

From: [Pokorny, Peter HLTH:EX](#)
To: [Dix, Adrian HLTH:EX](#)
Cc: [XT:Ballem, Penny HLTH:IN](#); [Brown, Stephen R HLTH:EX](#); [van Baarsen, Amanda HLTH:EX](#); [MacDonald, Alex HLTH:EX](#); [Youngs, Kirsten R GCPE:EX](#)
Subject: Call Centre Info
Date: March 9, 2021 9:28:39 AM
Attachments: [QP Prep - Call Centre.docx](#)

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

Data

Calls Received

Monday March 8

- Call Centres were open from 7:00am to 7:00pm, with the exception of VCHA as they stayed open to 9:00pm in light of the issues throughout the day
- The provider has not provided this information despite many requests. We were advised yesterday that over 1.7 million calls had been received across the province.

Appointments Booked – Monday March 8

Monday March 8

- Health authorities booked a total of 14,949 appointments yesterday, for the week of March 15.

Health Authority	Appointments Booked
FHA	8,722
VCHA	369
IHA	2,456
VIHA	2,345
NHA	1,007
TOTAL	14,949

Tuesday March 9

- So far today, to 8:00am, health authorities have booked 695 appointments.

Health Authority	Appointments Booked
FHA	285
VCHA	81
IHA	171
VIHA	102
NHA	56
TOTAL	695

Q&A

How did this happen?

- Yesterday's challenges were the result of a combination of issues:
 - Call volume
 - Technical issues that were the responsibility of the provider
 - Staffing and capacity issues that were the responsibility of the provider

What is being done to fix the situation in VCHA and elsewhere?

- Additional capacity is being brought on, both by the provider and by health authorities.
- In VCHA, primary care physicians have been asked to reach out directly to their 80+ patients and book them using the scheduling application.
- VCHA has trained an additional 20 people over night to supplement the capacity of provider. VCHA is training an additional 80 over today.
- Network capacity has been expanded in technical issues have been resolved, but staff capacity remains an issue. Health authorities are working hard to supplement staffing capacity across health authorities.

Why was FHA the only health authority with an online tool?

- FHA had a system in place for booking testing appointments and leveraged that technology for booking COVID vaccinations.
- No other health authorities had this technology in place.
- We are moving quickly toward a provincial tool for online booking.

Why didn't VCHA have an internal backup call centre?

- VCHA did not have a call centre prior to the COVID vaccination line.
- VCHA (appropriately) turned to a provider for this service for vaccination bookings.
- Other health authorities had call centres established for testing and other purposes that they were able to leverage for the COVID vaccination lines.

NHA had callers directed to voicemail – how are those voicemails being managed?

- Unfortunately, the provider has not been able to retrieve these voicemails.
- NHA will be requesting that people who left a voicemail yesterday call back in.

Will the province be able to catch up and book the 90+/65+ Indigenous population for vaccinations as planned?

- Yes – other than VCHA's challenges yesterday, other health authorities are on track and measures are being taken to ensure VCHA has the capacity and resources to catch up from yesterday.

Will you be prepared to deal with bigger populations/cohorts in the weeks ahead?

- Yes – health authorities and the provider are adding capacity every day to ensure that the population numbers are covered and additionally to provide surge capacity.
- In light of yesterday's challenges, we will obviously be monitoring and working with the provider to ensure this capacity is in place.
- As we move into the general population (79 and under), a provincial website, digital booking solution, and call centre will be in place to manage increased demand for those cohorts.

From: [van Baarsen, Amanda HLTH:EX](#)
To: [Dix, Adrian HLTH:EX](#); [s.17](#)
Cc: [MacDonald, Alex HLTH:EX](#)
Subject: FW: Reinforcing our commitment to support British Columbians through Immunise B.C.
Date: March 10, 2021 7:40:10 AM

From: Darren Entwistle <Darren.Entwistle@TELUS.COM>
Sent: March 9, 2021 10:02 PM
To: OfficeofthePremier, Office PREM:EX <Premier@gov.bc.ca>; Minister, HLTH HLTH:EX <HLTH.Minister@gov.bc.ca>
Cc: XT:Ballem, Penny HLTH:IN <pballem@telus.net>; van Baarsen, Amanda HLTH:EX <Amanda.vanBaarsen@gov.bc.ca>; Meggs, Geoff PREM:EX <Geoff.Meggs@gov.bc.ca>
Subject: Reinforcing our commitment to support British Columbians through Immunise B.C.

[EXTERNAL] This email came from an external source. Only open attachments or links that you are expecting from a known sender.

Premier Horgan, Minister Dix,

I would like to extend my sincere apologies to you, to your government and, importantly, to the citizens of British Columbia. After managing through the pandemic for 12 months, the importance of having access to vaccinations, particularly for our most vulnerable citizens, is critical. Our team will continue to work around the clock to not only meet your government's targets in respect of ensuring all eligible British Columbians are able to book a vaccine appointment as planned, but also to do so in a timeframe that exceeds your stated goals.

Whilst the commitment was to ensure 157 agents would be available at any given time to support phone calls from eligible seniors, we have increased that number significantly and by the close of our call centre at 7 p.m. today, there were more than 225 agents concurrently booking appointments across the five health authorities. Notably, we had trained an additional 420 agents by 9 a.m. this morning, contributing to a reduction in average answer times within the call centre. As a result, we were able to schedule 11,272 appointments today, surpassing the goal of 11,138, compared to 7,200 completed on Monday, representing an increase of 56 per cent. Our goal is to have 600 agents fully operationalised and productive tomorrow, and more than 14,000 appointments booked by the end of the day, assuming call volumes remain strong.

We are continuing to onboard additional agents to outpace the increasing call volume as

we move forward. Based on our original commitment and the goals set out by your government, we expect to exceed current targets by a considerable margin in the days and weeks to come with the intention of making up for the shortfall we saw on Monday by the end of day Wednesday, March 10.

As illustrated in the table below, through our efforts to increase agent support, we have already exceeded our two-week staffing targets, and we will continue to do so in the weeks to come as we ensure every citizen across B.C. is able to schedule an appointment.

	March 8-14		March 15-21		March 22-28	
	Named agents	Concurrent agents	Named agents	Concurrent agents	Named agents	Concurrent agents
FHA	84	42	110	55	196	98
IHA	66	33	68	34	120	60
NHA	28	14	12	6	24	12
VCH	66	33	84	42	130	65
VIHA	70	35	74	37	124	62
Total	314	157	348	174	594	297

On behalf of the entire TELUS team, we have been proud to serve the province of British Columbia and its residents for 120 years. Over the past 12 months, our team has stepped up to ensure our citizens were taken care of, by providing unprecedented support, connectivity and programmes for vulnerable British Columbians during extraordinary times. Rest assured that we will not allow Monday's disappointing performance to represent our continued passion for supporting our beautiful province.

Our TELUS team, including our 20,000 team members and retirees who call British Columbia home, is exceedingly proud of our longstanding commitment to the province and its citizens. You have my personal pledge that we are working expeditiously to make this right for the benefit of every citizen across British Columbia. I am confident the benefits that only partnership between our company and your government can produce will be apparent within the coming days and weeks.

Regards,

Darren

From: [van Baarsen, Amanda HLTH:EX](#)
To: [Pokorny, Peter HLTH:EX](#); [Dix, Adrian HLTH:EX](#); "[Dix, Adrian](#)"
Cc: [Moulton, Holly HLTH:EX](#)
Subject: FW: Update on call centre information
Date: March 10, 2021 1:03:38 PM

More from Telus:

From: Kyle Marsh <Kyle.Marsh@telus.com>
Sent: March 10, 2021 12:46 PM
To: van Baarsen, Amanda HLTH:EX <Amanda.vanBaarsen@gov.bc.ca>
Subject: RE: Update on call centre information

[EXTERNAL] This email came from an external source. Only open attachments or links that you are expecting from a known sender.

I also just received an update that we are currently running at double the capacity to hit our target of bookings for today, with the capability to do 15,000. We, in fact, have more agents available than needed and are in discussions with the HAs about if they want to look to promote availability to drive volumes. We have also put outbound calling forward as an option for their consideration, which is something we have discussed previously with the HAs.

I'll have more data coming for you asap as soon as I get the report out from the call that started at 12.

Let me know if you wanted to discuss any of this. Thanks, Amanda.

Kyle Marsh
kyle.marsh@telus.com
Cell: 604 314 7960
Office (Direct): 604 693 9184

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From: Kyle Marsh
Sent: March 10, 2021 12:41 PM
To: 'van Baarsen, Amanda HLTH:EX' <Amanda.vanBaarsen@gov.bc.ca>
Subject: RE: Update on call centre information

I have a bunch more info/messaging coming your way, but wanted to start with the call numbers you had been asking for.

These are all the calls that registered in our system. I.e. they were either connected through to the automated call tree to be directed to an agent or put in a holding queue, or they received a

recording telling them that the queues were full and providing them with recommended next steps (ie. check online, call back, etc).

The challenge is regarding tracking the number of calls that got busy signals. That only happens when the systems are quickly and dramatically overloaded. That is what happened first thing Monday. People then get busy signals or the “all circuits are busy” recording. We can’t track the number of those calls we get as they are not registered in our system. The busy signal and recording are in place as a measure to protect the network from crashing for all our customers with toll-free lines which include hospitals, clinics, etc.

We use a measure called “call gapping” when that happens. That’s when we present callers with the pre-recorded message of their alternative options mentioned above (online, call back, etc). We throttle that to protect the network and avoid the busy signals where possible, but still let as many calls through as possible. There may be some busy signals received in that process as we are constantly adjusting to make sure we are keeping the queues full and the agents fully subscribed. That has been utilized since very early Monday. We are able to track that calls that receive the outbound message connected to “call throttling”

With all that pre-amble, here are the numbers from Monday and Tuesday. It’s likely that overall number of calls were significantly higher at various time, particularly at start of day Monday, but these are what we are able to confirm as per above:

Tuesday, March 9

Interior total 14,482

Northern 3,637

VCH 229,182

VIHA 42,613

Fraser 9,932

total calls 299,846

Monday, March 8

Interior 104,492

Northern 42,286

VCH 584,488

VIHA 285,408

Fraser 131,508

total calls 1,149,182

Kyle Marsh

kyle.marsh@telus.com

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From: [van Baarsen, Amanda HLTH:EX](#)
To: [Pokorny, Peter HLTH:EX](#); [Dix, Adrian HLTH:EX](#); "[Dix, Adrian](#)"
Cc: [MacDonald, Alex HLTH:EX](#); [Szabo, Maria HLTH:EX](#); [Pham, Thuy HLTH:EX](#)
Subject: FW: Update on call centre information
Date: March 10, 2021 12:44:18 PM

More data from Telus on total daily call volumes.

I assume that the 1.7M number we were using was a combination of Telus plus HA call centres?

From: Kyle Marsh <Kyle.Marsh@telus.com>
Sent: March 10, 2021 12:41 PM
To: van Baarsen, Amanda HLTH:EX <Amanda.vanBaarsen@gov.bc.ca>
Subject: RE: Update on call centre information

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From: van Baarsen, Amanda HLTH:EX
To: s.17 : Dix, Adrian HLTH:EX
Cc: MacDonald, Alex HLTH:EX
Subject: FW: Update on call centre information
Date: March 10, 2021 7:42:42 AM
Attachments: [image001.png](#)
[image004.png](#)
[image005.png](#)

FYI

From: Kyle Marsh <Kyle.Marsh@telus.com>
Sent: March 9, 2021 7:13 PM
To: van Baarsen, Amanda HLTH:EX <Amanda.vanBaarsen@gov.bc.ca>
Subject: Update on call centre information

[EXTERNAL] This email came from an external source. Only open attachments or links that you are expecting from a known sender.

Hey Amanda,

I wanted to share the below information with you to try and help with support of the Minister. This data is very fluid, and fluctuates minute to minute. However, it's captured and reviewed every day at 830, 12 and 5. The review is done with the Health Authorities, but I am happy to flow it directly to your office if that is of assistance to you.

Slightly after the 8:30 am call I can provide you with stats on total number of agents available by Health Authority for the start of the day, done in agreement with the HAs. I can also provide you with aggregate numbers for calls offered, handled and abandoned the day before across all HAs.

Additionally, I will provide you with a fulsome update tomorrow by mid-day in advance of QP. However, if you wanted anything specific, please don't hesitate to reach out and I will do my best to provide you with it.

Data captured at various times:

	Offered	Answered	Abandoned 11:00am PT	Tuesday March 9 Avg Work Time	ASA	Logged In	Committed
Fraser (FHA)	610	389	221	10 mins	46 mins	46	42
Interior (IHA)	1282	988	294	8 mins	41 mins	72	33
Northern (NHA)	582	454	128	8 mins	13 mins	46	14
Vancouver Coastal (VCHA)	977	896	81	7 mins	24 mins	170	33
Vancouver Island (VIHA)	856	785	71	9 mins	19 mins	73	35

	Tuesday March 9						Logged In	Commitment
	Offered	Answered	Abandoned 3:00pm PT	Avg Work Time	ASA			
Fraser (FHA)	1572	1097	475	10 mins	27 mins	45	42	
Interior (IHA)	2651	2000	651	8 mins	36 mins	64	36	
Northern (NHA)	1152	979	173	8 mins	7 mins	47	17	
Vancouver Coastal (VCHA)	2705	2532	173	9 mins	14 mins	238	33	
Vancouver Island (VIHA)	2247	2053	194	9 mins	15 mins	74	38	
3:30pm PT								
Fraser (FHA)	1681	1194	487	10 mins	25 mins	36	42	
Interior (IHA)	2751	2095	656	8 mins	34 mins	58	33	
Northern (NHA)	1220	1049	171	8 mins	6 mins	36	14	
Vancouver Coastal (VCHA)	2974	2778	196	9 mins	14 mins	198	33	
Vancouver Island (VIHA)	2405	2204	201	9 mins	15 mins	65	35	
Total	11031	9320	1711			393	157	
4:00pm PT								
Fraser (FHA)	1777	1284	493	10 mins	24 mins	36	42	
Interior (IHA)	2859	2203	656	8 mins	33 mins	53	33	
Northern (NHA)	1280	1098	182	8 mins	6 mins	36	14	
Vancouver Coastal (VCHA)	3211	2994	217	9 mins	14 mins	179	33	
Vancouver Island (VIHA)	2551	2327	224	9 mins	14 mins	57	35	
Total	11678	9906	1772					

For the above, offered are calls connected to the system, answered are those connected to agents, abandoned are calls dropped by the caller, work time is how long the agents are spending on a call on average, ASA is how long the average caller is waiting on hold for an agent.

Logged in are the number of agents available to take calls, and commitment are the number we have agreed to have available. These numbers are inclusive of agents provided by the Health Authorities.

Our total pool of agents available has now increased to 445 after staff worked through the night to onboard more agents last night. We have an aggressive plan to increase that number again in advance of tomorrow.

Please let me know if there was anything I can provide to you immediately, in advance of the update tomorrow morning.

Thanks, Amanda.

Kyle Marsh

Director, B.C. Government Affairs
510 W Georgia Street, Vancouver, BC V6B 0M3

kyle.marsh@telus.com

Cell: 604 314 7960

Office (Direct): 604 693 9184



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Northern (NHA)	1220	1049	171	8 mins	6 mins	36	14
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Total	11031	9320	1711			393	157
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Fraser (FHA)	1777	1284	493	10 mins	24 mins	36	42
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Northern (NHA)	1280	1098	182	8 mins	6 mins	36	14
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Total	11678	9906	1772				

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From: [van Baarsen, Amanda HLTH:EX](#)
To: [Dix, Adrian HLTH:EX](#); ["Dix, Adrian"; Pokorny, Peter HLTH:EX](#)
Cc: [Moulton, Holly HLTH:EX](#); [MacDonald, Alex HLTH:EX](#)
Subject: FW: Update on call centre information
Date: March 10, 2021 1:09:44 PM

And even more from Kyle Marsh Telus. See below for data as of 10am. I cut out the rhetoric to make it easier to scan for quick info. Note the extremely high booking numbers for Northern completed in the first 3 hours?!

- As of 12:45 p.m. we have 463 active agents surpassing our commitment of 157, representing a 295% deliverable of the ask.
- In collaboration with the health authorities we've completed 3,207 bookings as of 10 a.m. PT, a 214% improvement over the same time yesterday.
- At present, we have capacity to exceed our vaccine appointment booking target of 14,000 today, assuming call volumes remain strong. Notably, achieving this target would completely resolve the shortfall from Monday due to higher than anticipated call volumes and lower than committed agent availability.
- By 8:30 a.m. PT this morning, our 315 agents in Vancouver Coastal Health were booking 10 appointments per minute on average.
- Here are the data points with respect to daily call volumes:

Wednesday, March 10 (as of 11 a.m. pst)

IHA 1,820

Northern 28,032

VCH 12,692

VIHA 2,187

Fraser 1,094

total 45,825

-

Tuesday, March 9

Interior total 14,482

Northern 3,637

VCH 229,182

VIHA 42,613

Fraser 9,932

total calls 299,846

Monday, March 8

Interior 104,492

Northern 42,286

VCH 584,488

VIHA 285,408

Fraser 131,508

total calls 1,149,182

Kyle Marsh

kyle.marsh@telus.com

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From: [Youngs, Kirsten R GCPE:EX](#)
To: [Dix, Adrian HLTH:EX](#)
Cc: [XT:Ballem, Penny HLTH:IN](#); [van Baarsen, Amanda HLTH:EX](#); [MacDonald, Alex HLTH:EX](#); [Machell, Aileen GCPE:EX](#); [Grieve, Chandler GCPE:EX](#)
Subject: FYI: Media Statement - Advance Notice
Date: March 9, 2021 11:58:56 AM

FYI in case this was not already flagged for you, Minister.

