

Pokorny, Peter HLTH:EX

From: Pokorny, Peter HLTH:EX
Sent: March 17, 2020 2:37 PM
To: Dix, Adrian HLTH:EX
Cc: Brown, Stephen R HLTH:EX; Moulton, Holly HLTH:EX; van Baarsen, Amanda HLTH:EX
Subject: COVID Information March 17

Supplies:

- N95 masks – based on recent usage rates, there are at least 2 weeks worth of masks available across Health Authorities, with large shipments of additional masks on their way (for example, 400,000 masks arriving March 27). We have also included these and other protective supplies in our request to the Federal government (bulk procurement) and are pursuing all opportunities to procure additional N95s and other protective equipment.
- Swabs – 15,000 swabs are arriving today, with 35,000 more coming next week.
- PHSA is managing the distribution of supplies across Health Authorities to ensure that any staff member who requires protective equipment has access to it.
- We are also helping direct private physicians to vendors that have supply available.

Community Testing Sites:

- All Regional Health Authorities have established Community Testing Sites
- Some are using UPCC sites, others have found alternate arrangements based on local or regional need
- Hours for each site vary and most sites require referral and/or calling ahead for appointment

B.C. Covid19 Symptom Self-Assessment Tool:

- A soft launch of the Tool occurred on March 16 (available through the BCCDC website)
- Since its launch, some 400,000 people have used the Tracker; 94% from British Columbia.
- While it is too soon to say how many calls to 811 or visits to walk-in clinics, doctors offices, urgent primary care centres or EDs may be avoided through use of this tool, based on initial feedback from users.
- It is clear that British Columbians want to help one another. In a survey on the Tool's tracking page, almost as many people were looking for ways to help others as to assess their own symptoms.

811 – volume of calls/trends:

- 811 continues to experience high call volumes, and those staffing the phone lines are working hard to answer calls and address the concerns of those reaching out for answers.
- Some 5,095 calls were received on March 16, 2020.

Peter Pokorny
Associate Deputy Minister
Corporate Services
Ministry of Health
(778) 698-8046

Daily COVID 19 Report (March 18, 2020)

Key Metrics:

Case Count (as of Mar.18/10:00)

Confirmed Cases	New Cases Since March 17	Recovered Cases	Currently in Hospital	Currently in ICU	Deaths
231	45	5	13	7	7

811 (as of Mar.17/23:59)

Calls Received	Calls Received (COVID only)	Calls Answered	Average Speed of Answer	Abandon Rate	Max Wait	Average Handle Time
3,588	1,031	Will have tomorrow	Will have tomorrow	Will have tomorrow	Will have tomorrow	Will have tomorrow

Easing Call volume activities:

- Online Self Assessment tool is operational
- Self Assessment App in development, not ready for announcement
- Efforts underway to source additional nurses and patient navigator staff.

1-800-COVID19

Date	Calls Received	Calls Answered	Average Speed of Answer	Abandon Rate	Max Wait	Average Handle Time	Texts	No. Agents
March 16	1769	1147	12 sec	27.76%	6 min 20 secs	5 min 16 sec	166	22
March 17	3416	1807	33 min 56 sec	44.15%	1 hour 7 secs	4min 14 sec	678	22

Self Assessment Tool on BCCDC.com (Mar.17/23:59)

Total Users	Peak Activity	Average Activity	BC-based Users
774,618	924 users/minute	21,187 users/hour	92%

BC COVID19 APP

Not live yet, ready by Friday at the earliest, not prepared for announcement.

Status Update on Key Issues:

Supplies:

- Lower Mainland and Interior health is out of stock of some hand sanitizers. They are due to receive shipments this afternoon and Friday.
- Coban Swabs
 - The swab situation has stabilized.
 - 35,000 units scheduled to arrive on March 19th.
- N95s
 - There is a substantial effort by PHSA to procure supplies through any mechanisms available.
 - We have an 11 day supply of Model 3M 1860S
 - s.17

Hospital/Acute Care Capacity:

March 16th non- urgent scheduled surgeries cancelled:

- Health authorities directed to immediately move all hospitals in the province to Outbreak Response Phase 2. Hospitals will undertake only urgent and emergency procedures and will postpone all non-urgent scheduled surgeries. Hospitals will review operating-room capacity daily to prioritize urgent and emergency cases.
- Lions Gate Hospital in the Vancouver Coastal Health directed to move to Outbreak Response Phase 3. The hospital will accept only emergency patients.

Long Term Care planned policy changes that are pending communication to HA's:

- The Ministry of Health will be directing HAs to temporarily suspend interfacility transfers (Interior health to Lower Mainland offers) to enable health care staff to focus on increased surveillance and infection prevention protocols and prevent the possible spread of Covid-19 between care homes.
- Ministry will be directing health authorities to prioritize admissions from acute care over those from community, except in cases of intolerable risk.
- To prevent the introduction of Covid-19 from the community to Long Term Care (LTC) (e.g., restricting visitors) and recognizing the need to free up capacity in LTC, the Ministry will be directing HAs temporarily suspend the provision of in-facility respite, except in circumstances of intolerable risk, as defined under current policy.
- all health authority operated/funded adult day programs will be temporarily cancelled.

Daily COVID 19 Report (March 19, 2020)

Key Metrics:

Provincial Case Count (as of Mar.19/10:00)

Confirmed Cases	New Cases Since March 18	Recovered Cases	Currently in Hospital	Currently in ICU	Deaths
271	40	5	17	9	8

Case count By Health Authority:

VCHA:

Confirmed Cases	New Cases Since March 18	Recovered Cases	Currently in Hospital	Currently in ICU	Deaths
152	8	4	12	8	7

- Hollyburn Facility: 1 covid confirmed resident case, zero confirmed staff, none in hospital, no deaths
- Lynn Valley Facility:
 - 30 confirmed resident cases, none in hospital or ICU, 7 deaths
 - 17 confirmed staff, none in hospital or ICU, 0 deaths s.22
- Harrow Park Facility:
 - 1 covid confirmed resident case, 1 hospitalized, 0 in ICU, 0 deaths
 - 0 confirmed staff, 0 deaths.
- Status of Lions Gate
 - Outbreak precautions level 3 is active, emergency patients only.

FHA:

Confirmed Cases	New Cases Since March 18	Recovered Cases	Currently in Hospital	Currently in ICU	Deaths
81	23	0	4	1	1

VIHA:

Confirmed Cases	New Cases Since March 18	Recovered Cases	Currently in Hospital	Currently in ICU	Deaths
22	6	0	1	0	0

IHA:

Confirmed Cases	New Cases Since March 18	Recovered Cases	Currently in Hospital	Currently in ICU	Deaths
12	3	1	0	0	0

NHA:

Confirmed Cases	New Cases Since March 18	Recovered Cases	Currently in Hospital	Currently in ICU	Deaths
4	0	0	0	0	0

Testing Inclusive of Community Assessment sites (as of Mar.18/20:00)

Projected Patient Tests by End of Day	Current Backlog
18,610	6,628

8-1-1

Date	Calls Received	Calls Answered
March 18	5,141	2,652
March 17	4,742	2,674
March 16	5,095	2,891
March 15	5,899	3,479
March 14	5,410	3,418
March 13	5,769	3,413
March 12	6,049	3,108
March 11	6,124	3,291
March 10	4,432	3,287
March 9	3,795	3,297
Pre-COVID-19 call volume was ~1,200/day		

Efforts to enhance capacity and meet demand include:

- Additional nurses and navigation staff are currently being onboarded.
- Online Self Assessment tool is operational (reducing 8-1-1 demand)
- Self Assessment App in development, not ready for announcement
- A redirect function to move non-medical calls to the 1888-COVID19 line, to be implemented on March 20.

1-888-COVID19

Date	Calls Received	Calls Answered	Average Speed of Answer	Abandon Rate	Max Wait	Average Handle Time	Texts
March 18	2503	1895	7 min 5 sec	22.8%	59 min 48 sec	2 min 24 sec	723
March 17	3416	1807	33 min 56 sec	44.15%	1 hour 17 secs	4min 14 sec	678
March 16	1769	1147	12 sec	27.76%	6 min 20 secs	5 min 16 sec	166

- There was a significant increase in call wait times between March 16, and later days. It is believed that this is due to the increase in text-based questions traffic.

Self Assessment Tool on BCCDC.com (as of March 18 23:59)

Date	Total Users	Peak Activity	Average Activity	BC-based Users
March 18	386,085	743 users/minute	16,087 per hour	92%
March 17	774,618	924 users/minute	21,187 per hour	92%

- Since soft launch of the assessment tool, it has been accessed over 1.15 million times

BC COVID19 APP

Not live yet, ready by Friday at the earliest, not prepared for announcement.

Status Update on Key Issues:

Supplies and Equipment:

- Coban Swabs
 - The swab situation has stabilized.
 - 35,000 units scheduled to arrive on March 19th.
- N95s
 - There is a substantial effort by PHSA to procure supplies through any mechanisms available.
 - Policy direction will go out today (March 19) including messaging on proper use of personal protective equipment, which will aid in conservation efforts.
 - Health Authorities are increasing rigidity of PPE access protocols to support conservation and allow for appropriate use.
 - s.17
- Procedural/Surgical Masks
 - 22,000 additional masks are scheduled to arrive for today (March 19)
- The arrival date of the 120 ventilators ordered is still to be determined
 - More ventilators may be ordered as predictive modeling results are processed.

Lab / Testing

- BCCDC is now conducting testing 24/7
- Working to increase staffing to support more 24/7 testing.
- Real-time inventory tracking of testing reagents is underway.

Hospital/Acute Care Capacity:

March 16th non- urgent scheduled surgeries cancelled:

- Health authorities directed to immediately move all hospitals in the province to Outbreak Response Phase 2. Hospitals will undertake only urgent and emergency procedures and will postpone all non-urgent scheduled surgeries. Hospitals will review operating-room capacity daily to prioritize urgent and emergency cases.
- Lions Gate Hospital in the Vancouver Coastal Health directed to move to Outbreak Response Phase 3. The hospital will accept only emergency patients.

March 18th Long Term Care planned policy changes have been communicated to HA's:

- Directing HAs to temporarily suspend interfacility transfers (Interior health to Lower Mainland offers) to enable health care staff to focus on increased surveillance and infection prevention protocols and prevent the possible spread of Covid-19 between care homes.
- Directing health authorities to prioritize admissions from acute care over those from community, except in cases of intolerable risk.
- To prevent the introduction of Covid-19 from the community to Long Term Care (LTC) (e.g., restricting visitors) and recognizing the need to free up capacity in LTC, the Ministry directed HAs to temporarily suspend the provision of in-facility respite, except in circumstances of intolerable risk, as defined under current policy.
- Directed all health authority operated/funded adult day programs will be temporarily cancelled.

Daily COVID 19 Report (March 20, 2020)

Key Metrics:

Case Count (as of Mar.20/10:00)

Confirmed Cases	New Cases Since March 19	Recovered Cases	Currently in Hospital	Currently in ICU	Deaths
348	77	*6	22	10	9

*Not reflective of new Public Health guidance on recover definitions (released March 20)

Case count By Health Authority:

VCHA:

Confirmed Cases	New Cases Since March 19	Recovered Cases	Currently in Hospital	Currently in ICU	Deaths
200	48	*4	12	8	8

- Hollyburn Facility: 1 COVID confirmed resident case, zero confirmed staff, none in hospital, no deaths
- Lynn Valley Facility:
 - 36 confirmed resident cases, none in hospital or ICU, 8 deaths
 - 18 confirmed staff, none in hospital or ICU, 0 deaths s.22
- Harrow Park Facility:
 - 3 COVID confirmed resident case, 1 hospitalized (pending verification), 0 in ICU, 0 deaths
 - 5 confirmed staff, 0 deaths s.22
- Status of Lions Gate
 - Outbreak precautions level 3 is active, emergency patients only.

FHA:

Confirmed Cases	New Cases Since March 19	Recovered Cases	Currently in Hospital	Currently in ICU	Deaths
95	14	*1	9	1	1

VIHA:

Confirmed Cases	New Cases Since March 19	Recovered Cases	Currently in Hospital	Currently in ICU	Deaths
30	8	*0	0	0	0

IHA:

Confirmed Cases	New Cases Since March 19	Recovered Cases	Currently in Hospital	Currently in ICU	Deaths
19	7	*1	1	1	0

NHA:

Confirmed Cases	New Cases Since March 19	Recovered Cases	Currently in Hospital	Currently in ICU	Deaths
4	0	*0	0	0	0

Testing Inclusive of Community Assessment sites (as of Mar.20/08:00)

Patient Tests	Tested Negative	Tested Positive	Patient Samples Pending	Projected Testing for today
17912	*17600	348	5000	3490

- For details, see Appendix 1
- *Approximate Number

8-1-1

Date	Calls Received	Calls Answered	Abandon Rate %	Average Wait (mins)	Max Wait of Answered (mins)	Average Handle Time (mins)
March 19	5,546	2,615	51.6%	32.1	106.5	4.6
March 18	5,141	2,652	48.9%	35.5	120.6	4.6
March 17	4,742	2,674				
March 16	5,095	2,891				
March 15	5,899	3,479				
March 14	5,410	3,418				
March 13	5,769	3,413				
March 12	6,049	3,108				
March 11	6,124	3,291				
March 10	4,432	3,287				
March 9	3,795	3,297				
Pre-COVID-19 call volume was 1,200/day						

*Abandoned rate, Average Wait, Max Wait and Average Handle time was unavailable prior to March 18, 2020

Efforts to enhance capacity and meet demand include:

- 7 Additional nurses added as of March 20.
- 30 Patient navigation staff have been added as of March 20
- Online Self Assessment tool is operational (reducing 8-1-1 demand)
- Self Assessment App in development, will be released Monday March 23, 2020
- Implementation of additional menu option (Telus Prompter) to allow callers to select Service BC 1-888-COVID-19 for non-health calls, this will go-live today (Mar 20, 2020)

1-888-COVID19

Date	Calls Received	Calls Answered	Average Speed of Answer	Abandon Rate	Max Wait	Average Handle Time	Texts
March 19	2117	1840	1 Min 50 sec	12.9%	13 min 41 sec	4min 15 sec	553
March 18	2503	1895	7 min 5 sec	22.8%	59 min 48 sec	2 min 24 sec	723
March 17	3416	1807	33 min 56 sec	44.15%	1 hour 17 secs	4min 14 sec	678
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Self Assessment Tool on BCCDC.com (as of March 19 23:59)

Date	Total Users	Peak Activity	Average Activity	BC-based Users
March 19	532,996	759 users/minute	22,208/hour	92%
March 18	386,085	743 users/minute	16,087 per hour	92%
March 17	525,421	924 users/minute	29,893 per hour	92%

- Since soft launch of the assessment tool, it has been accessed 1,636,238 times

BC COVID19 APP

App will go live Monday. Volume metrics to follow

Status Update on Key Issues:

Supplies and Equipment:

- Sanitizer - Lower Mainland and Interior health is out of stock of some hand sanitizers. They are due to receive shipments this afternoon and Friday.
- Coban Swabs
 - The swab situation has stabilized.
 - There are 150,000 swabs en-route
- N95s
 - PHSA is currently exploring considerations of reuse and/or refurbishment of N95 masks
 - Health Authorities are co-horting potential COVID patients to allow for one mask to be used per Health Care Worker caring for multiple patients
 - A repatriation order for industry is being developed for potential use
 - There is a substantial effort by PHSA to procure supplies through any mechanisms available.
 - Health Authorities are increasing rigidity of PPE access protocols to support conservation and allow for appropriate use.
 - s.17

- The arrival date of the 120 ventilators ordered is still to be determined
 - MoH is currently in the processes of exploring securing ventilators from educational facilities, and practices that have reduced or eliminated services.
 - More ventilators may be ordered as predictive modeling results are processed.

Lab / Testing

- LifeLabs has not experienced issues around reagents and has a two weeks supply of equipment.
- PHSa has identified new suppliers, and more reagents from secured suppliers are to be delivered.
- Real-time inventory tracking of testing reagents is underway.

Hospital/Acute Care Capacity:

March 16th non- urgent scheduled surgeries cancelled:

- Health authorities directed to immediately move all hospitals in the province to Outbreak Response Phase 2. Hospitals will undertake only urgent and emergency procedures and will postpone all non-urgent scheduled surgeries. Hospitals will review operating-room capacity daily to prioritize urgent and emergency cases.
- Lions Gate Hospital in the Vancouver Coastal Health directed to move to Outbreak Response Phase 3. The hospital will accept only emergency patients.

March 18th Long Term Care policy changes have been communicated to HA's:

- Directing HAs to temporarily suspend interfacility transfers (Interior health to Lower Mainland offers) to enable health care staff to focus on increased surveillance and infection prevention protocols and prevent the possible spread of Covid-19 between care homes.
- Directing health authorities to prioritize admissions from acute care over those from community, except in cases of intolerable risk.
- To prevent the introduction of Covid-19 from the community to Long Term Care (LTC) (e.g., restricting visitors) and recognizing the need to free up capacity in LTC, the Ministry directed Has to temporarily suspend the provision of in-facility respite, except in circumstances of intolerable risk, as defined under current policy.
- Directed all health authority operated/funded adult day programs will be temporarily cancelled.

March 20th Designating new Summit at Quadra Village facility in Victoria as a Hospital

- To increase acute care hospital bed capacity in VIHA, LTC residents scheduled to move in April to the new Summit at Quadra Village facility will remain at their current LTC and their move to the new facility is postponed.
- Summit at Quadra Village facility has 320 beds.
- Patients in VIHA acute care hospitals that are in ALC beds will be moved to the new Summit at Quadra Village facility, freeing up acute care beds.
- Legislative options are being explored to designate Summit at Quadra Village as a hospital under the Hospital Act and the Hospital Insurance Act.

Occupancy Rate by Health Authority (Current data as of Mar 20 2020)

Health Authority	Pre-COVID-19 Response Occupancy Rate (Dec 12 2019)	Current Occupancy Rate Snapshot	Change in Occupancy Rate	Change in Available Beds	Total Beds	Total Critical Care Beds	Critical Care Bed Occupancy Rate
IHA	102.9%	88.4%	-14.5%	208	1433	84	92.9%
FHA	106.9%	74.8%	-32.1%	979	3165	168	56.5%
VCHA	100.5%	68.6%	-31.9%	652	2046	153	54.9%
VIHA	106.6%	85.9%	-20.7%	371	1817	104	59.6%
NHA	105.0%	90.8%	-14.2%	80	566	38	60.5%
PHSA	73.8%	74.7%	0.9%	110	716	102	57.8%
BC Total	103.5%	78.5%	-25.0%	2398	9743	649	61.8%

Daily COVID 19 Report (March 21, 2020)

Key Metrics:

Case Count (as of Mar.21/10:00)

Confirmed Cases	New Cases Since March 20	Recovered Cases	Currently in Hospital	Currently in ICU	Deaths
424 (↑76)	76	*6 (↑0)	27 (↑5)	12 (↑2)	10 (↑1)

*Not reflective of new Public Health guidance on recover definitions (released March 20)

Case count By Health Authority:

VCHA:

Confirmed Cases	New Cases Since March 20	Recovered Cases	Currently in Hospital	Currently in ICU	Deaths
230 (↑30)	30	*4	13(↑1)	10(↑2)	9(↑1)

- Hollyburn Facility: 1 COVID confirmed resident case, zero confirmed staff, (1 staff shared with Lynn Valley Facility, counted in Lynn Valley), none in hospital, no deaths
- Lynn Valley Facility:
 - 36 confirmed resident cases, none in hospital or ICU, 9 deaths (↑1)
 - 19 confirmed staff (↑1), none in hospital or ICU, 0 deaths s.22
- Harrow Park Facility:
 - 4 COVID confirmed resident case (↑1), 0 hospitalized (↓1), 0 in ICU, 0 deaths
 - 11 confirmed staff (↑6), 0 in Hospital, 0 deaths (9 staff from VCHA (↑5),s.22
- Status of Lions Gate
 - Outbreak precautions level 3 is active, emergency patients only.

