

Forwarded on behalf of Dr. Janet Kow, PHC Senior Medical Director Acute Care and Amanda Harvey, Corporate Director and St. Paul's Site Co-Lead.

*Please share with staff, medical staff, researchers and volunteers and post for those who do not have access to email.*



**March 20, 2020 – 6:00 PM**

"At Providence, we have a history of doing the right thing in times of crisis." – Fiona Dalton, President & CEO, Providence Health Care

---

#### **BREAKING NEWS**

- On Friday, the Ministry of Health confirmed 77 new cases of COVID-19 in B.C. for a total of 348 cases in the province.
- The individuals are in the Vancouver Coastal, Fraser, Island and Interior health regions, and were confirmed positive. Of these cases, 22 are in hospital (including 10 in ICU) and the rest are self-isolating at home. Six people have fully recovered.
- Three of these cases are inpatients at St. Paul's Hospital and one receives outpatient dialysis at the site.
- At the Lynn Valley Care Centre, 36 residents and 18 health care workers have tested positive for COVID-19.
- Dr. Henry said that around two dozen health care workers in B.C. have tested positive for COVID-19, although most of these cases have been mild.

---

#### **COVID-19 Assessment Site for PHC Staff and Medical staff**

A new staff assessment site for Providence staff, physicians and community health care providers opened this morning.

**Testing criteria:**

- Must provide direct care to patients, clients or residents;
- AND have symptoms such as onset cough, OR fever, OR shortness of breath OR other cold-like symptoms

**Note: Asymptomatic staff will not be tested.**

The Site is located at the Advanced Parking Surface Lot #9075 at 4875 Heather Street:

- Entrance is off West 33rd Avenue on the north side (between Willow and Heather Streets).
- Open 9am to 4pm daily.

If you have questions, please go [here](#).

Please bring your PHN and Providence Health Care ID, if you have it.

**Please do not call Honoria Conway staff if you have questions about this service.** For more information, including details on the other VCH assessment sites that Providence staff and medical staff can visit, please visit [this page](#).

---

**New Staff Support – Support Line (604.806.9925), Hotel Accommodation, Nap Rooms & Hot Showers**

To alleviate some of the immense stress on our staff and medical staff who are engaged in PHC's COVID-19 response, Providence is launching several supports for staff now and to sustain us going forward. We're grateful for your hard work in these challenging times, and we want to know that you are not alone.

To support your mental health and wellness, a support line is now live for staff and volunteers to speak with a colleague who is trained to provide Psychological First Aid (this is not a crisis line). Call **604.806.9925 or local 69925** – leave your name, number and a time for one of the trained volunteers to call you back.

Your confidentiality is important and details of the conversation will not be shared; the only information shared will be to OH&S if services are required beyond what is offered so they can ensure you have the appropriate and ongoing assistance you need.

If you would like some additional support for yourself or your team please contact [Sandy Coughlin](#), director, Occupational Health & Safety.

**For a list of medical staff mental health & wellness resources, click [here](#).**

**Coming soon!** Staff will be able to pre-book local hotel rooms on an hourly (to rest or shower before going home), overnight or weekly basis. Hotel rooms will be available for staff who are engaged in COVID-19 response activities and who may not be able to go home between shifts for various reasons. Eligibility criteria and the process to book rooms will launch early next week.

To get a sense of the need, if you are involved in the COVID-19 response and are interested in accessing this service, please email [Hazel Gray, Manager, Mission](#) Integration & Culture by Sunday, March 29 with your name, role and needs (reprieve room or temporary staff accommodations).

---

### Self-isolation and Staff Returning from Travel

We are aware of the potential of conflicting messages regarding whether health care workers, too, need to self-isolate after travel. The direction from the Provincial Health Officer that all British Columbians who travelled outside Canada and returned on or after March 12, 2020, and must self-isolate at home **does not apply** to asymptomatic essential workers.

Essential workers are defined as people who provide services that are considered critical to preserving life, health, public safety and basic societal functioning. While we value the contributions of all Providence Health Care staff – especially at this time of uncertainty – under this definition, only those staff who are determined by their leaders as critical to preserving life, health, public safety and basic societal functioning are considered to be essential.

This means that you are not required to self-isolate after travel if it has been determined by your leader that your presence at work is critical to delivering essential services.

If your leader determines that you are required to come back to work, you must wear a mask in all areas of the facility.

Providence's preference is that all staff returning from travel should self-isolate at home, but we understand that due to the nature of our work this may not be possible.