From: Liz Sauvé <Liz.Sauve@telus.com>
Sent: March 9, 2021 11:55 AM
To: Nicole Eltom <Nicole.Eltom@telus.com>; Machell, Aileen GCPE:EX <Aileen.Machell@gov.bc.ca>; Grieve, Chandler GCPE:EX <Chandler.Grieve@gov.bc.ca>
Cc: Havi Parker-Sutton <Havi.Parker-Sutton@telus.com>; Jane Whittam <Jane.Whittam@telus.com>; Ryan Schroeder <Ryan.Schroeder@telus.com>; Douglas Self <Douglas.Self@telus.com>; XT:Marsh, Kyle MAH:IN <Kyle.Marsh@telus.com>
Subject: RE: Media Statement - Advance Notice

[EXTERNAL] This email came from an external source. Only open attachments or links that you are expecting from a known sender.

Hi everyone,

Providing the update that we are sharing this updated statement – an apology – with media ASAP right now.

We know how crucial the vaccine roll-out is for British Columbia, and we are sorry for the frustrations that British Columbians have experienced trying to connect to the call centres. The Provincial Government and Health Authorities asked us to support them, and we have let them down. We can and will do better, and we will make this right. Our team has been working overnight to respond to the significant demand and scale capacity by adding hundreds of additional agents. We will ensure that all eligible British Columbians are able to book their vaccine in the timeframe set out by the province.

Cheers,
Liz

From: s.22
To: Dix, Adrian HLTH:EX
Cc: Henry, Bonnie HLTH:EX
Subject: Fw: PLEASE HELP THE NORTH SHORE B Y TELLING THE BELOW TO A. DIX TOMORROW, SO HE CAN MAKE AN APPEAL TOMORROW.
Date: March 9, 2021 10:52:08 PM
Importance: High

[EXTERNAL] This email came from an external source. Only open attachments or links that you are expecting from a known sender.

VCH

From: s.22
Sent: Tuesday, March 9, 2021 10:49 PM
To: Jane Seyd

Subject: PLEASE HELP THE NORTH SHORE B Y TELLING THE BELOW TO **A. DIX** TOMORROW, SO HE CAN MAKE AN APPEAL TOMORROW.

This is a request to the Journalist Jane Syd to use her "in" to convey a fact tomorrow morning to the Team in Victoria, Dr. Bonnie and Adrian Dix. without delay.

From aged friends. **today** I learned from several of them **the same story**, causing the lines to block, and an inability to book.

IT SEEMS THAT ALL THE REALLY OLD PEOPLE have a whole posse of friends and relatives, who are ALL, every one of them individually all calling

the BOOKING NUMBER for the same person, jamming up the lines, thinking more is better. As if queuing up on line to buy hockey tickets.

Phoning in on that one special phone number that the North shore is using to BOOK their vaccine appointment.

=====
Please relate this to Adrian Dix tomorrow

and ask him to **ANNOUNCE AND REQUEST, tomorrow WEDNESDAY** and then THURSDAY.– that **ONLY ONE PERSON SHOULD CALL IN FOR ONE**

PERSON. AND NOT A DOZEN PEOPLE ALL TRYING TO BOOK THE SAME PERSON. IT IS A FACT.It is jamming the lines.

That way, you won't have two million calls for 192,000 eligible people.

- There are enough unemployed people that you think they **could run 24/7** and hire people **for the night shift also**, and not stop at 7 pm.
- and also, Fraser health has an online line, but not VCH and the North Shore.

Why not? Before the phone lines opened up, I called a number and asked when ONLINE BOOKING WOULD BE ADDED FOR THE NORTH SHORE? he SAID 'NEVER' – BUT LAST NIGHT, A REP IN VICTORIA SAID EARLY APRIL. THAT IS A BIG MISTAKE. AT EVERY LOWER AGE GROUP, AT EACH LEVEL THERE ARE MORE PEOPLE

- THE OLDEST AGE LEVEL was the first, yesterday, with the fewest people. It is like a reverse mountain or cone. it will get worse each age group.
- it's one thing for Adrian Dix to blame TELUS, but it was HE that made the STUPID DECISION NOT TO GIVE AN ONLINE METHOD TO THE PEOPLE OF THE NORTH SHORE, VCH. he gets the blame. He chose the method. Can't blame the carrier for the method. we don't respect Adrian Dix, based on his performance

YOU HAVE ACCESS TO THE EAR OF DIX AND DR. HENRY. PLEASE USE YOUR SPECIAL ACCESS TO GIVE THEM THIS INFORMATION,

SO THAT THEY CAN MAKE AN ANNOUNCEMENT TOMORROW, AND HAVE ONLY ONE PERSON CALL FOR ONE PERSON, not a pposse.

Thank you

From^{s.22}

LOTS OF PEOPLE TOLD ME TODAY THAT THEY HAD **EVERY FAMILY MEMBER CALLING FOR THEM**. In the end, the first person (92) booked it HERSELF, today, Tuesday. **It only takes ONE TO CALL, not a whole team. that's the point.**

From: Penny Ballem
To: [Dix, Adrian HLTH:EX](#); [Pokorny, Peter HLTH:EX](#); [Brown, Stephen R HLTH:EX](#)
Subject: Fwd: Proposed communications statement s.13
Date: March 10, 2021 4:39:30 PM

[EXTERNAL] This email came from an external source. Only open attachments or links that you are expecting from a known sender.

Penny Ballem MD FRCP FCAHS
Mobile 604-551-1477

From: Navin Arora <NAVIN.ARORA@TELUS.COM>
Sent: Wednesday, March 10, 2021 4:23 PM
To: pballem@telus.net
Cc: Navin Arora
Subject: Proposed communications statement - s.13

Hi Penny,

As discussed here's a draft statement as a starting point:

s.13

Happy to discuss. We also need a timeline for tomorrow's announcement - we need to plan scheduling for several hundred agents.

Thank you.

Navin

From: Szabo, Maria HLTH:EX
To: Dix, Adrian HLTH:EX; van Baarsen, Amanda HLTH:EX; MacDonald, Alex HLTH:EX; Pham, Thuy HLTH:EX
Cc: Youngs, Kirsten R GCPE:EX; Machell, Aileen GCPE:EX; Grieve, Chandler GCPE:EX; Greer, Shannon GCPE:EX
Subject: Mar 10 Scan
Date: March 10, 2021 9:06:16 AM
Attachments: Mar 10 Scan.docx
IB_COVID19_Highridge_OBover_09mar_Draft.docx
image001.png
image002.png

Today's scan attached.

Caucus

Recurring questions from MLA offices:

- Wondering if people need PHNs to book vaccine appointments (have been telling them they do not)
- Looking for updated reopening/worship services messaging after DBH comments on Monday (I have some prepared)
- Sharing concerns about booking appointments in VCH for FYI

Correspondence

- MLA Lorne Doerkson dropped off constituents' letters advocating for return to worship services, as well as those with questions about events in his riding (Williams Lake Stampede, Hot July Nights Car Show).

Vaccine Roll-out

Media: VCH booking – most reporting on blame put on Telus, system is improving, still some questions about ball being dropped.

Twitter

Opposition tweeting: the NDP have had a year to prepare a system for booking vaccinations, more help needed for transportation industry. Terry Lake tweeting: long term care, including visitation.

Media

Topics: Cottonwoods outbreak in Kelowna despite vaccinations – Terry Lake discussed on CKNW, talking about how there is no mandatory vaccination policy in LTC. Other outlets noted vaccines aren't 100% immunity, takes time to develop immunity. Return to post-secondary learning – mostly positive. New poll says 15% of BCers do not consider the pandemic a significant problem but 60% of people approve of BC's handling. BC AFN ad is out to reduce vaccine hesitancy. BC EHS eliminating their job-sharing agreement for paramedics by first of April because payroll system cannot handle it; paramedics have been using to reduce workloads and reduce stress.

Health Authorities

- Interior – outbreak over at Kamloops group home (Highridge and Singh House). DBH approved at 8:04am.

Gov News

- Just AFF's 10am release on temporary foreign workers update. I'll send around when I get more.

Inside Government

Wednesday, March 10, 2021

Events, Speeches & Releases

Wed Mar 10	Lead	Activity/Details	RLS	CC ID#
7:00 AM	SDPR	Regional news you can use -- Profile of Intersect Youth & Family Services (part of community social services awareness month)	BCGov NYCU	SDPR- 102097
8:00 AM	AFF	Provincewide news release -- Next round of Buy BC funding opens March 10, 2021	BCGov NR	AFF- 102124
9:00 AM	EDUC	Regional news release -- Construction underway on replacement of Children's Development Centre in Saanich	BCGov NR	EDUC- 101796
10:00 AM	AFF	Provincewide news release -- Temporary Foreign Workers program update, COVID-related. Materials will also be translated into Spanish and Punjabi	BCGov NR	AFF- 101196
11:00 AM	SDPR	Provincewide news release -- Period Poverty Research Report released	BCGov NR	SDPR- 100580
11:30 AM CHANGED	FIN	Provincewide news release -- Book publishing tax credit update	BCGov IB	FIN- 101410
12:00 PM CHANGED	AG	Joint regional news release -- Housing MOU with City of Victoria announced	Joint NR	AG- 102133
12:30 PM	AG	Regional news release -- Housing update and master planning launch of key partnership project in Coquitlam area. Photos on March 5 w/MLAs Robinson & Donnelly on behalf of Minister included	BCGov NR	AG- 101837
2:00 PM	HQ	VICTORIA (Legislature) -- Question Period: Time approx. https://leg.bc.ca/documents-data/broadcasts-and-webcasts	-	HQ-97539
2:45 PM	AG	Information bulletin -- Judicial appointments. Time is approx.	BCGov IB	AG- 101914
3:00 PM	COVID	Provincewide statement only -- Joint PHO/HLTH release on COVID-19 cases in B.C. Materials also translated into Traditional Chinese and Punjabi. Time is approx.	Joint STMT	COVID- 102111

MARCH 10, 2021

Vaccine Roll-out

Media: VCH booking – most reporting on blame put on Telus, system is improving, still some questions about ball being dropped.

CBC Newsworld
2021-03-10 04:02

Copyright

CHEK News at Five
2021-03-09 17:05

Copyright

Global BC Morning News
2021-03-10 06:03

Copyright

CBU (CBC Vancouver)
2021-03-10 06:32

Copyright

MARCH 10, 2021

Copyright

CKNW View From Victoria

2021-03-10 06:38

Copyright

Twitter

Opposition tweeting: the NDP have had a year to prepare a system for booking vaccinations, more help needed for transportation industry. Terry Lake tweeting: long term care, including visitation.



Shirley Bond ✓
@shirleybond

...

Copyright



BC Liberal Caucus ✓ @BCLiberalCaucus · 15h

Copyright

4:54 PM · Mar 9, 2021 · Twitter Web App

MARCH 10, 2021

BC Liberal Caucus Retweeted



Todd Stone
@toddstonebc

...

Copyright

3:22 PM · Mar 9, 2021 · Twitter for iPhone



Terry Lake
@TerryLake19

...

Copyright

8:05 PM · Mar 9, 2021 · Twitter for iPhone

<https://bc.ctvnews.ca/communication-mix-up-separates-elderly-b-c-woman-from-family-1.5340680>

Media

Copyright

CBC On the Island
2021-03-10 07:12

MARCH 10, 2021

Copyright

CKNW Jill Bennett

2021-03-09 12:07

Copyright

CBC Newsworld

2021-03-10 04:07

Copyright

Global BC Morning News

2021-03-10 06:37

Copyright

CKWX (Vancouver)

2021-03-10 07:07

Copyright

MARCH 10, 2021

Global BC News Hour

2021-03-09 18:21

Copyright

CHEK News at Five

2021-03-09 17:02

Copyright

CBC Radio West

2021-03-09 17:18

Copyright

Health Authorities

Copyright

Inside Government

Wednesday, March 10, 2021

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Interior Health
Every person matters



For Immediate Release | March 9, 2021

Interior Health declares COVID-19 outbreak over at Kamloops group home

Copyright

INFO BULLETIN

From: Tounsi, Marielle GCPE:EX
To: Dix, Adrian HLTH:EX
Cc: GCPE Communications - Health; van Baarsen, Amanda HLTH:EX; MacDonald, Alex HLTH:EX; Brown, Stephen R HLTH:EX; Moulton, Holly HLTH:EX; Yeung, Lucinda IRR:EX; Pham, Thuy HLTH:EX; Szabo, Maria HLTH:EX; GCPE Communications - COVID HLTH; Harris, Megan GCPE:EX
Subject: March 10 COVID-19 Media Report
Date: March 10, 2021 7:19:27 PM

Good evening Minister,

Today's media report is below.

Thank you,

Marielle Tounsi

Completed: 36

ISSUE: are we getting updated numbers today?

STATUS: Provided Background

- As of 4pm today:

<https://twitter.com/adriandix/status/1369823691559759877>

Joanne Silberner - Kaiser Health News

ISSUE: DBH interview request

STATUS: Unavailable for Interview

- DBH unavailable for interview

Mary Griffin - CHEK TV - Victoria

ISSUE: variants of concern

STATUS: Provided Background

- As Dr. Henry mentioned on Monday, we continue to watch variants of concerns very closely and have increased our testing around the variants. We have seen a rise of some of the more transmissible variants in our communities, particularly in the Lower Mainland and we continue to monitor those cases with contact tracing and increased testing.

As of March 11, 2021 there have been 51 new confirmed COVID-19 cases that are variants of concern in our province, for a total of 627 cases. . Of the total cases, 109 cases are active and the remaining people have recovered. This includes 580 cases of the B.1.1.7 (UK) variant and 33 cases of the B.1.351 (South Africa) variant, and 14 cases of the P.1 (Brazil).

Yesterday (March 9 – 2021) was the first time BC has reported confirmed cases of the P.1 (Brazil) variant.

Tomorrow – during our modelling presentation – Dr. Henry and Minister Dix will be

presenting the latest data and in-depth information on variants of concern, including the sequencing and screening detections strategy in B.C.

Catherine Mercier - CBC Radio Canada - Montreal

ISSUE: Mink farmers - vaccine priority?

STATUS: Provided Background

- Please reach out to BCCDC for more information on this. You can email heather.amos@bccdc.ca.

Brishti Basu - Capital Daily

ISSUE: variants of concern

STATUS: Provided Background

- Please see the below information on background that you can attribute to the Ministry of Health:

As Dr. Henry mentioned on Monday, we continue to watch variants of concerns very closely and have increased our testing around the variants. We have seen a rise of some of the more transmissible variants in our communities, particularly in the Lower Mainland and we continue to monitor those cases with contact tracing and increased testing.

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Gordon Hoekstra - Vancouver Sun

ISSUE: Variants of Concern

STATUS: Provided Background

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Kier Junos - CITY TV

ISSUE: Vaccine online booking capacity

STATUS: Provided Background

- Efforts have been underway continuously to develop a secure and accessible online booking tool British Columbians can use to register for immunizations, beginning in Phase 3 of B.C.'s COVID-19 Immunization Plan.

B.C.'s COVID-19 Immunization Plan is the largest and most complex immunization program in B.C.'s history. We know people across the province are eager to book an appointment to be immunized, when it is their turn to do so. This extremely high level of interest from the public in registering and booking online appointments has been taken into consideration in the process of planning and developing the online registration and booking tool. Work is underway to develop a registration system that will effectively match the demand for appointment bookings.

Katie DeRosa - Postmedia Network Inc.

ISSUE: astrazeneca - shipment details

STATUS: Provided Statement

- “We are now starting to receive supply of the AstraZeneca – SII COVIDSHIELD vaccine. The first shipment of the 68,000 AstraZeneca vaccines allocated to B.C. arrived yesterday and this additional vaccine supply will be used to supplement our age-based province-wide immunization program. In particular, we will use this vaccine to assist with outbreak response – in communities and within high-risk industries.

“What is important for all of us to remember is that with every outbreak that is quickly managed and every worker that is immunized, all of us have increased protection.

“The BC Immunization Committee is currently reviewing the latest data and recommendations from the National Advisory Committee on Immunization to determine workplaces to potentially be prioritized. A list of these industries and areas is expected to be released later this month.

“Decisions around the use of the AstraZeneca vaccine will be made by public health experts based on the best available science and evidence, and will prioritize the highest-risk

workplaces first.”

Richard Zussman - Global TV | BC

ISSUE: AstraZeneca - details on shipment and priority

STATUS: Provided Statement

- “We are now starting to receive supply of the AstraZeneca – SII COVIDSHIELD vaccine. The first shipment of the 68,000 AstraZeneca vaccines allocated to B.C. arrived yesterday and this additional vaccine supply will be used to supplement our age-based province-wide immunization program. In particular, we will use this vaccine to assist with outbreak response – in communities and within high-risk industries.

