

Critical COVID-19 News

Information for medical staff

April 24 at 5:05 p.m.

From Benoit Morin, president & CEO of PHSA

On behalf of the executive leadership team and PHSA's COVID-19 EOC

Our “new normal” is coming – but we are not there yet.

In fact, it may be hard to define the moment when that “normal” takes effect, and when it does, what we want that to look like. I see this as a new state of being that we are approaching slowly, but surely. And in this moment, I see our leaders wearing two hats, alternately making swift decisions to address urgent action items like PPE supply and lab testing, and then engaging partners across PHSA and the province to plan for resumption of elective surgeries and the thoughtful return to work for employees over the coming weeks and months.

This is a positive, yet challenging place to be for all of us, requiring resiliency to manage the inevitable ups and downs. In [yesterday's all-staff town hall](#), our deputy provincial health officer and vice president of public health & wellness, Dr. Réka Gustafson, compared the months ahead to being like a light switch that may need to be turned “on and off” as we flex and respond to recurring, but hopefully contained, outbreaks of COVID-19. She shared that her preference is that we instead consider our approach to the new normal as a dimmer switch that can slowly and steadily be drawn up to full power over as much time as we need, but if done properly, always getting brighter and stronger.

As we plan for the weeks ahead, my wish for all of us is that we find some moments of rest to recharge and find within ourselves the energy and resources to respond appropriately, and to embrace what lies ahead as an evolving situation that will be made better and more positive by virtue of how we show up together, for our patients, for ourselves, and for each other.

Thank you for all you have done, and for all I know you will continue to do – so capably – in the moments yet to come.

May you be well, may you be safe.

Bulletin highlights:

News from the provincial government:

1. Funding to improve rural internet connectivity

Other important updates:

- 2. Last day: PHSA's COVID-19 communications survey**
- 3. No bulletins expected this weekend**
- 4. Reminder: No medical staff town hall on Monday**
- 5. Tuesday's all-staff town hall**

Funding to improve rural internet connectivity

- To help communities during the COVID-19 pandemic, [the B.C. government has announced targeted funding](#) that will give people in rural, remote and Indigenous communities in British Columbia access to faster internet services at a time when they need them most.
- The \$50-million Connecting British Columbia program now includes a funding stream to help internet service providers with immediate network equipment upgrades to rapidly improve capacity and internet speeds in underserved communities throughout the province.

Last day: PHSA's COVID-19 communications survey

- As the situation with COVID-19 continues to change, shift and evolve, so too will our communications.

- Whether it's feedback on these bulletins or the town halls, the amount or quality of the information you are receiving or the major themes and topics you have questions about – we want to know if the communication you're receiving from PHSA, at this moment in time, is meeting your needs or if there are changes we can make to support you better.
- We will use the summary report to evaluate how our communication channels and approach can evolve.
- You will receive information about any pending changes or updates next week.
- The survey closes tonight. Please take **two minutes** to share your feedback with us!

→ [Take the survey here](#)

No bulletins expected this weekend

- As we evaluate the results of the survey mentioned above, we are also considering how we can adjust the frequency of our COVID-19 communications.
- No bulletins are expected this weekend, unless an urgent issue arises. You can expect the next bulletin on Monday, April 27.

Reminder: No medical staff town hall on Monday

- Over the past two weeks, we have seen a decrease in the number of participants and questions for our medical staff town halls.
- We have made the decision to put a temporary pause on these early morning t-cons while we await the results of the communication survey and as such there will **not be a town hall on Monday, April 27.**

Tuesday's all-staff town hall

- Medical staff are welcome to join the all-staff town halls. PHSA's CEO and president Benoit Morin will provide an address at our next virtual town hall for COVID-19, which will be on **Tuesday, April 28, 2020** from **10:30 – 11:30 a.m.**
- In addition to Benoit's CEO address, we'll share the latest HR and Supply Chain updates—and spend most of our time on Q&As. Remember to [log-on to Slido](#) using the event code **#PHSAtownhall** to ask or “like” questions in the queue.
- We're offering three options for viewing:
 - 1) **Watch the webcast live at 10:30 a.m. using this link:**
<https://mediasite.phsa.ca/Mediasite/Play/d8cd591acf184a4b887c4b0e20b31eab1d>
If you experience any technical issues, please try using Internet Explorer as your browser.

There is no password needed to watch. If you are prompted to log in, it means the webcast connections are at capacity (we are prioritizing our clinical applications) and you should use options 2 or 3.

- 2) Listen by teleconference live at 10:30 a.m. by calling: 1-833-353-8610 and using Participant code 4478028 #**

If you hear a busy signal, try calling again. If a message says the conference bridge is full, use option 3.

- 3) Watch the webcast at 12:30 p.m. onwards:** Use the same link above to watch the webcast recording on demand. There is no difference between the live or recorded experience and you do not need to be on the PHSA network.

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 **#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](#).