FHA:

Confirmed Cases	New Cases Since March 20	Recovered Cases	Currently in Hospital	Currently in ICU	Deaths
126 (↑31)	31	*1	11 (↑2)	3(↑2)	1 (↑0)

VIHA:

Confirmed Cases	New Cases Since March 20	Recovered Cases	Currently in Hospital	Currently in ICU	Deaths
37 (↑7)	7	*0	2 (↑2)	1 (↑1)	0

IHA:

Confirmed Cases	New Cases Since March 20	Recovered Cases	Currently in Hospital	Currently in ICU	Deaths
27(↑8)	8	*1	2(↑1)	1(↑0)	0

NHA:

Confirmed Cases	New Cases Since March 20	Recovered Cases	Currently in Hospital	Currently in ICU	Deaths
4	0	*0	0	0	0

Testing Inclusive of Community Assessment sites (as of Mar.21/08:00)

Patient Tests	Tested Negative	Tested Positive	Patient Samples Pending	Projected Testing for today
21,296 (↑3,378)	*20,872 (↑3,272)	424 (↑76)	3326 (↓1674)	3514

- *Approximate Number

8-1-1 (as of Mar.20/10:00)

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Pre-COVID-19 call volume was 1,200/day						

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BC COVID19 APP

Coming soon

Status Update on Key Issues:

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- Health Authorities are increasing rigidity of PPE access protocols to support conservation and allow for appropriate use.
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- The arrival date of the 120 ventilators ordered is still to be determined
 - MoH is currently in the processes of exploring securing ventilators from educational facilities, and practices that have reduced or eliminated services.
 - More ventilators may be ordered as predictive modeling results are processed.

Lab / Testing (as of Mar.21/10:00):

- LifeLabs has not experienced issues around reagents and has a two weeks supply of equipment.
- PHSA has identified new suppliers, and more reagents from secured suppliers are to be delivered.
- Real-time inventory tracking of testing reagents is underway.
- Life labs will be actively testing starting Monday March 20, 2020
- The current lab testing positivity rate has roughly doubled. (Previously 2% of tests were coming back positive, now approximately 4% of tests are coming back positive)

Hospital/Acute Care Capacity (as of Mar.20/10:00):

March 16th non- urgent scheduled surgeries cancelled:

- Health authorities directed to immediately move all hospitals in the province to Outbreak Response Phase 2. Hospitals will undertake only urgent and emergency procedures and will postpone all non-urgent scheduled surgeries. Hospitals will review operating-room capacity daily to prioritize urgent and emergency cases.
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- Directed all health authority operated/funded adult day programs will be temporarily cancelled.

March 20th Designating new Summit at Quadra Village facility in Victoria as a Hospital

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- Summit at Quadra Village facility has 320 beds.
- Patients in VIHA acute care hospitals that are in ALC beds will be moved to the new Summit at Quadra Village facility, freeing up acute care beds.
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FHA	106.9%	74.8%	-32.1%	979	3165	168	56.5%
VCHA	100.5%	68.6%	-31.9%	652	2046	153	54.9%
VIHA	106.6%	85.9%	-20.7%	371	1817	104	59.6%
NHA	105.0%	90.8%	-14.2%	80	566	38	60.5%
PHSA	73.8%	74.7%	0.9%	110	716	102	57.8%
BC Total	103.5%	78.5%	-25.0%	2398	9743	649	61.8%

PHO Guides and Orders to Date (as of Mar 21.20 10:00)

March 21, 2020: PHO to issue an order to clarify the restrictions for bars and clubs.

March 20, 2020: PHO issued an order under the Public Health Act to restricts restaurants to take-out/delivery only.

March 18, 2020: Mike Farnworth, the Minister of Public Safety and Solicitor General declared a Provincial State of Emergency under the *Emergency Program Act*.

March 17, 2020: The PHO ordered to close all bars and clubs in B.C. effective immediately.

March 17, 2020: B.C. Premier John Horgan has announced the province's schools from Kindergarten to Grade 12 are closed, with no indication of when classes will resume.

March 17, 2020: British Columbia announced a Public Health Emergency under the *Public Health Act* due to the novel coronavirus pandemic.

March 16, 2020: the PHO issued an order under the Public Health Act prohibiting the gatherings of more than 50 people.

March 16, 2020: PHO directed all hospitals in BC to adopt Outbreak Response Phase 2: Hospitals are to undertake only urgent and emergency procedures and postpone all non-urgent scheduled surgeries.

March 16, 2020: PHO directed Lions Gate Hospital in North Vancouver to adopt Outbreak Response Phase 3: The hospital will only accept emergency patients.

March 13, 2020: PHO recommended residents of British Columbia practice social distancing.

March 12, 2020:

- PHO recommended that mass gatherings be limited to 250 people or more.
- PHO issued an order with various restrictions on activities for both "essential workers" and "non-essential workers" to follow.

March 11, 2020: Health Emergency Coordination Center (HECC) activated to a Level 3.

Daily COVID 19 Report (March 23, 2020)

Key Metrics:

Case Count (as of Mar.22/14:00)

Confirmed Cases	New Cases Since March 21 ¹	Recovered Cases ²	Currently in Hospital	Currently in ICU	Deaths
472 (↑48)	48	100 (↑94)	33 (↑6)	14 (↑2)	13 (↑3)

Case count By Health Authority:

VCHA:

Confirmed Cases	New Cases Since March 21 ¹	Recovered Cases ²	Currently in Hospital	Currently in ICU	Deaths
248 (↑18)	18	97 (↑93)	14(↑1)	9(↓1)	11(↑2)

- **Lynn Valley Facility:**
 - 36 confirmed resident cases, none in hospital or ICU, 10 deaths (↑1)
 - 19 confirmed staff (↑0), none in hospital or ICU, 0 deaths s.22
- **Hollyburn Facility:**
 - 1 COVID confirmed resident case, 0 confirmed staff, (1 staff shared with Lynn Valley Facility, counted in Lynn Valley), none in hospital, no deaths
- **Harrow Park Facility:**
 - 10 COVID confirmed resident case (↑6) none in hospital or ICU, 1 death (↑1)
 - 22 confirmed staff (↑11), none in hospital or ICU, 0 deaths s.22
- **Delta View LTCF, FHA**
 - 1 COVID confirmed staff, none currently in hospital or ICU, 0 deaths s.22
- **German Canadian House LTCF, VCHA**
 - 1 COVID confirmed staff who is currently in ICU s.22
- **Dufferin Care Centre (Coquitlam), FHA**
 - 1 COVID confirmed staff, none currently in hospital or ICU, 0 deathss.22
- **Status of Lions Gate**
 - Outbreak precautions level 3 is active, emergency patients only.

¹ The number of new cases per day is shown decreasing, but this is likely due to a combination of clearing testing back log and changing prioritization.

² As of March 22, VCH reports cases as removed from isolation requirements once recovered and at 10 days after symptom onset. This replaces the previous definition of recovered (2 lab confirmed negative swabs 24 hours apart) that may still be in place in other health authorities pending official change in provincial/national guidelines.

FHA:

Confirmed Cases	New Cases Since March 21 ¹	Recovered Cases ²	Currently in Hospital	Currently in ICU	Deaths
150 (↑24)	24	1 (↑0)	16 (↑5)	3 (↑0)	2 (↑1)

VIHA:

Confirmed Cases	New Cases Since March 21 ¹	Recovered Cases ²	Currently in Hospital	Currently in ICU	Deaths
39 (↑2)	2	0	1 (↓1)	1 (↑0)	0

IHA:

Confirmed Cases	New Cases Since March 21 ¹	Recovered Cases ²	Currently in Hospital	Currently in ICU	Deaths
30 (↑3)	3	2 (↑1)	2 (↑0)	1 (↑0)	0

NHA:

Confirmed Cases	New Cases Since March 20 ¹	Recovered Cases ²	Currently in Hospital	Currently in ICU	Deaths
5 (↑1)	1	0	0	0	0

Testing Inclusive of Community Assessment sites (as of Mar.21/08:00)

Patient Tests	Tested Negative	Tested Positive	Patient Samples Pending	Projected Testing for today
21,296 (↑3,378)	*20,872 (↑3,272)	424 (↑76)	3326 (↓1674)	3514 (↓24)

- *Approximate Number

8-1-1 (as of Mar.22/12:00)

Date	Calls Received	Calls Answered	Abandon Rate %	Average Wait (mins)	Max Wait of Answered (mins)	Average Handle Time (mins)
March 21	5,641	4,031	29.4%	11.6	97.1	5.2
March 20	6,056	3,248	47.2%	25.2	125.8	4.7
March 19	5,546	2,615	51.6%	32.1	106.5	4.6
March 18	5,141	2,652	48.9%	35.5	120.6	4.6
March 17	4,742	2,674				
March 16	5,095	2,891				
March 15	5,899	3,479				
March 14	5,410	3,418				
March 13	5,769	3,413				
March 12	6,049	3,108				
March 11	6,124	3,291				
March 10	4,432	3,287				
March 9	3,795	3,297				
Pre-COVID-19 call volume was 1,200/day						

*Abandoned rate, Average Wait, Max Wait and Average Handle time was unavailable prior to March 18, 2020

Efforts to enhance capacity and meet demand include:

- 12 Additional nurses have been added
- 42 Patient navigation staff have been added
- Online Self Assessment tool is operational (reducing 8-1-1 demand)
- Self Assessment App in development, will be released Monday March 23, 2020
- Implementation of additional menu option (Telus Prompter) to allow callers to select Service BC 1-888-COVID-19 for non-health calls, this will go-live today (Mar 20, 2020)

1-888-COVID19 (as of Mar.20/10:00)

Date	Calls Received	Calls Answered	Average Speed of Answer	Abandon Rate	Max Wait	Average Handle Time	Texts
March 19	2117	1840	1 Min 50 sec	12.9%	13 min 41 sec	4min 15 sec	553
March 18	2503	1895	7 min 5 sec	22.8%	59 min 48 sec	2 min 24 sec	723
March 17	3416	1807	33 min 56 sec	44.15%	1 hour 17 secs	4min 14 sec	678
March 16	1769	1147	12 sec	27.76%	6 min 20 secs	5 min 16 sec	166

Self Assessment Tool on BCCDC.com (as of Mar.19/23:59)

Date	Total Users	Peak Activity	Average Activity	BC-based Users
March 19	532,996	759 users/minute	22,208/hour	92%
March 18	386,085	743 users/minute	16,087 per hour	92%
March 17	525,421	924 users/minute	29,893 per hour	92%

- Since soft launch of the assessment tool, it has been accessed 1,636,238 times

BC COVID19 APP

App will go live Monday. Volume metrics to follow

Status Update on Key Issues:

Supplies and Equipment (as of Mar.20/10:00):

- Sanitizer - Lower Mainland and Interior health is out of stock of some hand sanitizers. They are due to receive shipments this afternoon and Friday.
- Coban Swabs

- The swab situation has stabilized.
- There are 150,000 swabs en-route
- N95s
 - PHSA is currently exploring considerations of reuse and/or refurbishment of N95 masks
 - Health Authorities are co-horting potential COVID patients to allow for one mask to be used per Health Care Worker caring for multiple patients
 - A repatriation order for industry is being developed for potential use
 - There is a substantial effort by PHSA to procure supplies through any mechanisms available.
 - Health Authorities are increasing rigidity of PPE access protocols to support conservation and allow for appropriate use.
 - s.17
- The arrival date of the 120 ventilators ordered is still to be determined
 - MoH is currently in the processes of exploring securing ventilators from educational facilities, and practices that have reduced or eliminated services.
 - More ventilators may be ordered as predictive modeling results are processed.

Lab / Testing (as of Mar.21/10:00):

- LifeLabs has not experienced issues around reagents and has a two weeks supply of equipment.
- PHSA has identified new suppliers, and more reagents from secured suppliers are to be delivered.
- Real-time inventory tracking of testing reagents is underway.
- Life labs will be actively testing starting Monday March 20, 2020
- The current lab testing positivity rate has roughly doubled. (Previously 2% of tests were coming back positive, now approximately 4% of tests are coming back positive)

Hospital/Acute Care Capacity (as of Mar.20/10:00):

March 16th non- urgent scheduled surgeries cancelled:

- Health authorities directed to immediately move all hospitals in the province to Outbreak Response Phase 2. Hospitals will undertake only urgent and emergency procedures and will postpone all non-urgent scheduled surgeries. Hospitals will review operating-room capacity daily to prioritize urgent and emergency cases.
- Lions Gate Hospital in the Vancouver Coastal Health directed to move to Outbreak Response Phase 3. The hospital will accept only emergency patients.

March 18th Long Term Care policy changes have been communicated to HA's:

- Directing HAs to temporarily suspend interfacility transfers (Interior health to Lower Mainland offers) to enable health care staff to focus on increased surveillance and infection prevention protocols and prevent the possible spread of Covid-19 between care homes.
- Directing health authorities to prioritize admissions from acute care over those from community, except in cases of intolerable risk.

- To prevent the introduction of Covid-19 from the community to Long Term Care (LTC) (e.g., restricting visitors) and recognizing the need to free up capacity in LTC, the Ministry directed Has to temporarily suspend the provision of in-facility respite, except in circumstances of intolerable risk, as defined under current policy.
- Directed all health authority operated/funded adult day programs will be temporarily cancelled.

March 20th Designating new Summit at Quadra Village facility in Victoria as a Hospital

- To increase acute care hospital bed capacity in VIHA, LTC residents scheduled to move in April to the new Summit at Quadra Village facility will remain at their current LTC and their move to the new facility is postponed.
- Summit at Quadra Village facility has 320 beds.
- Patients in VIHA acute care hospitals that are in ALC beds will be moved to the new Summit at Quadra Village facility, freeing up acute care beds.
- Legislative options are being explored to designate Summit at Quadra Village as a hospital under the Hospital Act and the Hospital Insurance Act.

Occupancy Rate by Health Authority (Current as of Mar 22 2020; 16:30)

Health Authority	Pre-COVID-19 Response Occupancy Rate (Dec 12 2019)	Current Occupancy Rate Snapshot	Change in Occupancy Rate	Change in Available Beds	Total Beds	Total Critical Care Beds	Critical Care Bed Occupancy Rate
IHA	102.9%	78.2%	-24.7%	355	1433	84	63.1%
FHA	106.9%	59.9%	-47.0%	1695	3775	295	52.9%
VCHA	100.5%	65.5%	-35.0%	781	2234	195	49.7%
VIHA	106.6%	77.8%	-28.8%	530	1872	104	58.7%
NHA	105.0%	81.9%	-23.1%	132	574	46	67.4%
PHSA	73.8%	70.4%	-3.4%	141	716	102	60.8%
Current BC Total	103.5%	68.6%	-34.9%	3632	10604	826	55.7%
Previous Totals							
March 20, 2020	103.5%	78.5%	-25.0%	2398	9743	649	61.8%

Note: Squamish did not report on March 22. Total beds are taken from March 21, 2020. Census is down slightly due to missing data from Squamish

Daily COVID 19 Report (March 24, 2020)

Key Metrics:

Case Count (as of Mar.24/10:00)

Confirmed Cases	New Cases Since March 22	Recovered Cases	Currently in Hospital	Currently in ICU	Medically Ventilated (MV)	Deaths
617 (↑145)*	145	173 (↑73)	59(↑26)	34 (↑18)	26	13 (↑0)

*Includes cumulative data from March 22 and 23. Data was not available on March 23 due to accelerated time of briefing.

Case count By Health Authority:

VCHA:

Confirmed Cases	New Cases Since March 22	Recovered Cases	Currently in Hospital	Currently in ICU	MV	Deaths
330 (↑82)	44	158 (↑61)	22(↑8)	12(↑3)	6	11(↑0)

Facility Updates:

- **Lynn Valley LTCF, VCHA:**
 - 42 confirmed resident cases (↑6), none in hospital or ICU, 10 deaths (↑0)
 - 21 confirmed staff (↑2), none in hospital or ICU, 0 deaths s.22
- **Hollyburn LTCF, VCHA:**
 - 1 COVID confirmed resident case (↑0), 0 confirmed staff, (1 staff shared with Lynn Valley Facility, counted in Lynn Valley), none in hospital, 0 deaths
- **Haro Park LTCF, VCHA:**
 - 15 COVID confirmed resident case (↑5) none in hospital or ICU, 1 death (↑0)
 - 25 confirmed staff (↑3), none in hospital or ICU, 0 deaths s.22
- **Delta View LTCF, FHA**
 - 1 COVID confirmed staff (↑0), none currently in hospital or ICU, 0 deaths s.22
- **German Canadian House LTCF, VCHA**
 - 1 COVID confirmed staff who is currently in ICU (↑0) s.22
- **Dufferin Care Centre (Coquitlam), FHA**
 - 1 COVID confirmed staff (↑0), none currently in hospital or ICU, 0 deaths s.22
- **Little Mountain LTCF, VHCA**
 - 1 COVID confirmed staff (↑1), none currently in hospital or ICU, 0 deaths s.22
- **Status of Lions Gate**
 - Outbreak precautions level 3 is active, emergency patients only.