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“Decisions around the use of the AstraZeneca vaccine will be made by public health experts based on the best available science and evidence, and will prioritize the highest-risk workplaces first.”

Laura Dhillon Kane - Canadian Press (BC Bureau)

ISSUE: who of community approach and Nigeria variant

STATUS: Provided Background

- Whole community approaches to immunization are being utilized in select communities across the province. Communities with small populations, and communities that have challenges related to geographic remoteness or geographic distance from health care may be immunized using an all-community approach. Communities that will be vaccinated using this approach will be identified by their health authority. Due to varying demographics and geography within different health authorities, approaches to vaccinating entire communities may vary slightly in different health authorities.

Information on community approaches can be found on many health authority websites. For example, information on community vaccine schedules in Northern Health can be found here: <https://www.northernhealth.ca/health-topics/covid-19-vaccine-plan#nh-resources>

For information related to data on COVID-19 variants, please reach out to the BCCDC.

Tanya Fletcher - CBC - Vancouver

ISSUE: why FH was only HA with online vaccine bookings this week

STATUS: Provided Background

- Fraser Health had an online system in place, previously developed to book testing

appointments for COVID tests. With this technology already in place, Fraser Health was able to leverage the site in order to use it to book COVID-19 vaccinations. Other health authorities did not have similar pre-existing technology that they could tap into.

B.C. is moving quickly toward a provincial tool for online bookings. This online tool will be available at the start of Phase 3 of B.C.'s Immunization Plan.

Wildinette Paul - CBC - Radio Canada (French Services)

ISSUE: call centre data.

STATUS: Provided Statement

- “The first day of our vaccine appointment booking rollout saw some bumps, and regardless of those challenges we still managed to book nearly 15,000 vaccine appointments on day 1. Day 2 was much smoother and I’m grateful to Telus for making the changes we needed for a better second day.

“We will continue to improve the process so people can get their appointments booked easier and faster. The improvements were immediate in Vancouver Coastal, with more than 4,000 appointments booked on day 2 and significantly less hold times. Nearly 30,000 appointments were booked in our first two days, which is exceptional.

“We are well on track to get everyone who is eligible booked this week and we can assure British Columbians that no one is going to miss out. We are making changes to ensure next week - when we invite all British Columbians born in 1936 or before to call – will be smoother with less delays.

“This is the largest vaccination program in B.C. history and there will be bumps along the way. We’ll continue to work through these challenges to make sure everyone in B.C. will have the opportunity to be vaccinated by this summer.”

Liza Yuzda - News 1130

ISSUE: How many people need to be vaccinated per priority group?

STATUS: Provided Background

- This information is available in the deck from March 1 - https://news.gov.bc.ca/files/Covid_ImmunizationDeck.pdf

Wildinette Paul - CBC - Radio Canada (French Services)

ISSUE: call centre data.

STATUS: Provided Background

- Minister Dix has been tweeting the final numbers.

See here: https://twitter.com/adriandix?ref_src=twsrc%5Egoogle%7Ctwcamp%5Eserp%7Ctwgr%5Eauthor

We don't yet have the Wednesday morning numbers, but expect to have some new numbers

to share later today.

Sophie Woodrooffe - Coast Reporter

ISSUE: VCH phone issues

STATUS: Provided Background

- The Vancouver Coastal Health Authority website had the timelines on their websites for Monday and released this news release laying out the call centre schedule and timelines for the Sunshine coast region . <http://www.vch.ca/about-us/news/news-releases/vch-opens-covid-19-vaccination-clinics-to-eligible-seniors-and-indigenous-people-on-march-15>

The BC gov website is updated daily. The note you are asking about was updated yesterday morning.

Maria Weisgarber - CTV News (BC)

ISSUE: Brazilian Variant

STATUS: Provided Background

- Please see the below information on background that you can attribute to the Ministry of Health:

As Dr. Henry mentioned on Monday, we continue to watch variants of concerns very closely and have increased our testing around the variants. We have seen a rise of some of the more transmissible variants in our communities, particularly in the Lower Mainland and we continue to monitor those cases with contact tracing and increased testing.

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Tomorrow – during our modelling presentation – Dr. Henry and Minister Dix will be presenting the latest data and in-depth information on variants of concern, including the sequencing and screening detections strategy in B.C.

Sophie Woodrooffe - Coast Reporter

ISSUE: VCH phone issues

STATUS: Provided Background

- That was updated this week – we know some regions have different call in schedules that have been clear on health authority websites. We didn't want to include extra dates on our provincial site but wanted to address that some specific regions may be slightly different from the overall provincial call in schedule.

Troy Landreville - VISTA Radio (Campbell River)

ISSUE: VIHA vaccination booking stats for yesterday and today
STATUS: Provided Background

- Minister Dix has been tweeting the final numbers. See yesterday's here:
<https://twitter.com/adriandix/status/1369504008486809601>

We expect to have some new numbers to share later today.

Shannon Paterson - CTV - Vancouver
ISSUE: Priority list for AstraZeneca
STATUS: Provided Statement

- Dr. Henry has committed to providing a full list of priority workplaces and industries that will receive the AstraZeneca vaccine on or around March 18.

Statement from Dr. Henry:

"We are now starting to receive supply of the AstraZeneca – SII COVIDSHIELD vaccine. The first shipment of the 68,000 AstraZeneca vaccines allocated to B.C. arrived yesterday and this additional vaccine supply will be used to supplement our age-based province-wide immunization program. In particular, we will use this vaccine to assist with outbreak response – in communities and within high-risk industries.

"What is important for all of us to remember is that with every outbreak that is quickly managed and every worker that is immunized, all of us have increased protection.

"The BC Immunization Committee is currently reviewing the latest data and recommendations from the National Advisory Committee on Immunization to determine workplaces to potentially be prioritized. A list of these industries and areas is expected to be released later this month.

"Decisions around the use of the AstraZeneca vaccine will be made by public health experts based on the best available science and evidence, and will prioritize the highest-risk workplaces first."

Liza Yuzda - News 1130
ISSUE: call centre info
STATUS: Provided Statement

- "The first day of our vaccine appointment booking rollout saw some bumps, and regardless of those challenges we still managed to book nearly 15,000 vaccine appointments on day 1. Day 2 was much smoother and I'm grateful to Telus for making the changes we needed for a better second day.

"We will continue to improve the process so people can get their appointments booked easier and faster. The improvements were immediate in Vancouver Coastal, with more than 4,000 appointments booked on day 2 and significantly less hold times. Nearly 30,000 appointments

were booked in our first two days, which is exceptional.

“We are well on track to get everyone who is eligible booked this week and we can assure British Columbians that no one is going to miss out. We are making changes to ensure next week - when we invite all British Columbians born in 1936 or before to call – will be smoother with less delays.

“This is the largest vaccination program in B.C. history and there will be bumps along the way. We’ll continue to work through these challenges to make sure everyone in B.C. will have the opportunity to be vaccinated by this summer.”

Vincent Plana - The Daily Hive - Vancouver

ISSUE: community approach for Prince Rupert

STATUS: Provided Background

- Prince Rupert is not the first community in B.C. to receive immunizations through an all-community approach. This approach is also being utilized in other communities across the province.

Communities with small populations, and communities that have challenges related to geographic remoteness or geographic distance from health care may be immunized using an all-community approach.

Communities that will be vaccinated using this approach will be identified by their health authority. Due to varying demographics and geography within different health authorities, approaches to vaccinating entire communities may vary slightly in different health authorities.

Information on immunizations in Northern Health can be found on Northern Health’s website: <https://www.northernhealth.ca/health-topics/covid-19-vaccine-plan#nh-resources>

Patrick White - Globe and Mail

ISSUE: Corrections facilities vaccination schedule

STATUS: Provided Background

- B.C. is currently in Phase 2 of its COVID-19 immunization plan. Vulnerable populations living and working in select congregated settings are part of Phase 2. Correctional facilities fall under congregated settings.

You can find British Columbia’s full immunization plan here:

<https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support/vaccines>

**Dan Burritt - CBC British Columbia;
and**

Andy Neal - CHEK TV - Victoria

ISSUE: Today's totals as of 7pm - can we get them tonight?

STATUS: Provided Background

- Minister tweeted final numbers

Cindy Harnett - Times Colonist

ISSUE: online vaccination booking provider

STATUS: Provided Statement

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Lachlan Labere - Salmon Arm Observer

ISSUE: immunization booking - call staff not in BC

STATUS: Provided Statement

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Richard Zussman - Global TV | BC

ISSUE: Problems with Online Covid Appt booking
STATUS: Provided Statement

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Alex Cosh - Press Progress

ISSUE: Telus call centre contract information
STATUS: Provided Statement

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Katie DeRosa - Postmedia Network Inc.;
and

Rob Shaw - CHEK TV - Victoria
ISSUE: TELUS contract - call centre details
STATUS: Provided Statement

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Charlie Smith - Georgia Straight
ISSUE: vaccine priority - do some illnesses take priority over age?
STATUS: Provided Background

- B.C.’s COVID-19 Immunization Plan happens in four phases. The phased approach is based on expert advice and guidance from the NACI, B.C.’s Immunization Committee and the public health leadership committee. NACI recommends certain populations receive prioritization for early COVID-19 vaccination. Eligibility for all phases is based on the age you are turning in 2021 and whether a person is deemed clinically extremely vulnerable. See more on B.C.’s COVID-19 Immunization Plan here: <https://www2.gov.bc.ca/gov/content/covid-19/vaccine/plan>

In addition, people living at home who receive home-care support, along with the people that provide the support, are eligible to receive the vaccine during Phase 2 of the plan.

B.C. is committed to an ethical approach to immunization phases. The COVID-19 vaccine will be distributed equitably and ethically to people in B.C. following national ethical frameworks and BCCDC’s COVID-19 Ethical Decision-Making Framework.

Zak Vescera - Vancouver Sun
ISSUE: AstraZeneca
STATUS: Provided Statement

- “We are now starting to receive supply of the AstraZeneca – SII COVIDSHIELD vaccine. The first shipment of the 68,000 AstraZeneca vaccines allocated to B.C. arrived yesterday and this additional vaccine supply will be used to supplement our age-based province-wide immunization program. In particular, we will use this vaccine to assist with outbreak response

– in communities and within high-risk industries.

“What is important for all of us to remember is that with every outbreak that is quickly managed and every worker that is immunized, all of us have increased protection.

“The BC Immunization Committee is currently reviewing the latest data and recommendations from the National Advisory Committee on Immunization to determine workplaces to potentially be prioritized. A list of these industries and areas is expected to be released later this month.

“Decisions around the use of the AstraZeneca vaccine will be made by public health experts based on the best available science and evidence, and will prioritize the highest-risk workplaces first.”

Jason Manaois - CKNW AM 980

ISSUE: Minister Dix interview request - Simi Sara Show

STATUS: Scheduled Interview

- Scheduled interview with Minister Dix.

Josh Hylden - CFX 1070;

and

Sarah Marsh - CTV - Vancouver;

and

Simi Sara - CKNW AM 980

ISSUE: INTERVIEW REQS - one year anniversary and vaccine roll out

STATUS: Scheduled Interview

- Scheduled interviews with Minister Dix for March 11 morning

Outstanding: 20

Megan Devlin - The Daily Hive - Vancouver

ISSUE: 85+ vaccination registration

STATUS: With Program Area

Caitlin Thompson - Coast Mountain News (Bella Coola)

ISSUE: vaccine priority in remote and isolated communities

STATUS: With Program Area

Ian Wood - CTV National News (Ottawa)

ISSUE: Minister Dix Question Period request

STATUS: With Program Area

Kier Junos - CITY TV

ISSUE: update on race-based COVID data collection

STATUS: With Program Area

Gail Johnson -

ISSUE: Will art sector be next in loosening restrictions?
STATUS: With Program Area

Laura Dhillon Kane - Canadian Press (BC Bureau)
ISSUE: family doctors administering vaccine
STATUS: With Program Area

James Keller - Globe and Mail - Calgary
ISSUE: vaccines data
STATUS: With Program Area

Shannon Waters - BC Today
ISSUE: COVID 19 long haulers
STATUS: With Program Area

Michele Brunoro - CTV News (BC)
ISSUE: LTC percentage of covid deaths
STATUS: With Program Area

Marcella Bernardo - News 1130
ISSUE: Costco employees getting first dose
STATUS: With Program Area

Brian Hill - Global - Ottawa
ISSUE: COVID Alert App
STATUS: With Program Area

Megan Stewart - CBC News Vancouver
ISSUE: Vaccination plans for some smaller towns
STATUS: With Program Area

Katarina Sabados - UBC Thunderbird
ISSUE: priority groups
STATUS: With Program Area

Vera-Lynn Kubinec - CBC - Manitoba
ISSUE: Long term care/Shipping containers
STATUS: With GCPE

Hina Alam - Canadian Press (BC Bureau)
ISSUE: early detection of COVID
STATUS: With Program Area

Andreane Williams - CBC - Radio Canada (French Services)
ISSUE: LTC data
STATUS: With Program Area

Derek Kilbourn - Gabriola Sounder (Gabriola Island)
ISSUE: whole of community approach - are "at risk" teenagers included in vaccine?
STATUS: With GCPE

Krista Hessey - Global National

ISSUE: vaccine qs
STATUS: With Minister's Office

Ian Holliday - CTV News (BC)
ISSUE: not for story yet - care home staff vaccines
STATUS: With GCPE

Richard Zussman - Global TV | BC
ISSUE: SoE anniversary - 811 calls
STATUS: With Minister's Office

From: [Tounsi, Marielle GCPE:EX](#)
To: [Dix, Adrian HLTH:EX](#)
Cc: [GCPE Communications - Health](#); [van Baarsen, Amanda HLTH:EX](#); [MacDonald, Alex HLTH:EX](#); [Brown, Stephen R HLTH:EX](#); [Moulton, Holly HLTH:EX](#); [Yeung, Lucinda IRR:EX](#); [Pham, Thuy HLTH:EX](#); [Szabo, Maria HLTH:EX](#); [GCPE Communications - COVID HLTH](#); [Harris, Megan GCPE:EX](#)
Subject: March 9 COVID-19 Media Report
Date: March 9, 2021 7:58:03 PM

Good evening Minister,

Today's media report is below.

Thank you,

Marielle Tounsi

Completed: 30

Penny Daflos - CTV News (BC)

ISSUE: One year anniversary interview

STATUS: Provided Background

- Kirsten called Penny to discuss topics ahead of Thursday's interview with Dr. Henry, including LTC outbreaks, variants and easing restrictions in the future.

Gloria Macarenko - CBC - Vancouver

ISSUE: DPB call centre interview request

STATUS: Scheduled Interview

- scheduled interview with Dr. Ballem

Megan Stewart - CBC News Vancouver

ISSUE: Vaccination plans for some smaller towns

STATUS: Provided Background

- If you click on the communities on this webpage you can find the ones being vaccinated at once for Northern Health, for example Village of Queen Charlotte: COVID-19 vaccine plan | Northern Health

Same for Vancouver Island: COVID-19 Vaccine | Island Health

From VIHA's website:

Taking a Whole Community Approach

Where communities with a small population (under 4,000 residents) and have challenges with accessibility (ie, accessible only by ferry or air or more than 3 hours ground travel from a hospital) health authorities will take a whole of community

approach to immunization. Depending on the size of the community this may result in the entire adult population of the community having the opportunity to be vaccinated during a single health authority visit to the community (in one day or on consecutive days), or over two health authority visits. The following Island Health communities will be vaccinated through a whole community approach and details on when the vaccination clinics will occur will be communicated in the coming days.

Bamfield, Cortes Island, Denman Island, Gabriola Island, Galiano Island, Gold River, Hornby Island, Kyuquot, Lasqueti Island, Mayne Island, North Pender Island, Penelakut, Port Alice, Port Hardy, Port McNeil, Port Renfrew/Jordan River, Quadra Island, Read Island, Saturna Island, Sayward, Sointula, South Pender Island, Tahsis, Thetis Island, Tofino, Ucluelet, Zeballos

For residents over age 80 who live in these communities, if the whole community approach clinic is not scheduled prior to April 12th, Island Health will ensure you have the opportunity to be vaccinated in/close to your community prior to April 12th. Please contact the Island Health call centre during the week that you are eligible for your age group.

Larry Pynn - Hakai Magazine

ISSUE: First Nation funeral rules

STATUS: Provided Background

- Yes, we have said that we know of some events like weddings and funerals leading to transmission, but to protect people's privacy, we cannot provide detail.

Media covered it generally: <https://www.cbc.ca/news/canada/british-columbia/bc-covid-19-weddings-surge-1.5773420>

Salim Jiwa - Vancouverite

ISSUE: Brazil variant and Kelowna Cottonwoods cases

STATUS: Provided Statement

- This is the first time B.C. has reported confirmed cases of the P.1 variant. Six of the cases are active.

Sean Fitz - The Athletic

ISSUE: safe starts to professional sports

STATUS: Provided Background

- "we regularly review the PHO orders that we have out to make sure that restrictions that are in place to determine whether we can safely ease these restrictions, and this is something we've been paying a lot of attention to in the last few weeks as our immunization program ramps up and our days are getting warmer once again. In the weeks ahead, we can start to look at this modified return of some of the activities that we have been on pause for the last months of winter.

