

FW: COVID Update August 5

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Subject: COVID Update August 5

Good afternoon Minister,

Attached please find today's COVID update. Please note that BCCDC reported one case in NHA has been removed from lab-confirmed and is now classified as epi-linked. Also of note is that there were two data corrections to the text portion of the facilities section. Caveats have been noted in their respective sections.

Thank you.



COVID Response and Health Emergency Management Division
Ministry of Health

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August 5, 2020

Daily COVID-19 Report

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Case Counts (as of August 5/10:00)

Total Case Counts:

Total Cases (lab confirmed and lab probable)	New Cases (last 24 hrs, incl. Epi)	Recovered Cases	Currently in Hospital	Currently in ICU (and HAU)	Mechanical Ventilated (MV)	Deaths
3,796 (↑45 ^{ab})	47	3,288 (↑15)	9 (↑1)	6 (↑2)	1	195

FHA:

Total Cases	New Cases (last 24 hrs, incl. Epi)	Recovered Cases	Currently in Hospital	Currently in ICU	MV	Deaths
2,008 (↑26)	26	1,727 (↑12)	6 (↑1)	4	1	79

IHA:

Total Cases	New Cases (last 24 hrs, incl. Epi)	Recovered Cases	Currently in Hospital	Currently in ICU	MV	Deaths
365 (↑6 ^b)	7	358 (↑2)	1	1 (↑1)	0	2

VIHA:

Total Cases	New Cases (last 24 hrs, incl. Epi)	Recovered Cases	Currently in Hospital	Currently in ICU	MV	Deaths
142	0	137	0	0	0	5

NHA:

Total Cases	New Cases (last 24 hrs, incl. Epi)	Recovered Cases	Currently in Hospital	Currently in ICU	MV	Deaths
90 (↓1 ^a)	0	75	0	0	0	0

VCHA:

Total Cases	New Cases (last 24 hrs, incl. Epi)	Recovered Cases	Currently in Hospital	Currently in ICU	MV	Deaths
1,126 (↑13)	13	932	2	1 (↑1)	0	109

Out of Canada

Total Cases	New Cases (last 24 hrs, incl. Epi)	Recovered Cases	Currently in Hospital	Currently in ICU	MV	Deaths
65 (↑1)	1	59 (↑1)	0			0

^a One previously reported lab case is now classified as epi-linked probable.

^b The remaining one new case in IHA today is an epi-linked case.

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Epi-Linked Probable Cases (as of August 5/10:00)

Total Cases, inclusive of Epi-linked Cases
3,834 (↑47)

Total Epi-linked Cases by Region							
Date	FHA	IHA	VIHA	NHA	VCH	Out of Canada**	Total
August 5	7	19 (↑1)	4	1 (↑1 ^a)	6	1	38 (↑2)
August 4	7	18 (↑2)	4	0	6 (↑2)	1	36 (↑4)
July 31	7	16 (↑5)	4	0	4	1	32 (↑5)
July 30	7	11 (↓1)	4	0	4	1	27 (↓1)
July 29	7	12	4	0	4	1	28
July 28	7	12 (↓1)	4	0	4	1	28 (↓1)
July 27	7	13 (↑6)	4	0	4 (↑1)	1	29 (↑7)
July 24	7	7 (↑1)	4	0	3	1	22 (↑1)
July 23	7 (↑1)	6 (↓1)	4	0	3	1	21
July 22	6 (↑3)	7	4	0	3	1	21 (↑3)

** Section contains non-residents (e.g., temporary foreign workers, or travelers) who were Epi-linked or have been provided an epi-probable diagnosis of COVID-19 while in BC.

^a One previously reported lab case is now classified as epi-linked probable.

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Long Term Care / Assisted Living/ Independent Living / Facilities (as of August 5/10:00)

Total Cases:

Reported Outbreaks

- One new outbreak has been reported since yesterday (Maple Ridge Seniors Village, FHA)
- No outbreaks have been declared over since yesterday
- There are currently 6 (↑1) active outbreaks. There have been 66 (↑1) total outbreaks reported since January 1, 2020.

