



Critical COVID-19 News

Information for medical staff

May 1 at 5:35 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

The words 'unprecedented' and 'unknown' have been used frequently over the past eight weeks. And with good reason. Together, we have charted a path forward through something that few have experienced in their personal or professional lives.

One of the most reassuring aspects of this journey continues to be the truth that lies in the statement, "we're all in this together," and today we feel this takes on additional meaning because, across B.C. and Canada, we are celebrating *National Physicians' Day* in recognition of the extraordinary work our physicians do each and every day.

Through that work, our physicians really are 'in it together' with their patients and their families, often walking with them side-by-side through situations they may have never expected or imagined – be it diagnosis of cancer, mental illness or other chronic conditions, or perhaps even COVID-19. In these moments, physicians provide not only medical care and direction, but also reassurance that each individual's health and wellbeing is important.

So, today, we say thank you to our physicians, who are an essential part of the overall PHSA care team and instrumental to our calm and focused approach to COVID-19. Thank you for everything you do, and for your passion and commitment to our patients, families and communities.

Happy National Physicians' Day!

Bulletin highlights:

News from the provincial government:

- 1. Today's statement from the Provincial Health Officer**
- 2. Applications open for the B.C. Emergency Benefit for Workers**

Other important updates:

- 3. New: Email security feature**
- 4. New: Free Premium Public Wi-Fi for patients and families**

5. New: LearningHub e-module and other tools for Citrix Remote Access

6. Reminder: City of Vancouver reinstates parking enforcement

7. Reminder: Next all-staff town hall is on Thursday, May 7

Today's statement from the Provincial Health Officer

- There was no press conference today, but Minister of Health, Adrian Dix, and B.C.'s Provincial Health Officer, Dr. Bonnie Henry, [issued a statement](#) outlining the latest COVID-19 numbers for B.C.
- In advance of the weekend, they have reminded people about the importance of physical distancing. They remind us that we must “*be 100% committed to keeping our firewall strong.*”

Applications open for the B.C. Emergency Benefit for Workers

- The B.C. government [announced today](#) that applications are open for the B.C. Emergency Benefit for Workers (BCEBW).
- The BCEBW is a one-time, tax-free payment of \$1,000 for eligible British Columbians whose ability to work has been affected because of COVID-19.

New: Email security feature

- Cybercriminals are taking advantage of the heightened levels of uncertainty around COVID-19 by trying to spread misinformation and scam people out of their money or private data through various means including phishing emails.
 - To help combat the increase in phishing emails targeting our health authority employees, you will now see the following alert message tagged onto all external emails received:
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- This message is from an external sender.** Think before you click, if you suspect this message is malicious, forward this message to spam@phsa.ca, and do NOT open any attachments or click on any links.
- =====
- This alert message does not impact mail delivery. Emails tagged with this alert should be approached with caution, especially those that contain links, attachments or request sensitive information (e.g. passwords, financial or patient records). However, if you know the sender and trust both the content and the context in which it has been sent, there is no cause for concern.
 - To learn other ways you can keep yourself, your family and your organization 'cyber healthy,' check out [these tips from the IMITS Security](#) [internal link] or send your questions to IMITSSecurity@phsa.ca.

New: Free Premium Public Wi-Fi for patients and families

- In response to the impact of COVID-19 on our patients, residents and their families, our current Wi-Fi supplier, TELUS, is offering Premium Public Wi-Fi at no charge for patients, family members and guests in many of our facilities until July 31, 2020.
- By logging in to Premium Public Wi-Fi, our patients and families will experience improved performance. The steps to access Public Wi-Fi will remain the same:
 1. Open the Wi-Fi setting on your device
 2. Select “Public Wi-Fi” and then open your internet browser
 3. Select free Premium Wi-Fi.
- Patients and families who require support with the Public Wi-Fi or who need information on reimbursements for prepaid Wi-Fi can contact Datavalet Customer Service directly at 1-844-940-5123.

- For staff, clinicians and providers, please note there are no changes to health organization computers, cell phones and medical devices that are currently connected to the clinical/corporate Wi-Fi (e.g. “phsa-staff”).
- The investment made in our Wi-Fi expansion project has enabled us to provide public Wi-Fi at more than 162 sites across PHSA, VCH and PHC.
- More information, including an updated Wi-Fi poster and ‘getting connected’ guide, is available on [the IMITS InfoCentre](#).

New: LearningHub e-module and other tools for Citrix Remote Access

- For many of our staff, working from home continues to be the norm during these unprecedented times. We are committed to supporting the shared goal of flattening the curve and reducing the risk of COVID-19 in our workplace by supporting those that can work from home.
- As we continue to respond to the needs of working remotely, resources on Citrix Remote Access are available to support staff and leaders:
 1. [“Working Remotely” LearningHub e-module \(NEW!\)](#)
An interactive course covering how to request remote access, how to work from home on a health authority issued or personal device. (Note: Disruptions on LearningHub may occur due to capacity limitations. If you experience issues, try logging in during off-peak hours)
 2. [How to work remotely: Top 5 things to know about Citrix Remote Access](#)
A quick guide on how to request access to Citrix, logging in and accessing your files on the remote desktop.
 3. [How to log in and out of Citrix Remote Access](#)
A step-by-step guide to navigate the process for logging in and out of Citrix.
 4. [Privacy and security requirements while working remotely](#)
Helpful guidelines to remember – from how to store confidential information to being mindful of securing your devices.
- For more information about working remotely, visit [the Working Remotely section on phsa.ca](#), or [IMITS InfoCentre](#) [internal link].

Reminder: City of Vancouver reinstates parking enforcement

- As noted in [Wednesday’s bulletin](#), the City of Vancouver announced it will begin reinstating parking enforcement.
- The [City announced yesterday](#) (April 30) that this would take effect immediately.
- Initial parking-enforcement efforts will focus on priority and problem areas such as:
 - Metered-parking areas
 - Time-limited areas
 - Residential-permit parking zones
- City staff will monitor the situation and resume enforcement of other regulations, such as rush-hour zones, when needed.
- This does not impact the temporary suspension of pay parking that is currently in place at our owned and operated sites, for our staff, patients and families, which remains in effect until further notice.

Reminder: Next all-staff town hall is on Thursday, May 7

- The next all-staff, virtual town hall will be on Thursday, May 7. Note, the town halls are usually at 10:30 a.m. but this one will be at **11 a.m.**

- Medical staff are welcome to attend. We will post the webcast and dial-in details [to our website](#) once they are available.

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](#).