We're not going to rush to get things open, but we will take a thoughtful, careful and phased approach over the next few weeks. I like to think of it as slowly turning up the dial again rather than flicking a switch because we know that we're not yet in a place where we can go back to our pre-pandemic gatherings.

We know as well we've learned as we go with this pandemic, and that is the joy of science and the challenge with science, that as we're learning we know that some things can be more dangerous, more risky in some situations than other. But we also know, and it continues to be true, that outside is better than inside. Bigger spaces are better than smaller spaces, and our layers of protection will still be needed and still work, even with the increasing numbers of cases caused by more infectious variants. And as we head into the spring and summer, we know that the transmissibility starts to fade as well.

These principles will be guiding our decisions in the coming weeks in terms of what we are able to ease and when. And what we are looking at as we head into March break or spring break, at the end of this week and into next week, is seeing the return of things like gatherings outside where it's safer, activities outside that we can do in groups with precautions in place, small groups that we can do for games and summer camps or spring camps, and safe, small groups with masks and safety precautions in place."

Derrick Penner - Vancouver Sun
ISSUE: Proof of COVID-19 vaccination
STATUS: Provided Background

- Right now, the restrictions that remain in place will be in place for people who have been immunized, and people who have not. At this time, there will not be any different rules for different groups. Even though we now have access to vaccines, the pandemic is not over yet. We are also still learning about whether or not someone who has been immunized can still transmit the virus to others. Right now, it is important that everyone continues to protect each other by following public health orders, even if they have been vaccinated.

Dr. Henry also discussed this on topic during the March 8 COVID-19 update:

Reporter: You probably saw, Dr Henry, that the US CDC has released long-awaited guidelines on how fully vaccinated people can safely visit others.

They're saying that two vaccinated people can be indoors without masks, they're saying that they can even in some circumstances meet with unvaccinated people.

What do you think of their recommendations and when can we expect guidance here?

People really want to know when they can visit with, say, their parents and grandparents once the seniors have gotten their first dose of vaccine.

Dr Henry: "Yes, and I did see what the US CDC has put out. I think those are fairly reasonable guidelines and I think ours will be very similar.

However, we don't need to wait until everybody has their second dose and we do need to continue to pay attention to people who are more at risk of having severe illness from this virus -- ending up in hospital.

Right now, we are not at that point where we have enough of the people who are at risk immunized that we can have overall guidance, but we are taking those things into account in terms of visitation to longterm care. And it does mean that when you are out in public, when you are out in communal settings like that where there are people who are still at risk even if they have been immunized, we need to continue to wear a mask to ensure that we are using all the proper precautions so that we are not putting people at risk when there is still so much transmission in our community right now.

But I think that is a very good example of what we can look forward to as more people are protected, particularly more of our seniors and elders in the coming months."

Katie DeRosa - Postmedia Network Inc.

ISSUE: vaccine committee

STATUS: Provided Background

- The BC Immunization Committee is an established committee that supports the BCCDC in providing scientific advice on immunization programs in B.C. The chair of the committee is Dr. Julie Bettinger from the Vaccine Evaluation Centre. Members of the committee include experts from public health, infectious disease, general practitioners, pharmacists, nursing, vaccine science and immunology. This committee provides advice to public health leadership, Dr. Bonnie Henry and Minister Dix. The committee takes into account guidelines from the National Advisory Committee on Immunizations on key population immunizations.

<https://www.canada.ca/en/public-health/services/immunization/national-advisory-committee-on-immunization-naci/guidance-key-populations-early-covid-19-immunization.html#a14>

<https://www.canada.ca/en/public-health/services/immunization/national-advisory-committee-on-immunization-naci/guidance-prioritization-key-populations-covid-19-vaccination.html>

More details on the committee's recommendations around immunizing front-line essential workers and people working in specific workplaces or industries will be made available in the coming days and weeks.

Megan Turcato - Global - Okanagan

ISSUE: Is Telus contact for all HAs?

STATUS: Provided Background

- We can confirm that all of the health authorities have a contract with Telus.

Scott Cunningham - CTV Vancouver Island - Victoria; Bhinder Sajan - CTV News (BC); Mike Hager - Globe and Mail - BC Bureau; Katie DeRosa - Postmedia Network Inc.; Liza Yuzda - News 1130; Shannon Paterson - CTV - Vancouver; Marcella Bernardo - News 1130; Dirk Meissner - Canadian Press (BC Bureau); Dan Burritt - CBC British Columbia; Justine Hunter - Globe and Mail - BC Bureau; Vincent Plana - The Daily Hive - Vancouver; Cindy Harnett - Times Colonist; Richard Zussman - Global TV | BC; Keith Baldrey - Global TV | BC

ISSUE: daily vaccine call numbers

STATUS: Provided Background

- Please see total vaccination appointments booked today as of 5pm:

VIHA - 2487

FHA - 3568

IHA - 2549

VCHA - 3103

NHA - 639

TOTAL - 12,346

Gregor Craigie - CBC - Victoria;

Shelley Joyce - CBC - Kamloops;

Chris Walker - CBC - Kelowna;

Stephen Quinn - CBC - Vancouver;

Carolina de Ryk - CBC - Prince George

ISSUE: Minister Dix - cbc circuit on vaccine roll out and one year into pandemic

STATUS: Scheduled Interview

- Scheduled the following interviews for Minister Dix:

1. 6:45 AM - Daybreak North with Carolina de Ryk.

2. 7:00 AM - Daybreak Kamloops with Shelley Joyce.

3. 7:10 AM - Early Edition with Stephen Quinn.

4. 7:35 AM - Daybreak South with Chris Walker.

5. 8:10 AM - On the Island with Gregor Craigie.

Megan Turcato - Global - Okanagan

ISSUE: Interior Health vaccine call centre

STATUS: Scheduled Interview

- Referred to scrum and hansard footage

Alan Regan - CKNW AM 980

ISSUE: Minister Dix interview request vaccine rollout

STATUS: Scheduled Interview

- Dr. Penny Ballem took interview

Marcella Bernardo - News 1130
ISSUE: restrictions lifting
STATUS: Provided Background

- As Dr. Henry has said, public health is continually reviewing the latest numbers and data in order to make informed decisions regarding long-term care visitations. Dr. Henry said yesterday public health is working on updated guidelines for long-term care home in the weeks ahead.

“However, we are now watching very carefully because what we've seen in other parts of the country and the US is that the illness is milder and doesn't transmit as much so we don't expect and hope we won't see those rapidly explosive outbreaks that we've seen in long-term care homes. Those are types of things that we'll be watching really carefully, but right now because there's still so much transmission, we're not at the point where we can just open up care homes because that still puts people at risk. But we are working on those guidelines and I have committed, by the end of this month, we will have new guidance -- even before that if we can -- that will allow for increased visits with our loved ones in long-term care.”

With additional vaccines approved for use in Canada and increased availability of vaccine doses, public health will look to expand immunizations and immunization timelines to include additional at risk groups whenever possible. Any changes or updates to immunization timelines will be announced in COVID-19 updates. Currently, people identified as extremely clinically vulnerable will be eligible early in Phase 3 of B.C.'s plan, beginning in April. A list of groups identified as extremely clinically vulnerable can be found here: <https://www2.gov.bc.ca/gov/content/covid-19/vaccine/plan#clinically-vulnerable>

Please refer questions about Fraser Health's online variant information to Fraser Health directly.

Jessica Fedigan - Prince George Matters
ISSUE: Concerns about easing restrictions
STATUS: Provided Background

- As has been the case since the beginning of the pandemic, decisions related to public health orders, guidelines, and restrictions are made based on the best available science and data, and are made with public health and safety at the forefront. While Dr. Henry has expressed optimism in recent COVID-19 updates that certain restrictions may be able to be eased or lifted in the weeks and months ahead, it is important to note that no changes have currently been made to public health orders.
In yesterday's media availability, Dr. Henry noted that any easing of restrictions, including any potential easing of restrictions related to in-person church services, would need to be implemented in a thoughtful and phased approach. Please note that later

this week Dr. Henry and Minister Dix will present on the latest COVID-19 modelling information B.C. During the modelling presentation, information will be provided on the impacts different variables, including the arrival of vaccines and the beginning of mass immunizations, are expected to have on the prevalence of COVID-19 in communities across B.C.

See Dr. Henry's comments from March 8:

Reporter: Regarding faith services and church leaders hoping that they might be able to get back to somewhat of a normal existence in time for Easter and Passover and other religious ceremonies happening in the spring time.

I heard you earlier suggest that this is possible. So, could we see people being able to sit in pews at their church for easter?

Henry: "That is our goal and we are working closely with our community of faith leaders, and I really want to express my gratitude to Dr. Daum, who's been leading a really great understanding with people and it's really helped us see the issues that people are dealing with and the tenets of certain different faiths and different ceremonies and how important... That they're not all the same. I've heard that for some people a funeral involves X number of people doing certain important parts of the ceremony. So we are looking at how we can make sure all of the important celebrations that are coming up, Easter being one of them, Passover as you mention, and we know that Ramadan and Vaisakhi are coming up, and how do we make sure that people can celebrate those safely. And Yes, that's our plan. My only qualifier is, you know, we're still in the middle of this pandemic. We're in the last miles of this marathon, yes, but we still have a lot of transmission in our communities. So, we want to make sure it's a careful and thoughtful phased approach."

Vincent Plana - The Daily Hive - Vancouver

ISSUE: VCH Call Centres

STATUS: Provided Background

- referred to Minister's comments in the house

Katie DeRosa - Postmedia Network Inc.

ISSUE: VCH Call Centre Bookings

STATUS: Scheduled Interview

- Dr. Ballem interviewed

Mike Hager - Globe and Mail - BC Bureau

ISSUE: VCH Call Centres

STATUS: Scheduled Interview

- scheuled interview with Dr. Ballem.

Larry Pynn - Hakai Magazine
 ISSUE: First Nation funeral rules
 STATUS: Provided Background

- The PHO order limiting funerals to ten people applies to everyone and everywhere in B.C.

This is a challenging time for any person mourning the loss of a loved one, and public health officials have acknowledged the impact restrictions around funerals may have on someone who is grieving. But given the threat COVID-19 continues to pose in B.C., public health officials continue to stress the importance of following public health orders, including orders limiting the number of people at funeral services, in order to protect our communities and loved ones from COVID-19.

Les Leyne - Times Colonist
 ISSUE: COVID call centre set-up
 STATUS: Provided Background

- got answer in scrum

Katie DeRosa - Postmedia Network Inc.
 ISSUE: call centre details
 STATUS: Provided Statement

- got info from Minister scrum and vendor statement

Katya Slepian - Black Press Digital
 ISSUE: call centre qs
 STATUS: Provided Background

- The following are the booking numbers for each regional health authority in B.C. as of the close of the call centres yesterday:
 VIHA – 2,395
 FHA – 8,722
 IHA – 2,456
 VCHA – 369
 NHA – 1,007
 Total – 14,949

Referred to Telus statement for second q.

Marc Fawcett-Atkinson - National Observer
 ISSUE: AstraZeneca for food processing and agricultural workers in the Fraser Valley
 STATUS: Provided Background

- Information related to COVID outbreaks on farms, including number of outbreaks, is tracked and recorded by the regional health authorities. Please reach out to Fraser Health and Vancouver Coastal Health for the latest information on any COVID-19 outbreaks on farms in the region.

Michelle Eliot - CBC - Vancouver;
 Miranda Fatur - CityNews - Vancouver;
 Alissa Thibault - CTV - Vancouver;
 Tom Popyk - CBC - Kelowna
 ISSUE: DPB interview req - vaccine booking system
 STATUS: Unavailable for Interview

- unavailable for interview

Anna Mehler Paperny - Reuters
 ISSUE: farm data
 STATUS: Provided Background

- Information on related to COVID outbreaks on farms in tracked and recorded by Health Authorities. Please reach out to health authorities for the latest information on any COVID-19 outbreaks on farms in their respective regions.

Emad Agahi - Global News
 ISSUE: DTES quarantine and vaccine incentives
 STATUS: Provided Background

- Vancouver Coastal Health (VCH) has no program in which money is offered to any person who is homeless to quarantine.

Regarding VCH's strategy to support a person who may be homeless and who has contracted COVID, in the event a person who is homeless tests positive for COVID-19, VCH connects them with an isolation space where they can recover safely while reducing risk of transmission to others. This is a part of the strategy to limit the spread of COVID-19 in the inner city, which also includes broad testing, and thorough case and contact follow-up.

The budget for stipends provided during vaccination is part of ongoing clinic operational costs for Downtown Eastside clinics.

Sophie Lui - Global TV | BC
 ISSUE: DBH interview request
 STATUS: Scheduled Interview

- scheduled interview with DBH.

Justin McElroy - CBC - Victoria

ISSUE: FOR TOWN HALL - visuals
STATUS: Referred to Third Party

- telus responded with statement.

Justin McElroy - CBC - Victoria
ISSUE: FOR TOWNHALL - Data on vaccinating everyone by July
STATUS: Reporter Dropped

- reporter did calculations

Salim Jiwa - Vancouverite
ISSUE: Cluster definitions by health authority
STATUS: Reporter Dropped

- Reporter dropped

Outstanding: 19

Megan Stewart - CBC News Vancouver
ISSUE: Vaccination plans for some smaller towns
STATUS: With Program Area

Dan Burritt - CBC British Columbia;
and
Andy Neal - CHEK TV - Victoria
ISSUE: Today's totals as of 7pm - can we get them tonight?
STATUS: With GCPE

Cindy Harnett - Times Colonist
ISSUE: online vaccination booking provider
STATUS: With Program Area

Katarina Sabados - UBC Thunderbird
ISSUE: priority groups
STATUS: With Program Area

Lachlan Labere - Salmon Arm Observer
ISSUE: immunization booking - call staff not in BC
STATUS: With Program Area

Richard Zussman - Global TV | BC
ISSUE: Problems with Online Covid Appt booking
STATUS: With Program Area

Vera-Lynn Kubinec - CBC - Manitoba
ISSUE: Long term care/Shipping containers
STATUS: With Program Area

Katie DeRosa - Postmedia Network Inc.
ISSUE: telus contract details
STATUS: With Program Area

Hina Alam - Canadian Press (BC Bureau)

ISSUE: early detection of COVID

STATUS: With Program Area

andreane williams - CBC - Radio Canada (French Services)

ISSUE: LTC data

STATUS: With Program Area

Alex Cosh - Press Progress

ISSUE: Telus call centre contract information

STATUS: With Program Area

Rob Shaw - CHEK TV - Victoria

ISSUE: call centre details

STATUS: With Program Area

Charlie Smith - Georgia Straight

ISSUE: vaccine priority - do some illnesses take priority over age?

STATUS: With Minister's Office

Derek Kilbourn - Gabriola Sounder (Gabriola Island)

ISSUE: whole of community approach - are "at risk" teenagers included in vaccine?

STATUS: With GCPE

Krista Hessey - Global National

ISSUE: vaccine qs

STATUS: With Program Area

Zak Vescera - Vancouver Sun

ISSUE: AstraZeneca

STATUS: With Program Area

Ian Holliday - CTV News (BC)

ISSUE: not for story yet - care home staff vaccines

STATUS: With Program Area

Richard Zussman - Global TV | BC

ISSUE: SoE anniversary - 811 calls

STATUS: With Program Area

From: [Pokorny, Peter HLTH:EX](#)
To: [Dix, Adrian HLTH:EX](#); [Brown, Stephen R HLTH:EX](#); [Moulton, Holly HLTH:EX](#); [XT:Ballem, Penny HLTH:IN](#)
Cc: [van Baarsen, Amanda HLTH:EX](#); [MacDonald, Alex HLTH:EX](#); [Youngs, Kirsten R GCPE:EX](#); [Machell, Aileen GCPE:EX](#)
Subject: QP Prep - Vaccination Bookings
Date: March 10, 2021 12:05:39 PM
Attachments: [QP Prep - Call Centre.docx](#)

Q&A and data on vaccination bookings attached.

NOT FOR DISTRIBUTION WITHOUT PERMISSION OF MINISTER

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

QP Prep – Vaccination Bookings

Data

Calls Received

Tuesday March 9

Health Authority	Calls Received	Calls Answered	Calls Abandoned	Avg Time with Agent	Avg Speed of Answer
FHA	2,074	1,556	518	9 min	20 min
VCHA	4,826	4,422	404	9 min	15 min
IHA	3,202	2,542	660	8 min	29 min
VIHA	3,097	2,840	257	9 min	13 min
NHA	1,615	1,398	217	7 min	6 min
TOTAL	14,814	12,758	2,056		

Appointments Booked

Health Authority	Monday March 8 Appts Booked	Tuesday March 9 Appts Booked	Wednesday March 10 Appts Booked by 9:00am
FHA	8,722	4,416	335
VCHA	369	4,067	553
IHA	2,456	2,749	209
VIHA	2,395	2,806	194
NHA	1,007	792	29
TOTAL	14,949	14,830	1,329

Progress on 90+ Population

Health Authority	90+ Population	Number of 90+ Already Vaccinated (at least Dose 1) at end of day Monday March 9	Remaining to be Vaccinated
FHA	17,079	7,170	9,909
VCHA	13,320	4,568	8,752
IHA	9,314	3,758	5,556
VIHA	11,442	4,662	6,780
NHA	1,730	505	1,225
TOTAL	52,885	20,663	32,222

Q&A

Contractual Arrangement with Telus:

- Telus is providing call centre services to all five health authorities.
- The services were negotiated separately by each health authority.
- Health authorities negotiated their arrangements with Telus under the Telecommunications Service Master Agreement that the Ministry of Citizens Services has with Telus.
- Although the services are similar across health authorities (i.e. call centre services), the configurations and number of agents required are different based on each health authority's requirements and estimated call volumes (which were based on the target population size).
- All Telus agents are located in Canada.
- Service levels are measured and adjusted for performance based on experienced call volume, average speed of answer, and call handle times. We are monitoring these metrics very closely and have required significant adjustments by Telus to improve their performance based on Monday's performance.
- Telus has committed to a significant increase in resourcing/capacity, as outlined below. They are also increasing their capacity (number of agents) in the weeks ahead as we expand our booking eligibility to our larger 80+ population.
- The commitment is to have 600 agents fully operational and productive today (Wednesday).