Outbreaks in Care Facilities

- 51 (↑1) total were reported in care facilities (LTCF, assisted living, independent living, acute, acquired brain injury unit)
 - 4 (↑1) are currently active
 - One new outbreak has been reported since yesterday (Maple Ridge Seniors Village, FHA)
 - No outbreaks have been declared over since yesterday
 - Total outbreaks:
 - 31 (↑1) in FHA, 18 in VCH, 2 in IHA
 - 47 have been declared over (28 in FHA, 17 in VCH, 2 IHA)
 - Total cases:
 - 666^a cases^{s.22} and 142 deaths^{s.22}
 - New since yesterday: 1 new case^{a s.22} and no new deaths

Outbreaks in Other Settings

- 15 total were reported in other settings (2 correctional facilities, 8 workplaces, 1 conference, 1 shelter, 3 workplace/communal living)
 - 2 are currently active
 - No new outbreaks have been reported since yesterday
 - No outbreaks have been declared over since yesterday
 - Total outbreaks:
 - 9 in FHA, 3 in IHA, 1 VCH, 2 Provincial
 - 13 have been declared over (8 FHA, 2 IHA, 1 VCH, 2 Provincial)
 - Total cases:
 - 475 (↑3) cases^{s.22} and 2 deaths^{s.22}
 - New since yesterday: 3 new cases^{s.22} and no new deaths

^a Although one new case was reported today, the total does not reflect a change compared to yesterday. One previously reported case at another facility (Dania Home – LTC) has been removed due to a data correction.

^b Yesterday's (Aug 4) report mistakenly included total death figures from "Outbreaks in Other Settings" in the Care Facilities section. The error has been corrected for today's report.

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Provincial/Interprovincial Outbreaks:

Provincial/Interprovincial Outbreaks		
Facility Name	Total Confirmed Cases	Total Deaths
None at this time	-	-

Provincial/Interprovincial Outbreaks - Declared Over		
Facility Name	Total Confirmed Cases	Total Deaths
1. Pacific Dental Conference	s.22	
2. Kearl Lake, Workplace/Communal Living		

Individual Facilities VCHA:

VCHA: Long Term Care / Assisted Living / Independent Living						
Facility Name	Residents		Staff		Totals	
	Confirmed Cases	Deaths	Confirmed Cases	Deaths	Total Confirmed Cases	Total Deaths
1. Holy Family Hospital	s.22					

VCHA: Acute Sites						
Facility Name	Residents		Staff		Totals	
	Confirmed Cases	Deaths	Confirmed Cases	Deaths	Total Confirmed Cases	Total Deaths
None at this time						

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VCHA: The outbreaks in the following facilities have been declared over						
Facility Name	Residents		Staff		Totals	
	Confirmed Cases	Deaths	Confirmed Cases	Deaths	Total Confirmed Cases	Total Deaths
1. South Granville Park Lodge, LTCF	s.22					
2. German Canadian Benevolent Society Home, LTCF ^a						
3. Little Mountain, LTCF						
4. Inglewood, LTCF						
5. Villa Cathay, LTCF						
6. Hollyburn, LTCF						
7. Central City Lodge, LTCF						
8. Lynn Valley, LTCF						
9. Windermere Care Centre, LTCF						
10. Lions Gate Hospital (6E & NCU/7E), Acute ^b						
11. Richmond Hospital (2S)						
12. Haro Park, LTCF						
13. Evergreen House, LTCF						
14. Amica Edgemont, LTCF						
15. Royal Arch Masonic Home, LTCF						
16. Berkley Care Centre, LTCF						
17. St. Paul's Hospital, NICU						

^a Previously reported as "German Canadian House"

^b Previously reported as "Lions Gate Hospital (Unit 6 East)"

VCHA: Other Shared Living / Workplace		
Facility Name	Total Confirmed Cases	Total Deaths
No New Facilities	-	-

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Individual Facilities FHA:

FHA: Long Term Care / Assisted Living / Independent Living/ Acquired Brain Injury Unit						
Facility Name	Residents		Staff		Totals	
	Confirmed Cases	Deaths	Confirmed Cases	Deaths	Total Confirmed Cases	Total Deaths
1. NEW Maple Ridge Seniors Village – Long Term Care Facility	s.22					
2. Dania Home – Long Term Care Facility						

FHA: Acute Sites						
Facility Name	Residents		Staff		Totals	
	Confirmed Cases	Deaths	Confirmed Cases	Deaths	Total Confirmed Cases	Total Deaths
1. Mission Memorial Hospital - MM-2S	s.22					

FHA: Correctional Facilities						
Facility Name	Residents		Staff		Totals	
	Confirmed Cases	Deaths	Confirmed Cases	Deaths	Total Confirmed Cases	Total Deaths
None at this time	-	-	-	-	-	-

FHA: Other Shared Living/Workplace		
Facility Name	Total Confirmed Cases	Total Deaths
1. Fraser Valley Packers	s.22	

^a One previously reported case has been removed due to a data correction.

