



# COVID-19

## CORONAVIRUS UPDATE

**March 17, 2020**

Providence Health Care, with our partners at Vancouver Coastal Health (VCH), VCH Medical Health Officers, the Ministry of Health (MoH) and the BC Centre for Disease Control (BCCDC), continue to monitor cases of COVID-19. As a volunteer, you are a valuable part of Providence Health Care. Your contributions complement the care provided by our medical staff and physicians and allow us to provide quality health care in all the communities we work in.

### What is changing for you as a Volunteer:

- After careful consideration and with response to the request of social distancing, Providence Health Care is **temporarily suspending the majority of our volunteer programs and will only be focusing on high priority volunteer needs.**
- The volunteer duties listed below need your help. If you are able to volunteer **at your current site (one only)** in one of these areas, please follow the instructions listed.

### Posters & Signage (St. Paul's Hospital only)

- Assisting the communications team with putting up signage with important information at multiple sites throughout PHC.
- If you are interested, please contact: Communications Coordinator, Sally Lee - [slee57@providencehealth.bc.ca](mailto:slee57@providencehealth.bc.ca)

### Patient Navigators and Hand Hygiene Ambassadors

- People coming into our sites are seeking assistance with wayfinding and direction. This role is also an ambassador for making sure people perform proper hand hygiene.
- Please contact your Volunteer Coordinator at your site for more information.

### Providence Health Care Gift Shops

#### St. Paul's Hospital Gift Shop

- We are limiting our SPH Gift Shop hours effective March 18 to Mon. – Fri., 10:00am-4:00pm.
- The Shop will be closed on weekends.
- Gift Shop volunteers who previously held shifts outside of these hours are

welcome to reschedule their shifts to fall within this timeframe.

- For additional information, please contact your Volunteer Coordinator or Gift Shop Manager.

#### Gift shops at other sites (MSJ, Langara, Holy Family, Youville)

- You may see Gift Shops closing or have limited hours.
- If you are currently a Gift Shop volunteer, please connect with your Volunteer Coordinator to advise us if you are willing to continue your shifts.

#### **Volunteer Resources Coordinator Contact Information:**

St. Paul's Hospital, Barb Nichols - [bnichols@providencehealth.bc.ca](mailto:bnichols@providencehealth.bc.ca)

St. Paul's Hospital, Sara Parmar - [sparmar1@providencehealth.bc.ca](mailto:sparmar1@providencehealth.bc.ca)

Mount Saint Joseph Hospital, Mary Gallop - [mgallop@providencehealth.bc.ca](mailto:mgallop@providencehealth.bc.ca)

Holy Family Hospital, Brock Nicholson - [bnicholson1@providencehealth.bc.ca](mailto:bnicholson1@providencehealth.bc.ca)

St. Vincent Langara, Stephanie Kulferst - [skulferst@providencehealth.bc.ca](mailto:skulferst@providencehealth.bc.ca)

Brock Fahrni, Youville, Honoria Conway, Laura Mah - [lmah8@providencehealth.bc.ca](mailto:lmah8@providencehealth.bc.ca)

### **What happens now?**

**Effective Wednesday, March 18, all PHC volunteer programs and roles outside of the three areas noted above will be temporarily paused at all of our sites. We look forward to welcoming you all back once social distancing is no longer required.**

We know information is rapidly changing. We are committed to clear and timely communication with you, so that together we can plan for your return. The [COVID-19](#) website is updated frequently and we will send out updates as regularly as possible. Although we are unsure of when our volunteer programs and roles will be reinstated, we are planning for the end of spring. We will adjust as needed going forward. If it is possible for you to return earlier, we will let you know.

We respect the decisions that each of us have to make during this time, as our circumstances are very unique. We understand that some of you may be able continue to volunteer at this time, others may not, and we support you all.

### **What you need to know as a volunteer:**

The risk of spreading COVID-19 to volunteers is low, but we appreciate that volunteers may be concerned about volunteering at healthcare sites due to social distancing. We understand if you may choose to suspend your volunteering at this time. But we do have strong needs at all our sites and greatly appreciate those volunteers who are able to assist us.

**How to avoid COVID-19:**

- Wash your hands, and don't touch your face. This includes proper handwashing with soap and water or alcohol-based hand sanitizer, and coughing or sneezing into your elbow or an immediately-disposed tissue.
- If you are unwell, please stay home and follow the directions of public health.
- If you are approached by a member of the public about COVID-19 testing or information, please direct them to call 811 or visit PHC's COVID-19 website.

**Questions?**

You can also speak with your Volunteer Coordinator for more information, or you can email [COVID-19@providencehealth.bc.ca](mailto:COVID-19@providencehealth.bc.ca) if you have additional questions and/or concerns.

Thank you for your support in helping us provide quality healthcare when it's needed the most.