FHA:

Confirmed Cases	New Cases Since March 22	Recovered Cases	Currently in Hospital	Currently in ICU	MV	Deaths
194 (↑44)	44	3 (↑2)	31 (↑15)	16 (↑13)	15	2 (↑0)

VIHA:

Confirmed Cases	New Cases Since March 22	Recovered Cases	Currently in Hospital	Currently in ICU	MV	Deaths
44 (↑5)	5	0	1 (↑0)	2 (↑0)	2	0 (↑0)

IHA:

Confirmed Cases	New Cases Since March 22	Recovered Cases	Currently in Hospital	Currently in ICU	MV	Deaths
41 (↑11)	11	8 (↑6)	4 (↑2)	2 (↑1)	2	0 (↑0)

NHA:

Confirmed Cases	New Cases Since March 22	Recovered Cases	Currently in Hospital	Currently in ICU	MV	Deaths
8 (↑3)	3	4 (↑4)	1(↑1)	2(↑2)	1	0 (↑0)

Testing Inclusive of Community Assessment sites (as of Mar.23/16:00)

Patient Tests	Tested Negative	Tested Positive	Patient Samples Pending	Projected Testing for today
26,681 (↑5,385)	*22,064 (↑1,192)	617 (↑145)	1829(↓1,497)	2,416 (↓1,098)

- *Approximate Number

Occupancy Rate by Health Authority (March 24)

Health Authority	Pre-COVID-19 Response Occupancy Rate (Dec 12 2019)	Current Occupancy Rate Snapshot	Change in Occupancy Rate	Change in Available Beds	Total Beds	Total Critical Care Beds	Critical Care Bed Occupancy Rate	Total Vacant Critical Care Beds*
IHA	102.9%	73.6%	-29.3%	420	1431	84	69.0%	26
FHA	106.9%	58.0%	-48.9%	1766	3775	295	54.6%	134
VCHA	100.5%	63.3%	-37.2%	829	2234	199	43.2%	113
VIHA	106.6%	75.9%	-30.7%	567	1872	104	58.7%	43
NHA	105.0%	79.8%	-25.2%	144	574	46	69.6%	14
PHSA	73.8%	70.3%	-3.5%	142	716	102	59.8%	41
Current BC Total	103.5%	66.4%	-37.1%	3866	10602	830	55.3%	317
Previous Totals								
March 23, 2020	103.5%	67.8%	-35.7%	3719	10604	830	54.8%	
March 22, 2020	103.5% (↑0)	68.6% (↓9.9)	-34.9%	3632	10604	826	55.7%	
March 20, 2020	103.5%	78.5%	-25.0%	2398	9743	649	61.8%	

8-1-1 (as of Mar.23/23:59)

Date	Calls Received	Calls Answered	Abandon Rate %	Average Wait (mins)	Max Wait of Answered (mins)	Average Handle Time (mins)
March 23	6,671	3,688 (↓434)	44.8%	21.5	141.1	5.1
March 22	5,441	4,122 (↑92)	24.3%	10.1	99.9%	5.1
March 21	5,641	4,031 (↑783)	29.4%	11.6	97.1	5.2
March 20	6,056	3,248 (↑633)	47.2%	25.2	125.8	4.7
March 19	5,546	2,615 (↓37)	51.6%	32.1	106.5	4.6
March 18	5,141	2,652 (↑22)	48.9%	35.5	120.6	4.6
March 17	4,742	2,674 (↓217)				
March 16	5,095	2,891 (↓588)				
March 15	5,899	3,479 (↑61)				
March 14	5,410	3,418 (↑5)				
March 13	5,769	3,413 (↑305)				
March 12	6,049	3,108 (↓183)				
March 11	6,124	3,291 (↑4)				
March 10	4,432	3,287 (↓10)				

March 9	3,795	3,297				
Pre-COVID-19 call volume was 1,200/day						

*Abandoned rate, Average Wait, Max Wait and Average Handle time was unavailable prior to March 18, 2020

Efforts to enhance capacity and meet demand include:

- 11 Additional nurses have been added as of March 22, 2020
- 49 Patient navigation staff have been added as of March 23, 2020
- Self Assessment App was released Monday March 23, 2020
- Implementation of additional menu option (Telus Prompter) to allow callers to select Service BC 1-888-COVID-19 for non-health calls, this went live March 22, 2020
- BCCDC BC COVID-19 Symptom Self-Assessment Tool launched March 17, 2020
- BCCDC Support App & Self-Assessment Tool launched March 23, 2020.

1-888-COVID19 (as of Mar.23/23:59)

Date	Calls Received	Calls Answered	Average Speed of Answer	Abandon Rate	Max Wait	Average Handle Time	Texts
March 23	2,239	1,931	1:56	13.8%	23 Min 6 Sec	4 Min 39 Sec	752
March 22	1430	1278	1 Min 11Sec	4.27%	11 Min 31 Sec	4 Min 27 Sec	444
March 21	1333	1227	1 Min 24 Sec	7.80%	19 Min 3 Sec	4 Min 45 Sec	545
March 20	1923	1850	40 Seconds	3.59%	18 Sec 15 Min	5 Min 2 Sec	931
March 19	2117	1840	1 Min 50 sec	12.9%	13 min 41 sec	4min 15 sec	553
March 18	2503	1895	7 Min 5 sec	22.8%	59 min 48 sec	2 min 24 sec	723
March 17	3416	1807	33 Min 56 sec	44.15%	1 hour 17 secs	4min 14 sec	678
March 16	1769	1147	12 Sec	27.76%	6 min 20 secs	5 min 16 sec	166

Self Assessment Tool on BCCDC.com (as of Mar.23/23:59)

Date	Total Users	Peak Activity	Average Activity	BC-based Users
March 23	97,708	426 users/minute	4,071/hour	92%
March 19	532,996	759 users/minute	22,208/hour	92%
March 18	386,085	743 users/minute	16,087 per hour	92%
March 17	525,421	924 users/minute	29,893 per hour	92%

- Since soft launch of the assessment too, it has been accessed 2,490,161 times

BC COVID19 APP (as of Mar.24, 1:15pm)

Mobile app download (google/app) – 18,800

#1 Medical App in Apple Store

We've seen over 1000 downloads in the past hour.

Daily COVID 19 Report (March 25, 2020)

Key Metrics:

Case Count (as of Mar.25/11:00)

Confirmed Cases	New Cases Since March 24	Recovered Cases	Currently in Hospital	Currently in ICU*	Medically Ventilated (MV)	Deaths
659 (↑42)	42	183 (↑10)	64(↑5)	33 (↓1)	27(↑1)	14 (↑1)

*this number was supplied by the critical care leads in each Health Authority

Case count By Health Authority:

VCHA:

Confirmed Cases	New Cases Since March 24	Recovered Cases	Currently in Hospital	Currently in ICU	MV	Deaths
339 (↑9)	9	161 (↑3)	22(↑0)	9(↓3)	7(↑1)	12(↑1)

Facility Updates:

- **Lynn Valley LTCF, VCHA:**
 - 42 confirmed resident cases (↑0), none in hospital or ICU, 11 deaths (↑1)
 - 21 confirmed staff (↑0), none in hospital or ICU, 0 deaths s.22
- **Hollyburn LTCF, VCHA:**
 - 1 COVID confirmed resident case (↑0), 0 confirmed staff, (1 staff shared with Lynn Valley Facility, counted in Lynn Valley), none in hospital, 0 deaths
- **Haro Park LTCF, VCHA:**
 - 28 COVID confirmed resident case (↑13) none in hospital or ICU, 1 death (↑0)
 - 27 confirmed staff (↑2), none in hospital or ICU, 0 deaths s.22
- **German Canadian House LTCF, VCHA**
 - 1 COVID confirmed staff who is currently in ICU (↑0) s.22
- **Little Mountain LTCF, VHCA**
 - 1 COVID confirmed staff (↑0), none currently in hospital or ICU, 0 deaths s.22
- **NEW Broadway Pentecostal Lodge, LTCF, VCHA**
 - 1 COVID confirmed staff (↑1), none currently in hospital or ICU, 0 deaths s.22
- **Status of Lions Gate**
 - Outbreak precautions level 3 is active, emergency patients only.

FHA:

Confirmed Cases	New Cases Since March 24	Recovered Cases	Currently in Hospital	Currently in ICU	MV	Deaths
218 (↑24)	24	3 (↑0)	36 (↑5)	19 (↑13)	15 (↑0)	2 (↑0)

Facility Updates

- **Delta View LTCF, FHA**
 - 1 COVID confirmed staff (↑0), none currently in hospital or ICU, 0 deaths^{s.22}
s.22
- **Dufferin Care Centre (Coquitlam), FHA**
 - 1 COVID confirmed staff (↑0), none currently in hospital or ICU, 0 deaths^{s.22}
s.22
- **Evergreen Heights AL, FHA**
 - 1 COVID confirmed resident case (↑0), 0 confirmed staff, none in hospital, 0 deaths

VIHA:

Confirmed Cases	New Cases Since March 24	Recovered Cases	Currently in Hospital	Currently in ICU	MV	Deaths
47 (↑3)	3	6 (↑6)	1 (↑0)	2 (↑0)	2 (↑0)	0 (↑0)

IHA:

Confirmed Cases	New Cases Since March 24	Recovered Cases	Currently in Hospital	Currently in ICU	MV	Deaths
46 (↑5)	5	8 (↑0)	4 (↑0)	2 (↑0)	2 (↑0)	0 (↑0)

NHA:

Confirmed Cases	New Cases Since March 24	Recovered Cases	Currently in Hospital	Currently in ICU	MV	Deaths
9 (↑1)	1	5 (↑5)	1 (↑0)	1 (↓1)	1 (↑0)	0 (↑0)

Testing Inclusive of Community Assessment sites (as of Mar.25/10:00)

Patient Tests	Tested Negative	Tested Positive	Patient Samples Pending	Projected Testing for today
31,739 (↑5,058)	31,080* (↑9016)	659 (↑42)	2,713 (↑884)	4,342 (↑1,926)

*Approximate Number

Occupancy Rate by Health Authority (Current as of Mar.25/11:00)

Note Change in Available Beds number is approximate and there is still some “data noise” and should be understated publicly. Work is happening to resolve and standardize the data collection.

Health Authority	Pre-COVID-19 Response Occupancy Rate (Dec 12 2019)	Current Occupancy Rate Snapshot	Change in Occupancy Rate	Change in Available Beds	Total Beds	Total Critical Care Beds	Critical Care Bed Occupancy Rate	Total Vacant Critical Care Beds*
IHA	102.9%	68.9%	-34.0%	487	1431	84	63.1%	31
FHA	106.9%	56.5%	-50.4%	1822	3775	295	51.9%	142
VCHA	100.5%	63.6%	-36.9%	861	2335	182	47.3%	96
VIHA	106.6%	72.8%	-33.8%	624	1872	104	55.8%	46
NHA	105.0%	76.7%	-28.3%	162	574	46	56.5%	20
PHSA	73.8%	72.5%	-1.3%	126	716	102	57.8%	43
Current BC Total	103.5%	64.7%	-38.8%	4080 (↑214)	10703	813	53.5%	378(↑61)
Previous Totals								
March 24, 2020	103.5%	66.4%	-37.1%	3866	10602	830	55.3%	317
March 23, 2020	103.5%	67.8%	-35.7%	3719	10604	830	54.8%	
March 22, 2020	103.5%	68.6%	-34.9%	3632	10604	826	55.7%	
March 20, 2020	103.5%	78.5%	-25.0%	2398	9743	649	61.8%	

*total vacant critical care bed information was not available prior to March 24, 2020

BC Emergency Health Services events by Dispatch Centre for Influenza Like Illness (ILI) (as of Mar.24/23:59)

Date	Metrics		ILI_Events		
	Disp_Centre	Kamloops	Vancouver	Victoria	Total
March 24, 2020		73	187	44	304 (↓26)
March 23, 2020		73	196	61	330 (↓9)
March 22, 2020		62	213	64	339 (↑26)
March 21, 2020		54	211	48	313 (↓43)
March 20, 2020		81	225	50	356 (↑107)
March 19, 2020		61	148	40	249

8-1-1 (as of Mar.24/23:59)

Date	Calls Received	Calls Answered	Abandon Rate %	Average Wait (mins)	Max Wait of Answered (mins)	Average Handle Time (mins)
March 24	6,605 (↓66)	3,854 (↑166)	41.7%	17.0	83.4	4.7
March 23	6,671 (↑1,230)	3,688 (↓434)	44.8%	21.5	141.1	5.1
March 22	5,441(↓200)	4,122 (↑92)	24.3%	10.1	99.9%	5.1
March 21	5,641	4,031	29.4%	11.6	97.1	5.2
March 20	6,056	3,248	47.2%	25.2	125.8	4.7
March 19	5,546	2,615	51.6%	32.1	106.5	4.6
March 18	5,141	2,652	48.9%	35.5	120.6	4.6
Pre-COVID-19 call volume was 1,200/day						

Efforts to enhance capacity and meet demand include:

- 11 Additional nurses have been added as of March 22, 2020
- 56(↑7) Patient navigation staff have been added as of March 24, 2020
- Self Assessment App was released Monday March 23, 2020
- Implementation of additional menu option (Telus Prompter) to allow callers to select Service BC 1-888-COVID-19 for non-health calls, this went live March 22, 2020
- BCCDC BC COVID-19 Symptom Self-Assessment Tool launched March 17, 2020
- BCCDC Support App & Self-Assessment Tool launched March 23, 2020.

1-888-COVID19 (as of Mar.24/23:59)

Date	Calls Received	Calls Answered	Average Speed of Answer	Abandon Rate	Max Wait	Average Handle Time	Texts
March 24	1907	1656 (↓275)	1 Min 54 Sec	12.9%	25 Min 15 Sec	5 Min 4 Sec	918
March 23	2,239	1,931(↑653)	1 Min 56 Sec	13.8%	23 Min 6 Sec	4 Min 39 Sec	752
March 22	1430	1278 (↑51)	1 Min 11 Sec	4.27%	11 Min 31 Sec	4 Min 27 Sec	444
March 21	1333	1227 (↓623)	1 Min 24 Sec	7.80%	19 Min 3 Sec	4 Min 45 Sec	545
March 20	1923	1850 (↑10)	40 Sec	3.59%	18 Sec 15 Min	5 Min 2 Sec	931
March 19	2117	1840 (↓55)	1 Min 50 Sec	12.9%	13 min 41 sec	4min 15 sec	553
March 18	2503	1895 (↑88)	7 Min 5 Sec	22.8%	59 min 48 sec	2 min 24 sec	723
March 17	3416	1807(↑660)	33 Min 56 Sec	44.15%	1 hour 17 secs	4min 14 sec	678
March 16	1769	1147	12 Sec	27.76%	6 min 20 secs	5 min 16 sec	166

Self Assessment Tool on BCCDC.com (as of Mar.24/23:59)

Date	Total Users (last 24 hours)	Peak Activity	Average Activity	BC-based Users
March 24	61,343 (↓36,365)	443 users/min	2,556/hour	95%
March 23	97,708	426 users/minute	4,071/hour	92%
March 19	532,996	759 users/minute	22,208/hour	92%
March 18	386,085	743 users/minute	16,087 per hour	92%
March 17	525,421	924 users/minute	29,893 per hour	92%

- Since soft launch of the assessment tool, it has been accessed 2,684,033 times (↑193,842)

BC COVID19 APP (as of Mar.24/23:59)

Date	Total Users
March 24	68,524 (↑55,519)
March 23	13,005

Temporary Emergency Registrants (as of Mar.25/10:00)

Professionals in various fields re-registering to work to support surge capacity

Physicians											
Date	Family Physicians	Pediatrics	Infectious Diseases	Public Health/ Preventative Medicine	Community Medicine	Medical Microbiology	Psychiatry	Anesthesiology	Internal Med /Gastroenterology	Ophthalmology	Total Registrants to Date
March 25	13	3	1	1	1	1	1	2	1	1	25 (↑4)
March 24	11	3	1	1	1	1	1	1	1	1	21 (↑2)
March 23	9	3	1	1	1	1	1	1	1	1	19

Nursing						
Date	Licensed Practical Nurse (LPN)	Registered Nurse	Registered Psychiatric Nurse	Nurse Practitioner	Health Care Assistant*	Total Registrants to Date
March 25	13	104	2	2	89	210 (↑41)
March 24	12	92	1	2	62	169(↑90)
March 23	6	70	1	2	0	79

Note: HCA #s include regular registrants (don't have temp registration currently)

Allied Health				
Date	Occupational Therapist	Dieticians	Pharmacist	Total Registrants to Date
March 25	0	0	0	0
March 24	0	0	0	0
March 23	0	0	0	0

Status Update on Key Issues:

Supplies and Personal Protective Equipment (PPE) (as of Mar.25/11:00):

- Like other jurisdictions (internationally), BC is closely monitoring its supply of PPE to ensure there is adequate and appropriate access for health care workers.
- BC is working with suppliers and the Federal government to ensure that we're prepared and that we have the right PPE where we need it and when we need it.
- BC is receiving shipments of key supplies, including N95 masks, on a day to day basis. For example:
 - we expect to receive over 12,000 N95 masks tomorrow from one of our suppliers;
 - we have received some supply from the Federal government's bulk procurement efforts and expect more to arrive on Monday (March 30);
 - we have leads on credible and reliable sources for masks that we're expecting will lead to a significant influx of masks;
 - we are reaching out to other sectors to ensure that PPE that is not being used in light of various business closures is redirected to the health system in case we need it; and
 - there are several innovative approaches being explored both locally and internationally around ways to safely sanitize and reuse masks and other PPE if that approach is required.

PHO Guides and Orders to Date (as of Mar 21.20 10:00)

March 24, 2020: PHO issued an order that health care providers who work in long term care (LTC) facilities only be scheduled to work at a single site. This is to help with avoiding transmission of COVID-19 across multiple LTC sites.

March 21, 2020: PHO to issue an order to clarify the restrictions for bars and clubs.

March 20, 2020: PHO issued an order under the Public Health Act to restricts restaurants to take-out/delivery only.

March 18, 2020: Mike Farnworth, the Minister of Public Safety and Solicitor General declared a Provincial State of Emergency under the Emergency Program Act.

March 17, 2020: The PHO ordered to close all bars and clubs in B.C. effective immediately.

March 17, 2020: B.C. Premier John Horgan has announced the province's schools from Kindergarten to Grade 12 are closed, with no indication of when classes will resume.

March 17, 2020: British Columbia announced a Public Health Emergency under the Public Health Act due to the novel coronavirus pandemic.

March 16, 2020: the PHO issued an order under the Public Health Act prohibiting the gatherings of more than 50 people.

March 16, 2020: PHO directed all hospitals in BC to adopt Outbreak Response Phase 2: Hospitals are to undertake only urgent and emergency procedures and postpone all non-urgent scheduled surgeries.

March 16, 2020: PHO directed Lions Gate Hospital in North Vancouver to adopt Outbreak Response Phase 3: The hospital will only accept emergency patients.

March 13, 2020: PHO recommended residents of British Columbia practice social distancing.

March 12, 2020:

- PHO recommended that mass gatherings be limited to 250 people or more.
- PHO issued an order with various restrictions on activities for both "essential workers" and "non-essential workers" to follow.

March 11, 2020: Health Emergency Coordination Center (HECC) activated to a Level 3.

Daily COVID 19 Report (March 26, 2020)

Key Metrics:

Case Count (as of Mar.26/11:00)

Confirmed Cases	New Cases Since March 25	Recovered Cases	Currently in Hospital	Currently in ICU*	Medically Ventilated (MV)*	Deaths
725 (↑66)	66	186 (↑3)	66(↑2)	47 (↑14)	35(↑8)	14 (↑0)

*This number is supplied by the critical care leads in each Health Authority. It is different than the numbers currently reported by the BCCDC to the PHO.