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FHA: The outbreaks in the following facilities have been declared over						
Facility Name	Residents		Staff		Totals	
	Confirmed Cases	Deaths	Confirmed Cases	Deaths	Total Confirmed	Total Deaths
1. Langley Memorial Hospital long term care – Maple Hill	s.22					
2. Tabor Home						
3. Langley Lodge, LTCF						
4. New World Technologies						
5. Valhaven, LTCF						
6. Maersk Co Distributing						
7. Nature's Touch Frozen Fruits						
8. Oppenheimer Group						
9. Delta View, LTCF						
10. Evergreen Heights Complex, Assisted Living						
11. The Harrison at Elim Village, LTCF						
12. Shaughnessy Care Center, LTCF						
13. Amica Retirement Home, LTCF (White Rock)						
14. Langley Lodge, LTCF						
15. Langley Gardens, LTCF						
16. Guildford Seniors Village, LTCF						
17. MSA Manor, LTCF						
18. Swedish Canadian Manor, Assisted Living						
19. Cedarbrook Chateau, Independent Living						
20. Ridge Meadows Hospital (Medicine unit 3N), Acute						
21. MSA (Rehab Unit WP1W), Acute (includes Worthington Pavilion)						
22. Dufferin Care Centre, LTCF						
23. Ridge Meadows Hospital (Rehab AM)						
24. Ridge Meadows Hospital (Unit 3W)						
25. United Poultry ^a						
26. Mission Institution Medium Security Correctional Facility						
27. Residence at Clayton Heights, Acquired Brain Injury Unit						
28. Chartwell Willow, LTCF						
29. Eden Care Centre, LTCF						
30. Abbotsford Regional Hospital AB-4YICU & AB-4YHAU						
31. Worthington Pavilion, LCTF						
32. The Cedars in Mission, ALF						
33. New Vista Society, LTCF						
34. Superior Poultry						
35. Fraser Valley Specialty Poultry						
36. Beresford Warming Centre						
37. Nicola Lodge						

^a Three of these cases live in Fraser Health and are reported under Fraser Health Totals.

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Individual Facilities IHA:

IHA: Long Term Care / Assisted Living / Independent Living						
Facility Name	Residents		Staff		Totals	
	Confirmed Cases	Deaths	Confirmed Cases	Deaths	Total Confirmed Cases	Total Deaths
None at this time	-	-	-	-	-	-

IHA: Other Shared Living/ Workplace		
Facility Name	Total Confirmed Cases	Total Deaths
1. Krazy Cherry Farm, Workplace/Communal Living	s.22	

IHA: The outbreaks in the following facilities have been <u>declared over</u>						
Facility Name	Residents		Staff		Totals	
	Confirmed Cases	Deaths	Confirmed Cases	Deaths	Total Confirmed Cases	Total Deaths
1. Okanagan Correctional Centre High Security	s.22					
2. Kootenay Street Village						
3. Hawthorn Park/Orchard Manor, LTCF						
4. Byland Nursery, Workplace/Communal living						

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Testing Inclusive of Community Assessment Sites (as of August 4/23:59)

Total Patient Tests Completed	Tested Negative	Tested Positive ^a	Patient Samples Pending	Projected Testing Capacity for Today
274,179 (↑1,726)	270,383 (↑1,681)	3,796 (↑45)	1,426 (↑810)	8,005

^a Reported positive test numbers are relative to the number of lab-confirmed case counts each day and do not include individuals who test positive multiple times.

BCCDC Population Health Survey “Your Story, Our Future” (as of June 1/10:30am)

This survey is now closed. No further submissions will occur.

Date	Surveys Completed to Date
June 1	356,196
May 30	n/a
May 29	n/a
May 28	n/a
May 27	328,618
May 25	313,350
May 23	305,000
May 22	n/a

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International Arrivals (as of August 4/23:59)

Arrivals by Method			
Description	July 27 – August 2	Previous Week's Total	YTD April 10 – August 2
Total Air Arrivals	2,848	2,299	60,469
Total Land Passengers	1,384	986	47,371
Total Marine Crossings	5	-	176
Total Unknown Entry Point	178	564	1,651
Total Arrivals	4,415 (↑566)	3,849	111,667

Self Isolation Plan			
Description	Daily Total	Previous 24 hours	YTD Since April 10
SI Plan No Support Required	205	172	27,568
SI Plan Support Required	9	8	1,725
Total Registered¹	214 (↑34)	180	29,293

¹SI Plans as of April 11th including the future travel registered plans. One SI Plan is completed for each family/group travelling. Does not include April 8-11th as those are from interim process and are being cleaned up and reconciled. Support required indicates support for accommodation and supplies (medication, groceries, etc).

