

## Murray, Heather HLTH:EX

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**From:** Brown, Stephen R HLTH:EX  
**Sent:** June 28, 2021 1:18 PM  
**To:** Moulton, Holly HLTH:EX  
**Subject:** FW: Mitigating Heat Issues at Vaccination Clinics

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**From:** Penny Ballem <s.22>  
**Sent:** June 28, 2021 12:58 PM  
**To:** Henry, Bonnie HLTH:EX <Bonnie.Henry@gov.bc.ca>; Brown, Stephen R HLTH:EX <Stephen.Brown@gov.bc.ca>  
**Cc:** Machell, Aileen GCPE:EX <Aileen.Machell@gov.bc.ca>; Conibear, Mary HLTH:IN <mconibear@callastrategies.com>; Iseli, Liz HLTH:IN <liz.iseli@outlook.com>; Wright, Terry HLTH:IN <terry.wright@ipsconsulting.ca>  
**Subject:** Fwd: Mitigating Heat Issues at Vaccination Clinics

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

More heat impact this am in VCH pb  
Penny Ballem MD FRCP FCAHS  
Mobiles.22

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**From:** Pope, Darcia [VCH] <[Darcia.Pope@vch.ca](mailto:Darcia.Pope@vch.ca)>  
**Sent:** Monday, June 28, 2021 12:14 PM  
**To:** Eliopoulos, Vivian [VCH]; Penny Ballem s.22 ; Daly, Patty [VCH]  
**Cc:** Mackenzie, Angela [VCH]; Galligan, Rachel [VCH]; Witter, Amanda [VCH]  
**Subject:** Mitigating Heat Issues at Vaccination Clinics

I just wanted to give you a quick update as we are having bigger issues today than on the weekend and we are having to cancel and/or re-direct some appointments so far today.

I am keeping Communications up to date with all the details but here is a quick summary:

**ICBC** – temperatures are too hot today on the site, even with the AC machines in place. We used a “mass text option” to contact everyone with ICBC appointments today and ask them to please attend the clinic at West Van instead. Sujata set up West Van with extra stations and space to handle the volumes. No appointments cancelled. And there is a small set up to vaccinate those that do arrive to the ICBC clinic.

**West End Community Centre** – we had to cancel all appointments at this site this morning and we did not have a re-direct option. People received auto cancellations (approx. 600). There are over 1700 appointments avail Fri-Sun this week so people can rebook into the same clinic this week. We have people at the site to redirect people who did not receive the message (the Convention Centre is closely located).

**Vancouver Community College site** – the college needed the indoor space back that we used this weekend so we were set up under the tents this morning. Despite the cooling equipment that was brought in they can't keep the temperatures under 30 degrees. Work Safe is on site now and we need to close the site today. We are going to notify clients in a two-step process – first a mass text explaining they will receive a cancellation due to extreme heat at the site – then an actual auto-cancellation. This is about another 600 appointments – those booked 1pm-7pm today. There is an additional AC machine being installed this afternoon and with this combined with some reduction in temperature we do expect the site to operate tomorrow.

**The St. Vincent's Testing Site** is also continuing to experience heat issues and will close now. Volumes are very low. People will be re-routed to Three Bridges and the UPCCs. The impact is low.

Please let me know if you have questions. All our Ops Leads have been just remarkable. So far it is approx. 1200 appointments cancelled between West End and Vancouver Community College.

Darcia

**Darcia Pope**

Vice President and Chief Transformation Officer

Planning Chief: COVID-19 Regional Emergency Operations Centre

**Vancouver Coastal Health**

mobile 604 240 7795

e-mail [darcia.pope@vch.ca](mailto:darcia.pope@vch.ca)

I acknowledge that my place of work lies on the unceded traditional homelands of the Musqueam, Squamish and Tsleil-Waututh Nations.  
The content of this e-mail is confidential and may be privileged. If you receive this e-mail in error, please contact the sender and delete it immediately.