What has been done to address the issues that we saw on Monday?

- Telus has acknowledged and apologized for the disappointing and frustrating experience that many British Columbian's experienced on Monday (and to a lesser degree on Tuesday).
- As I said yesterday, additional capacity is being brought on, both by the provider and by health authorities, to address the issues and ensure an effective and efficient booking process going forward.
- What has Telus done?

- Yesterday, throughout the day, Telus added 68 agents.
- By the time call centres closed at 7:00pm yesterday, Telus had over 225 agents concurrently booking appointments across the five health authorities. This is a 56% increase over Monday.
- Telus has trained an additional 420 agents that will be brought online today.
- The commitment is to have 600 agents fully operationalized and productive today (Wednesday).
- The additional capacity added yesterday is reflected in the improved booking numbers, particularly VHCA (4,067 Tuesday vs. 369 Monday).
- Health authorities are also adding capacity to backstop and supplement Telus staff – VCHA alone has trained an additional 100 people since Monday.
- In VCHA, primary care physicians have been reaching out directly to their 80+ patients and booking them using the scheduling application.
- Network capacity has been expanded in technical issues have largely been resolved.

There are reports of negligent sub-contractors. Who is Telus sub-contracting with?

- Our arrangements are directly with Telus. Our job is to hold Telus accountable for delivering an effective and efficient booking solution for British Columbians, and that is what you've seen over the last 24 hours in response to Monday's failings.
- All Telus agents used for our call centres are based in Canada.

Why was FHA the only health authority with an online tool for booking?

- FHA had a system in place for booking testing appointments and leveraged that technology for booking COVID vaccinations.
- No other health authorities had a public facing booking solution in place.
- We are moving quickly toward a provincial tool for online booking (and a well-resourced call centre) in early April.

Will other health authorities be moving to an online tool for booking?

- The province will be moving to a universal online tool for booking vaccinations in early April.

Why didn't VCHA have an internal backup call centre?

- VCHA did not have a call centre prior to the COVID vaccination line.
- VCHA (appropriately) turned to a provider for this service for vaccination bookings.
- Other health authorities had call centres established for testing and other purposes that they were able to leverage for the COVID vaccination lines.

NHA had callers directed to voicemail – how are those voicemails being managed?

- Unfortunately, the provider has not been able to retrieve these voicemails.
- NHA will be requesting that people who left a voicemail yesterday call back in.

Will the province be able to catch up and book the 90+/65+ Indigenous population for vaccinations as planned?

- Yes – other than VCHA's challenges yesterday, other health authorities are on track and measures are being taken to ensure VCHA has the capacity and resources to catch up from yesterday.

Will you be prepared to deal with bigger populations/cohorts in the weeks ahead?

- Yes – health authorities and the provider are adding capacity every day to ensure that the population numbers are covered and additionally to provide surge capacity.
- In light of this week's challenges, we will obviously be monitoring and working with the provider to ensure this capacity is in place.
- The Premier and I have a commitment from the CEO of Telus that their team will be "working around the clock to not only meet government's targets in respect of ensuring all eligible British Columbians are able to book a vaccine appointment as planned, but also to do so in a timeframe that exceeds your stated goals".

- As we move into the general population (79 and under), a provincial website, digital booking solution, and call centre will be in place to manage increased demand for those cohorts.

Why are health authorities independently expanding the age cohorts or priority populations eligible for vaccination?

- Yes – our regions across the province are different in terms of geography, demographics, and population density.
- The differences in our regions have meant that there’s been some slight variation in the pacing of how we’re vaccinating our priority populations and most vulnerable.
- For example:
 - NHA - this morning (Wednesday), NHA opened up eligibility for booking appointments to their 80+ population. They have a comparatively smaller 90+ population, the capacity to vaccinate the 80+ population, and it’s the responsible thing to do (rather than leaving vaccine to sit until other health authorities are ready).
 - FHA – Fraser has opened up eligibility for vaccination to a broader scope of health care and social workers in the community. Other health authorities aren’t far behind. FHA has the supply and capacity to deliver vaccinations to these groups.
 - Health authorities are also pursuing “whole of community” or “all above age 65” approaches to vaccination in some remote, isolated, or particularly challenged communities.
- Health authorities will move to new cohorts or populations as supply, capacity and progress against the provincial plan allows.
- All health authorities are aligned with the provincial approach and plan, but their efforts will not always be 100% synchronous.

FHA’s online system is wide open for bookings. Are ineligible people taking the spots of the 90+ or other priority populations?

- Only those who are eligible to be vaccinated will be vaccinated at the appropriate time.
- FHA is using their tool to book vaccination appointments for health care workers, the 90+ population, Indigenous peoples over the age of 65, and other identified priority groups.

- Of the 8,722 appointment booked on Monday March 8, at least 4,500 appointments were for the 90+ population and Indigenous people over age 65.
- Of the 4,416 appointment booked yesterday (Tuesday March 9), at least 1,200 appointments were for the 90+ population and Indigenous people over age 65.

Target Group	8-Mar	9-Mar	Grand Total
An Indigenous Elder	197	53	250
Client with Home Health or Home Support	855	1,055	1,910
Essential Visitor to LTC/Assisted Living	78	79	157
Health Care Worker	1,600	1,481	3,081
Indigenous or Aboriginal 65+	658	222	880
Other Priority Group	1,407	784	2,191
Over 90	4,144	1,087	5,231
Grand Total	8,722	4,416	13,138

- FHA reviews the bookings and cancels appointments that have been booked by ineligible people. This ensures that spots are open for our priority groups, including the 90+ population and 65+ Indigenous population.
- The website clearly states that appointments may be cancelled if an ineligible person books an appointment.
- People are asked to confirm their eligibility when they show up for a vaccination. They will be turned away if they are not eligible.
- As of today, FHA is removing the “Other Priority Groups” category from its online booking tool to guard against gaming of the vaccination program.
- In general, FHA is seeing that people are doing the right thing.
- FHA monitors bookings in real time and adds more options as needed (they flex up and down based on demand). For example, Burnaby and Delta were fully booked as of yesterday evening so additional appointments have been added to those centres as well as New Westminster this morning.
- FHA has significant capacity. As of this morning, FHA has 40% of their appointments still available for this and next week (>19,000 appointments

until March 21) and is over 60% complete in terms of scheduling the 90+ population.

If health authorities had internal staff to take calls and book vaccinations, why did you contract with Telus?

- The internal capacity that health authorities made available to backstop Telus were already in place to support other functions such as bookings for COVID testing.
- It was not feasible to pivot these staff to focus on vaccination bookings, as this would draw resources away from important services for those needing COVID testing.
- As such, health authorities turned to call centre experts to support vaccination bookings.
- The use of internal staff to support the public for booking vaccinations is intended to be an interim contingency plan, and thankfully that approach allowed us to get a significant number of vaccinations booked over the last two days.

From: [van Baarsen, Amanda HLTH:EX](#)
To: [Dix, Adrian HLTH:EX](#)
Subject: RE: Proposed communications statement - s.13
Date: March 10, 2021 5:55:34 PM

We are. Just drafting it.

From: Dix, Adrian HLTH:EX <Adrian.Dix@gov.bc.ca>
Sent: March 10, 2021 5:53 PM
To: van Baarsen, Amanda HLTH:EX <Amanda.vanBaarsen@gov.bc.ca>
Subject: Fwd: Proposed communications statement -s.13

We can do our version

Begin forwarded message:

From: Penny Ballem <pballem@telus.net>
Date: March 10, 2021 at 4:39:30 PM PST
To: "Dix, Adrian HLTH:EX" <Adrian.Dix@gov.bc.ca>, "Pokorny, Peter HLTH:EX" <Peter.Pokorny@gov.bc.ca>, "Brown, Stephen R HLTH:EX" <Stephen.Brown@gov.bc.ca>
Subject: Fwd: Proposed communications statement -s.13

[EXTERNAL] This email came from an external source. Only open attachments or links that you are expecting from a known sender.

Penny Ballem MD FRCP FCAHS
Mobile 604-551-1477

From: Navin Arora <NAVIN.ARORA@TELUS.COM>
Sent: Wednesday, March 10, 2021 4:23 PM
To: pballem@telus.net
Cc: Navin Arora
Subject: Proposed communications statement - s.13

Hi Penny,

As discussed here's a draft statement as a starting point:

s.13

s.13

s.13 Happy to discuss. We also need a timeline for tomorrow's announcement - we need to plan scheduling for several hundred agents.

Thank you.

Navin

From: [van Baarsen, Amanda HLTH:EX](#)
To: [Dix, Adrian HLTH:EX](#)
Subject: RE: Proposed communications statement - s.13
Date: March 10, 2021 5:57:49 PM

I am 42 characters over. Want two of them?

s.13

From: Dix, Adrian HLTH:EX <Adrian.Dix@gov.bc.ca>
Sent: March 10, 2021 5:53 PM
To: van Baarsen, Amanda HLTH:EX <Amanda.vanBaarsen@gov.bc.ca>
Subject: Fwd: Proposed communications statement - s.13

We can do our version

Begin forwarded message:

From: Penny Ballem <pballem@telus.net>
Date: March 10, 2021 at 4:39:30 PM PST
To: "Dix, Adrian HLTH:EX" <Adrian.Dix@gov.bc.ca>, "Pokorny, Peter HLTH:EX" <Peter.Pokorny@gov.bc.ca>, "Brown, Stephen R HLTH:EX" <Stephen.Brown@gov.bc.ca>
Subject: Fwd: Proposed communications statement - s.13

[EXTERNAL] This email came from an external source. Only open attachments or links that you are expecting from a known sender.

Penny Ballem MD FRCP FCAHS
Mobile 604-551-1477

From: Navin Arora <NAVIN.ARORA@TELUS.COM>
Sent: Wednesday, March 10, 2021 4:23 PM
To: pballem@telus.net
Cc: Navin Arora
Subject: Proposed communications statement - s.13

Hi Penny,

As discussed here's a draft statement as a starting point:

s.13

s.13 Happy to discuss. We also need a timeline for tomorrow's announcement - we need to plan scheduling for several hundred agents.

Thank you.

Navin

From: Penny Ballem
To: Pokorny, Peter HLTH:EX; Dix, Adrian HLTH:EX; Brown, Stephen R HLTH:EX; Moulton, Holly HLTH:EX
Cc: van Baarsen, Amanda HLTH:EX; MacDonald, Alex HLTH:EX; Youngs, Kirsten R GCPE:EX; Machell, Aileen GCPE:EX
Subject: RE: QP Prep - Vaccination Bookings
Date: March 10, 2021 12:11:49 PM

[EXTERNAL] This email came from an external source. Only open attachments or links that you are expecting from a known sender.

Perfect thanks Peter pb

From: Pokorny, Peter HLTH:EX <Peter.Pokorny@gov.bc.ca>
Sent: Wednesday, March 10, 2021 12:06 PM
To: Dix, Adrian HLTH:EX <Adrian.Dix@gov.bc.ca>; Brown, Stephen R HLTH:EX <Stephen.Brown@gov.bc.ca>; Moulton, Holly HLTH:EX <Holly.Moulton@gov.bc.ca>; XT:Ballem, Penny HLTH:IN <pballem@telus.net>
Cc: van Baarsen, Amanda HLTH:EX <Amanda.vanBaarsen@gov.bc.ca>; MacDonald, Alex HLTH:EX <Alex.MacDonald@gov.bc.ca>; Youngs, Kirsten R GCPE:EX <Kirsten.Youngs@gov.bc.ca>; Machell, Aileen GCPE:EX <Aileen.Machell@gov.bc.ca>
Subject: QP Prep - Vaccination Bookings

Q&A and data on vaccination bookings attached.

NOT FOR DISTRIBUTION WITHOUT PERMISSION OF MINISTER

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

From: [Pokorny, Peter HLTH:EX](#)
To: [Dix, Adrian HLTH:EX](#)
Subject: RE: Vaccination Bookings
Date: March 8, 2021 1:35:59 PM

Yes – so 50,000 target pop is understated. Sorry about that.

From: Dix, Adrian HLTH:EX <Adrian.Dix@gov.bc.ca>
Sent: March 8, 2021 1:35 PM
To: Pokorny, Peter HLTH:EX <Peter.Pokorny@gov.bc.ca>
Subject: Re: Vaccination Bookings

Aren't indigenous over 65 on that list to be booked

Sent from my iPad

On Mar 8, 2021, at 1:31 PM, Pokorny, Peter HLTH:EX <Peter.Pokorny@gov.bc.ca> wrote:

Appointments Booked so far

- FHA – over 5,000
- VCHA – over 100
- VIHA – over 600
- IHA – over 850
- NHA – over 400

Call Volume

- 1.7 million+ calls received on a target population of ~50,000 (aged 90+)

What are we doing?

- Messaging – do not call if you aren't 90+, and if you're calling on behalf of a 90+ person please have just one person calling. There is plenty of time to book.
- Fixing technical issues caused by volume of calls. Things will settle down when volumes decrease.
- Adding more capacity – it has always been our plan to add additional capacity as our target population size increases (e.g. 80 to 89 population is over 190,000 vs. ~50,000 over 90). We will expedite our plans to add capacity.

FYI – many requests in on “who is your call centre provider” - TELUS has asked not to be named.

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

From: [van Baarsen, Amanda HLTH:EX](#)
To: [Dix, Adrian HLTH:EX](#); [s.17](#)
Cc: [MacDonald, Alex HLTH:EX](#)
Subject: Telus statement to media
Date: March 8, 2021 4:24:38 PM
Importance: High

From TELUS:

We've been approached by the Vancouver Sun and Globe and Mail to comment on the call centers. I wanted to give you advance notice as you will see us commenting to media, but to date we will only share this one statement and will not be addressing further question. Here is the media statement we plan to send reporters:

"Within the first hour of phone lines opening at 7 a.m. this morning, more than one million phone calls were received, representing more than 17 times the population currently eligible to book an appointment. We're partnering with the Government of BC to train representatives and scale the call centres as quickly as possible so that more British Columbians can book their vaccine appointments as they become eligible."

Should you have any questions, please do not hesitate to connect with me.

Regards,

Nicole Eltom

Pronouns: She/Her

Interim Vice President, Customer Relationship & Solutions Management,

TELUS Business Solutions

11th Floor, 10020 – 100th Street, Edmonton, AB T5J 0N5

| Tel: (780) 508-2824 | Cell: (780) 932-4821 |

[TELUS.com/business](#) [Facebook](#) [Twitter](#) [YouTube](#) [Linkedin](#)

the future is friendly®

This email, including any attachments, is for the sole use of the intended recipient and may contain confidential information. If you are not the intended recipient, please notify us immediately and destroy this email and any copies. Thank you

From: [van Baarsen, Amanda HLTH:EX](#)
To: [Dix, Adrian HLTH:EX](#); [s.17](#)
Cc: [MacDonald, Alex HLTH:EX](#); [Szabo, Maria HLTH:EX](#); [Pham, Thuy HLTH:EX](#)
Subject: VCHA update
Date: March 9, 2021 10:19:47 AM

From VCHA:

- As of 7 am this morning, VCH had 56 Telus agents.
- An additional 20 VCH agents will be added by mid-day to augment the Telus call centre.
- VCH appointment booking phone line is open from 7 am to 7 pm daily.
- As of 10 am this morning, we've had 299 appointments booked.
- Telus has committed to a total of 33 concurrent agents on at all times.

From: [Brown, Stephen R HLTH:EX](#)
To: [Dix, Adrian HLTH:EX](#)
Subject: Booking and Registration.pptx
Date: March 10, 2021 6:38:06 AM
Attachments: [Booking and Registration.pptx](#)

Citizen Booking

Booking Working Assumptions

- MSP enrollment/having a PHN is not required to receive the C19 immunization; anyone in BC who wants one will receive one
- PHN is mandatory for the **online appt booking** and without it the client will need to use the **phone in** option.
- At this time, only Call Centre will have the ability to book a client appointment if they do not have a PHN.