Accommodations Required			
Description	Daily Total	Previous 24 hours	YTD Since April 10
Currently in Provincial YVR Accommodation	-	-	109
Currently in Provincial Land Accommodation (Canadian Red Cross)	-	-	44
Total Provided Accommodation	-	-	153

Follow-Up Calls			
Description	Daily Total	Previous 24 hours	YTD Since April 10
Calls Confirmed SI plan being followed	1,061	-	61,710
Call not answered	748	-	45,542
Referred to 811/APP	1	-	223
Referred to PSSG	103	-	6,205
Referred to Tier 2 for follow-up	330	-	11,858
Total Citizen Calls²	1,574	-	106,941

² The Total Citizen Calls is a direct count from the Service BC system. The total is not a sum of the other rows; as an example, a referral to 811 can be a Confirmed SI plan call and a tier 2 call at the same time.

Temporary Foreign Workers			
Description	Daily Total	Previous 24 hours	YTD Since April 10
Total Temporary Foreign Workers	-	-	4,327

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Occupancy Rates & ED Visits (as of August 4/23:59)

	Pre-COVID-19 Response Occupancy Rate (Dec 12 2019)	Current Occupancy Rate Snapshot	Change in Occupancy Rate	Total Vacant Beds*	Total Beds	Total Adult Critical Care Beds	Adult Critical Care Bed Occupancy Rate	Total Vacant Adult Critical Care Beds	ED Visits (past 24 hours)
IHA ^a	102.9%	96.7%	-6.2%	47	1,445	84	81.0%	16	1,596
FHA	106.9%	62.2%	-44.7%	1,481	3,918	268	57.1%	115	1,954
VCHA	100.5%	78.8%	-21.7%	497	2,343	184	56.5%	80	1,057
VIHA	106.6%	88.9%	-17.7%	211	1,901	73	63.0%	27	1,225
NHA	105.0%	58.2%	-46.8%	357	855	58	36.2%	37	642
PHSA	73.8%	67.6%	-6.2%	227	701	28	21.4%	22	78
BC Total	103.5%	74.7% (↑0.9%)	-28.8%	2,820 (↓102)	11,163	695	57.3% (↑1.5%)	297 (↓10)	6,552 (↑228)
Previous Totals									
August 3	103.5%	73.8% (↑1.1%)	-29.7%	2,922 (↓126)	11,163	695	55.8% (↓0.9%)	307 (↑6)	6,324 (↑184)
August 2	103.5%	72.7% (↓1.1%)	-30.8%	3,048 (↑123)	11,163	695	56.7% (↓3.6%)	301 (↑5)	6,140 (↓208)
July 31	103.5%	73.8% (↓1.0%)	-29.7%	2,925 (↑110)	11,163	695	60.3% (↑1.2%)	276 (↓8)	6,348 (↑392)
July 30	103.5%	74.8% (↓0.2%)	-28.7%	2,815 (↑22)	11,163	695	59.1% (↓0.5%)	284 (↑3)	5,956 (↑32)
July 29	103.5%	75.0% (↓0.6%)	-28.5%	2,793 (↑51)	11,163	695	59.1% (↓0.5%)	284 (↑3)	5,924 (↓153)
July 28	103.5%	75.4% (↑0.9%)	-28.1%	2,742 (↓110)	11,163	695	59.6% (↑1.3%)	281 (↓9)	6,077 (↓323)
July 27	103.5%	74.5% (↑1.0%)	-29.0%	2,852 (↓106)	11,163	695	58.3% (↑1.9%)	290 (↓13)	6,400 (↑663)
July 26	103.5%	73.5% (↓0.5%)	-30.0%	2,958 (↑54)	11,163	695	56.4% (↓3.6%)	303 (↑25)	5,737 (↓215)
July 24	103.5%	74.0% (↓1.2%)	-29.5%	2,904 (↑132)	11,163	695	60.0% (↑3.3%)	278 (↓23)	5,952 (↓2)

*Excludes Critical Care NICU Bassinets

^a 6 Critical Care beds in IHA are currently counted as ICU/HAU, however they can only function as HAU and cannot function as ICU

Current Neonatal Bassinet Occupancy Rate			
Health Authority	Total Critical Care Bassinets	Critical Care Bassinets Occupancy Rate	Total Vacant Critical Care Bassinets
IHA	14	114.3%	-2