Case count By Health Authority:

VCHA:

Confirmed Cases	New Cases Since March 25	Recovered Cases	Currently in Hospital	Currently in ICU	MV	Deaths
359 (↑20)	20	159 (↓2)**	22(↑0)	18(↑9)	9(↑2)	12(↑0)

**This number is lower than Mar 25 due to data adjustments by VCH.

Facility Updates:

- **Lynn Valley LTCF, VCHA:**
 - 46 confirmed resident cases (↑4), none in hospital or ICU, 11 deaths (↑0)
 - 24 confirmed staff (↑3), none in hospital or ICU, s.22
- **Hollyburn LTCF, VCHA:**
 - 1 COVID confirmed resident case (↑0), 0 confirmed staff, (1 staff shared with Lynn Valley Facility, counted in Lynn Valley), none in hospital, 0 deaths
- **Haro Park LTCF, VCHA:**
 - 30 COVID confirmed resident case (↑2) none in hospital or ICU, 1 death (↑0)
 - 28 confirmed staff (↑1), none in hospital or ICU, 0 deaths s.22
- **German Canadian House LTCF, VCHA**
 - 1 COVID confirmed staff who is currently in ICU (↑0) s.22
- **Little Mountain LTCF, VCHA**
 - 1 COVID confirmed staff (↑0), none currently in hospital or ICU, 0 deaths s.22
- **Broadway Pentecostal Lodge, LTCF, VCHA**
 - 1 COVID confirmed staff (↑0), none currently in hospital or ICU, 0 deaths s.22
- **Status of Lions Gate**
 - Outbreak precautions level 3 is active, emergency patients only.

FHA:

Confirmed Cases	New Cases Since March 25	Recovered Cases	Currently in Hospital	Currently in ICU	MV	Deaths
241 (↑23)	23	5 (↑2)	37 (↑1)	22 (↑3)	21 (↑6)	2 (↑0)

Facility Updates

- **Delta View LTCF, FHA**
 - 1 COVID confirmed staff (↑0), none currently in hospital or ICU, 0 deaths^{s.22}
- **Dufferin Care Centre (Coquitlam), FHA**
 - 1 COVID confirmed staff (↑0), none currently in hospital or ICU, 0 deaths^{s.22}
- **Evergreen Heights AL, FHA**
 - 1 COVID confirmed resident case (↑0), 0 confirmed staff, none in hospital, 0 deaths

VIHA:

Confirmed Cases	New Cases Since March 25	Recovered Cases	Currently in Hospital	Currently in ICU	MV	Deaths
52 (↑5)	5	8(↑2)	1 (↑0)	3 (↑1)	3(↓1)	0 (↑0)

IHA:

Confirmed Cases	New Cases Since March 25	Recovered Cases	Currently in Hospital	Currently in ICU	MV	Deaths
62 (↑16)	16	9 (↑1)	5 (↑1)	3 (↑0)	1 (↑0)	0 (↑0)

NHA:

Confirmed Cases	New Cases Since March 25	Recovered Cases	Currently in Hospital	Currently in ICU	MV	Deaths
11 (↑2)	2	5 (↑0)	1 (↑0)	1 (↓0)	1(↑0)	0 (↑0)

Testing Inclusive of Community Assessment sites (as of Mar.26/10:00)

Patient Tests	Tested Negative	Tested Positive	Patient Samples Pending	Projected Testing for today
34,561 (↑2,822)	33,836* (↑2756)	725 (↑66)	2,026 (↓687)	4,714 (↑372)

*Approximate Number

Occupancy Rate by Health Authority (Current as of Mar.26/11:00)

*Note: The "Change in Available Beds" column has been updated to a revised estimate "Total Vacant Beds". This is a "more" accurate representation of vacant beds in the hospital.

Health Authority	Pre-COVID-19 Response Occupancy Rate (Dec 12 2019)	Current Occupancy Rate Snapshot	Change in Occupancy Rate	Total Vacant Beds*	Total Beds	Total Critical Care Beds	Critical Care Bed Occupancy Rate	Total Vacant Critical Care Beds**
IHA	102.9%	68.1%	-34.8%	456	1431	84	63.1%	31
FHA	106.9%	57.1%	-49.8%	1621	3775	295	55.9%	130
VCHA	100.5%	60.6%	-39.9%	927	2350	190	48.4%	98
VIHA	106.6%	72.0%	-34.6%	525	1872	104	55.8%	46
NHA	105.0%	75.3%	-29.7%	142	574	46	54.3%	21
PHSA	73.8%	67.6%	-6.2%	232	716	102	55.9%	45
Current BC Total	103.5%	63.6% (↓1.1%)	-39.9%	3903 (↓177)	10718 (↑15)	821	54.8%	371 (↓7)
Previous Totals								
March 25, 2020	103.5%	64.7%	-38.8%	4080	10703	813	53.5%	378
March 24, 2020	103.5%	66.4%	-37.1%	3866	10602	830	55.3%	31
March 23, 2020	103.5%	67.8%	-35.7%	3719	10604	830	54.8%	
March 22, 2020	103.5%	68.6%	-34.9%	3632	10604	826	55.7%	
March 20, 2020	103.5%	78.5%	-25.0%	2398	9743	649	61.8%	

**total vacant critical care bed information was not available prior to March 24, 2020

BC Emergency Health Services events by Health Authority (HA) for Influenza Like Illness (ILI) (as of Mar.25/23:59)

*As of March 25, 2020, data is available by HA rather than by Dispatch Centre

Date	Metrics		ILI Events				Total
	HA	FHA	IHA	NHA	VCHA	VIHA	
March 25, 2020	129	61	16	71	29	306 (↑1)	
March 24, 2020	115	46	28	74	42	305 (↓26)	
Mach 23, 2020	119	57	16	78	61	331 (↓8)	
March 22, 2020	124	45	17	90	63	339 (↑26)	
March 21, 2020	124	37	17	88	47	313	

8-1-1 (as of Mar.25/23:59)

Date	Calls Received	Calls Answered	Abandon Rate %	Average Wait (mins)	Max Wait of Answered (mins)	Average Handle Time (mins)
March 25	6,433 (↑172)	5,070 (↑1,216)	21.2%	5.3	32.6	4.3
March 24	6,605 (↓66)	3,854 (↑166)	41.7%	17.0	83.4	4.7
March 23	6,671 (↑1,230)	3,688 (↓434)	44.8%	21.5	141.1	5.1
March 22	5,441(↓200)	4,122 (↑92)	24.3%	10.1	99.9%	5.1
March 21	5,641	4,031	29.4%	11.6	97.1	5.2
March 20	6,056	3,248	47.2%	25.2	125.8	4.7
March 19	5,546	2,615	51.6%	32.1	106.5	4.6
March 18	5,141	2,652	48.9%	35.5	120.6	4.6
Pre-COVID-19 call volume was 1,200/day						

Efforts to enhance capacity and meet demand include:

- 21 (↑10) additional nurses have been added as of March 25, 2020
- 56 (↑0) Patient navigation staff have been added as of March 24, 2020
- Self Assessment App was released Monday March 23, 2020
- Implementation of additional menu option (Telus Prompter) to allow callers to select Service BC 1-888-COVID-19 for non-health calls, this went live March 22, 2020
- BCCDC BC COVID-19 Symptom Self-Assessment Tool launched March 17, 2020
- BCCDC Support App & Self-Assessment Tool launched March 23, 2020.

1-888-COVID19 (as of Mar.25/23:59)

Date	Calls Received	Calls Answered	Average Speed of Answer	Abandon Rate	Max Wait	Average Handle Time	Texts
March 25	2,081 (↑174)	1,517 (↑139)	4min 25 Sec	27%	15Min 52 Sec	5 Min 9 Sec	1,024 (↑106)
March 24	1907	1656	1 Min 54 Sec	12.9%	25 Min 15 Sec	5 Min 4 Sec	918
March 23	2,239	1,931	1 Min 56 Sec	13.8%	23 Min 6 Sec	4 Min 39 Sec	752
March 22	1430	1278	1 Min 11 Sec	4.27%	11 Min 31 Sec	4 Min 27 Sec	444
March 21	1333	1227	1 Min 24 Sec	7.80%	19 Min 3 Sec	4 Min 45 Sec	545
March 20	1923	1850	40 Sec	3.59%	18 Sec 15 Min	5 Min 2 Sec	931
March 19	2117	1840	1 Min 50 Sec	12.9%	13 min 41 sec	4min 15 sec	553
March 18	2503	1895	7 Min 5 Sec	22.8%	59 min 48 sec	2 min 24 sec	723
March 17	3416	1807	33 Min 56 Sec	44.15%	1 hour 17 secs	4min 14 sec	678
March 16	1769	1147	12 Sec	27.76%	6 min 20 secs	5 min 16 sec	166

Self Assessment Tool on BCCDC.com (as of Mar.25/23:59)

Date	Total Users (last 24 hours)	Peak Activity	Average Activity	BC-based Users
March 25	48,340 (↓13,003)	207 users/min	2,014	96%
March 24	61,343 (↓36,365)	443 users/min	2,556/hour	95%
March 23	97,708	426 users/minute	4,071/hour	92%
March 19	532,996	759 users/minute	22,208/hour	92%
March 18	386,085	743 users/minute	16,087 per hour	92%
March 17	525,421	924 users/minute	29,893 per hour	92%

- Since soft launch of the assessment tool, it has been accessed 2,714,363 times (↑30,360)

BC COVID19 APP (as of Mar.25/23:59)

Date	Total App Users	Mobile Users	Web Users
March 25	86,800 (↑18,276)	51,000	35,800
March 24	68,524 (↑55,519)	~ 42,000	~ 28,000
March 23	13,005	13,005	0

Temporary Emergency Registrants (as of Mar.26/10:00)

Professionals in various fields re-registering to work to support surge capacity

Physicians												
Date	Family Physician	Pediatrics	Infectious Diseases	Public Health/ Preventative Medicine	Community Medicine	Medical Microbiology	Psychiatry	Anesthesiology	Internal Med /Gastroenterology	Ophthalmology	OBGYN/Maternal-fetal medicine NEW	Total Registrants to Date
March 26	13	3	1	1	1	1	1	2	1	1	1	26 (↑1)
March 25	13	3	1	1	1	1	1	2	1	1	n/a	25 (↑4)
March 24	11	3	1	1	1	1	1	1	1	1	n/a	21 (↑2)
March 23	9	3	1	1	1	1	1	1	1	1	n/a	19

Nursing						
Date	Licensed Practical Nurse (LPN)	Registered Nurse	Registered Psychiatric Nurse	Nurse Practitioner	Health Care Assistant*	Total Registrants to Date
March 26	15	125	2	2	104	248 (↑38)
March 25	13	104	2	2	89	210 (↑41)
March 24	12	92	1	2	62	169 (↑90)
March 23	6	70	1	2	0	79

Note: HCA #s include regular registrants (don't have temp registration currently)

Allied Health				
Date	Occupational Therapist	Dieticians	Pharmacist	Total Registrants to Date
March 26	0	0	0	0 (↑0)
March 25	0	0	0	0
March 24	0	0	0	0
March 23	0	0	0	0

PHO Guides and Orders to Date (as of Mar 26/10:00)

March 24, 2020: PHO issued an order that health care providers who work in long term care (LTC) facilities only be scheduled to work at a single site. This is to help with avoiding transmission of COVID-19 across multiple LTC sites.

March 21, 2020: PHO to issue an order to clarify the restrictions for bars and clubs.

March 20, 2020: PHO issued an order under the Public Health Act to restricts restaurants to take-out/delivery only.

March 18, 2020: Mike Farnworth, the Minister of Public Safety and Solicitor General declared a Provincial State of Emergency under the [Emergency Program Act](#).

March 17, 2020: The PHO ordered to close all bars and clubs in B.C. effective immediately.

March 17, 2020: B.C. Premier John Horgan has announced the province's schools from Kindergarten to Grade 12 are closed, with no indication of when classes will resume.

March 17, 2020: British Columbia announced a Public Health Emergency under the [Public Health Act](#) due to the novel coronavirus pandemic.

March 16, 2020: the PHO issued an order under the Public Health Act prohibiting the gatherings of more than 50 people.

March 16, 2020: PHO directed all hospitals in BC to adopt Outbreak Response Phase 2: Hospitals are to undertake only urgent and emergency procedures and postpone all non-urgent scheduled surgeries.

March 16, 2020: PHO directed Lions Gate Hospital in North Vancouver to adopt Outbreak Response Phase 3: The hospital will only accept emergency patients.

March 13, 2020: PHO recommended residents of British Columbia practice social distancing.

March 12, 2020:

- PHO recommended that mass gatherings be limited to 250 people or more.
- PHO issued an [order](#) with various restrictions on activities for both "essential workers" and "non-essential workers" to follow.

March 11, 2020: Health Emergency Coordination Center (HECC) activated to a Level 3.

Daily COVID 19 Report (March 27, 2020)

Key Metrics:

Case Count (as of Mar.27/11:00)

Confirmed Cases	New Cases Since March 26	Recovered Cases	Currently in Hospital	Currently in ICU*	Medically Ventilated (MV)*	Deaths
792 (↑67)	67	275 (↑89)	73(↑7)	63 (↑16)	52(↑17)	16 (↑2)

*Includes both confirmed and suspected cases

Case count By Health Authority:

VCHA:

Confirmed Cases	New Cases Since March 26	Recovered Cases	Currently in Hospital**	Currently in ICU	MV	Deaths
391 (↑32)	32	159 (↑0)	22(↑0)	19(↑1)	11(↑2)	14(↑2)

**Data as of March 24, 2020

Facility Updates:

NOTE: VCHA did not report any Long Term Care Facility (LTCF) data on March 27. Data below is as of March 26, 2020.

- **Lynn Valley LTCF, VCHA:**
 - 46 confirmed resident cases (↑4), none in hospital or ICU, 11 deaths (↑0)
 - 24 confirmed staff (↑3), none in hospital or ICU, 0 deaths s.22
- **Hollyburn LTCF, VCHA:**
 - 1 COVID confirmed resident case (↑0), 0 confirmed staff, (1 staff shared with Lynn Valley Facility, counted in Lynn Valley), none in hospital, 0 deaths
- **Haro Park LTCF, VCHA:**
 - 30 COVID confirmed resident case (↑2) none in hospital or ICU, 1 death (↑0)
 - 28 confirmed staff (↑1), none in hospital or ICU, 0 deaths s.22
- **German Canadian House LTCF, VCHA**
 - 1 COVID confirmed staff who is currently in ICU (↑0) s.22
- **Little Mountain LTCF, VHCA**
 - 1 COVID confirmed staff (↑0), none currently in hospital or ICU, 0 deaths s.22
- **Broadway Pentecostal Lodge, LTCF, VCHA**
 - 1 COVID confirmed staff (↑0), none currently in hospital or ICU, 0 deaths s.22
- **Status of Lions Gate**
 - Outbreak precautions level 3 is active, emergency patients only.

FHA:

Confirmed Cases	New Cases Since March 26	Recovered Cases	Currently in Hospital	Currently in ICU	MV	Deaths
262 (↑21)	21	90 (↑85)	40 (↑3)	30 (↑8)	27 (↑6)	2 (↑0)

Facility Updates

- **Delta View LTCF, FHA**
 - 1 COVID confirmed staff (↑0), none currently in hospital or ICU, 0 deaths s.22 s.22
- **Dufferin Care Centre (Coquitlam), FHA**
 - 1 COVID confirmed staff (↑0), none currently in hospital or ICU, 0 deaths s.22 s.22
- **Evergreen Heights AL, FHA**
 - 1 COVID confirmed resident case (↑0), 0 confirmed staff, none in hospital, 0 deaths

VIHA:

Confirmed Cases	New Cases Since March 26	Recovered Cases	Currently in Hospital	Currently in ICU	MV	Deaths
57 (↑5)	5	8(↑0)	4 (↑3)	4 (↑1)	3 (↑0)	0 (↑0)

IHA:

Confirmed Cases	New Cases Since March 26	Recovered Cases	Currently in Hospital	Currently in ICU	MV	Deaths
70 (↑8)	8	13 (↑4)	5 (↑0)	9 (↑6)	10 (↑9)	0 (↑0)

NHA:

Confirmed Cases	New Cases Since March 26	Recovered Cases	Currently in Hospital	Currently in ICU	MV	Deaths
12 (↑1)	1	5 (↑0)	2 (↑1)	1 (↑0)	1 (↑0)	0 (↑0)

Testing Inclusive of Community Assessment sites (as of Mar.27/10:00)

Patient Tests	Tested Negative	Tested Positive	Patient Samples Pending	Projected Testing for today
36,643 (↑2,082)	35,851 (↓2,015)*	792 (↑67)	1,887 (↓139)	4,754 (↑40)

*Approximate Number

Occupancy Rate by Health Authority (Current as of Mar.27/11:00)

*Note: The "Change in Available Beds" column has been updated to a revised estimate "Total Vacant Beds" as of March 26, 2020. This is a "more" accurate representation of vacant beds in the hospital.

Health Authority	Pre-COVID-19 Response Occupancy Rate (Dec 12 2019)	Current Occupancy Rate Snapshot	Change in Occupancy Rate	Total Vacant Beds*	Total Beds	Total Critical Care Beds	Critical Care Bed Occupancy Rate	Total Vacant Critical Care Beds**
IHA	102.9%	65.5%	-37.4%	494	1431	84	65.5%	29
FHA	106.9%	56.9%	-50.0%	1626	3775	295	58.0%	124
VCHA	100.5%	58.7%	-41.8%	974	2358	190	46.3%	102
VIHA	106.6%	70.0%	-36.6%	570	1901	108	54.6%	49
NHA	105.0%	75.3%	-29.7%	142	574	46	56.5%	20
PHSA	73.8%	68.0%	-5.8%	229	716	102	58.8%	42
Current BC Total	103.5%	62.5% (↓1.1)	-41.0%	4035 (↑132)	10755 (↑37)	825	55.6%	366 (↓5)
Previous Totals								
March 26, 2020	103.5%	63.6%	-39.9%	3903 (↓177)	10718 (↑15)	821	54.8%	371 (↓7)
March 25, 2020	103.5%	64.7%	-38.8%	4080	10703	813	53.5%	378
March 24, 2020	103.5%	66.4%	-37.1%	3866	10602	830	55.3%	371
March 23, 2020	103.5%	67.8%	-35.7%	3719	10604	830	54.8%	
March 22, 2020	103.5%	68.6%	-34.9%	3632	10604	826	55.7%	
March 20, 2020	103.5%	78.5%	-25.0%	2398	9743	649	61.8%	

**total vacant critical care bed information was not available prior to March 24, 2020

BC Emergency Health Services events by Health Authority (HA) for Influenza Like Illness (ILI) (as of Mar.26/23:59)

*As of March 25, 2020, data is available by HA rather than by Dispatch Centre

Date	Metrics		ILI Events				Total
	HA	FHA	IHA	NHA	VCHA	VIHA	
March 26, 2020		97	38	12	65	50	262 (↓44)
March 25, 2020		129	61	16	71	29	306 (↑1)
March 24, 2020		115	46	28	74	42	305 (↓26)
March 23, 2020		119	57	16	78	61	331 (↓8)
March 22, 2020		124	45	17	90	63	339 (↑26)
March 21, 2020		124	37	17	88	47	313

8-1-1 (as of Mar.26/23:59)

Date	Calls Received	Calls Answered	Abandon Rate %	Average Wait (mins)	Max Wait of Answered (mins)	Average Handle Time (mins)
March 26	6,132(↓301)	4,902(↓168)	20.1%	4.7	36.6	4.3
March 25	6,433 (↑172)	5,070 (↑1,216)	21.2%	5.3	32.6	4.3
March 24	6,605 (↓66)	3,854 (↑166)	41.7%	17.0	83.4	4.7
March 23	6,671 (↑1,230)	3,688 (↓434)	44.8%	21.5	141.1	5.1
March 22	5,441(↓200)	4,122 (↑92)	24.3%	10.1	99.9%	5.1
March 21	5,641	4,031	29.4%	11.6	97.1	5.2
March 20	6,056	3,248	47.2%	25.2	125.8	4.7
March 19	5,546	2,615	51.6%	32.1	106.5	4.6
March 18	5,141	2,652	48.9%	35.5	120.6	4.6
Pre-COVID-19 call volume was 1,200/day						

Efforts to enhance capacity and meet demand include:

- 21 (↑0) additional nurses have been added as of March 25, 2020
- 56 (↑0) Patient navigation staff have been added as of March 24, 2020
- Self Assessment App was released Monday March 23, 2020
- Implementation of additional menu option (Telus Prompter) to allow callers to select Service BC 1-888-COVID-19 for non-health calls, this went live March 22, 2020
- BCCDC BC COVID-19 Symptom Self-Assessment Tool launched March 17, 2020
- BCCDC Support App & Self-Assessment Tool launched March 23, 2020.