**Murray, Heather HLTH:EX**

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**From:** Brown, Stephen R HLTH:EX  
**Sent:** June 28, 2021 7:54 AM  
**To:** Wanamaker, Lori PREM:EX  
**Cc:** Dix, Adrian HLTH:EX; Henry, Bonnie HLTH:EX  
**Subject:** HEALTH SYSTEM UPDATE HEAT WAVE.docx  
**Attachments:** HEALTH SYSTEM UPDATE HEAT WAVE.docx

Here is the health sector update on heatwave status as requested

## **HEALTH UPDATE: HEATWAVE IMPACTS**

**June 28, 2021**

### **VANCOUVER ISLAND REGIONAL HEALTH AUTHORITY**

A weekend EOC was struck on Saturday at noon. The EOC was supported by HEMBC, meeting twice a day both Saturday and Sunday:

- Island Health has 5 non air-conditioned continuous clinics: Eagle Ridge (Langford), Archie Browning Arena (Esquimalt), Mary Winspear (Sidney), Vancouver Native Friendship Centre (Burnside) and Glacier Gardens (CFB Comox). Four of these five sites are in the South Island. The other two South Island sites (VCC and Sooke) are air conditioned.
- A number of their whole community and easy access outreach sites are not air conditioned.
- Over Saturday and Sunday, 2 of the continuous sites (Eagle Ridge and Archie Browning) and 1 of the easy access sites (Lake Cowichan) met an interior ambient temperature of 30 degrees that could not be remediated. Remediation efforts included additional fans, portable air conditioners and fire department partnerships setting up outside misters and flooding roofs with cold water.
- On late Sunday, HEMBC identified a weather forecast change for Gabriola Island for Monday, shifting forecasted high temperatures from 27 to 35 degrees. The Gabriola site is smaller in size with an outside waiting and observation area under tents and is not air conditioned.

Given the above the EOC has made the following decisions this weekend:

#### **South Island**

- Eagle Ridge early closure at noon Saturday, operated adjusted hours of 8-12 on Sunday and closed Monday
- Archie Browning operated adjusted hours of 8-12 on Sunday and Monday.
- Remediation plan finalized to increase number of stations at Victoria Conference Centre (16 to 20) and extend clinic hours to 9 pm for this week using deployed staff from the other sites. Imms BC call centre assisting in texting and calling clients to shift appointments. Taxi accounts available for those needing assistance. Communications has sent out media bulletin and notices on social media).
- Total appointments needing to be rebooked due to closures was 2,655. VCC extended capacity able to absorb an additional 576 appointments on Sunday evening and 840 appointments on each of Monday - Thursday. Expected catch up date is Wednesday, however as appointments are available to all registered users we will staff at this level until Thursday

### **Central Island**

- Lake Cowichan easy access clinic early closure at 2 pm on Saturday. This was one of the five scheduled days in this community (June 23, 25, 26 from 0930 to 1600 and 29th and 30th from 1200 to 1830).
- Remediation plan for the 30 impacted appointments enacted yesterday. Our local call centre connected with these individuals and have rescheduled appointments for the June 30 clinic day. Relocation of June 29 and 30 clinics in adjacent air-conditioned space is underway.
- Gabriola Island whole community clinic on Monday (9:30- 15:30) cancelled due to temperature and inability of site infrastructure to adapt to temperature. Imms BC notified 270 individuals impacted and asking them to book into July 5 and 6 clinics. Communications notice through mainstream and social media and through local partnership table established. Additional clinic dates on June 29, July 2, 5 and 6. Gabriola Fire Department will bring misters and fans to the site on June 29 in case temperatures remain high (forecast drop to 26 degrees).

### **North Island**

- No impacts over weekend. None anticipated at this time

### **INTERIOR REGIONAL HEALTH AUTHORITY**

- Grand Forks Hardy View Lodge - Heat caused sprinkler system to activate in LTC. Plant management came on site yesterday for restoration as 13 resident rooms were impacted. HA has dispersed residents throughout site until damage can be fully assessed and remediated. All other LTC facilities are holding well although we did have a chiller leak inside one building (no resident rooms impacted) at Cottonwoods in Kelowna. HA has stand by generators and cooling units if we need to redeploy.
- All HA Covid immunization pop up clinics have alternate air conditioned locations.

### **NORTHERN REGIONAL HEALTH AUTHORITY**

#### **General assessment:**

##### **Facilities:**

- Gateway in Prince George - part of the cooling system is not functioning at full capacity due to a part that has been on order for a couple of months. Part is expected this week.
- Tumbler Ridge - cooling system is in procurement for a major overhaul. HVAC vendor on site on June 24 to do what they could to 'get us through the summer'
- Chetwynd - cooling system was struggling last week. HVAC vendor on site on June 23 to perform maintenance. Function has improved (System is in planning stages for an overhaul).