COVID-19 Vaccination Booking

Select Appointment

Using your Registration Code and Personal Health Number or
BC Services Mobile Card



You have received a vaccination outside British Columbia
Call 1 (888) 888-8888

Set up appointment using Registration
Code and Personal

Registration code

230DDB29

[I forgot my code](#)

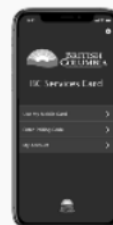
Personal health number (required) ⓘ

4444 555 999

[I don't have a PNH](#)

Continue

OR



Using BC Service Mobile Card

Connect

[Learn more](#)

*BC Service Mobile available
– can be hidden if preferred*

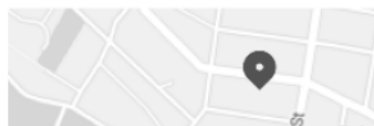
Schedule vaccination appointment

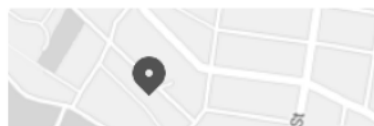
32 results

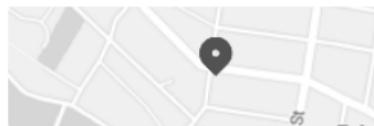
List view

Map view


Clinic name

1264 Fetwu Junction
Distance: 0.3km

Clinic name

970 Fege Grove
Distance: 0.3km

Clinic name

970 Fege Grove
Distance: 0.3km

Clinic name

970 Fege Grove
Distance: 0.3km

JUNE 2021						
SUN	MON	TUE	WED	THU	FRI	SAT
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

Morning

8:00am	8:30am	9:00am	9:30am	10:00am
10:30am	11:00am	11:30am		

Afternoon

12:00pm	12:30pm	1:00pm	1:30pm	2:00pm
2:30pm	3:00pm	3:30pm	4:00pm	4:30pm

Evening

5:00 pm	5:30 pm	6:00pm	6:30pm	7:00pm
7:30pm	8:00pm			

Schedule Appointment

✓ Location

✓ Place

✓ Date




✓ Time

Confirm appointment

Primary information

Full name	Date of birth
Olivia Goodman	February 11, 1970
Personal health number	Identifies as
4444 555 999	First Nation, Métis

Appointment details

 Location	 Date	 Time
Vax site abc 555 Douglas Street Victoria, V8V 1R8	Jun 24, 2021	12:30pm

Contact details

Email address you check regularly	Phone number that can receive text messages
<input type="text" value="olivia.goodwin@email"/>	<input type="text" value="123-123-1234"/>

Preferred contact method.

☒ Email ☐ Text message
Please ensure the phone number you provided is able to receive text messages


[Back](#)[Confirm appointment](#)




Appointment Confirmed!

Save or print the QR image below, and present to staff upon check-in at the vaccination clinic.



 Print QR Code

 Save as PDF



What else is required?

In addition to the QR image above, please bring the following documents:

- Document 1
- Document 2
- Document 3




The Booking Service


BC Vaccination Booking

You've successfully created your booking

Thank you for booking vaccination. Here is the QR code for your quick check in
when coming to the clinic. Please keep this QR code for your own record.

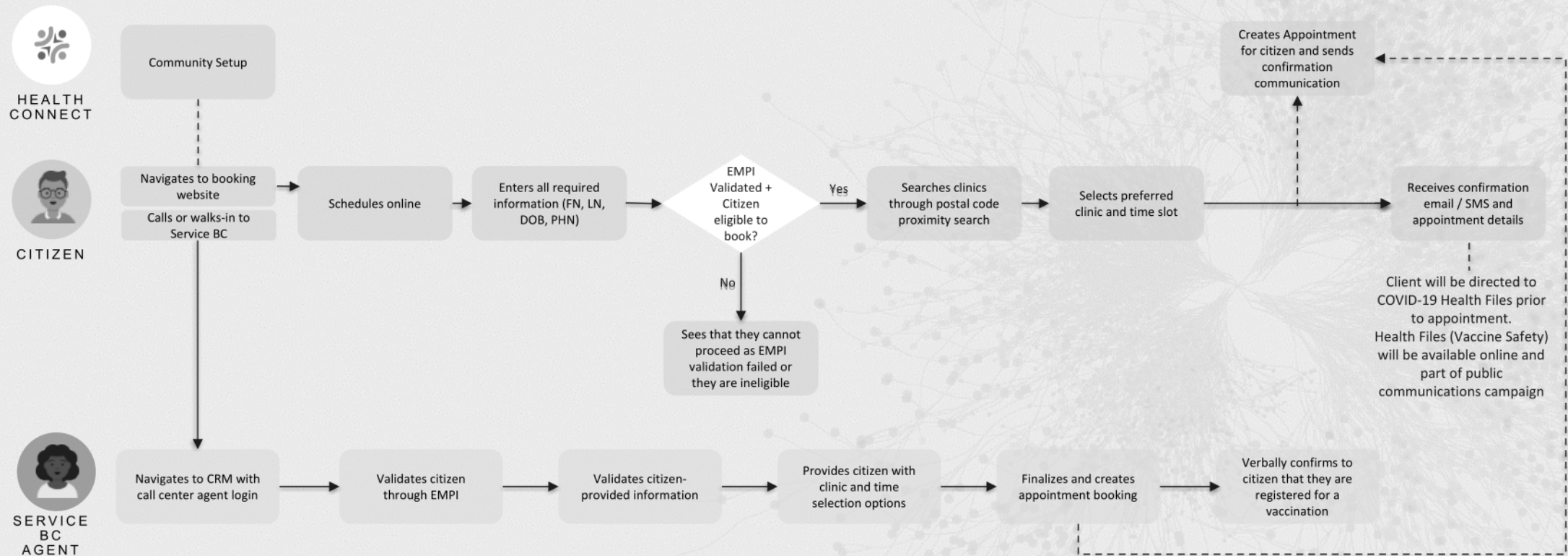


 Save as PDF

 Print QR Code



Booking Process



Additional workflows can be found in the Appendix.

For discussion

- Approach for “walk-in” to mass clinics
 - Is it viable for citizens to walk up to a booking area
 - Staff could be trained using the Call Centre Agent booking to book appointments
- Volume and performance testing underway
 - CITZ/MOH/PHSA/Deloitte teams coordinating end to end performance and security/penetration testing
 - Akamai waiting room (software) will be included to manage high volumes

Citizen Registration

Register now

When you register, you help your community get the right amount of vaccine doses.
Online registration takes 5 minutes to complete.



Register Online (takes 5 minutes)

Register now



Register by phone

We understand you may want to register by phone.

Call 1-888-COVID19

Need help?

Talk to a Service BC agent.

Service is available 7:30am to 8pm

Within Canada:

1-888-COVID19 (1-888-268-4319)

International:

1-604-412-0957

Telephone for the Deaf

Across B.C. Dial 711



COVID-19 Immunization

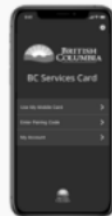
Register online



Registration takes 5 minutes to complete.

You can register for yourself or for someone else, like a parent or grandparent.

[Register now](#)



Optional **Register using your BC Services Card**

When you register with your BC Services Card, we can verify your identity immediately.

[Register with your BC Services Card](#)

[I don't have a BC Services Card](#)

Note - BC Services Card Option Can be hidden if preferred

Need help?

Talk to a Service BC agent.

Service is available 7:30am to 8pm

Within Canada:

1-888-COVID19 (1-888-268-4319)

International:

1-604-412-0957

Telephone for the Deaf

Across B.C. Dial 711

1

Registration information



2

Contact information

3

Review and submit

Registration information

*First name

*Last name

*Date of birth

Postal code

Personal Health Number

Do you identify as an Indigenous person?

☐ Yes ☐ No[What is a Personal Health Number?](#)

We strongly recommend providing your Personal Health Number so we can verify your identity. If you don't have a Personal Health Number, you can still register without it.

Go Back

Continue



1

Registration information



2

Contact information

3

Review and submit

Registration information

* First name

* Last name

* Date of birth

Postal code

Personal Health Number

[What is a Personal Health Number?](#)

We **strongly recommend** providing your Personal Health Number so we can verify your identity. If you don't have a Personal Health Number, you can still register without it.

Do you identify as an Indigenous person?

☒ Yes ☐ No

What is your Indigenous Identity?

Choose all that apply

- ☐ First Nation
- ☐ Inuit
- ☐ Métis
- ☐ Unknown

Go Back

Continue



1

Registration information



2

Contact information

3

Review and submit

Contact information

The information provided will be used to contact you or a family member or someone who is assisting you to register when you are eligible to make a vaccination appointment.

Email address you check regularly

Phone number that can receive text messages

*** Select your preferred contact method.**

☐ Email

☐ Text message

Please ensure the phone number you provided is able to receive text messages

Go Back

Continue





Review your information

Registration information

First name	Last name	Date of birth	Postal code
Olivia	Goodwin	February 11, 1970	V1V 2V2

Personal health number
4444 555 999

Do you identify as an Indigenous Person?

First Nations

Métis

Contact information

Email address checked regularly	Phone number that can receive text messages
olivia.goodwin@email	123-123-1234

Preferred contact method
Email - olivia.goodwin@email

☒ I certify this to be accurate.

Collection Notice

Your personal information is being collected under sections 26 (a), (c), and (e), 27 (1)(a) (i) and (iii) of the Freedom of Information and Protection of Privacy Act and section 9(1) of the Public Health Act, for the purposes of registration and scheduling your COVID-19 vaccination. Personal information may be shared with personnel providing vaccine support services and follow-up.

For privacy-related matters, call 1-855-229-9800 to speak to a privacy officer.

Go Back

Submit



01 Primary
Information



02 Contact
Information



03 Review &
Submit



Registration successful!

You're one step closer to getting immunized.

You are now in the system.
Your registration confirmation number is

230DDB29



Do not lose this number

Your confirmation number will make it easier when you book your vaccination appointment. We will <method of contact - email/text> you a copy of your registration confirmation number.



Next steps

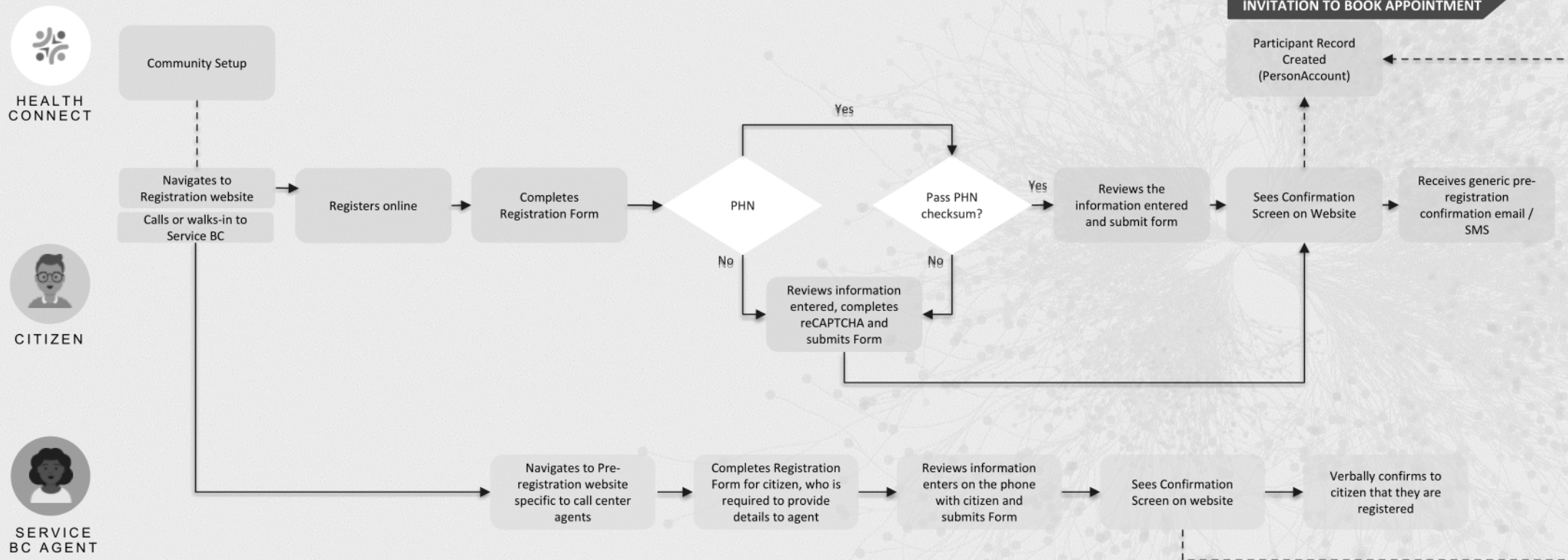
We'll contact you using the preferred contact information provided when you are eligible to make a vaccination appointment.

[Return Home](#)

[New submission](#)

Registration Process

Updated process as discussed from February 11th. With exception to Call Center Agent process with Service BC (items in pink), the remainder of the content has been confirmed and endorsed by the all Team Leads.



* Exceptional cases may be able to register with Service BC

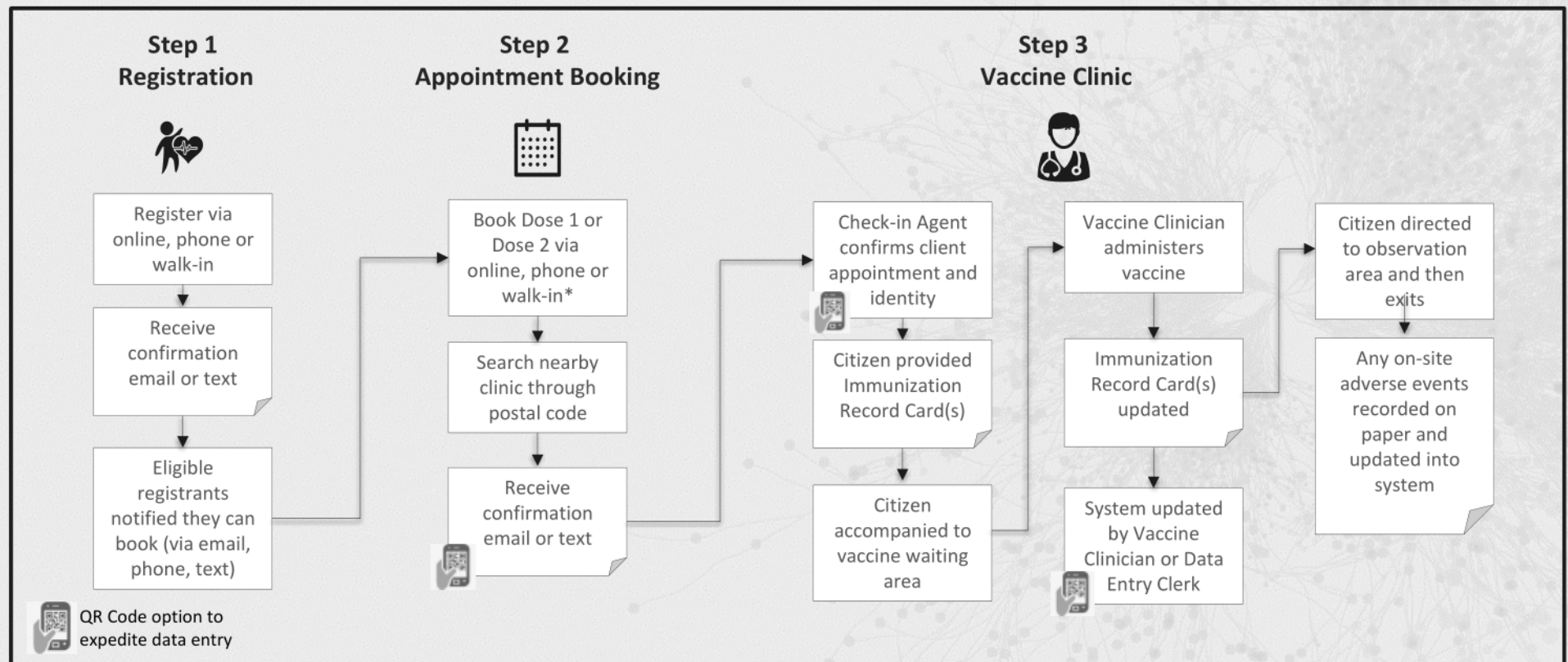
Working Assumptions

- PHN is not required for online or call centre registration
- Approach for Phase 1 and Phase 2 coming back for Dose 2 or needing their Dose 1 after announcement for Phase 3 – post April 12th
 - registration will be required to collect contact information and confirm eligibility
 - once registered will be sent a booking notification when eligible
 - COVID Dose 1 history will be available if applicable