1-888-COVID19 (as of Mar.26/23:59)

Date	Calls Received	Calls Answered	Average Speed of Answer	Abandon Rate	Max Wait	Average Handle Time	Texts
March 26	2,438 (↑357)	1,664 (↑147)	6 Min 9 Sec	31.7%	26 Min 11 Sec	3 Min 37 sec	868 (↓156)
March 25	2,081 (↑174)	1,517 (↑139)	4 Min 25 Sec	27%	15 Min 52 Sec	5 Min 9 Sec	1,024 (↑106)
March 24	1907	1656	1 Min 54 Sec	12.9%	25 Min 15 Sec	5 Min 4 Sec	918
March 23	2,239	1,931	1 Min 56 Sec	13.8%	23 Min 6 Sec	4 Min 39 Sec	752
March 22	1430	1278	1 Min 11 Sec	4.27%	11 Min 31 Sec	4 Min 27 Sec	444
March 21	1333	1227	1 Min 24 Sec	7.80%	19 Min 3 Sec	4 Min 45 Sec	545
March 20	1923	1850	40 Sec	3.59%	18 Min 15 Sec	5 Min 2 Sec	931
March 19	2117	1840	1 Min 50 Sec	12.9%	13 Min 41 Sec	4 Min 15 Sec	553
March 18	2503	1895	7 Min 5 Sec	22.8%	59 Min 48 Sec	2 Min 24 Sec	723
March 17	3416	1807	33 Min 56 Sec	44.15%	1 hour 17 Sec	4 Min 14 Sec	678
March 16	1769	1147	12 Sec	27.76%	6 Min 20 Sec	5 Min 16 Sec	166

Self Assessment Tool on BCCDC.com (as of Mar.26/23:59)

Date	Total Users (last 24 hours)	Peak Activity (users/min)	Average Activity (users/hour)	BC-based Users
March 26	37,341(↓10,999)	137	1,556	96%
March 25	48,340 (↓13,003)	207	2,014	96%
March 24	61,343 (↓36,365)	443	2,556	95%
March 23	97,708	426	4,071	92%
March 19	532,996	759	22,208	92%
March 18	386,085	743	16,087	92%
March 17	525,421	924	29,893	92%

- Since soft launch of the assessment too, it has been accessed 2,751,704 times (↑37,341)

BC COVID19 APP (as of Mar.26/23:59)

Date	Total App Users	Mobile Users	Web Users
March 26	100,300(↑13,500)	58,800	41,500
March 25	86,800 (↑18,276)	51,000	35,800
March 24	68,524 (↑55,519)	~ 42,000	~ 28,000
March 23	13,005	13,005	0

Temporary Emergency Registrants (as of Mar.27/10:00)

Professionals in various fields re-registering to work to support surge capacity

Physicians												
Date	Family Physician	Pediatrics	Infectious Diseases	Public Health/ Preventative Medicine	Community Medicine	Medical Microbiology	Psychiatry	Anesthesiology	Internal Med /Gastroenterology	Ophthalmology	OBGYN/Maternal-fetal medicine	Total Registrants to Date
March 27	13	3	1	1	1	1	2	2	2	1	1	28 (↑1)
March 26	13	3	1	1	1	1	1	2	1	1	1	26 (↑1)
March 25	13	3	1	1	1	1	1	2	1	1	n/a	25 (↑4)
March 24	11	3	1	1	1	1	1	1	1	1	n/a	21 (↑2)
March 23	9	3	1	1	1	1	1	1	1	1	n/a	19

Nursing						
Date	Licensed Practical Nurse (LPN)	Registered Nurse	Registered Psychiatric Nurse	Nurse Practitioner	Health Care Assistant*	Total Registrants to Date
March 27	27	149	2	2	129	309 (↑61)
March 26	15	125	2	2	104	248 (↑38)
March 25	13	104	2	2	89	210 (↑41)
March 24	12	92	1	2	62	169(↑90)
March 23	6	70	1	2	0	79

Note: HCA #s include regular registrants (don't have temp registration currently)

Allied Health					
Date	Occupational Therapist	Dieticians NEW	Pharmacist	Physical Therapists NEW	Total Registrants to Date
March 27	0	25 (↑25)	0	249 (↑249)	274 (↑274)
March 26	0	0	0		0
March 25	0	0	0		0
March 24	0	0	0		0
March 23	0	0	0		0

PHO Guides and Orders to Date (as of Mar 27/11:00)

March 27, 2020: PHO ordered that all intermittent vendor markets (farmer's markets) are restricted to food vendors only.

March 26, 2020, PHO gave the following two Orders:

- To compel public and private health sector employers to provide the PHO with personal and employee related information, to manage staff allocation across the province to help prevent spread of COVID-19 in long term care, assisted living, acute care hospitals and extend care.
- To limit staff movement between long term care facilities. This will be short term Order to deal with increasing concerns about long term care facilities until the comprehensive staff management system mentioned above is in place.

March 24, 2020: PHO issued an order that health care providers who work in long term care (LTC) facilities only be scheduled to work at a single site. This is to help with avoiding transmission of COVID-19 across multiple LTC sites.

March 21, 2020: PHO to issue an order to clarify the restrictions for bars and clubs.

March 20, 2020: PHO issued an order under the Public Health Act to restricts restaurants to take-out/delivery only.

March 18, 2020: Mike Farnworth, the Minister of Public Safety and Solicitor General declared a Provincial State of Emergency under the **Emergency Program Act.**

March 17, 2020: The PHO ordered to close all bars and clubs in B.C. effective immediately.

March 17, 2020: B.C. Premier John Horgan has announced the province's schools from Kindergarten to Grade 12 are closed, with no indication of when classes will resume.

March 17, 2020: British Columbia announced a Public Health Emergency under the **Public Health Act** due to the novel coronavirus pandemic.

March 16, 2020: the PHO issued an order under the Public Health Act prohibiting the gatherings of more than 50 people.

March 16, 2020: PHO directed all hospitals in BC to adopt Outbreak Response Phase 2: Hospitals are to undertake only urgent and emergency procedures and postpone all non-urgent scheduled surgeries.

March 16, 2020: PHO directed Lions Gate Hospital in North Vancouver to adopt Outbreak Response Phase 3: The hospital will only accept emergency patients.

March 13, 2020: PHO recommended residents of British Columbia practice social distancing.

March 12, 2020:

- PHO recommended that mass gatherings be limited to 250 people or more.
- PHO issued an order with various restrictions on activities for both "essential workers" and "non-essential workers" to follow.

March 11, 2020: Health Emergency Coordination Center (HECC) activated to a Level 3.

Daily COVID 19 Report (March 28, 2020)

Key Metrics:

Case Count (as of Mar.28/11:00)

Confirmed Cases	New Cases Since March 27	Recovered Cases	Currently in Hospital	Currently in ICU*	Medically Ventilated (MV)*	Deaths
884 (↑92)	92	396 (↑121)	81(↑8)	63 (↑16)	52(↑17)	17 (↑1)

*Includes both confirmed and suspected cases. MOH/PHO to use PHSA ICU data as of yesterday for the most accurate indicator for "number currently in ICU as per email sent at 11:13am.

Case count By Health Authority:

VCHA:

Confirmed Cases	New Cases Since March 27	Recovered Cases	Currently in Hospital	Currently in ICU*	MV*	Deaths
444 (↑53)	53	243 (↑84)	31(↑9)	19(↑1)	11(↑2)	15(↑1)

Facility Updates:

NOTE: VCHA did not report any Long Term Care Facility (LTCF) data on March 27 and March 28. Data below is as of March 26, 2020.

- **Lynn Valley LTCF, VCHA:**
 - 46 confirmed resident cases (↑4), none in hospital or ICU, 11 deaths (↑0)
 - 24 confirmed staff (↑3), none in hospital or ICU, 0 deaths s.22
- **Hollyburn LTCF, VCHA:**
 - 1 COVID confirmed resident case (↑0), 0 confirmed staff, (1 staff shared with Lynn Valley Facility, counted in Lynn Valley), none in hospital, 0 deaths
- **Haro Park LTCF, VCHA:**
 - 30 COVID confirmed resident case (↑2) none in hospital or ICU, 1 death (↑0)
 - 28 confirmed staff (↑1), none in hospital or ICU, 0 deaths s.22
- **German Canadian House LTCF, VCHA**
 - 1 COVID confirmed staff who is currently in ICU (↑0)s.22
- **Little Mountain LTCF, VHCA**
 - 1 COVID confirmed staff (↑0), none currently in hospital or ICU, 0 deaths s.22
- **Broadway Pentecostal Lodge, LTCF, VCHA**
 - 1 COVID confirmed staff (↑0), none currently in hospital or ICU, 0 deaths s.22
- **Status of Lions Gate**
 - Outbreak precautions level 3 is active, emergency patients only.

FHA:

Confirmed Cases	New Cases Since March 27	Recovered Cases	Currently in Hospital	Currently in ICU*	MV*	Deaths
291 (↑29)	29	115 (↑25)	39 (↓1)	30 (↑8)	27 (↑6)	2 (↑0)

Facility Updates

- **Delta View LTCF, FHA**
 - 1 COVID confirmed staff (↑0), none currently in hospital or ICU, 0 deaths s.22 s.22
- **Dufferin Care Centre (Coquitlam), FHA**
 - 1 COVID confirmed staff (↑0), none currently in hospital or ICU, 0 deaths s.22 s.22
- **Evergreen Heights LTCF, FHA**
 - 1 COVID confirmed resident case (↑0), 0 confirmed staff, none in hospital, 0 deaths
- **The Harrison at Elim Village, LTCF, FHA**
 - 1 COVID confirmed staff (↑1), none currently in hospital or ICU, 0 deaths s.22 s.22
- **Langley Gardens LTCF, FHA**
 - 1 COVID confirmed staff (↑1), none currently in hospital or ICU, 0 deaths s.22 s.22
- **Shaughnessy Care Center LTCF, FHA**
 - 1 COVID confirmed resident case (↑1), 0 confirmed staff, none in hospital, 0 deaths

VIHA:

Confirmed Cases	New Cases Since March 27	Recovered Cases	Currently in Hospital	Currently in ICU*	MV*	Deaths
60 (↑3)	3	16(↑8)	3 (↓1)	4 (↑1)	3 (↑0)	0 (↑0)

IHA:

Confirmed Cases	New Cases Since March 27	Recovered Cases	Currently in Hospital	Currently in ICU*	MV*	Deaths
77 (↑7)	7	17 (↑4)	6 (↑1)	9 (↑6)	10 (↑9)	0 (↑0)

NHA:

Confirmed Cases	New Cases Since March 27	Recovered Cases	Currently in Hospital	Currently in ICU*	MV*	Deaths
12 (↑0)	0	5 (↑0)	2 (↑0)	1 (↑0)	1 (↑0)	0 (↑0)

Testing Inclusive of Community Assessment sites (as of Mar.28/11:00)

Patient Tests	Tested Negative	Tested Positive	Patient Samples Pending	Projected Testing for today
38,697 (↑2,054)	37,813 (↑1,962)*	884 (↑92)	1,526(↓361)	4,344 (↓410)

*Approximate Number

Occupancy Rate by Health Authority (Current as of Mar.28/11:00)

*Note: The "Change in Available Beds" column has been updated to a revised estimate "Total Vacant Beds" as of March 26, 2020.

Health Authority	Pre-COVID-19 Response Occupancy Rate (Dec 12 2019)	Current Occupancy Rate Snapshot	Change in Occupancy Rate	Total Vacant Beds*	Total Beds	Total Critical Care Beds	Critical Care Bed Occupancy Rate	Total Vacant Critical Care Beds**
IHA	102.9%	60.6%	-42.3%	564	1431	84	66.7%	28
FHA	106.9%	55.8%	-51.1%	1670	3775	295	56.6%	128
VCHA	100.5%	56.2%	-44.3%	1030	2354	190	46.8%	101
VIHA	106.6%	67.5%	-39.1%	618	1901	108	51.9%	52
NHA	105.0%	70.0%	-35.0%	172	574	46	58.7%	19
PHSA	73.8%	66.3%	-7.5%	241	716	102	52.0%	49
Current BC Total	103.5%	60.1% (↓2.4)	-43.4%	4295 (↑260)	10751 (↓4)	825	54.3%	377 (↑11)
Previous Totals								
March 27, 2020	103.5%	62.5% (↓1.1)	-41.0%	4035 (↑132)	10755 (↑37)	825	55.6%	366 (↓5)
March 26, 2020	103.5%	63.6% (↓1.1)	-39.9%	3903 (↓177)	10718 (↑15)	821	54.8%	371 (↓7)
March 25, 2020	103.5%	64.7%	-38.8%	4080	10703	813	53.5%	378
March 24, 2020	103.5%	66.4%	-37.1%	3866	10602	830	55.3%	371
March 23, 2020	103.5%	67.8%	-35.7%	3719	10604	830	54.8%	
March 22, 2020	103.5%	68.6%	-34.9%	3632	10604	826	55.7%	
March 20, 2020	103.5%	78.5%	-25.0%	2398	9743	649	61.8%	

**total vacant critical care bed information was not available prior to March 24, 2020

- Acute Care Bed occupancy continues to decrease, resulting in an increase of available beds.
- Critical Care occupancy decreased in FHA and at BCCH.

BC Emergency Health Services events by Health Authority (HA) for Influenza Like Illness (ILI) (as of Mar.27/23:59)

*As of March 25, 2020, data is available by HA rather than by Dispatch Centre

Date	Metrics			ILI Events			Total
	HA	FHA	IHA	NHA	VCHA	VIHA	
March 27, 2020	92	50	21	62	69	294 (↑32)	
March 26, 2020	97	38	12	65	50	262 (↓44)	
March 25, 2020	129	61	16	71	29	306 (↑1)	
March 24, 2020	115	46	28	74	42	305 (↓26)	
March 23, 2020	119	57	16	78	61	331 (↓8)	
March 22, 2020	124	45	17	90	63	339 (↑26)	

8-1-1 (as of Mar.27/23:59)

Date	Calls Received	Calls Answered	Abandon Rate %	Average Wait (mins)	Max Wait of Answered (mins)	Average Handle Time (mins)
March 27	5,441(↓691)	4,302 (↓600)	20.9%	5.5	46.8	4.4
March 26	6,132(↓301)	4,902(↓168)	20.1%	4.7	36.6	4.3
March 25	6,433 (↑172)	5,070 (↑1,216)	21.2%	5.3	32.6	4.3
March 24	6,605 (↓66)	3,854 (↑166)	41.7%	17.0	83.4	4.7
March 23	6,671	3,688	44.8%	21.5	141.1	5.1
March 22	5,441	4,122	24.3%	10.1	99.9%	5.1
March 21	5,641	4,031	29.4%	11.6	97.1	5.2
March 20	6,056	3,248	47.2%	25.2	125.8	4.7
March 19	5,546	2,615	51.6%	32.1	106.5	4.6
March 18	5,141	2,652	48.9%	35.5	120.6	4.6
Pre-COVID-19 call volume was 1,200/day						

Efforts to enhance capacity and meet demand include:

- 21 (↑0) additional nurses have been added as of March 25, 2020
- 56 (↑0) Patient navigation staff have been added as of March 24, 2020
- Self Assessment App was released Monday March 23, 2020
- Implementation of additional menu option (Telus Prompter) to allow callers to select Service BC 1-888-COVID-19 for non-health calls, this went live March 22, 2020
- BCCDC BC COVID-19 Symptom Self-Assessment Tool launched March 17, 2020
- BCCDC Support App & Self-Assessment Tool launched March 23, 2020.

1-888-COVID19 (as of Mar.26/23:59)

NOTE: data unavailable for Saturday March 28, 2020.

Date	Calls Received	Calls Answered	Average Speed of Answer	Abandon Rate	Max Wait	Average Handle Time	Texts
March 27	n/a	n/a	n/a	n/a	n/a	n/a	n/a
March 26	2,438 (↑357)	1,664 (↑147)	6 Min 9 Sec	31.7%	26 Min 11 Sec	3 Min 37 sec	868 (↓156)
March 25	2,081 (↑174)	1,517 (↑139)	4 Min 25 Sec	27%	15 Min 52 Sec	5 Min 9 Sec	1,024 (↑106)
March 24	1907	1656	1 Min 54 Sec	12.9%	25 Min 15 Sec	5 Min 4 Sec	918
March 23	2,239	1,931	1 Min 56 Sec	13.8%	23 Min 6 Sec	4 Min 39 Sec	752
March 22	1430	1278	1 Min 11 Sec	4.27%	11 Min 31 Sec	4 Min 27 Sec	444
March 21	1333	1227	1 Min 24 Sec	7.80%	19 Min 3 Sec	4 Min 45 Sec	545
March 20	1923	1850	40 Sec	3.59%	18 Min 15 Sec	5 Min 2 Sec	931
March 19	2117	1840	1 Min 50 Sec	12.9%	13 Min 41 Sec	4 Min 15 Sec	553
March 18	2503	1895	7 Min 5 Sec	22.8%	59 Min 48 Sec	2 Min 24 Sec	723
March 17	3416	1807	33 Min 56 Sec	44.15%	1 hour 17 Sec	4 Min 14 Sec	678
March 16	1769	1147	12 Sec	27.76%	6 Min 20 Sec	5 Min 16 Sec	166

Self Assessment Tool on BCCDC.com (as of Mar.26/23:59)

NOTE: data unavailable for Saturday March 28, 2020.

Date	Total Users (last 24 hours)	Peak Activity (users/min)	Average Activity (users/hour)	BC-based Users
March 27	n/a	n/a	n/a	n/a
March 26	37,341(↓10,999)	137	1,556	96%
March 25	48,340 (↓13,003)	207	2,014	96%
March 24	61,343 (↓36,365)	443	2,556	95%
March 23	97,708	426	4,071	92%
March 19	532,996	759	22,208	92%
March 18	386,085	743	16,087	92%
March 17	525,421	924	29,893	92%

- Since soft launch of the assessment tool, it has been accessed 2,751,704 times (↑37,341)

BC COVID19 APP (as of Mar.26/23:59)

NOTE: data unavailable for Saturday March 28, 2020.