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FHA	112	57.1%	48
VCHA	24	54.2%	11
VIHA	31	80.6%	6
NHA	8	125.0%	-2
PHSA	70	61.4%	27
BC Total	259	66.0%	88 (↑1)
Previous Totals			
August 3	259	66.4%	87
August 2	259	66.4%	87 (↓2)
July 31	259	65.6%	89 (↑1)
July 30	259	66.0%	88 (↓1)
July 29	259	65.6%	89 (↑6)
July 28	259	68.0%	83
July 27	259	68.0%	83 (↓5)
July 26	259	66.0%	88 (↓7)
July 24	259	63.3%	95 (↓3)

Emergency Department Visits (as of August 4/23:59)

Emergency Department Visits, March 9 and August 4, by Health Authority			
Health Authority	09-Mar	4-Aug	% Change
IHA	1,388	1,596	15.0%
FHA	2,092	1,954	-6.6%
VCHA	1,227	1,057	-13.9%
VIHA	964	1,225	27.1%
NHA	733	642	-12.4%
PHSA	155	78	-49.7%
Total	6,559	6,552	-0.1%

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BC Emergency Health Services Influenza Like Illness (ILI) Calls (as of August 4/23:59)

ILI Events						
Date	FHA	IHA	NHA	VCHA	VIHA	TOTAL ILI
August 4	43	35	15	36	52	181 (↑34)
August 3	37	39	12	29	30	147 (↓21)
August 2	55	36	12	32	33	168 (↑51)
August 1	41	19	7	27	23	117 (↑11)
July 31	27	30	10	20	19	106 (↓32)
July 30	29	42	12	24	31	138 (↑4)
July 29	34	31	13	29	27	134 (↑10)
July 28	31	28	11	23	31	124 (↓54)
July 27	58	39	20	27	34	178 (↑29)
July 26	49	31	7	30	32	149 (↓4)
Average Pre-COVID-19 ILI Events was ~6 events/week across BC						

BC Emergency Health Services Total Call Volumes (as of August 4/23:59)

Provincial Call Volumes for BCEHS						
Date	IHA	FHA	VCHA	VIHA	NHA	TOTAL
August 4	326	498	352	339	95	1,610 (↑84)
August 3	323	456	361	280	106	1,526 (↓87)
August 2	340	494	365	301	113	1,613 (↓56)
August 1	339	527	366	307	130	1,669 (↓12)
July 31	347	520	373	334	107	1,681 (↓12)
July 30	364	553	376	280	120	1,693 (↑62)
July 29	325	530	352	293	131	1,631 (↑79)
July 28	304	499	356	292	101	1,552 (↓95)
July 27	330	546	354	303	114	1,647 (↑7)
July 26	303	509	388	330	110	1,640 (↓63)
Average Pre-COVID (Mar 2019) BCEHS Call Volume: 1,540/day						

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8-1-1 Data (as of August 4/23:59)

Date	Calls Received	Calls Answered	Abandon Rate %	Average Wait (mins)	Max Wait of Answered (mins)	Average Handle Time (mins)
August 4	2,812 (↑580)	2,682 (↑454)	4.6%	1.0	9.3	3.1
August 3	2,232 (↑123)	2,228 (↑127)	0.2%	0.1	1.1	2.8
August 2	2,109 (↑23)	2,101 (↑25)	0.4%	0.1	2.3	2.7
August 1	2,086 (↓254)	2,076 (↓207)	0.5%	0.2	4.5	2.6
July 31	2,340 (↓47)	2,283 (↓69)	2.4%	0.6	8.4	3.0
July 30	2,387 (↑48)	2,352 (↑32)	1.5%	0.4	6.6	3.0
July 29	2,339 (↓188)	2,320 (↓87)	0.8%	0.2	3.4	2.8
July 28	2,527 (↓383)	2,407 (↓261)	4.7%	1.0	11.1	2.9
July 27	2,910 (↑853)	2,668 (↑665)	8.3%	2.0	23.3	3.0
July 26	2,057 (↓99)	2,003 (↓113)	2.6%	0.9	11.8	3.0
Pre-COVID-19 call volume was 1,250/day						

Efforts to enhance capacity and meet demand include:

- 38 additional nurses added to staff complement.
- 61 Patient navigation staff added to staff complement.
- 5 Medical office assistants to support the new 8-1-1 virtual physician model.
- To date, a total of **7,985 (↑71)** calls have been referred from a nurse to a virtual physician for consultation.