Supplemental – High level workflow

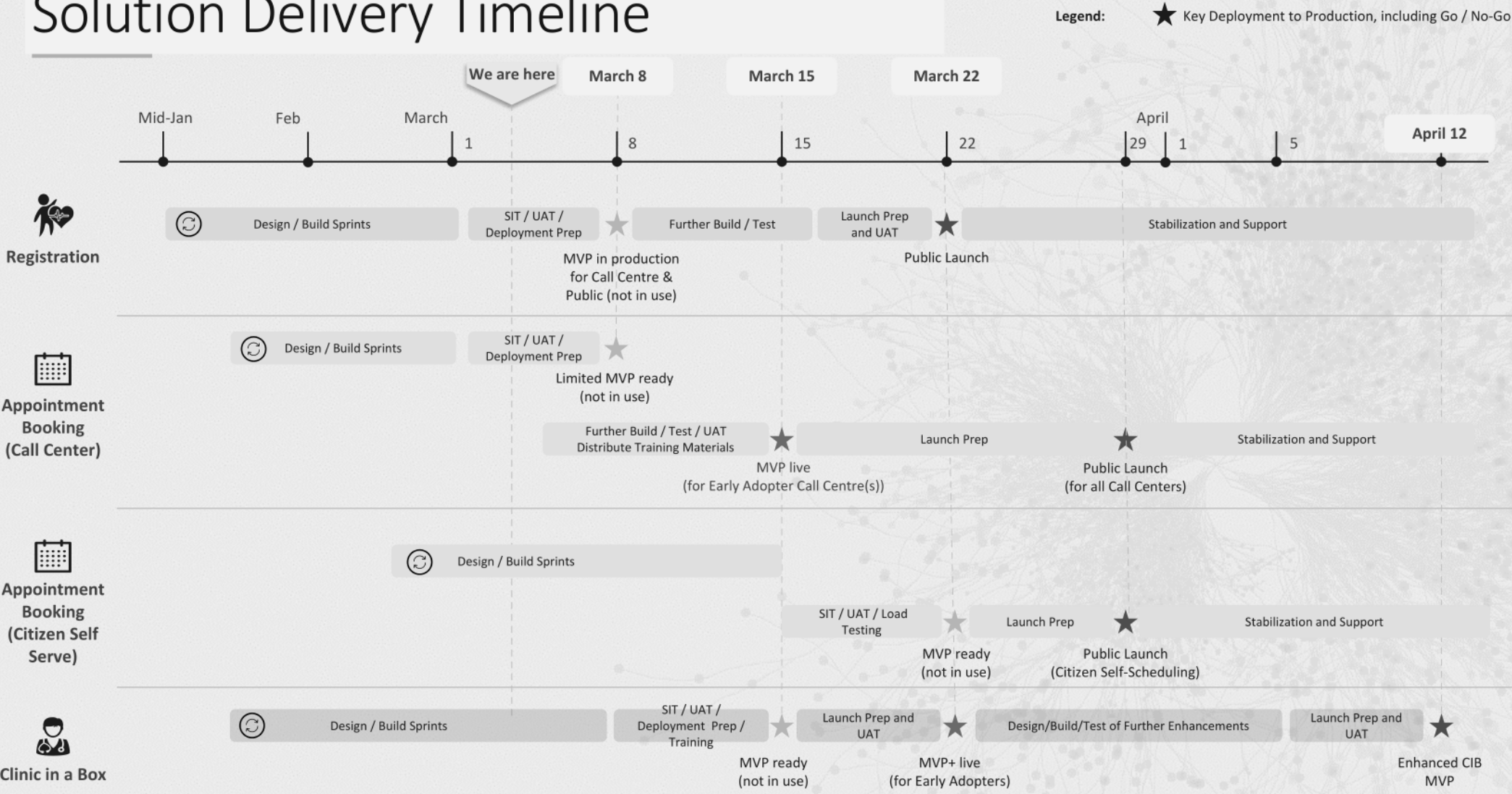
Citizen Vaccine Journey

High-Level End-to-End Workflow






*Scheduling process is shown on slide 6. Additional workflows can be found in the Appendix.

Solution Delivery Timeline



DRAFT for DISCUSSION

ImmsBC Features by Release

	March 8			March 15			March 22			March 29		April 12		April 12+	
 Registration	Self-Service Registration	Call Center Registration	Registration Notifications				BC Services Card Integrations	Akamai Waiting Room							
	Contact Management	Registration Web Portal	EMPI Bulk Load												
 Appointment Booking	Eligibility Determination	Call Center Booking (1 st Dose)	Appointment SMS/Email				Akamai Waiting Room	Bulk Eligibility Assessment	Self-Serve Booking (1 st Dose)	Appointment Cancellation*			Call Centre Booking (2 nd Dose)		
	Clinic Appointment Management	EMPI Citizen Bulk Load	Immunization History Bulk Load				Appointment SMS/Email	EMPI Real-Time Integration*	PIR Real-Time Integration	Enhanced Appt Search Citizen			Self-Serve Booking (2 nd Dose)		
	Appointment Loading / Generation						Enhanced Appt Search Call Centre						Appointment Holding*		
 Clinic in Box				Check-In	Shipment Receiving	Clinic/Facility Management						Supply Management	PLR Integration		
				Adverse Event/Imms History	Product Catalogue	Staff Management								AEFI Integration	
				After Care	Supply Drawdown	Supply Location									
				PIR Integration	Wastage / Recall Management	Provider/Supplier Management									
				Inventory Transfer											
															* To be confirmed

* To be confirmed

DRAFT for DISCUSSION

From: [van Baarsen, Amanda HLTH:EX](#)
To: [Dix, Adrian HLTH:EX](#); [s.17](#)
Cc: [MacDonald, Alex HLTH:EX](#)
Subject: FW: For tomorrow's QP prep: Daily
Date: March 10, 2021 8:32:49 AM
Attachments: [The Daily - MAR 10.docx](#)

From: Thouli, Sabreena GCPE:EX <Sabreena.Thouli@gov.bc.ca>
Sent: March 10, 2021 8:32 AM
To: Youngs, Kirsten R GCPE:EX <Kirsten.Youngs@gov.bc.ca>; van Baarsen, Amanda HLTH:EX <Amanda.vanBaarsen@gov.bc.ca>; MacDonald, Alex HLTH:EX <Alex.MacDonald@gov.bc.ca>
Cc: Greer, Shannon GCPE:EX <Shannon.Greer@gov.bc.ca>
Subject: RE: For tomorrow's QP prep: Daily

Updated Daily attached

Sabreena

THE DAILY

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Withheld pursuant to/removed as

s.13

Immunization Clinics

Issue: On March 7, all five regional health authorities posted their list of vaccine clinic locations for the first age-based cohort – those over 80 years of age – for Phase 2. The information was published a day before appointment bookings began for Phase 2, starting with seniors aged 90 and older and Indigenous peoples age 65 and older. During the week prior, there was significant pressure from the official opposition and media for more information.

Media:

- Extensive coverage of clinic locations and start of bookings, including:
 - Mar 7/8: [Vancouver Sun](#)
 - Mar 7: [Global](#)

Opposition/Third Party:

- Mar. 2 –Interim Leader of the Official Opposition Shirley Bond asked the Premier if North Delta would have a vaccine clinic for seniors, after a letter from Delta Mayor George Harvie to Fraser Health CEO Dr. Victoria Lee raised concerns that North Delta would not have a vaccine clinic for Phase 2. Bond also asked if the Premier would commit to ensuring every community would have a vaccine clinic: *“Can the Premier confirm that he followed up on his promise and that he gave clear direction to the health authorities across the province that vaccination clinics will be located in communities all across the province so that seniors will not have to travel to have their vaccination?”*

Background: Regional Health Authorities posted the list of COVID-19 vaccine clinics for Phase 2 on their websites on March 7 at 11:00 am. Three of the health authorities (VIHA, Fraser, Interior) held media availabilities, with Northern Health and Vancouver Coastal offering interviews on request.

In Phase One and Phase Two, we are immunizing people in thousands of locations, including in long term care, assisted living and independent living facilities as well as in seniors’ homes. Health authorities know how to do this, they have the experience running immunization campaigns in communities of all sizes. For those over 80 years old we have:

1. clinics that people can come into on their own;
2. processes that can enable people to come into clinics with help from the health authority; and
3. outreach into people’s homes if they are unable to get to a clinic.

There are also communities that will be vaccinated at once using the whole of community approach. These communities have been chosen to be vaccinated all at once due to population size, remoteness, accessibility and epidemiological considerations. Examples include Zeballos, Port Renfrew, Dease Lake, Haida Gwaii, Fort Nelson, Crawford Bay, Big Lake Ranch, Alexis Creek and many others.

- At present, Health Authorities are still finalizing the lists of Phase 3 locations – once they are final we will be able to share locations for all communities.
- In Phase 3, for people under 80 years old, there are going to be hundreds of clinics that are larger in order to serve larger population sizes within younger age cohorts, and Health Authorities are currently considering things like distance from other potential sites, and transit accessibility
 - There will be several large clinics that will be operating seven days a week for months.

Immunization Clinics

- We will also continue to have pop-up clinics in many communities and outreach to those who are homebound, as necessary.
- Health Authorities will continue to offer mobile clinics.

Facts:

- There are approximately 50,000 seniors age 90 and older and 35,000 Indigenous peoples age 65 and older in B.C.
- More than 400,000 people in B.C. will be immunized in Phase 2 of BC's COVID-19 Immunization Plan.
- In Phases 3 and 4, more than 4.3 million people will be offered an opportunity to receive their first dose.
- Health Authorities will communicate clearly to local communities regarding how this will work for people living there, where clinics will be located, how and when to book a vaccination, and how they can get to the clinics for vaccines based on their expertise.

Immunization Clinics

Proposed Key Messages: Phase 2:

- We know people are eager to learn more about when and where they will be vaccinated.
- All five regional health authorities have now posted their vaccine clinic locations for Phase 2.
 - Appointments are required. Call centres opened Monday, March 8 for people in Phase 2 to book, starting with those 90 and older, and Indigenous peoples 65 and older.
- Health authorities will be using a combination of small, medium and large size clinics located across communities in each region.
- There are approximately 150 vaccine clinic locations in B.C. for Phase 2.
 - This number does not include the temporary clinics using whole community approach where we are vaccinating everyone at once for efficiency given the small population, remoteness and accessibility.
 - Mobile outreach teams will also be used for home-bound populations using home health and home support to receive the vaccine at home – this is already underway across the health authorities.
- In partnership with the First Nations Health Authority, Métis Nation British Columbia, Friendship Centres and other community organizations, COVID-19 immunization clinics with cultural supports are available for those who self-identify as Indigenous individuals 65 years of age or older, and Indigenous Elders.
- The clinic locations have been chosen based on the needs of communities in each health authority:
 - population size, diverse populations, geographical considerations, accessibility of the site for seniors in particular, available resources such as adequate wifi, parking, public transit and other efficiencies.

Immunization Clinics

- Seniors will have choices of where they wish to have their vaccine. They can book into a clinic closest to where they live, or if a family member would like to drive them, at a location that best suits them.
- Our approach to Phase 2 is a made-in-B.C. plan. We are a large and diverse province, and we have one of the largest populations of seniors in Canada.
- With so many seniors in need of vaccine, we are staggering our approach. Over the last week:
 - We have been reaching out directly to those we have contact info for – seniors and high-risk people residing in independent living and senior's supportive housing (including staff), and home care support clients and staff – to help us move as quickly as possible. We will continue this approach into this week.
 - Starting Monday, March 8, seniors 90 and older and Indigenous peoples 65 and older can call to book appointments in Health Authority Call Centres. Over the next 3 weeks those 85 and older and then those 80 and older will be able to do the same.
 - Our strategy to vaccinate our oldest allows us to continue to prioritize the people in our communities who are most at risk.
 - The call-in schedule for our seniors to book appointments will be staggered by age on a weekly basis to help avoid long waits and preserve system capacity.
 - It's important people wait their turn to call in.
- This is the largest, most complex, immunization program in B.C.'s history.
- As we continue Phase 2 of our plan, we know there will be bumps along the way.
- But we're working to make it as easy as possible for people to get immunized, and with every dose we administer, we are one step closer to putting the pandemic behind us.

Phase 3 and beyond:

Immunization Clinics

- We are actively working with local governments and community partners to establish safe and efficient immunization clinics for every person who wants to be immunized.
- This is where people go for all their health services needs, and where it makes the most sense to set up immunization clinics.
- Approximately 180 immunization clinics will be set up for Phases 3 and 4.
- Health authorities know how to do this, they have the experience running immunization campaigns in communities of all sizes.
- Health Authorities will communicate clearly to local communities regarding how this will work for people living there, where clinics will be located, and how they can get to vaccine clinics based on their expertise.
- Exact clinic locations are being confirmed now, and we expect to be able to share more on that next week (March 8th).
- Most people will receive their vaccines at immunization clinics at places like:
 - Convention and community halls
 - Arenas
 - School gymnasiums
- And there will be mobile teams to respond to home-bound individuals with mobility issues, hard to reach populations, and very remote rural communities.

Phase 2 Vaccine Clinic launch

Issue: On March 8, 2021, more than 150 vaccine clinics will be announced to support the Phase 2 immunization of more than 215,000 British Columbians, mostly seniors 80+ and Indigenous peoples 65+ and in some cases, whole communities when remoteness or community size makes sense. Call centre overload is expected. The Opposition has been critical before seeing the clinics lists, complaining that some seniors would be expected to travel for hours for a vaccine or that the Phase 2 launch isn't well-planned. There has also been coverage of municipal leaders calling for a clinic in their community (ie Delta, West Kelowna) where one is currently not planned.

Media:

- March 2: [Delta Optimist](#)
- March 3: [Vancouver Sun](#)
- March 5: [TriCities News](#)

Opposition/Third Party: TO BE UPDATED MONDAY

Mar. 1 – Interim Leader, Shirley Bond has called for more information and action, while MLA Merrifield RT'd MLA Paton's Mar.2 tweet about having to travel for vaccines in a pandemic.

Interim B.C. Liberal Leader Shirley Bond had raised concerns from Hope that it wouldn't have its own clinic, and from Delta, that its most populous North Delta area wouldn't have a clinic. Hope, a community of 6,200, is 50 kilometres by road northeast of Chilliwack.

Background:

The call-in schedule for seniors to book appointments will be staggered by age (first segment over 90; then over 85 and then over 80) on a weekly basis to help avoid long waits and preserve system capacity. All five regional health authorities have now posted their vaccine clinic locations for Phase 2. Appointments are required. Call centres open Monday, March 8 for eligible age groups in Phase 2 to book, beginning with those 90+ and 65+ Indigenous. Health authorities will use a combination of small, medium and large clinics located across communities in each region.

Facts:

- There are more than 150 vaccine clinic locations for Phase 2, plus temporary or "pop-up" clinics using whole community approach vaccinating everyone given the small population/remoteness, including: Zeballos, Port Renfrew, Dease Lake, Haida Gwaii, Fort Nelson, Crawford Bay, Big Lake Ranch, Alexis Creek and others.
- Mobile outreach teams will connect with home-bound seniors using home health and home support—already underway across health authorities.
- In partnership with First Nations Health Authority, Métis Nation British Columbia, Friendship Centres and other community organizations, COVID-19 immunization clinics with cultural supports

Phase 2 Vaccine Clinic launch

are available for Indigenous 65+, and Indigenous Elders.

- Clinic locations were chosen based on the needs of communities in each health authority: population size, diversity, geographical considerations, accessibility of the site for seniors in particular, available resources i.e. adequate wifi, parking, public transit, etc.

Phase 2 Vaccine Clinic launch

Proposed Key Messages:

- Our approach to Phase 2 is a made-in-B.C. plan. We are a large and diverse province, and we have one of the largest populations of seniors in Canada.
- With so many seniors in need of vaccine, we are staggering our approach.
 - Last week, we reached out directly to seniors and high-risk people residing in independent living and senior's supportive housing (including staff), and home care support clients and staff – to help us move as quickly as possible. We will continue this approach into next week.
 - As of March 8, seniors 90 and older and Indigenous peoples 65 and older will call to book appointments in Health Authority Call Centres.
 - Over the next 3 weeks, those over 85 and then those over 80 will be able to do the same. Our strategy to vaccinate our seniors 80+ allows us to continue to prioritize the people in our communities who are the most at risk.
- It's important people wait until their turn to call in, and schedules are available on gov.bc.ca/bcseniorsfirst
- This is the largest, most complex, immunization program in B.C.'s history.

As we continue Phase 2 of our plan, we know there will be bumps along the way. But we're working to make it as easy as possible for people to get immunized, and with every dose we administer, we are one step closer to putting the pandemic behind us.

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Withheld pursuant to/removed as

s.13

From: Szabo, Maria HLTH:EX
To: Dix, Adrian HLTH:EX; van Baarsen, Amanda HLTH:EX; MacDonald, Alex HLTH:EX; Pham, Thuy HLTH:EX
Cc: Youngs, Kirsten R GCPE:EX; Grieve, Chandler GCPE:EX; Machell, Aileen GCPE:EX; Greer, Shannon GCPE:EX
Subject: Mar 9 Scan + Trudeau transcript
Date: March 9, 2021 9:38:03 AM
Attachments: Mar 9 Scan.docx
Prime Minister Trudeau Avail - Mar 9 2021.docx
IB_outbreak Fleetwood Place_08March2021_330pm.docx
New resources to support pregnant people who use substances - BC Gov News.pdf

Today's initial scan attached. Sorry for delay, was trying to send Trudeau presser transcript as well. It's still going with Dr. Tam. Attached the first hour of it – only interesting piece was announcement of receiving 8 million doses total from Pfizer by end of March, question about hotel quarantine.

Vaccine Roll-out

Media: Big focus on VCH appointments, booking problems in general. Reporters hoping to "find out what happened" today. Say Fraser's online booking is the reason they were able to succeed. Noting people have lost trust. As well, Nurses Union speaking about being excited to play role in the vaccine roll-out but frustrated they haven't been given all the information.

Twitter

Opposition tweeting about International Women's Day (equal pay act), tourism businesses, and support for BC airports.

Media

Topics: Phased reopening plans (restriction optimism), health care workers' burnout, private party in Vancouver.