- Houston - Air Conditioning system is down and not repairable and is scheduled for replacement in the fall.

#### Long Term Care and Assisted Living

- Convened Long Term Care and Assisted Living Managers on Friday, June 25 to go over processes for managing through the heat wave.
- Ensuring hydration stations available and that both staff and patients attend to hydration
- More frequent rounds with liquids for residents
- Enable staff to take shorter more frequent breaks in cooler areas.
- Communication to resident and family councils regarding heat wave and actions being taken

#### Immunization Clinics

- Drive Through clinics postponed for next week in Dawson Creek, Vanderhoof and Prince George
- Mass Clinic spaces are doing okay - many are air conditioned or in sportsplex facilities. Will be checking each day regarding the status.
- Clinics in place over the weekend in Fort St John, Quesnel, Prince Rupert, Prince George, Burns Lake, Fort St. James, Terrace, Prince George Pine Centre Mall. Dawson Creek Drive Through on Friday and Saturday but decision to postpone Monday and Tuesday plans.

#### Other

- providing water to vulnerable population coming into emergency department
- giving out bottles of water to vulnerable population being discharged from the ED at UHNBC

#### North East

- All facilities are all doing well including Fort St John Hospital and Peace Villa
- Dawson Creek - drive thru clinics have been postponed and moved into a clinic in Mercer Hall which is an air-conditioned environment.
- Rotary Manor is currently comfortable, staff will be huddling Monday to discuss the plans for an increased temperature Tuesday of 41 degrees.
- Dawson Creek District Hospital is quite warm, but facility management is completing checks throughout the day
- Fort Nelson and Chetwynd are managing

#### North West

- All NW facilities and clinics are doing well - no issues.

#### Northern Interior

- All PG facilities are comfortable temperature wise with the exception of the Gateway long term care complex - it is quite warm but they managing with mitigation underway blinds closed, fans, water at the bedside).
- PG directors are meeting today to discuss further heat wave planning. Quesnel facilities have had no issues

## **FRASER REGIONAL HEALTH AUTHORITY**

- In anticipation of the heat wave, Fraser Health developed Heat Stress Response Plan for testing & vaccine clinics as well as LTC/AL care homes
- Testing and immunization sites:
  - There were two sites that were identified as highest risk - Coquitlam's Poirier and Abbotsford's Ag-Rec Centres. Cooling the roof with water by City Fire Dept at regular intervals in addition to multiple strategies have been successful for the Poirier site.
  - Unfortunately, the Abbotsford site was not cooling adequately with additional industrial, evaporation & floor fans, but an alternate site has been secured with air conditioning. People with COVID-19 vaccine appointments at the Abbotsford Ag-Rec Centre and all drive through sites were redirected over the weekend. This will continue for Mon. Positive feedback thus far from staff, medical staff and patients
- LTC/AL:
  - EOC has been stood up to work with care homes directly
  - Several care homes do not have air conditioning that have been highlighted as high risk. Information re: preventive actions to undertake and communication processes have been shared.
  - Two care homes have been challenged over the weekend - Hilton Villa and Kiwanis.s.22 of the residents from Hilton Villa with minor heat related issues. Multiple strategies have been implemented (i.e. installing fans, temporary cooling units, additional staff to put cold compresses on residents, etc.).
- Acute:
  - 4/6 Ridge Meadows Hospital's chillers failed but managed to get 2 back online with HVAC, no patient/staff impacts.
  - Seeing additional patients in emerg and virtual care call volumes related to heat-related health concerns.