Self Assessment Tool - BCCDC.com (as of August 4/23:59)

Date	Distinct Users (last 24 hours)	Peak Activity (users/min)	Average Activity (users/hour)	BC-based Users
August 4	7,205 (↑2,356)	20.5	300.2	97.4%
August 3	4,849 (↑973)	13.3	202.0	97.3%
August 2	3,876 (↑20)	10.5	161.5	Not provided
August 1	3,856 (↓1,851)	12.5	160.7	Not provided
July 31	5,707 (↓562)	16.3	237.8	Not provided
July 30	6,269 (↓873)	16.3	261.2	97.3%
July 29	7,142 (↓2)	22.8	297.6	97.3%
July 28	7,144 (↓278)	19.1	297.7	97.3%
July 27	7,422 (↑2,468)	20.8	309.3	97.3%
July 26	4,954 (↓103)	13.2	206.4	97.3%

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BC COVID19 APP (as of August 4/23:59)

Date	Total App Users
August 4	288,015 (↑1,496)
August 3	286,519 (↑1,100)
August 2	285,419 (↑889)
August 1	284,530 (↑1,081)
July 31	283,449 (↑2,201)
July 30	281,248 (↑885)
July 29	280,363 (↑1,001)
July 28	279,362 (↑1,043)
July 27	278,319 (↑1,214)
July 26	277,105 (↑814)

Virtual Health Usage (Zoom and Intouch Tools) (as of July 27/23:59)

* Next update will be provided on Thurs, August 13, 2020.

Date (week of)	Active Virtual Health Users (by week)
July 27	5,010 (↑262)
July 20	4,748 (↓466)
July 13	5,214 (↑538)
July 6	4,676 (↑733)
June 29	3,943 (↓1,212)
June 22	5,155 (↓153)
June 15	5,308 (↑1,298)
June 8	4,010 (↓1,245)
June 1	5,255 (↓72)
May 25	5,327 (↑19)

- Since March 16, over 26,337 users have been provisioned for virtual health licenses.

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Home Health Monitoring (as of August 4/15:02)

Date	Total Actively Monitored COVID Patients	Total Patients Discharged since March 26
August 4	455 (↑206)^a	2,404 (↑95)^a
July 31	249 (↑19)	2,309 (↑22)
July 30	230 (↓13)	2,287 (↑42)
July 29	243 (↓2)	2,245 (↑29)
July 28	245 (↓9)	2,216 (↑28)
July 27	256 (↓4)	2,188 (↑94)
July 24	260 (↓5)	2,094 (↑20)
July 23	265 (↑7)	2,074 (↑30)
July 22	258 (↓24)	2,044 (↑20)
July 21	282 (↑4)	2,006 (↑24)
Total COVID Patients monitored to date: 2,859 (↑301)^a		

^a Indicated changes are relative to July 31 numbers.

1-888-COVID19 (as of August 4/23:59)

Date	Calls Received	Calls Answered	Average Speed of Answer (Min:Sec)	Abandon Rate	Max Wait (Min:Sec)	Average Handle Time (Min:Sec)	Texts
August 4	756 (↑265)	738 (↑268)	01:45	2.4%	10:44	02:29	39
August 3	491 (↑144)	470 (↑130)	01:52	4.1%	13:08	02:23	24
August 2	347 (↓60)	340 (↓50)	00:06	2.0%	03:45	02:44	19
August 1	407 (↓234)	390 (↓242)	00:53	3.9%	13:04	02:58	18
July 31	641 (↓18)	632 (↑3)	00:52	1.4%	08:46	03:09	17
July 30	659 (↓51)	629 (↓58)	00:01	4.6%	06:55	03:16	34
July 29	710 (↑13)	687 (↑16)	00:31	3.2%	06:04	02:58	39
July 28	697 (↓191)	671 (↓208)	00:49	3.7%	07:09	02:50	35
July 27	888 (↑562)	879 (↑556)	00:07	1.0%	06:05	02:45	36
July 26	326 (↓132)	323 (↓131)	00:05	0.9%	06:04	02:42	13

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Chat Bot / Digital Assistant (as of August 4/17:00)

Sessions (Measured from 17:00 to 16:59)	
Date	Number of Sessions (to 5pm)
August 4	8,821 (↑2,488)
August 3	6,333 (↑853)
August 2	5,480 (↓1,795)
August 1	7,275 (↓1,705)
July 31	8,980 (↓693)
July 30	9,673 (↓582)
July 29	10,255 (↓704)
July 28	10,959 (↑847)
July 27	10,112 (↑2,462)
July 26	7,650 (↓3,433)
1,241,395 sessions since 4pm Thursday April 10	

Average of **1.7** questions per session.