Date	Total App Users	Mobile Users	Web Users
March 27	n/a	n/a	n/a
March 26	100,300(↑13,500)	58,800	41,500
March 25	86,800 (↑18,276)	51,000	35,800
March 24	68,524 (↑55,519)	~ 42,000	~ 28,000
March 23	13,005	13,005	0

Temporary Emergency Registrants (as of Mar.27/10:00)

Professionals in various fields re-registering to work to support surge capacity

NOTE: data unavailable for Saturday March 28, 2020. Next data update: Monday March 30, 2020

Physicians												
Date	Family Physician	Pediatrics	Infectious Diseases	Public Health/ Preventative Medicine	Community Medicine	Medical Microbiology	Psychiatry	Anesthesiology	Internal Med /Gastroenterology	Ophthalmology	OBGYN/Maternal-fetal medicine	Total Registrants to Date
March 27	13	3	1	1	1	1	2	2	2	1	1	28 (↑1)
March 26	13	3	1	1	1	1	1	2	1	1	1	26 (↑1)
March 25	13	3	1	1	1	1	1	2	1	1	n/a	25 (↑4)
March 24	11	3	1	1	1	1	1	1	1	1	n/a	21 (↑2)
March 23	9	3	1	1	1	1	1	1	1	1	n/a	19

Nursing						
Date	Licensed Practical Nurse (LPN)	Registered Nurse	Registered Psychiatric Nurse	Nurse Practitioner	Health Care Assistant*	Total Registrants to Date
March 27	27	149	2	2	129	309 (↑61)
March 26	15	125	2	2	104	248 (↑38)
March 25	13	104	2	2	89	210 (↑41)
March 24	12	92	1	2	62	169(↑90)
March 23	6	70	1	2	0	79

Note: HCA #s include regular registrants (don't have temp registration currently)

Allied Health					
Date	Occupational Therapist	Dieticians	Pharmacist	Physical Therapists	Total Registrants to Date
March 27	0	25 (↑25)	0	249 (↑249)	274 (↑274)
March 26	0	0	0		0
March 25	0	0	0		0
March 24	0	0	0		0
March 23	0	0	0		0

PHO Guides and Orders to Date (as of Mar 28/11:00)

March 27, 2020: PHO ordered that all intermittent vendor markets (farmer's markets) are restricted to food vendors only.

March 26, 2020, PHO gave the following two Orders:

- To compel public and private health sector employers to provide the PHO with personal and employee related information, to manage staff allocation across the province to help prevent spread of COVID-19 in long term care, assisted living, acute care hospitals and extend care.
- To limit staff movement between long term care facilities. This will be short term Order to deal with increasing concerns about long term care facilities until the comprehensive staff management system mentioned above is in place.

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March 20, 2020: PHO issued an order under the Public Health Act to restricts restaurants to take-out/delivery only.

March 18, 2020: Mike Farnworth, the Minister of Public Safety and Solicitor General declared a Provincial State of Emergency under the **Emergency Program Act**.

March 17, 2020: The PHO ordered to close all bars and clubs in B.C. effective immediately.

March 17, 2020: B.C. Premier John Horgan has announced the province's schools from Kindergarten to Grade 12 are closed, with no indication of when classes will resume.

March 17, 2020: British Columbia announced a Public Health Emergency under the **Public Health Act** due to the novel coronavirus pandemic.

March 16, 2020: the PHO issued an order under the Public Health Act prohibiting the gatherings of more than 50 people.

March 16, 2020: PHO directed all hospitals in BC to adopt Outbreak Response Phase 2: Hospitals are to undertake only urgent and emergency procedures and postpone all non-urgent scheduled surgeries.

March 16, 2020: PHO directed Lions Gate Hospital in North Vancouver to adopt Outbreak Response Phase 3: The hospital will only accept emergency patients.

March 13, 2020: PHO recommended residents of British Columbia practice social distancing.

March 12, 2020:

- PHO recommended that mass gatherings be limited to 250 people or more.
- PHO issued an order with various restrictions on activities for both "essential workers" and "non-essential workers" to follow.

March 11, 2020: Health Emergency Coordination Center (HECC) activated to a Level 3.

Daily COVID 19 Report (March 29, 2020)

Key Metrics:

Case Count (as of Mar.29/11:45)

Confirmed Cases	New Cases Since March 28	Recovered Cases	Currently in Hospital	Currently in ICU*	Medically Ventilated (MV)*	Deaths
900 (↑16)	16	437 (↑41)	93(↑12)	63 (-)	52(-)	17 (↑0)

*Last updated: March 28, 2020. ICU COVID census numbers not reported on Sunday. Both Sunday and Monday's numbers will be provided Monday March 30th, 2020 for 1330 press briefing.

Case count By Health Authority:

VCHA:

Confirmed Cases	New Cases Since March 27	Recovered Cases	Currently in Hospital	Currently in ICU*	MV*	Deaths
438 ¹ (↓6)	n/a	259 (↑16)	36(↑5)	19(-)	11(-)	15(↑0)

¹This number is lower than yesterday (March 28) due to data adjustments made by VCH subsequent to yesterday's report.

Facility Updates:

NOTE: VCHA did not report any Long Term Care Facility (LTCF) data on March 27, 28 & 29. Data below is as of March 26, 2020.

- **Lynn Valley LTCF, VCHA:**
 - 46 confirmed resident cases (↑4), none in hospital or ICU, 11 deaths (↑0)
 - 24 confirmed staff (↑3), none in hospital or ICU, 0 deaths s.22 s.22
- **Hollyburn LTCF, VCHA:**
 - 1 COVID confirmed resident case (↑0), 0 confirmed staff, (1 staff shared with Lynn Valley Facility, counted in Lynn Valley), none in hospital, 0 deaths
- **Haro Park LTCF, VCHA:**
 - 30 COVID confirmed resident case (↑2) none in hospital or ICU, 1 death (↑0)
 - 28 confirmed staff (↑1), none in hospital or ICU, 0 deaths s.22 s.22
- **German Canadian House LTCF, VCHA**
 - 1 COVID confirmed staff who is currently in ICU (↑0)s.22
- **Little Mountain LTCF, VCHA**
 - 1 COVID confirmed staff (↑0), none currently in hospital or ICU, 0 deaths s.22 s.22
- **Broadway Pentecostal Lodge, LTCF, VCHA**
 - 1 COVID confirmed staff (↑0), none currently in hospital or ICU, 0 deaths s.22 s.22

- **Status of Lions Gate**
 - Outbreak precautions level 3 is active, emergency patients only.

FHA:

Confirmed Cases	New Cases Since March 28	Recovered Cases	Currently in Hospital	Currently in ICU*	MV*	Deaths
295 (↑4)	4	131 (↑16)	38 (↓1)	30 (-)	27 (-)	2 (↑0)

Facility Updates

- **Delta View LTCF, FHA**
 - 1 COVID confirmed staff (↑0), none currently in hospital or ICU, 0 deaths s.22 s.22
- **Dufferin Care Centre (Coquitlam), FHA**
 - 1 COVID confirmed staff (↑0), none currently in hospital or ICU, 0 deaths s.22 s.22
- **Evergreen Heights LTCF, FHA**
 - 1 COVID confirmed resident case (↑0), 2 confirmed staff (↑2) s.22 s.22
- **The Harrison at Elim Village, LTCF, FHA**
 - 1 COVID confirmed staff (↑0), none currently in hospital or ICU, 0 deaths s.22 s.22
- **Langley Gardens LTCF, FHA**
 - 1 COVID confirmed staff (↑0), none currently in hospital or ICU, 0 deaths s.22 s.22
- **Shaughnessy Care Center LTCF, FHA**
 - 1 COVID confirmed resident case (↑0), 0 confirmed staff, none in hospital, 0 deaths

VIHA:

Confirmed Cases	New Cases Since March 28	Recovered Cases	Currently in Hospital	Currently in ICU*	MV*	Deaths
67 (↑7)	7	25(↑9)	8 (↑5)	4 (-)	3 (-)	0 (↑0)

IHA:

Confirmed Cases	New Cases Since March 28	Recovered Cases	Currently in Hospital	Currently in ICU*	MV*	Deaths
86 (↑9)	9	17 (↑0)	7(↑1)	9 (-)	10 (-)	0 (↑0)

NHA:

Confirmed Cases	New Cases Since March 28	Recovered Cases	Currently in Hospital	Currently in ICU*	MV*	Deaths
14 (↑2)	2	5 (↑0)	4 (↑2)	1 (-)	1 (-)	0 (↑0)

Testing Inclusive of Community Assessment sites (as of Mar.28/11:00)

NOTE: data unavailable for Sunday March 29, 2020.

Patient Tests	Tested Negative	Tested Positive (As of March 29)	Patient Samples Pending	Projected Testing for today
38,697 (↑2,054)	37,813 (↑1,962)*	900 (↑16)	1,526(↓361)	4,344 (↓410)

*Approximate Number

Occupancy Rate by Health Authority (Current as of Mar.29/11:00)

*Note: The "Change in Available Beds" column has been updated to a revised estimate "Total Vacant Beds" as of March 26, 2020.

Health Authority	Pre-COVID-19 Response Occupancy Rate (Dec 12 2019)	Current Occupancy Rate Snapshot	Change in Occupancy Rate	Total Vacant Beds*	Total Beds	Total Critical Care Beds	Critical Care Bed Occupancy Rate	Total Vacant Critical Care Beds**
IHA	102.9%	60.9%	-42.0%	560	1431	84	60.7%	33
FHA	106.9%	53.9%	-53.0%	1740	3775	295	55.6%	131
VCHA	100.5%	55.9%	-44.6%	1037	2354	190	41.6%	111
VIHA	106.6%	66.3%	-40.3%	641	1901	108	51.9%	52
NHA	105.0%	67.6%	-37.4%	186	574	46	54.3%	21
PHSA	73.8%	64.5%	-9.3%	254	716	102	47.1%	54
Current BC Total	103.5%	58.9% (↓1.2)	-44.6%	4418 (↑123)	10751 (↓0)	825	51.3%	402 (↑25)
Previous Totals								
March 28, 2020	103.5%	60.1% (↓2.4)	-43.4%	4295 (↑260)	10751 (↓4)	825	54.3%	377 (↑11)
March 27, 2020	103.5%	62.5% (↓1.1)	-41.0%	4035 (↑132)	10755 (↑37)	825	55.6%	366 (↓5)
March 26, 2020	103.5%	63.6% (↓1.1)	-39.9%	3903 (↓177)	10718 (↑15)	821	54.8%	371 (↓7)
March 25, 2020	103.5%	64.7%	-38.8%	4080	10703	813	53.5%	378
March 24, 2020	103.5%	66.4%	-37.1%	3866	10602	830	55.3%	371

**total vacant critical care bed information was not available prior to March 24, 2020

- Acute Care Bed occupancy continues to decrease, resulting in an increase of available beds.
- Critical Care occupancy decreased in almost all HAs.
- PHSA's Forensic Services beds and Mental Health and Addictions beds were not available so figures for March 28 were used.

BC Emergency Health Services events by Health Authority (HA) for Influenza Like Illness (ILI) (as of Mar.28/23:59)

*As of March 25, 2020, data is available by HA rather than by Dispatch Centre

NOTE: Information regarding total call numbers and pre COVID 19 call levels will be included in subsequent reports.

Date	Metrics		ILI Events				Total
	HA	FHA	IHA	NHA	VCHA	VIHA	
March 28, 2020	115	40	19	84	80	338 (↑44)	
March 27, 2020	92	50	21	62	69	294 (↑32)	
March 26, 2020	97	38	12	65	50	262 (↓44)	
March 25, 2020	129	61	16	71	29	306 (↑1)	
March 24, 2020	115	46	28	74	42	305 (↓26)	
March 23, 2020	119	57	16	78	61	331 (↓8)	
March 22, 2020	124	45	17	90	63	339 (↑26)	

8-1-1 (as of Mar.28/23:59)

Date	Calls Received	Calls Answered	Abandon Rate %	Average Wait (mins)	Max Wait of Answered (mins)	Average Handle Time (mins)
March 28	4,828 (↓613)	3,533 (↓769)	26.8%	7.4	49.8	3.6
March 27	5,441(↓691)	4,302 (↓600)	20.9%	5.5	46.8	4.4
March 26	6,132(↓301)	4,902(↓168)	20.1%	4.7	36.6	4.3
March 25	6,433 (↑172)	5,070 (↑1,216)	21.2%	5.3	32.6	4.3
March 24	6,605 (↓66)	3,854 (↑166)	41.7%	17.0	83.4	4.7
March 23	6,671	3,688	44.8%	21.5	141.1	5.1
March 22	5,441	4,122	24.3%	10.1	99.9%	5.1
March 21	5,641	4,031	29.4%	11.6	97.1	5.2
March 20	6,056	3,248	47.2%	25.2	125.8	4.7
March 19	5,546	2,615	51.6%	32.1	106.5	4.6
March 18	5,141	2,652	48.9%	35.5	120.6	4.6
Pre-COVID-19 call volume was 1,200/day						

Efforts to enhance capacity and meet demand include:

- 26 (↑5) additional nurses have been added as of March 29, 2020
- 61 (↑5) Patient navigation staff have been added as of March 28, 2020
- Self Assessment App was released Monday March 23, 2020
- Implementation of additional menu option (Telus Prompter) to allow callers to select Service BC 1-888-COVID-19 for non-health calls, this went live March 22, 2020
- BCCDC BC COVID-19 Symptom Self-Assessment Tool launched March 17, 2020
- BCCDC Support App & Self-Assessment Tool launched March 23, 2020.

1-888-COVID19 (as of Mar.26/23:59)

NOTE: data unavailable for Sunday March 29, 2020.

Date	Calls Received	Calls Answered	Average Speed of Answer	Abandon Rate	Max Wait	Average Handle Time	Texts
March 26	2,438 (↑357)	1,664 (↑147)	6 Min 9 Sec	31.7%	26 Min 11 Sec	3 Min 37 sec	868 (↓156)
March 25	2,081 (↑174)	1,517 (↑139)	4 Min 25 Sec	27%	15 Min 52 Sec	5 Min 9 Sec	1,024 (↑106)
March 24	1907	1656	1 Min 54 Sec	12.9%	25 Min 15 Sec	5 Min 4 Sec	918
March 23	2,239	1,931	1 Min 56 Sec	13.8%	23 Min 6 Sec	4 Min 39 Sec	752
March 22	1430	1278	1 Min 11 Sec	4.27%	11 Min 31 Sec	4 Min 27 Sec	444
March 21	1333	1227	1 Min 24 Sec	7.80%	19 Min 3 Sec	4 Min 45 Sec	545
March 20	1923	1850	40 Sec	3.59%	18 Min 15 Sec	5 Min 2 Sec	931
March 19	2117	1840	1 Min 50 Sec	12.9%	13 Min 41 Sec	4 Min 15 Sec	553
March 18	2503	1895	7 Min 5 Sec	22.8%	59 Min 48 Sec	2 Min 24 Sec	723
March 17	3416	1807	33 Min 56 Sec	44.15%	1 hour 17 Sec	4 Min 14 Sec	678
March 16	1769	1147	12 Sec	27.76%	6 Min 20 Sec	5 Min 16 Sec	166

Self Assessment Tool on BCCDC.com (as of Mar.26/23:59)

NOTE: data unavailable for Sunday March 29, 2020.

Date	Total Users (last 24 hours)	Peak Activity (users/min)	Average Activity (users/hour)	BC-based Users
March 26	37,341(↓10,999)	137	1,556	96%
March 25	48,340 (↓13,003)	207	2,014	96%
March 24	61,343 (↓36,365)	443	2,556	95%
March 23	97,708	426	4,071	92%
March 19	532,996	759	22,208	92%
March 18	386,085	743	16,087	92%
March 17	525,421	924	29,893	92%

- Since soft launch of the assessment tool, it has been accessed 2,751,704 times (↑37,341)

BC COVID19 APP (as of Mar.26/23:59)

NOTE: data unavailable for Sunday March 29, 2020.

Date	Total App Users	Mobile Users	Web Users
March 26	100,300(↑13,500)	58,800	41,500
March 25	86,800 (↑18,276)	51,000	35,800
March 24	68,524 (↑55,519)	~ 42,000	~ 28,000
March 23	13,005	13,005	0

BC 2-1-1 Referral Line

BC 211 provides free information and referral to a full range of community, social, and government services, and operates twenty-four hours a day, seven days a week.

NOTE: this data will be in the next report

Date	Calls Received	Calls Answered	Abandon Rate %	Average Wait (mins)	Max Wait of Answered (mins)	Average Handle Time (mins)
n/a	n/a	n/a	n/a	n/a	n/a	n/a

Temporary Emergency Registrants (as of Mar.27/10:00)

Professionals in various fields re-registering to work to support surge capacity

NOTE: data unavailable for Sunday March 29, 2020. Next data update: Monday March 30, 2020

Physicians												
Date	Family Physician	Pediatrics	Infectious Diseases	Public Health/ Preventative Medicine	Community Medicine	Medical Microbiology	Psychiatry	Anesthesiology	Internal Med /Gastroenterology	Ophthalmology	OBGYN/Maternal-fetal medicine	Total Registrants to Date
March 27	13	3	1	1	1	1	2	2	2	1	1	28 (↑1)
March 26	13	3	1	1	1	1	1	2	1	1	1	26 (↑1)
March 25	13	3	1	1	1	1	1	2	1	1	n/a	25 (↑4)
March 24	11	3	1	1	1	1	1	1	1	1	n/a	21 (↑2)
March 23	9	3	1	1	1	1	1	1	1	1	n/a	19

Nursing						
Date	Licensed Practical Nurse (LPN)	Registered Nurse	Registered Psychiatric Nurse	Nurse Practitioner	Health Care Assistant*	Total Registrants to Date
March 27	27	149	2	2	129	309 (↑61)
March 26	15	125	2	2	104	248 (↑38)
March 25	13	104	2	2	89	210 (↑41)
March 24	12	92	1	2	62	169(↑90)
March 23	6	70	1	2	0	79

Note: HCA #s include regular registrants (don't have temp registration currently)

Allied Health					
Date	Occupational Therapist	Dieticians	Pharmacist	Physical Therapists	Total Registrants to Date
March 27	0	25 (↑25)	0	249 (↑249)	274 (↑274)
March 26	0	0	0		0
March 25	0	0	0		0
March 24	0	0	0		0
March 23	0	0	0		0

PHO Guides and Orders to Date (as of Mar 28/11:00)

March 27, 2020: PHO ordered that all intermittent vendor markets (farmer's markets) are restricted to food vendors only.

March 26, 2020, PHO gave the following two Orders:

- To compel public and private health sector employers to provide the PHO with personal and employee related information, to manage staff allocation across the province to help prevent spread of COVID-19 in long term care, assisted living, acute care hospitals and extend care.
- To limit staff movement between long term care facilities. This will be short term Order to deal with increasing concerns about long term care facilities until the comprehensive staff management system mentioned above is in place.

March 24, 2020: PHO issued an order that health care providers who work in long term care (LTC) facilities only be scheduled to work at a single site. This is to help with avoiding transmission of COVID-19 across multiple LTC sites.

March 21, 2020: PHO to issue an order to clarify the restrictions for bars and clubs.

March 20, 2020: PHO issued an order under the Public Health Act to restricts restaurants to take-out/delivery only.

