



# COVID-19 Operational Updates

Information for medical staff

**April 7 at 2:35 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 are hosting regular medical staff town halls by teleconference. We are also hosting regular, all-staff town halls on Tuesdays and Thursdays each week. Medical staff are welcome to attend either.

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 staff 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 staff town hall recording**

- Following today's virtual, all-staff town hall, you may wish to:
  - [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 **staff** town hall will be on **Thursday, April 10 at 10:30 a.m.**
- Our next **medical staff** town hall will be on **Wednesday, April 15 at 7 a.m.**

### 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](https://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](mailto: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](mailto:phsacomm@phsa.ca).
- Send in your questions via [Slido.com](https://www.slido.com) using the event code **#PHSAMedicalStaff**. '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](#).