The top questions for the past day have been:

Question Type	%
How many cases in BC today?	15.3
When can I get my results?	13.8
Can I travel out of province?	5.5
How do I know if anyone on my plane was infected?	4.2
What do I do if I was outside of Canada?	3.9
How do I keep my family safe?	2.7
How do you ensure people are isolating?	2.4
What do I do if my test is negative	2.1
What are guidelines for planning an event?	2.0
I am having COVID-like symptoms, do I have COVID?	1.9

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BC 2-1-1 Referral Line (as of August 4/23:59)

Date	Incoming Calls	Calls Answered	Wait Time (Min:Sec)	Abandonment Rate	Max Wait of Answered Calls (Min:Sec)	Average Handle Time (Min:Sec)
August 4	40 (↑20)	19 (↑2)	3:22	53%	14:13	6:19
August 3	20 (↑9)	17 (↑8)	1:27	15%	7:56	5:45
August 2	11 (↓10)	9 (↓7)	0:09	18%	0:16	3:18
August 1	21 (↓15)	16 (↓12)	0:24	24%	1:32	4:14
July 31	36 (↑2)	28 (↑2)	0:12	22%	0:51	8:09
July 30	34 (↓7)	26 (↓8)	2:21	24%	6:12	6:12
July 29	41 (↑19)	34 (↑14)	0:47	17%	7:53	6:04
July 28	22 (↓18)	20 (↓8)	0:15	9%	1:43	5:21
July 27	40 (↑24)	28 (↑13)	0:15	30%	3:34	5:29
July 26	16 (↓4)	15 (↓2)	0:35	6%	3:34	2:34

Note: Data in table above is data recorded for Safe Seniors, Strong Communities program only and does not reflect the bc211 business activities related to other community referrals.

Service Activity to Date^[1]:

- 210,643 (388^[2]) total services provided:
 - 118,628 (262) wellness visits and needs assessments^[3]
 - 22,469 (66) grocery deliveries
 - 42,013 (24) meals prepared or packaged and delivered
 - 791 (2) prescriptions picked up and delivered
 - 2,091 (1) transportation services
 - 342 (0) laundry services
 - 24,309 (33) other services^[4]

Total 211 Registrations to Date:

	bc211 Registrations	Direct Better at Home Registrations	Total
Seniors	4,605 (5)	8,950 (6)	13,555 (11)
Volunteers	7,179 (4)	3,135 (10)	10,314 (14)

^[1] Manual data submission may encounter delays and result in data being restated periodically.

^[2] Added in this reporting period.

^[3] Initial contacts, virtual visits, and phone check-ins.

^[4] Other services encompass ad-hoc requests such as assistance with IT, online shopping, etc.

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Temporary Emergency Registrants (as of July 31/11:30)

Most recent update is for the period of July 3 – July 31.

Temporary Emergency Registrants - Physicians																	
Date	Family Physic ian	Pedia trics	Infec tious Disea ses	Public Health/ Preven tative Med	Comm unity Med	Medica l Microb iology	Psychi atry	Anesthe siology	Inter nal Med *	Ophthal mology	OBGYN/ Maternal -fetal med	Gen eral Sur gery	Obste trics/ Gynec ology	Occupa tional Med	Diagn ostic Radiol ogy	Urolo gy	Total Registrant s to Date
July 31 ^a	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
July 3 ^a	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
June 26	40	3	1	1	1	1	7	6	6	1	2	1	1	1	1	1	74
June 19	40	3	1	1	1	1	7	6	6	1	2	1	1	1	1	1	74
June 12	40	3	1	1	1	1	7	6	6	1	2	1	1	1	1	1	74
June 5	40	3	1	1	1	1	7	6	6	1	2	1	1	1	1	1	74
May 29	40	3	1	1	1	1	7	6	6	1	2	1	1	1	1	1	74
May 22	40	3	1	1	1	1	7	6	6	1	2	1	1	1	1	1	74
May 15	40	3	1	1	1	1	7	6	6	1	2	1	1	1	1	1	74
May 14	40	3	1	1	1	1	7	6	6	1	2	1	1	1	1	1	74

*Internal Medicine includes 1 Gastroenterology, 1 Critical Care Medicine and 1 Nephrology.

^a The College of Physicians and Surgeons (CPSBC) deactivated the TER class of registration as of June 30; however, the list could be reactivated within 24-48 hours if needed and the CPSBC is open to registering physicians on a temporary emergency basis at the request of an HA where a need has been identified.