March 18, 2020: Mike Farnworth, the Minister of Public Safety and Solicitor General declared a Provincial State of Emergency under the **Emergency Program Act.**

March 17, 2020: The PHO ordered to close all bars and clubs in B.C. effective immediately.

March 17, 2020: B.C. Premier John Horgan has announced the province's schools from Kindergarten to Grade 12 are closed, with no indication of when classes will resume.

March 17, 2020: British Columbia announced a Public Health Emergency under the **Public Health Act** due to the novel coronavirus pandemic.

March 16, 2020: the PHO issued an order under the Public Health Act prohibiting the gatherings of more than 50 people.

March 16, 2020: PHO directed all hospitals in BC to adopt Outbreak Response Phase 2: Hospitals are to undertake only urgent and emergency procedures and postpone all non-urgent scheduled surgeries.

March 16, 2020: PHO directed Lions Gate Hospital in North Vancouver to adopt Outbreak Response Phase 3: The hospital will only accept emergency patients.

March 13, 2020: PHO recommended residents of British Columbia practice social distancing.

March 12, 2020:

- PHO recommended that mass gatherings be limited to 250 people or more.
- PHO issued an order with various restrictions on activities for both "essential workers" and "non-essential workers" to follow.

March 11, 2020: Health Emergency Coordination Center (HECC) activated to a Level 3.

Daily COVID 19 Report (March 30, 2020)

Key Metrics:

Case Count (as of Mar.30/11:45)

	Confirmed Cases	New Cases Since March 29	Recovered Cases	Currently in Hospital	Currently in ICU*	Medically Ventilated (MV)*	Deaths
March 30	970(↑70)	70	469(↑32)	106(↑13)	58	44	19(↑2)
March 29	900 (↑16)	16	437 (↑41)	93(↑12)	-	-	17 (↑0)

*Data inconsistency. Retroactive data is being validated.

Case count By Health Authority:

VCHA:

	Confirmed Cases	New Cases Since March 29	Recovered Cases	Currently in Hospital	Currently in ICU*	MV*	Deaths
March 30	472(↑34)	34	274(↑15)	44(↑8)	18	8	17(↑2)
March 29	438 ¹ (↓6)	n/a	259 (↑16)	36(↑5)	-	-	15(↑0)

¹This number is lower than March 28 due to data adjustments made by VCH subsequent to yesterday's report.

Facility Updates:

NOTE: VCHA did not report any Long Term Care Facility (LTCF) data on March 27, 28, 29 & 30. Data below is as of March 26, 2020.

- **Lynn Valley LTCF, VCHA:**
 - 46 confirmed resident cases (↑4), none in hospital or ICU, 11 deaths (↑0)
 - 24 confirmed staff (↑3), none in hospital or ICU, 0 deaths s.22
- **Hollyburn LTCF, VCHA:**
 - 1 COVID confirmed resident case (↑0), 0 confirmed staff, (1 staff shared with Lynn Valley Facility, counted in Lynn Valley), none in hospital, 0 deaths
- **Haro Park LTCF, VCHA:**
 - 30 COVID confirmed resident case (↑2) none in hospital or ICU, 1 death (↑0)
 - 28 confirmed staff (↑1), none in hospital or ICU, 0 deaths s.22
- **German Canadian House LTCF, VCHA**
 - 1 COVID confirmed staff who is currently in ICU (↑0)s.22
- **Little Mountain LTCF, VHCA**
 - 1 COVID confirmed staff (↑0), none currently in hospital or ICU, 0 deaths s.22
- **Broadway Pentecostal Lodge, LTCF, VCHA**
 - 1 COVID confirmed staff (↑0), none currently in hospital or ICU, 0 deaths s.22

- **Status of Lions Gate**
 - Outbreak precautions level 3 is active, emergency patients only.

FHA:

	Confirmed Cases	New Cases Since March 29	Recovered Cases	Currently in Hospital	Currently in ICU*	MV*	Deaths
March 30	323(↑28)	28	147(↑18)	44(↑↓)	32	29	2 (↑0)
March 29	295 (↑4)	4	131 (↑16)	38 (↓1)	-	-	2 (↑0)

Facility Updates

- **Delta View LTCF, FHA**
 - 1 COVID confirmed staff (↑0), none currently in hospital or ICU, 0 deaths s.22 s.22
- **Dufferin Care Centre (Coquitlam), FHA**
 - 1 COVID confirmed staff (↑0), none currently in hospital or ICU, 0 deaths s.22 s.22
- **Evergreen Baptist Complex (includes Heights - Assisted living, Care - LTC, and Manor - seniors rental), FHA**
 - 1 COVID confirmed resident case (↑0), 1^b confirmed staff (↓1), none currently in hospital, 0 deaths s.22

^bThis number is lower than yesterday by 1. s.22 s.22
- **The Harrison at Elim Village, LTCF, FHA**
 - 1 COVID confirmed staff (↑0), none currently in hospital or ICU, 0 deaths s.22 s.22
- **Langley Gardens LTCF, FHA**
 - 1 COVID confirmed staff (↑0), none currently in hospital or ICU, 0 deaths s.22 s.22
- **Shaughnessy Care Center LTCF, FHA**
 - 1 COVID confirmed resident case (↑0), 1 confirmed staff (↑1), none in hospital, 0 deaths s.22
- **Amica Retirement Home, LTCF, FHA**
 - 1 COVID confirmed staff (↑1), none currently in hospital or ICU, 0 deaths s.22 s.22

VIHA:

	Confirmed Cases	New Cases Since March 28	Recovered Cases	Currently in Hospital	Currently in ICU*	MV*	Deaths
March 30	67(↑0)	0	24(↓1)	8(↑0)	4	3	0(↑↓)
March 29	67 (↑7)	7	25(↑9)	8 (↑5)	-	-	0 (↑0)

*This number is lower than yesterday by 1 due an error in yesterday's line list.

IHA:

	Confirmed Cases	New Cases Since March 29	Recovered Cases	Currently in Hospital	Currently in ICU*	MV*	Deaths
March 30	94(↑8)	8	19(↑2)	6(↓1)	3	3	0(↑0)
March 29	86 (↑9)	9	17 (↑0)	7(↑1)	-	-	0 (↑0)

NHA:

	Confirmed Cases	New Cases Since March 29	Recovered Cases	Currently in Hospital	Currently in ICU*	MV*	Deaths
March 30	14(↑0)	0	5(↑0)	4(↑↓)	1	1	0(↑0)
March 29	14 (↑2)	2	5 (↑0)	4 (↑2)	-	-	0 (↑0)

Testing Inclusive of Community Assessment sites (as of Mar.29/11:00)

Patient Tests	Tested Negative	Tested Positive	Patient Samples Pending	Projected Testing for today
42,028 (↓3,331)	41,058 (↑3,245)*	970 (↑)	952 (↓574)	4,668 (↑324)

*Approximate Number

Occupancy Rate by Health Authority (Current as of Mar.30/11:00)

***Note:** The "Change in Available Beds" column has been updated to a revised estimate "Total Vacant Beds" as of March 26, 2020.

Health Authority	Pre-COVID-19 Response Occupancy Rate (Dec 12 2019)	Current Occupancy Rate Snapshot	Change in Occupancy Rate	Total Vacant Beds*	Total Beds	Total Critical Care Beds	Critical Care Bed Occupancy Rate	Total Vacant Critical Care Beds**
IHA	102.9%	63.1%	-39.8%	528	1431	84	56.0%	37
FHA	106.9%	56.5%	-50.4%	1642	3775	295	58.6%	122
VCHA	100.5%	56.9%	-43.6%	1015	2354	190	44.7%	105
VIHA	106.6%	67.2%	-39.4%	624	1901	108	50.0%	54
NHA	105.0%	70.9%	-34.1%	167	574	46	67.4%	15
PHSA	73.8%	64.1%	-9.7%	257	716	102	52.0%	49
Current BC Total	103.5%	60.6% (↑1.7)	-42.9%	4233 (↓185)	10751 (↑0)	825	53.7%	382 (↓20)
Previous Totals								
March 29, 2020	103.5%	58.9% (↓1.2)	-44.6%	4418 (↑123)	10751 (↑0)	825	51.3%	402 (↑25)
March 28, 2020	103.5%	60.1% (↓2.4)	-43.4%	4295 (↑260)	10751 (↓4)	825	54.3%	377 (↑11)
March 27, 2020	103.5%	62.5% (↓1.1)	-41.0%	4035 (↑132)	10755 (↑37)	825	55.6%	366 (↓5)
March 26, 2020	103.5%	63.6% (↓1.1)	-39.9%	3903 (↓177)	10718 (↑15)	821	54.8%	371 (↓7)
March 25, 2020	103.5%	64.7%	-38.8%	4080	10703	813	53.5%	378
March 24, 2020	103.5%	66.4%	-37.1%	3866	10602	830	55.3%	371

BC Emergency Health Services events by Health Authority (HA) for Influenza Like Illness (ILI) and Total Provincial Call Volume (as of Mar.29/23:59)

*As of March 25, 2020, data is available by HA rather than by Dispatch Centre

Date	Metrics	ILI Events					
	HA	FHA	IHA	NHA	VCHA	VIHA	Total ILI
March 29, 2020		109	46	15	74	76	320(↓18)
March 28, 2020		115	40	19	84	80	338 (↑44)
March 27, 2020		92	50	21	62	69	294 (↑32)
March 26, 2020		97	38	12	65	50	262 (↓44)
March 25, 2020		129	61	16	71	29	306 (↑1)
March 24, 2020		115	46	28	74	42	305 (↓26)
March 23, 2020		119	57	16	78	61	331 (↓8)
March 22, 2020		124	45	17	90	63	339 (↑26)
Average Pre-COVID-19 ILI Events was ~ 6 events/week across BC							

Date	Metrics	Provincial Call Volume For BC Emergency Health Services					
	HA	FHA	IHA	NHA	VCHA	VIHA	Total
March 29, 2020		472	266	86	317	276	1417(↓35)
March 28, 2020		500	231	96	361	264	1452(↑18)
March 27, 2020		429	264	353	278	110	1434(↑48)
March 26, 2020		431	264	301	289	101	1386(↓190)
March 25, 2020		555	260	374	302	85	1576 (↑199)
March 24, 2020		475	211	341	257	93	1377(↓30)
March 23, 2020		466	258	339	259	85	1407(↑57)
March 22, 2020		462	214	349	239	86	1350
Average Pre-COVID (Mar 2019) BCEHS Call Volume: 1540/day							

8-1-1 (as of Mar.29/23:59)

Date	Calls Received	Calls Answered	Abandon Rate %	Average Wait (mins)	Max Wait of Answered (mins)	Average Handle Time (mins)
March 29	4,391(↓437)	4,116 (↑583)	6.3%	1.3	16.9	4.5
March 28	4,828 (↓613)	3,533 (769↓)	26.8%	7.4	49.8	3.6
March 27	5,441(↓691)	4,302 (↓600)	20.9%	5.5	46.8	4.4
March 26	6,132(↓301)	4,902(↓168)	20.1%	4.7	36.6	4.3
March 25	6,433 (↑172)	5,070 (↑1,216)	21.2%	5.3	32.6	4.3
March 24	6,605 (↓66)	3,854 (↑166)	41.7%	17.0	83.4	4.7
March 23	6,671	3,688	44.8%	21.5	141.1	5.1
March 22	5,441	4,122	24.3%	10.1	99.9%	5.1
March 21	5,641	4,031	29.4%	11.6	97.1	5.2
March 20	6,056	3,248	47.2%	25.2	125.8	4.7
March 19	5,546	2,615	51.6%	32.1	106.5	4.6
March 18	5,141	2,652	48.9%	35.5	120.6	4.6
Pre-COVID-19 call volume was 1,200/day						

Efforts to enhance capacity and meet demand include:

- 27 (↑1) additional nurses have been added as of March 29, 2020
- 61 (↑0) Patient navigation staff have been added as of March 28, 2020
- Self Assessment App was released Monday March 23, 2020
- Implementation of additional menu option (Telus Prompter) to allow callers to select Service BC 1-888-COVID-19 for non-health calls, this went live March 22, 2020
- BCCDC BC COVID-19 Symptom Self-Assessment Tool launched March 17, 2020
- BCCDC Support App & Self-Assessment Tool launched March 23, 2020.

1-888-COVID19 (as of Mar.29/23:59)

Date	Calls Received	Calls Answered	Average Speed of Answer	Abandon Rate	Max Wait	Average Handle Time	Texts
March 29	909(↓220)	834(↓154)	57 Sec	8.25%	13 Min 20 Sec	4 Min 5 Sec	587(↑206)
March 28	1,129 (↓1,025)	988 (↓396)	1 Min 25 Sec	12.40%	15 Min 28 Sec	4 Min 39 Sec	381 (↑102)
March 27	2,154 (↓284)	1,384 (↑20)	6 Min 15 Sec	35.42%	21 Min 34 Sec	5 Min 14 Sec	279 (↓589)
March 26	2,438 (↑357)	1,664 (↑147)	6 Min 9 Sec	31.7%	26 Min 11 Sec	3 Min 37 sec	868 (↓156)
March 25	2,081 (↑174)	1,517 (↑139)	4 Min 25 Sec	27%	15 Min 52 Sec	5 Min 9 Sec	1,024 (↑106)
March 24	1907	1656	1 Min 54 Sec	12.9%	25 Min 15 Sec	5 Min 4 Sec	918
March 23	2,239	1,931	1 Min 56 Sec	13.8%	23 Min 6 Sec	4 Min 39 Sec	752
March 22	1430	1278	1 Min 11 Sec	4.27%	11 Min 31 Sec	4 Min 27 Sec	444
March 21	1333	1227	1 Min 24 Sec	7.80%	19 Min 3 Sec	4 Min 45 Sec	545
March 20	1923	1850	40 Sec	3.59%	18 Min 15 Sec	5 Min 2 Sec	931
March 19	2117	1840	1 Min 50 Sec	12.9%	13 Min 41 Sec	4 Min 15 Sec	553

Self Assessment Tool on BCCDC.com (as of Mar.29/23:59)

Date	Total Users (last 24 hours)	Peak Activity (users/min)	Average Activity (users/hour)	BC-based Users
March 29	21,940 (↓2,600)	80.8	913	92.4%
March 28	24,540 (↓6883)	90.8	1,023	92.4%
March 27	31,423 (↓5,918)	129	1,309	96%
March 26	37,341(↓10,999)	137	1,556	96%
March 25	48,340 (↓13,003)	207	2,014	96%
March 24	61,343 (↓36,365)	443	2,556	95%
March 23	97,708	426	4,071	92%
March 19	532,996	759	22,208	92%
March 18	386,085	743	16,087	92%
March 17	525,421	924	29,893	92%

- Since soft launch of the assessment too, it has been accessed 2,829,441 times (↑77,737)

BC COVID19 APP (as of Mar.29/23:59)

Date	Total App Users	Mobile Users	Web Users
March 29	123,535 (↑5,743)	71,542	51,973
March 28	117,787 (↑7,787)	68,662	49,125
March 27	110,000 (↑7000)	65,000	45,700
March 26	100,300(↑13,500)	58,800	41,500
March 25	86,800 (↑18,276)	51, 000	35,800
March 24	68,524 (↑55,519)	~ 42,000	~ 28,000
March 23	13,005	13,005	0

BC 2-1-1 Referral Line (as of Mar 28/23:59)

BC 211 provides free information and referral to a full range of community, social, and government services for seniors, and operates twenty-four hours a day, seven days a week.

NOTE: Additional data will be available for subsequent reports. 2-11 is currently working on increasing capacity. Service should not be more broadly announced until more capacity is brought online.

Date	Calls Received (as of Mar 28, 2020)	Seniors that have received services to date
March 28	2,500	200

- Over 1,300 volunteers have signed up to assist

Temporary Emergency Registrants (as of Mar.30/10:00)

Professionals in various fields re-registering to work to support surge capacity

NOTE: data unavailable on weekends and excluded from tables below.

Physicians													
Date	Family Physician	Pediatrics	Infectious Diseases	Public Health/ Preventative Medicine	Community Medicine	Medical Microbiology	Psychiatry	Anesthesiology	Internal Med /Gastroenterology	Ophthalmology	OBGYN/ Maternal -fetal medicine	General Surgery NEW	Total Registrants to Date
March 30	15	3	1	1	1	1	2	2	2	1	1	1	32(↑4)
March 27	13	3	1	1	1	1	2	2	2	1	1	0	28 (↑1)
March 26	13	3	1	1	1	1	1	2	1	1	1	0	26 (↑1)
March 25	13	3	1	1	1	1	1	2	1	1	n/a	0	25 (↑4)
March 24	11	3	1	1	1	1	1	1	1	1	n/a	0	21 (↑2)
March 23	9	3	1	1	1	1	1	1	1	1	n/a	0	19

Nursing							
Date	Licensed Practical Nurse (LPN)	Registered Nurse	Registered Psychiatric Nurse	Nurse Practitioner	Health Care Assistant*	Midwives NEW	Total Registrants to Date
March 30	35	171	2	2	167	1	377(↑68)
March 27	27	149	2	2	129	0	309 (↑61)
March 26	15	125	2	2	104	0	248 (↑38)
March 25	13	104	2	2	89	0	210 (↑41)
March 24	12	92	1	2	62	0	169(↑90)
March 23	6	70	1	2	0	0	79

Note: HCA #s include regular registrants (don't have temp registration currently)

Allied Health					
Date	Occupational Therapist	Dieticians	Pharmacist	Physical Therapists	Total Registrants to Date
March 30	0	35	0	359	394 (↑120)
March 27	0	25	0	249	274 (↑274)
March 26	0	0	0	0	0
March 25	0	0	0		0
March 24	0	0	0		0
March 23	0	0	0		0

PHO Guides and Orders to Date (as of Mar 30/10:00)

March 27, 2020: PHO ordered that all intermittent vendor markets (farmer's markets) are restricted to food vendors only.

March 26, 2020, PHO gave the following two Orders:

- To compel public and private health sector employers to provide the PHO with personal and employee related information, to manage staff allocation across the province to help prevent spread of COVID-19 in long term care, assisted living, acute care hospitals and extend care.
- To limit staff movement between long term care facilities. This will be short term Order to deal with increasing concerns about long term care facilities until the comprehensive staff management system mentioned above is in place.

March 24, 2020: PHO issued an order that health care providers who work in long term care (LTC) facilities only be scheduled to work at a single site. This is to help with avoiding transmission of COVID-19 across multiple LTC sites.

March 21, 2020: PHO to issue an order to clarify the restrictions for bars and clubs.

March 20, 2020: PHO issued an order under the Public Health Act to restricts restaurants to take-out/delivery only.

March 18, 2020: Mike Farnworth, the Minister of Public Safety and Solicitor General declared a Provincial State of Emergency under the *Emergency Program Act*.

March 17, 2020: The PHO ordered to close all bars and clubs in B.C. effective immediately.

March 17, 2020: B.C. Premier John Horgan has announced the province's schools from Kindergarten to Grade 12 are closed, with no indication of when classes will resume.

March 17, 2020: British Columbia announced a Public Health Emergency under the *Public Health Act* due to the novel coronavirus pandemic.

March 16, 2020: the PHO issued an order under the Public Health Act prohibiting the gatherings of more than 50 people.