Health Authorities

- Fraser – outbreak declared at Fleetwood Place (1 resident and 1 staff). DBH approved at 4:13pm.

Gov news

- MMHA release with BCCSU. Attached.
- TRAN release on COVID-related grant announcement. I'll find out more.

Inside Government

Tuesday, March 9, 2021

Events, Speeches & Releases

Tue Mar 9	Lead	Activity/Details	RLS	CC ID#
8:00 AM	EDUC	Regional news release -- Funding for Trail (school capital project)	BCGov NR	EDUC- 101179
8:30 AM	FLNRO	Regional information bulletin -- Pesticide use permit (Btk) approved for gypsy moth spray program in Courtenay area in spring 2021. Statutory notice (coincides with ad in local newspaper)	BCGov IB	FLNRO- 101877
9:00 AM	MMHA	Provincewide joint MMHA/BCCSU news release -- Moms, alcohol guidance, and midwives support	Joint NR	MMHA- 100838
10:15 AM	HQ	VICTORIA (Legislature) -- Question Period: Time approx. https://leg.bc.ca/documents-data/broadcasts-and-webcasts	-	HQ-97559
11:00 AM NEW	ENV	Provincewide information bulletin -- Invasive zebra mussels found in B.C. through aquarium moss balls sold in pet and plant stores	BCGov IB	ENV- 102148
11:30 AM	AFF	Joint Fed/Prov news release update -- Cascadia Seaweed using new technology to strengthen food security and food safety. This project benefitted from funding received through the Traceability Adoption Program	Joint NR	AFF- 101985
12:00 PM	TACS	VIRTUAL REMARKS -- Minister Melanie Mark speaks at this week's 2021 BC Tourism & Hospitality Conference	-	TACS- 102010
12:00 PM	TRAN	VICTORIA (Legislature/Media Avail) -- Hold for grant announcement, COVID-related: Provincewide news release issued EVENT LEAD: Joleen Badger	BCGov NR 12:15 pm	TRAN- 102036
12:30 PM	SDPR	VIRTUAL REMARKS -- Parliamentary Secretary Dan Coulter gives opening remarks at Praxis SCI Incubate Demo Day	-	SDPR- 102134
1:45 PM CHANGED	AEST	VIRTUAL -- Minister Kang announces project that expands access to post-secondary education in remote, mainly Indigenous communities in northwestern B.C.: Regional ministry news release issued. MLAs Nathan Cullen and Jennifer Rice also participating EVENT LEAD: Elena Banfield	BCGov NR 2:00 pm	AEST- 101565
2:00 PM CHANGED	HLTH	PENTICTON (Virtual) -- Minister Adrian Dix makes announcement on increasing access to primary care for people in this area: Regional news release also issued (RESULTS), EVENT LEAD: Siân Madoc-Jones	BCGov NR 2:15 pm	HLTH- 101599
2:00 PM NEW	AEST	OAG Media Avail by Teleconference -- B.C. Auditor General Michael Pickup releases new report: Vancouver Community College: Executive Compensation Disclosures Audit: Q&A to follow OAG's brief remarks. Report will be available online at: https://www.bcauditor.com/pubs	3rd party	AEST- 102162
3:00 PM	COVID	Provincewide statement only -- Joint PHO/HLTH release on COVID-19 cases in B.C. Materials also translated into Traditional Chinese and Punjabi. Time is approx.	Joint STMT	COVID- 102083

Maria Szabo (she/hers)
Ministerial Advisor to the
Hon. Adrian Dix, Minister of Health
c: 250.896.8011

MARCH 8, 2021

Vaccine Roll-out

Media: Big focus on VCH appointments, booking problems in general. Reporters hoping to “find out what happened” today. Say Fraser’s online booking is the reason they were able to succeed. Noting people have lost trust. As well, Nurses Union speaking about being excited to play role in the vaccine roll-out but frustrated they haven’t been given all the information.

9-Mar 6:04 News 1130 -- Amanda Wawryk: The province's Health minister promises to do better after call centres for scheduling COVID-19 vaccination appointments were overwhelmed on the first day of bookings.

News1130's Mike Lloyd is taking a look at the numbers. Mike, Vancouver Coastal Health admits it is working through some problems after the launch of its system.

Mike Lloyd: Yes, the health region managed to book 369 appointments yesterday, with lines flooded and long, long waits for many people.

Compare that to close to 2,500 bookings made through Interior Health and the same for Island Health. A statement from the Health ministry says yes, there were problems early in the day. They worked on them throughout the day and they will continue to do so today as they try to get back on track.

Minister Adrian Dix says he believes the people who are not yet eligible for the COVID-19 vaccine were flooding the lines early in the day. But he also acknowledged that more staffing was needed and that will be dealt with.

Fraser Health managed to book more than 8,700 COVID vaccine appointments yesterday. It was the only region able to roll out an online system in time for this week.

9-Mar 5:51 CKNW -- Simi Sara: Simi Sara reports VCH had a serious telecommunication problem on the first day of vaccine appointments. The NW host notes the health authority was only able to book just over 200 appointments Monday. Ann-Marie Copping was on hold for three hours before being disconnected from a vaccine booking line.

- Zussman: “And there should be questions continually asked of the province of why didn't you, as a provincial government, invest more money and time into establishing an online system that could be reliable for the inevitable day that we will need it, which was yesterday. And it wasn't there. And the system failed.”
- Zussman: We'll get timelines today I hope from Minister Dix around when these decisions were made to invest in this system. Because it's now to the point that... all week we were saying take your time with the phone system. Everybody will get booked. You don't need to rush yesterday morning.
- Sara: Plus, it stood out that it was one region. I think that's the problem. Is that if it worked fine everywhere else, it just really stood out that Vancouver Coastal Health seemed to have the problem.

9-Mar 4:15 CBC Newsworld -- Heather Hiscox: BC's COVID-19 vaccine telephone bookings system crashed yesterday after 1.7m callers inundated the lines in the first three hours on its first day in a week

MARCH 8, 2021

intended only for bookings for over 90-year-olds and Indigenous elders. The CBC anchor adds Health minister Adrian Dix has said the system will be back up today and has asked people to wait their turn. Resident Julie Matas explains she had to wait six hours to book an appointment for her 95-year-old father.

8-Mar 08 16:51 CBC Radio West: Christine Sorenson is excited for BC's COVID-19 vaccine rollout to begin, calling it an ambitious plan. The BCNU president says nurses will be administering vaccines at clinics across the province, adding nurses have been at the front line of the pandemic throughout the entire timeline.

8- Mar 16:36 CBC On the Coast: Christine Sorensen reports that while nurses are committed to ensuring the province's vaccination campaign rolls out as smoothly as possible, she says nurses are frustrated that they haven't been given access to all the information they need from health authorities and the ministry regarding help from retired nurses and other health care practitioners. The president of the BCNU wants the government to expand community health care services, pointing out that the province is asking for help from retired nurses due to an ongoing shortage of nurses.

8-Mar 17:00 CFJC Evening News: Gail Helmcken describes her experience trying to book a COVID-19 vaccine for her parents, saying the experience has been frustrating. The daughter says sometimes there doesn't appear to be a connection made at all, while other times she hears a message telling her to try again later. Includes comment from PHO Dr Bonnie Henry today saying both the call centres and health authorities need to step up, promising things will get better

Twitter

Opposition tweeting about International Women's Day (equal pay act), tourism businesses, and support for BC airports.

MARCH 8, 2021

 Shirley Bond Retweeted



Michael Lee ✓
@MichaelLeeBC

...

Copyright

3:42 PM · Mar 4, 2021 · Twitter Web App

<https://www.bcliberalcaucus.bc.ca/2021/03/bc-liberals-call-for-ndp-action-to-support-b-c-airports/>

Media

Topics: Phased reopening plans (restriction optimism), health care workers' burnout, private party in Vancouver.

Global BC Morning News

2021-03-09 06:00

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Global BC News Hour

2021-03-08 18:27

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CTV News at Six

2021-03-08 18:04

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CHEK News at Five

2021-03-08 18:06

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CBC Radio West

2021-03-08 17:49

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CBC On the Island

2021-03-09 07:12

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CBU (CBC Vancouver)

2021-03-08 17:33

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2021-03-08 17:04

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INFORMATION BULLETIN

FOR IMMEDIATE RELEASE

March 8, 2021

Fraser Health declares COVID-19 outbreak at Fleetwood Place

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1/2



INFORMATION BULLETIN

To book a COVID-19 testing appointment, complete a [COVID-19 test booking form](#).

For more information about COVID-19, please visit fraserhealth.ca/covid19.

-30-

For media inquiries, please contact:
Fraser Health Media Line: 604-613-0794
media@fraserhealth.ca

New resources to support pregnant people who use substances

<https://news.gov.bc.ca/23942>

Tuesday, March 9, 2021 9:00 AM

Victoria - New clinical resources are available to better support British Columbians during pregnancy, while reducing harms related to substance use.

The British Columbia Centre on Substance Use (BCCSU) has developed a new clinical guideline supplement to care for pregnant people who use alcohol and has expanded the 24/7 Addiction Medicine Clinician Support Line for midwives in B.C. Supporting clinicians with specific tools and knowledge to approach substance-use care for clients during pregnancy will improve overall health outcomes and a better likelihood of longer-term engagement in care.

"This vulnerable time for new parents and their babies is made even more difficult by the stigma that still surrounds substance use," said Sheila Malcolmson, Minister of Mental Health and Addictions. "This expansion of support will help foster a healthier environment at a time when new parents and their babies need it most."

Stigma associated with substance use and pregnancy have created barriers for pregnant people. A lack of knowledge around appropriate screening and treatment options create additional barriers to evidence-informed care.

Both the guideline supplement and the expansion of the support line will help reduce those barriers, providing supports for clinicians to address substance use safely and effectively with their patients during pregnancy and post-partum periods.

"Pregnancy is a critical time to engage patients in care, and screen for substance use, yet there are often barriers to screening and gaps in knowledge among health-care providers on how to manage ongoing substance use among pregnant patients," said Samantha Robinson, interim clinical director, BCCSU. "These new resources will fill critical gaps by providing health-care providers with the tools and information they need to best support their clients who use substances during pregnancy and in the immediate post-partum period."

The new clinical guideline is a supplement to the Provincial Guideline for the Clinical Management of High-Risk Drinking and Alcohol Use Disorder. It was developed by BCCSU in collaboration with Perinatal Services BC to provide population-specific treatment recommendations and care principles for pregnant and post-partum individuals who may continue to engage in high-risk drinking and those with alcohol-use disorder. The guideline supplement includes current research and outlines steps for routine and repeat screening for alcohol use and alcohol-use disorder, brief counselling interventions and clinical management options for alcohol-use disorder in pregnancy. Approaches that support immediate post-partum care and breastfeeding are also included.

The expansion of BCCSU's 24/7 Addiction Medicine Clinician Support Line was completed in partnership with the Midwives Association of British Columbia (MABC). Midwives play a unique role in establishing a trusting relationship with a patient that otherwise may have little to no contact with medical professionals. They also offer a critical opportunity to connect the patient with the health-care system and to offer evidence-based treatment and care for patients using substances. With the expansion of the support line, midwives will now be able to access the expertise and knowledge of an addiction medicine specialist any day and time of the week.

The Provincial Guideline for the Clinical Management of High-Risk Drinking and Alcohol Use Disorder was released in December 2019 to provide evidence-informed recommendations to health-care providers on how to treat and support people struggling with alcohol use, ensuring that people receive the care they need and deserve. In January 2021, Health Canada announced new funding for the BCCSU to adapt this work and develop

the first National Guideline for the Clinical Management of High-Risk Drinking and Alcohol Use Disorder.

Quotes:

Jana Encinger, director of acute care, Perinatal Services BC –

“Perinatal Services BC values culturally safe, trauma informed, gender affirming and harm reducing care to optimize pregnancy and birth outcomes as a foundation for a healthy population across the continuum of care.”

Lehe Spiegelman, president, MABC –

"We are pleased to learn that B.C. midwives will be able to provide this expanded service to our patients. Having access to these additional resources will help ensure birthing families in B.C. receive the best evidence-based treatment and care when substance use is disclosed. Midwives may be the only contact a client has with the health-care system, representing a singular and vital care role for a person with a substance-use disorder. Having access to a medical specialist with expertise and knowledge in addiction medicine will help midwives better support birthing families across B.C."

Learn More:

24/7 Addiction Medicine Clinician Support Line: www.bccsu.ca/24-7 (<http://www.bccsu.ca/24-7>)

Pregnancy Supplement – Provincial Guideline for the Clinical Management of High-Risk Drinking and Alcohol Use Disorder: www.bccsu.ca/alcohol-use-disorder (<http://www.bccsu.ca/alcohol-use-disorder>)

Media Contacts

Ministry of Mental Health and Addictions
Communications
250 213-7049

Kevin Hollett
Communications
B.C. Centre on Substance Use
kevin.hollett@bccsu.ubc.ca
778 918-1657

From: [Szabo, Maria HLTH:EX](#)
To: [Dix, Adrian HLTH:EX](#); [van Baarsen, Amanda HLTH:EX](#); [MacDonald, Alex HLTH:EX](#); [Pham, Thuy HLTH:EX](#)
Cc: [Youngs, Kirsten R GCPE:EX](#); [Grieve, Chandler GCPE:EX](#); [Machell, Aileen GCPE:EX](#)
Subject: PJH Media Avail - Mar 9
Date: March 9, 2021 12:51:23 PM
Attachments: [PJH Mar 9 Avail.docx](#)

Asked off the top about VCH booking (there was a focus on online systems and why other Has did not have them) – PJH took responsibility and acknowledged Minister Dix has made comment today about steps that are being taken to fix the problem. Enthused that we still have reason to feel hopeful about the immunization plan at large.

Also asked about travel in the summer – PJH said it was premature to say; didn't want to pre-empt DBH but summer will be safer so folks might start to look at their calendars and consider destinations.

Maria

PJH MEDIA AVAIL
MARCH 9, 2021

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MARCH 9, 2021

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MARCH 9, 2021

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From: [Dix, Adrian HLTH:EX](#)
To: [Aaron, Sage PREM:EX](#)
Subject: Fwd: public apology
Date: March 9, 2021 11:56:04 AM
Attachments: [image001.png](#)

Begin forwarded message:

From: "van Baarsen, Amanda HLTH:EX" <Amanda.vanBaarsen@gov.bc.ca>
Date: March 9, 2021 at 11:53:22 AM PST
To: "Dix, Adrian HLTH:EX" <Adrian.Dix@gov.bc.ca>, ^{s.17}
Subject: FW: public apology

Telus apology is forthcoming, below:

From: Kyle Marsh <Kyle.Marsh@telus.com>
Sent: March 9, 2021 11:52 AM
To: van Baarsen, Amanda HLTH:EX <Amanda.vanBaarsen@gov.bc.ca>
Subject: public apology

[EXTERNAL] This email came from an external source. Only open attachments or links that you are expecting from a known sender.

Amanda,

Here is the public apology we will be issuing imminently

We know how crucial the vaccine roll-out is for British Columbia, and we are sorry for the frustrations that British Columbians have experienced trying to connect to the call centres. The Provincial Government and Health Authorities asked us to support them, and we have let them down. We can and will do better, and we will make this right. Our team has been working overnight to respond to the significant demand and scale capacity by adding hundreds of additional agents. We will ensure that all eligible British Columbians are able to book their vaccine in the timeframe set out by the province.

Kyle Marsh
Director, B.C. Government Affairs
510 W Georgia Street, Vancouver, BC V6B 0M3
kyle.marsh@telus.com
Cell: 604 314 7960
Office (Direct): 604 693 9184



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From: Dix, Adrian HLTH:EX
To: MacDonald, Alex HLTH:EX
Subject: Re: For MO Decision by 1:30: Dr. Ballem interviews
Date: March 9, 2021 1:34:39 PM

Ok

On Mar 9, 2021, at 1:14 PM, MacDonald, Alex HLTH:EX
<Alex.MacDonald@gov.bc.ca> wrote:

Sent from my iPhone

Begin forwarded message:

From: "Youngs, Kirsten R GCPE:EX"
<Kirsten.Youngs@gov.bc.ca>
Date: March 9, 2021 at 1:13:10 PM PST
To: "van Baarsen, Amanda HLTH:EX"
<Amanda.vanBaarsen@gov.bc.ca>, "MacDonald, Alex HLTH:EX"
<Alex.MacDonald@gov.bc.ca>
Cc: "Machell, Aileen GCPE:EX" <Aileen.Machell@gov.bc.ca>,
"Grieve, Chandler GCPE:EX" <Chandler.Grieve@gov.bc.ca>,
"Tounsi, Marielle GCPE:EX" <Marielle.Tounsi@gov.bc.ca>
Subject: For MO Decision by 1:30: Dr. Ballem interviews

As mentioned, Penny would like to respond to media to address the steps taken by Telus and VCH to rectify challenges and reassure the public that they are able to book their appointments.

s.13

Recommended interviews are:

1. Globe & Mail, Mike Hager
2. CBC Today, Michele Eliot
3. Vancouver Sun, Katie DeRosa
4. Daily Hive, Vincent Plana
5. North Shore News, Jane Seyd

Note we need approval asap as she only has until 2:30 free.