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Temporary Emergency Registrants - Nursing							
Date	Licensed Practical Nurse (LPN)	Registered Nurse	Registered Psychiatric Nurse	Nurse Practitioner	Health Care Assistant*		Total Registrants to Date
					HCA (New)	HCA (Temporary)	
July 31	83	452	5	2	1,727	214	2,484 (↑234)
July 3	79	441	5	2	1,516	207	2,250 (↑56)
June 26	78	439	4	2	1,464	207	2,194 (↑72)
June 19	77	439	4	2	1,395	205	2,122 (↑55)
June 12	78	439	4	4	1,339	203	2,067 (↑55)
June 5	79	440	4	4	1,285	200	2,012 (↑52)
May 29	80	438	4	4	1,235	199	1,960 (↑2)
May 22	77	436	4	4	1,156	197	1,874 (↑65)
May 15	77	431	4	4	1,104	189	1,809 (↑27)
May 14	76	430	4	4	1,080	188	1,782 (↑20)

*HCA numbers reflect new temporary registrant category added April 7, 2010. Prior to April 7, HCA reporting reflected new/full HCAs only.

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Temporary Emergency Registrants – Allied Health							
Date	Midwives	Social Workers	Pharmacists	Dieticians	Physical Therapists	Occupational Therapists	Total Registrants to Date
July 31	0	34	33	10	0	0	77 (↑13)
July 3	0	26	28	10	0	0	64 (↓9)
June 26	9	26	28	10	0	0	73 (↑3)
June 19	9	24	27	10	0	0	70 (↑3)
June 12	9	21	27	10	0	0	67 (↓1)
June 5	10	21	27	10	0	0	68 (↑3)
May 29	10	19	26	10	0	0	65 (↑4)
May 22	10	17	24	10	0	0	61 (↑1)
May 15	10	16	24	10	0	0	60 (↑1)
May 14	10	16	23	10	0	0	59
Number of Private Practice Registrants Willing to be Redeployed - Allied Health							
Date	Occupational Therapist	Dieticians	Physical Therapists	Total Registrants to Date			
July 31	130	44	392	566			
July 3	130	44	392	566			
June 26	130	44	392	566			
June 19	130	44	392	566			
June 12	130	44	392	566			
June 5	130	44	392	566			
May 29	130	44	392	566			
May 22	130	44	392	566			
May 15	130	44	392	566			
May 14	130	44	392	566			

Note:

- The College of Dieticians, College of Physical Therapists and College of Occupational Therapists have emergency registration in place. The current focus is to contact registrants impacted by COVID-19 private practice closures regarding their willingness to be redeployed to work in a health authority as part of the pandemic response.

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PHO Orders

July 31, 2020: The PHO repealed and replaced the order of July 23, 2020 on [Restaurants, Pubs, Bars and Nightclubs](#).

July 27, 2020: The PHO repealed and replaced the order of May 22, 2020 on [Gatherings and Events](#).

July 23, 2020: The office of the PHO repealed and replaced the order of June 19, 2020 on [Food Service Establishments, Liquor Services and Events](#).

July 2, 2020: The PHO repealed and replaced the order of April 23, 2020 on [Industrial Camps](#).

May 29, 2020: The PHO issued an order on [Overnight Camps for Children and Youth](#).

May 28, 2020: The PHO repealed and replaced the PHO oral order of March 27, 2020 and the written order of April 15, 2020 on [Vending Markets](#).

May 14, 2020: The PHO cancelled the order of April 16, 2020 on [Personal Services](#).

May 14, 2020: The PHO issued an order on [Workplace COVID-19 Safety Plans](#).

May 7, 2020: The PHO issued an order on [Licensed Practical Nurse SARS-CoV-2 Swabbing](#).

April 15, 2020: The PHO amended the order of April 10, 2020 on [Health Care Labour Adjustment](#) with respect to [Facility Staff Assignment](#).

April 14, 2020: The PHO amended the order of April 10, 2020 on [Health Care Labour Adjustment](#) with respect to [Travellers and Employers](#).

April 10, 2020: The PHO issued an order on [Health Care Labour Adjustment](#).

April 10, 2020: The PHO issued an order on [Information Collection from Long Term Care Facility Staff](#).

March 25, 2020: The Federal Chief PHO amended the order of March 24, 2020 on [Essential Services](#).

March 24, 2020: The Federal Chief PHO issued a [Federal Quarantine Order](#) on Minimizing the Risk of Exposure to COVID-19 in Canada.

For other COVID-19 related notices and guidance please see the following:

[PHO COVID-19 Orders, Notices & Guidance](#)

[BCCDC COVID-19 Care Resources](#)

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