**Providence leaders:** if you need support in decision-making, please reach out to your director.

This direction still does not apply to staff who have travelled to Hubei Province in China, Italy or Iran; these staff must self-isolate at home.

All staff who have travelled outside of Canada are required to self-monitor daily and use appropriate Personal Protective Equipment (PPE) when providing care.

If a staff member who provides direct patient care starts to develop symptoms while providing care, they should immediately put on a mask, finish any essential services and self-isolate.

Any staff who develop symptoms should contact the regional medical health officer for Vancouver Coastal at [1-604-527-4893](tel:1-604-527-4893).

---

### Working Remotely During COVID-19

Working remotely can be challenging at first. However, Providence Informatics has developed a Working Remotely toolkit to help you find the right solution for your needs. [Click here](#) to view the toolkit. Keep your eyes peeled for more update on Remote Access next week!

---

## Staff Redeployment

Over the coming days and weeks, many of us will find ourselves in new and unfamiliar situations. We're going to need each other, and it will require us all to shed our usual roles and lead with compassion as we have done so many times before.

We have heard from many of you who have expressed keen interest in helping. In this spirit of stepping up to do "whatever it takes" to help Providence manage COVID-19, we are creating a central pool of staff, students and volunteers who can be assigned to alternate work roles in critical areas of need.

Over the coming days and weeks, some of you may be redeployed from your regular work to fill needs in different departments or at other worksites to support COVID-19 related care.

More information on staff redeployment will be forthcoming and we thank you in advance for your flexibility and your willingness to help out in times of need. We appreciate each and every one of you for your commitment to the health and safety of our patients, residents and clients.

## Additional resources coming

Information on child care resources and parking for staff is forth coming, please watch for these details in future bulletins.

---

## We are Hiring!

As the organization continues to plan and offer exceptional patient care, we continue to hire new staff to fill existing or new vacancies as well as immediate assistance. There is no hiring freeze during this time and we encourage people who are interested to apply directly:

<http://www.providencehealthcare.org/careers>

Some of you may be wondering about our new recruits who are scheduled to start in the next few weeks. Providence continues to onboard new staff. Those who are scheduled to start in the next few weeks will be contacted by Recruitment to ensure they have the information to begin their new roles; however, new employee orientation will be slightly different for April and possibly onward and each new hire will be contacted.

---

## COVID-19 Kindness: Share your stories!

As everyone at Providence and across our communities works together to respond to the coronavirus crisis, we want to hear your "good news" health care stories of compassion, kindness, inspiration and generosity. Big or small, we'd love to learn more about the things that are making a difference and giving you a reason to smile. Photos or video are also welcome. We are hoping to share these stories on social media, so please let us know if that is ok.

Email us at: [covid-19@providencehealth.bc.ca](mailto:covid-19@providencehealth.bc.ca) with the subject line "**COVID-19 Kindness**"

---

## Understanding social distancing

The term 'social distancing' is circulating almost as quickly as COVID-19 and with perhaps even less clarity about what it actually means. A more accurate phrase is physical-social distancing because we want to help people stay physically further apart, while remaining socially connected.

Within health care, we have personal protective equipment and other measures in place when we can't use physical distance. All of that gear, however, may feel socially distancing. It is essential that we make the extra effort to stay connected – smile from our eyes above the masks, say hello, speak kind words of comfort and remember to greet each other and those we interact with.

### Encourage the people in your life to:

- Get outside and enjoy nature;
- Meet with others 1:1 or in very small groups while staying six feet apart from each other;
- Avoid contact with shared surfaces, but seek friendly eye contact;
- Stay out of our neighbours' homes for now, but not out of their lives; and
- Join each other on the sidewalk to share smiles and stories, but not physical space or food.

Together, let's choose kindness and connection in the face of chaos and physical-social distancing!

---

## Media Requests

**REMINDER:** Please direct all media inquiries to Providence's Communications & Public Relations team.

Elaine Yong, Senior Communication Specialist, Media Relations

Email: [eyong@providencehealth.bc.ca](mailto:eyong@providencehealth.bc.ca)

**After-hours media line:** (604) 312-3547

## Questions or Concerns?

If you have questions or concerns, please email [COVID-19@providencehealth.bc.ca](mailto:COVID-19@providencehealth.bc.ca).

## Information and resource links:

PHC has a website for staff, medical staff, and researchers to address concerns, questions, protocols and guidelines around sick-leave and compensation-in-lieu for COVID-19. [Click here](#) to view the website. This website will be updated daily and is accessible from work and home on your mobile or desktop devices. **THIS SHOULD BE YOUR SOURCE OF TRUTH FOR INFORMATION.**