

# COVID-19 Operational Updates

Information for employees, medical staff, paramedics and contractors

**March 26 at 3:30 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 work tirelessly – and rally together – to our response to COVID-19. Whether you are on the front lines or behind the scenes, your contributions and dedication during this challenging time are much 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. Time sensitive: PHSA survey on child care concerns**
- 2. Today's all-staff, virtual town hall**
- 3. Interpreter access**
- 4. Reminder: Social media**
- 5. Reminder: COVID-19 support app**
- 6. PHSA News available externally**

## **Time sensitive: PHSA survey on child care concerns**

- PHSA is seeking to understand the impact of COVID-19 specifically on those members of our workforce with young and school-aged children who have child care concerns.
- We are working collaboratively with the B.C. government and our health sector partners on what potential solutions may look like.

- This survey will help us gauge the magnitude of the issue and the needs of our workforce. That said, we do not yet know what supports can be offered. We encourage parents to continue to plan and prepare for how they can manage their own child care needs.
- If you are concerned about your individual child care needs due to the COVID-19 pandemic and the impacts on schools, day cares and child-minders/caregivers, [please take this survey](#) by **midnight tonight** (March 26).
- Note: If you miss the survey window, this does not mean you won't be considered as we explore solutions. This survey will just help us determine the need. We will continue to keep you informed.

### Today's all-staff, virtual town hall

- Our town halls are one way of the key channels we are using to ensure that you are equipped with virtual access to and the most up-to-date information from our experts.
- Our fourth virtual town hall was held this morning. The [recording can be viewed online](#) (you do not need access to POD to view this).
- Today's story in PHSA News – accessible on [POD](#) or in [PDF form on our website](#) – includes recording time stamps for key topics, such as immunity (25:24), contact with your family members (28:47), cleaning of uniforms (32:17), personal protective equipment (40:00) and site-specific screening measures (46:35), just to name a few.
- Continue to watch for updates from PHSA, as the information is changing daily.
- 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.

### Interpreter access

- [Provincial Language Service \(PLS\)](#) continues to be committed to supporting the care of our linguistically diverse patients and clients.
- While we continue to provide our full scope of services (including on-site, in-person interpreting), **we would like to encourage health care providers to access remote (phone or video) or pre-scheduled virtual interpreting services.** These proven modalities provide the same quality as on-site, in-person interpreting.
  - All pre-scheduled interpreter requests for virtual visits must be submitted through the [PLS online booking system](#).
  - All pre-scheduled interpreter requests can be submitted through the [PLS online booking system](#), including appointments occurring in the next two business hours.
  - On-demand phone interpreting will continue to be available for all interpreter requests, as usual.
  - On-demand video interpreting will be available to all healthcare providers for any requests through a web link.
- For detailed instructions on how to access all our interpreting modalities, please log into the [PLS online booking system](#).

### Reminder: Social media

- PHSa welcomes staff and volunteers to use social media responsibly and share information about COVID-19 and PHSa's response to the evolving situation.
- However, while engaging in social media activities, it is important to do so in a way consistent with PHSa's [Code of Ethics](#) and [Privacy and Confidentiality Policy](#).
- Staff and volunteers should refrain from posting personal opinions and instead share the latest information from the PHSa and BC Centre for Disease Control social media channels.
- Never disclose patient information or discuss a patient's health status. The same is true for confidential information about PHSa and its employees.
- Avoid any behaviour that could harm the reputation of PHSa or the integrity of the health care system; do not get into arguments online or on social media.
- Do not offer medical advice. Instead direct people to PHSa programs, websites or social media channels.
- Please remember that only authorized spokespeople may release information to the media or public on behalf of PHSa and its programs.
- PHSa and BC Centre for Disease Control's social media channels have been a vital and trusted communications channel during the COVID-19 situation, reaching millions of people and directly sharing the most up-to-date and accurate health information.
- We encourage our workforce to direct people to our channels (and we invite you to engage with the channels yourself)!
  - BCCDC's Twitter account: [@cdcofbc](#)
  - PHSa's Twitter account [@phsaofbc](#)
  - PHSa's Facebook account: [@ProvincialHealthServices](#)
  - PHSa's Instagram account (link currently only available off the PHSa network): [@phsa.bc](#)

### Reminder: COVID-19 support app

- The B.C. [COVID-19 Support App](#) – developed in partnership with the B.C. Ministry of Health and Thrive Health – is a central resource for accessing personalized, trusted, evidence-based information about the COVID-19 pandemic.
- The app includes a real-time feed of new information about COVID-19 and updates from the provincial and federal governments. There is also a web-based version available.
- Users can complete a “Self-Check” at any time to determine whether they require further assessment and guidance from a health care professional.
- The guidelines in the Self-Check feature were created by HealthLinkBC and the BC Centre for Disease Control and are updated as the pandemic evolves.
- More than 68,000 people have downloaded the app.
- Since soft launch of the assessment tool, it has been accessed almost 2.7 million times. We encourage you to share this with your networks.

### PHSA News available externally

- During the COVID-19 pandemic, providing recognition of our team's achievements, highlighting resources and supports available and sharing messages of thanks are as important as ever.
- We continue to distribute a scaled-down version of PHSa News each week.
- However, recognizing that many of our employees are working remotely, we will also be posting a PDF version of PHSa News – our weekly employee newsletter – to our [staff resources section](#) on phsa.ca. It's not quite as pretty as on POD (and not all links will

work if you aren't on the PHSA network), but we are doing our best to offer as many employees with access to the information as we can.

- Please note, any critical news items will continue to be sent in the daily bulletins.

### **Thank you for your continued dedication**

The service that each and every one of you offers for our patients and families – and the essential support you provide to our provincial systems – is critical, and is making a meaningful difference in B.C. Thank you for continuing to support one another, to support the 'health' of the health care and to support the people of British Columbia.

### **Your ongoing sources of information**

- We are sending daily updates. Watch for emails from [phsacomm@phsa.ca](mailto:phsacomm@phsa.ca).
- Continue to 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.
- Continue to check the [BCCDC's website](#) as a trusted source of information.
- We have opened up a [new staff COVID-19 section on phsa.ca](#) where employees can access the same information that is posted on POD, but when off the network.
- BCEHS alerts and updates are on 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](#).