- While the key priority for the health system right now is the response to COVID-19, BC Transplant continues to support organ donation and transplant in BC. We're proceeding case-by-case with transplants, balancing the risk the virus poses to potential recipients with the risk of delaying transplantation.
- Today we're also encouraging people to participate in Green Shirt Day in ways that support physical distancing:
 - Wear green or a hockey jersey, take a photo of yourself and share it with your family and friends, or in social media.
 - Take two minutes and register online as an organ donor: transplant.bc.ca
 - Have a conversation with your family about your decision.
- Every decision registered gives hope to people who are waiting for an organ transplant.

Healthcare Benefit Trust wellness support during COVID-19

- The Healthcare Benefit Trust and LifeSpeak have partnered to provide meaningful, expert-led wellness support during this difficult time.
- Resources include videos, blog articles, and real-time interaction with world-class experts regarding support for mental health, relationships and much more.
- To access these resources, visit the [LifeSpeak website](#) and use the password: lifespeak

Reminder: IT Service Desk temporary phone number

- To serve you better throughout the COVID-19 pandemic, the IT Service Desk has established a new, direct toll-free number: 1-855-242-1301.
- Please use this number until further notice to speak with the Service Desk.
- If your request is not urgent, please email your request to servicedesk@phsa.ca.

B.C. Government press releases/conferences schedule

- Provincial Health Officer Dr. Bonnie Henry and Health Minister Adrian Dix have outlined their press conference schedule for the week. The schedule can be found in [yesterday's statement](#), under the "Media availability schedule" heading.

- If you are interested in receiving more information from the Ministry of Health, you can sign-up to *BC Gov News On Demand* for various news releases by [subscribing on this website](#). You can unsubscribe at any time using the same link.

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](#).