March 16, 2020: PHO directed all hospitals in BC to adopt Outbreak Response Phase 2: Hospitals are to undertake only urgent and emergency procedures and postpone all non-urgent scheduled surgeries.

March 16, 2020: PHO directed Lions Gate Hospital in North Vancouver to adopt Outbreak Response Phase 3: The hospital will only accept emergency patients.

March 13, 2020: PHO recommended residents of British Columbia practice social distancing.

March 12, 2020:

- PHO recommended that mass gatherings be limited to 250 people or more.
- PHO issued an order with various restrictions on activities for both "essential workers" and "non-essential workers" to follow.

March 11, 2020: Health Emergency Coordination Center (HECC) activated to a Level 3.

Daily COVID 19 Report (March 31, 2020)

Key Metrics:

Case Count (as of Mar.31/11:30)

Confirmed Cases	New Cases Since March 30	Recovered Cases	Currently in Hospital	Currently in ICU (as of March 31 10:28)	Medically Ventilated (MV) (as of March 31 10:28)	Deaths
1013(↑43)	43	507(↑38)	128(↑22)	61	44	24(↑5)

Case count By Health Authority:

VCHA:

Confirmed Cases	New Cases Since March 30	Recovered Cases	Currently in Hospital	Currently in ICU (as of March 31 10:28)	MV (as of March 31 10:28)	Deaths
476(↑4)	4	291(↑17)	55(↑11)	19	10	21(↑4)

Facility Updates:

- **Lynn Valley LTCF, VCHA:**
 - 50 confirmed resident cases (↑4), two in hospital (↑2), none in ICU, 14 deaths (↑2)
 - 22 confirmed staff (↓2), none in hospital or ICU, 0 deaths s.22
- **Hollyburn LTCF, VCHA:**
 - 1 COVID confirmed resident case (↑0), 0 confirmed staff, none in hospital or ICU, 0 deaths
- **Haro Park LTCF, VCHA:**
 - 40 COVID confirmed resident case (↑10) none in hospital or ICU, 4 death (↑2)
 - 22 confirmed staff (↓6), none in hospital or ICU, 0 deaths s.22
- **German Canadian House LTCF, VCHA**
 - 1 COVID confirmed staff who is currently in hospital or ICU (↑0), 0 deaths, s.22
- **Little Mountain LTCF, VHCA**
 - 1 COVID confirmed staff* (↑0), none currently in hospital or ICU, 0 deaths s.22
- **Broadway Pentecostal Lodge, LTCF, VCHA**
 - 1 COVID confirmed staff (↑0), none currently in hospital or ICU, 0 deaths s.22
- **NEW Windermere Care Centre, LTCF, VCH**
 - 1 COVID confirmed staff (↑0), none currently in hospital or ICU, 0 deaths s.22

- **NEW Villa Cathay, LTCF, VCH**
 - 1 COVID confirmed staff (↑0), none currently in hospital or ICU, 0 deaths s.22 s.22
- **NEW Inglewood Lodge, LTCF, VCH**
 - 1 COVID confirmed staff (↑0), none currently in hospital or ICU, 0 deaths s.22 s.22
- **NEW Royal Arch Masonic Home, LTCF, VCH**
 - 1 COVID confirmed resident (↑1), 1 currently in hospital, 0 ICU, 0 deaths
- **NEW Berkley Care Centre, LTCF, VCH**
 - 1 COVID confirmed staff (↑0), none currently in hospital or ICU, 0 deaths s.22 s.22
- **Status of Lions Gate**
 - Outbreak precautions level 3 is active, emergency patients only.

FHA:

Confirmed Cases	New Cases Since March 30	Recovered Cases	Currently in Hospital	Currently in ICU (as of March 31 10:28)	MV (as of March 31 10:28)	Deaths
348(↑25)	25	163(↑16)	53(↑9)	34	27	3 (↑1)

Facility Updates

- **Delta View LTCF, FHA**
 - 1 COVID confirmed staff (↑0), none currently in hospital or ICU, 0 deaths s.22 s.22
- **Dufferin Care Centre (Coquitlam), FHA**
 - 1 COVID confirmed staff (↑0), none currently in hospital or ICU, 0 deaths s.22 s.22
- **Evergreen Baptist Complex (includes Heights - Assisted living, Care - LTC, and Manor - seniors rental), FHA**
 - 1 COVID confirmed resident case (↑0), 1 confirmed staff (↑0), none currently in hospital, 0 deaths s.22
- **The Harrison at Elim Village, LTCF, FHA**
 - 1 COVID confirmed staff (↑0), none currently in hospital or ICU, 0 deaths s.22 s.22
- **Langley Gardens LTCF, FHA**
 - 1 COVID confirmed staff (↑0), none currently in hospital or ICU, 0 deaths s.22 s.22
- **Shaughnessy Care Center LTCF, FHA**
 - 1 COVID confirmed resident case (↑0), 1 confirmed staff (↑0), none in hospital, 0 deaths s.22
- **Amica Retirement Home, LTCF, FHA**
 - 1 COVID confirmed staff (↑0), none currently in hospital or ICU, 0 deaths s.22 s.22

- **NEW Langley Lodge, LTCF, FHA**

- 1 COVID confirmed staff (↑0), none currently in hospital or ICU, 0 deaths s.22 s.22

VIHA:

Confirmed Cases	New Cases Since March 30	Recovered Cases	Currently in Hospital	Currently in ICU (as of March 31 10:28)	MV (as of March 31 10:28)	Deaths
67(↑0)	0	26(↑2)	8(↑0)	4	3	0(↑0)

IHA:

Confirmed Cases	New Cases Since March 30	Recovered Cases	Currently in Hospital	Currently in ICU (as of March 31 10:28)	MV (as of March 31 10:28)	Deaths
107(↑13)	13	22(↑0)	7(↑1)	11	3	0(↑0)

NHA:

Confirmed Cases	New Cases Since March 30	Recovered Cases	Currently in Hospital	Currently in ICU (as of March 31 10:28)	MV (as of March 31 10:28)	Deaths
15(↑1)	1	5(↑0)	1(↑1)	1	1	0(↑0)

Testing Inclusive of Community Assessment sites (as of Mar.31/11:00)

Patient Tests	Tested Negative	Tested Positive	Patient Samples Pending	Projected Testing for today
43,229 (↑12,001)	42,259 (↑1,201)	1013 (↑43)	964 (↑12)	4,742 (↑74)

Occupancy Rate by Health Authority (Current as of Mar.31/11:00)

***Note:**

- 1.) The "Change in Available Beds" column has been updated to a revised estimate "Total Vacant Beds" as of March 26, 2020.
- 2.) Total Critical Care Beds includes adult and child (pediatric and NICU/bassinets) critical care volumes (this is not a change).

Health Authority	Pre-COVID-19 Response Occupancy Rate (Dec 12 2019)	Current Occupancy Rate Snapshot	Change in Occupancy Rate	Total Vacant Beds*	Total Beds	Total Critical Care Beds	Critical Care Bed Occupancy Rate	Total Vacant Critical Care Beds**
IHA	102.9%	62.1%	-40.8%	543	1431	84	64.3%	30
FHA	106.9%	57.0%	-49.9%	1624	3775	295	57.3%	126
VCHA	100.5%	58.5%	-42.0%	978	2354	190	45.3%	104
VIHA	106.6%	68.1%	-38.5%	607	1901	108	44.4%	60
NHA	105.0%	69.5%	-35.5%	175	574	46	63.0%	17
PHSA	73.8%	65.9%	-7.9%	244	716	102	56.9%	44
Current BC Total	103.5%	61.2% (↑2.3)	-42.3%	4171 (↓247)	10751 (↑0)	825	53.8%	381 (↓21)
Previous Totals								
March 29, 2020	103.5%	58.9% (↓1.2)	-44.6%	4418 (↑123)	10751 (↑0)	825	51.3%	402 (↑25)
March 28, 2020	103.5%	60.1% (↓2.4)	-43.4%	4295 (↑260)	10751 (↓4)	825	54.3%	377 (↑11)
March 27, 2020	103.5%	62.5% (↓1.1)	-41.0%	4035 (↑132)	10755 (↑37)	825	55.6%	366 (↓5)
March 26, 2020	103.5%	63.6% (↓1.1)	-39.9%	3903 (↓177)	10718 (↑15)	821	54.8%	371 (↓7)
March 25, 2020	103.5%	64.7%	-38.8%	4080	10703	813	53.5%	378
March 24, 2020	103.5%	66.4%	-37.1%	3866	10602	830	55.3%	371

BC Emergency Health Services events by Health Authority (HA) for Influenza Like Illness (ILI) and Total Provincial Call Volume (as of Mar.30/23:59)

*As of March 25, 2020, data is available by HA rather than by Dispatch Centre

Date	Metrics	ILI Events					Total ILI
	HA	FHA	IHA	NHA	VCHA	VIHA	
March 30, 2020		100	37	25	75	57	294(↓26)
March 29, 2020		109	46	15	74	76	320(↓18)
March 28, 2020		115	40	19	84	80	338 (↑44)
March 27, 2020		92	50	21	62	69	294 (↑32)
March 26, 2020		97	38	12	65	50	262 (↓44)
March 25, 2020		129	61	16	71	29	306 (↑1)
March 24, 2020		115	46	28	74	42	305 (↓26)
March 23, 2020		119	57	16	78	61	331 (↓8)
March 22, 2020		124	45	17	90	63	339 (↑26)
Average Pre-COVID-19 ILI Events was ~ 6 events/week across BC							

Date	Metrics	Provincial Call Volume For BC Emergency Health Services					Total
	HA	FHA	IHA	NHA	VCHA	VIHA	
March 30, 2020		406	252	97	316	262	1333(↓84)
March 29, 2020		472	266	86	317	276	1417(↓35)
March 28, 2020		500	231	96	361	264	1452(↑18)
March 27, 2020		429	264	353	278	110	1434(↑48)
March 26, 2020		431	264	301	289	101	1386(↓190)
March 25, 2020		555	260	374	302	85	1576 (↑199)
March 24, 2020		475	211	341	257	93	1377(↓30)
March 23, 2020		466	258	339	259	85	1407(↑57)
March 22, 2020		462	214	349	239	86	1350
Average Pre-COVID (Mar 2019) BCEHS Call Volume: 1540/day							

8-1-1 (as of Mar.30/23:59)

Date	Calls Received	Calls Answered	Abandon Rate %	Average Wait (mins)	Max Wait of Answered (mins)	Average Handle Time (mins)
March 30	5,038 (↑647)	3,908 (↓208)	22.4%	5.3	36.3	3.8
March 29	4,391(↓437)	4,116 (↑583)	6.3%	1.3	16.9	4.5
March 28	4,828 (↓613)	3,533 (769↓)	26.8%	7.4	49.8	3.6
March 27	5,441(↓691)	4,302 (↓600)	20.9%	5.5	46.8	4.4
March 26	6,132(↓301)	4,902(↓168)	20.1%	4.7	36.6	4.3
March 25	6,433 (↑172)	5,070 (↑1,216)	21.2%	5.3	32.6	4.3
March 24	6,605 (↓66)	3,854 (↑166)	41.7%	17.0	83.4	4.7
March 23	6,671	3,688	44.8%	21.5	141.1	5.1
March 22	5,441	4,122	24.3%	10.1	99.9%	5.1
March 21	5,641	4,031	29.4%	11.6	97.1	5.2
March 20	6,056	3,248	47.2%	25.2	125.8	4.7
March 19	5,546	2,615	51.6%	32.1	106.5	4.6
March 18	5,141	2,652	48.9%	35.5	120.6	4.6
Pre-COVID-19 call volume was 1,200/day						

Efforts to enhance capacity and meet demand include:

- 27 (↑1) additional nurses have been added as of March 29, 2020
- 61 (↑0) Patient navigation staff have been added as of March 28, 2020
- Self Assessment App was released Monday March 23, 2020
- Implementation of additional menu option (Telus Prompter) to allow callers to select Service BC 1-888-COVID-19 for non-health calls, this went live March 22, 2020
- BCCDC BC COVID-19 Symptom Self-Assessment Tool launched March 17, 2020
- BCCDC Support App & Self-Assessment Tool launched March 23, 2020.

1-888-COVID19 (as of Mar.30/23:59)

Date	Calls Received	Calls Answered	Average Speed of Answer	Abandon Rate	Max Wait	Average Handle Time	Texts
March 30	1,718 (↑809)	1,477 (↑643)	1 Min 45 Sec	13.9%	16 Min 43 Sec	4 Min 46 Sec	630 (↑43)
March 29	909(↓220)	834(↓154)	57 Sec	8.25%	13 Min 20 Sec	4 Min 5 Sec	587(↑206)
March 28	1,129 (↓1,025)	988 (↓396)	1 Min 25 Sec	12.40%	15 Min 28 Sec	4 Min 39 Sec	381 (↑102)
March 27	2,154 (↓284)	1,384 (↑20)	6 Min 15 Sec	35.42%	21 Min 34 Sec	5 Min 14 Sec	279 (↓589)
March 26	2,438 (↑357)	1,664 (↑147)	6 Min 9 Sec	31.7%	26 Min 11 Sec	3 Min 37 sec	868 (↓156)
March 25	2,081 (↑174)	1,517 (↑139)	4 Min 25 Sec	27%	15 Min 52 Sec	5 Min 9 Sec	1,024 (↑106)
March 24	1907	1656	1 Min 54 Sec	12.9%	25 Min 15 Sec	5 Min 4 Sec	918
March 23	2,239	1,931	1 Min 56 Sec	13.8%	23 Min 6 Sec	4 Min 39 Sec	752
March 22	1430	1278	1 Min 11 Sec	4.27%	11 Min 31 Sec	4 Min 27 Sec	444
March 21	1333	1227	1 Min 24 Sec	7.80%	19 Min 3 Sec	4 Min 45 Sec	545
March 20	1923	1850	40 Sec	3.59%	18 Min 15 Sec	5 Min 2 Sec	931
March 19	2117	1840	1 Min 50 Sec	12.9%	13 Min 41 Sec	4 Min 15 Sec	553

Self Assessment Tool on BCCDC.com (as of Mar.30/23:59)

Date	Total Users (last 24 hours)	Peak Activity (users/min)	Average Activity (users/hour)	BC-based Users
March 30	31,010(↑9070)	47.9	1,292	92.1%
March 29	21,940 (↓2,600)	80.8	913	92.4%
March 28	24,540 (↓6883)	90.8	1,023	92.4%
March 27	31,423 (↓5,918)	129	1,309	96%
March 26	37,341(↓10,999)	137	1,556	96%
March 25	48,340 (↓13,003)	207	2,014	96%
March 24	61,343 (↓36,365)	443	2,556	95%
March 23	97,708	426	4,071	92%
March 19	532,996	759	22,208	92%
March 18	386,085	743	16,087	92%
March 17	525,421	924	29,893	92%

- Since soft launch of the assessment tool, it has been accessed 2,858,630 times (↑29,189)

BC COVID19 APP (as of Mar.30/23:59)

Date	Total App Users	Mobile Users	Web Users
March 30	130,473(↑6,938)	74,896	55,652
March 29	123,535 (↑5,743)	71,542	51,973
March 28	117,787 (↑7,787)	68,662	49,125
March 27	110,000 (↑7000)	65,000	45,700
March 26	100,300(↑13,500)	58,800	41,500
March 25	86,800 (↑18,276)	51,000	35,800
March 24	68,524 (↑55,519)	~ 42,000	~ 28,000
March 23	13,005	13,005	0

BC 2-1-1 Referral Line (as of Mar 30/23:59)

This line has not been announced

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NOTE: Additional data will be available for subsequent reports. 2-1-1 is currently working on increasing capacity. Service should not be more broadly announced until more capacity is brought online.

Date	Calls Received (as of Mar 28, 2020)	Seniors that have received services to date
March 30	N/A	1200 (↑1,000)
March 29	2,500	200

- Further data is forthcoming
- 1900 (↑600) Volunteers have registered in and are in the process of onboarding
- 1200 seniors have phoned in for help and are in the queue and/or being served
- 397 Services have been provided to over 300 seniors with the majority focussed on social isolation and wellness checks, but also include grocery and medication pick up
- 15 (↑ 15) telephone agents have been added today to assist with call volume, and web intake issues have been addressed

Temporary Emergency Registrants (as of Mar.31/10:00)

Professionals in various fields re-registering to work to support surge capacity

Temporary Emergency Registrants - Physicians														
Date	Family Physician	Pediatrics	Infectious Diseases	Public Health/ Preventative Medicine	Community Medicine	Medical Microbiology	Psychiatry	Anesthesiology	Internal Med/ Gastroenterology	Ophthalmology	OBGYN/ Maternal-fetal medicine	General Surgery	Obstetrics/ Gynecology NEW	Total Registrants to Date
March 31	16	3	1	1	1	1	2	3	3	1	1	1	1	35(↑3)
March 30	15	3	1	1	1	1	2	2	2	1	1	1	n/a	32(↑4)
March 27-29	13	3	1	1	1	1	2	2	2	1	1	n/a	n/a	28 (↑1)
March 26	13	3	1	1	1	1	1	2	1	1	1	n/a	n/a	26 (↑1)
March 25	13	3	1	1	1	1	1	2	1	1	n/a	n/a	n/a	25 (↑4)
March 24	11	3	1	1	1	1	1	1	1	1	n/a	n/a	n/a	21 (↑2)
March 23	9	3	1	1	1	1	1	1	1	1	n/a	n/a	n/a	19

Temporary Emergency Registrants - Nursing						
Date	Licensed Practical Nurse (LPN)	Registered Nurse	Registered Psychiatric Nurse	Nurse Practitioner	Health Care Assistant*	Total Registrants to Date
March 31	40	203	2	2	197	444(↑67)
March 30	35	171	2	2	167	377(↑68)
March 27-29	27	149	2	2	129	309 (↑61)
March 26	15	125	2	2	104	248 (↑38)

March 25	13	104	2	2	89	210 (↑41)
March 24	12	92	1	2	62	169 (↑90)
March 23	6	70	1	2	0	79

Note: HCA #s include regular registrants (don't have temp registration currently)

Temporary Emergency Registrants - Midwives / Social Workers			
Date	Midwives NEW	Social Workers NEW	Total Registrants to Date
March 31	1	4	5 (↑5)

Note: 2 additional Social Workers have applied and will be granted registration once outstanding documentation is received.

Number of Private Practice Registrants Willing to be Redeployed - Allied Health					
Date	Occupational Therapist	Dieticians	Pharmacist	Physical Therapists	Total Registrants to Date
March 31	114	41	n/a	375	530 (↑136)
March 30	n/a	35	n/a	359	394 (↑120)
March 27-29	n/a	25	n/a	249	274 (↑274)
March 26	n/a	n/a	n/a	n/a	n/a
March 25	n/a	n/a	n/a	n/a	n/a
March 24	n/a	n/a	n/a	n/a	n/a
March 23	n/a	n/a	n/a	n/a	n/a

PHO Guides and Orders to Date (as of Mar 31/10:00)

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- To compel public and private health sector employers to provide the PHO with personal and employee related information, to manage staff allocation across the province to help prevent spread of COVID-19 in long term care, assisted living, acute care hospitals and extend care.
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