#### **VANCOUVER REGIONAL HEALTH AUTHORITY**

- Municipal cooling centres (community centres, libraries etc) are open.
- Misting stations and portable drinking fountains in vulnerable Vancouver neighbourhoods are available.
- Evacuation order in place for 600 people in Pemberton due to risk of flooding from high snow melt due to high temp - about 70% complied and are in Squamish and Whistler hotels (*HEMBC update attached*).
- The Vancouver Community College (VCC) Vaccination site was moved temporarily indoors for the weekend to an air-conditioned space on the campus while air conditioners and coolers were installed in the temp facility in the VCC parking lot over the weekend. The temp facility will be up and running again in time for tomorrow's clinic.
- The installation of air conditioners was delayed at the ICBC Vaccination Site in North Vancouver on Saturday (our 2<sup>nd</sup> of only two facilities without air conditioning). Clients were offered the option to attend the West Van clinic if desired. All appointments were honoured, and AC was installed in the afternoon.
- The air conditioner at the St. Vincent's Testing site broke down on Sunday morning. The volumes were very low, and the public was re-routed to Three Bridges and the UPCCs where necessary without any issues. The air conditioner is being fixed this afternoon.
- All other Vaccination Centres appointments have been honoured this weekend as planned.
- Staff at all Vaccine Centres have been actively 'walking the line', checking in with the public waiting to be vaccinated – offering water, a chair, assistance as needed. No concerns.
- A scan of our key ED's – VGH, SPH, RH, LGH – have had some heated related visits- but nothing concerning in terms of volume.
- Operationally, no staffing related issues reported across VCH facilities.



## Murray, Heather HLTH:EX

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**From:** Pokorny, Peter HLTH:EX  
**Sent:** June 30, 2021 7:08 AM  
**To:** Brown, Stephen R HLTH:EX  
**Subject:** FW: BCEHS IN  
**Attachments:** 20210629\_IN\_BCEHS high call volumes and extreme heat v3.docx  
  
**Importance:** High

**From:** Byres, David [PHSA] <David.Byres@phsa.ca>  
**Sent:** June 29, 2021 1:11 PM  
**To:** Pokorny, Peter HLTH:EX <Peter.Pokorny@gov.bc.ca>  
**Cc:** Gold, Crystal HLTH:EX <Crystal.Gold@gov.bc.ca>  
**Subject:** BCEHS IN  
**Importance:** High

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

Background / data in attached IN.

54% increase in calls resulted in 25% increase in ambulances being dispatched. At peak yesterday 230 calls waiting in queue to be answered. Regular turn around time hours (hours delayed waiting in emergency departments) provincially is 30 hours. Gradually increasing but yesterday was peak for a provincial total hours delay of 232 hours. Our target is to have EHS crews in / out of the emergency departments in 30 minutes. Lengthy delays in ED's related to emergency department congestion and volumes.

Majority of call increases yesterday were low acuity and heat related.

Attached IN provided to GCPE today.

David Byres  
Interim President & CEO  
Provincial Health Services Authority



I acknowledge with gratitude that I work within the unceded territory of the x̱məθkwəy̱əm (Musqueam), Səlilwətaʔ/Selilwitulh (Tsleil-Waututh), and Skwxwú7mesh (Squamish) Nations.

## CONFIDENTIAL ISSUE NOTE

### June 29, 2021 – High call volumes and extreme heat BCEHS

**Summary:** Unprecedented hot weather plus emergencies related to summer outdoor activities are causing systemic issues across the health system and are having a major impact on pre-hospital care and BCEHS. The APBC is detailing long delays and negative impacts on patient health and safety in the mainstream media, and individual paramedics are taking to social media, including this Reddit thread: ['Failure in BCEHS providing healthcare, resulting in deaths.'](#)

#### **Key Messages:**

- BCEHS prioritizes the most critically ill and injured patients based on a medical priority dispatch system used around the world.
- On a daily basis, BCEHS responds to more than 1450 medical emergencies province-wide.
- We have seen some dramatic spikes in call volumes recently, and June 28 (yesterday) there was another record high for 911 calls in BCEHS history, with paramedics dispatched to 1,975 medical emergency calls.
  - While these represent the calls that paramedics attend, our dispatch centres are receiving more than 3000 calls, which is more than double the regular number.
- We know that some less time critical calls have faced some longer response times and we apologize for the wait, we know it can be stressful waiting for an ambulance.
- We're asking the public to keep themselves as safe as possible and call 911 if they have a medical emergency - but if it's medical advice they need instead, they can call 811 and speak to a nurse.

#### **Heat-related Calls**

- During BC's unprecedented heat wave, BCEHS call takers, dispatchers and paramedics have seen a marked spike in heat-related 911 calls from the public.
- Over this past weekend - Friday, June 25 to early Monday morning, June 28 - paramedics responded to more than 180 (187) calls for heat exhaustion and more than 50 (52) calls for heatstroke.
- Sunday alone (June 27), BCEHS responded to almost 140 heat-related calls: 107 calls for heat exhaustion and 32 calls for heatstroke across the province.
- Yesterday, June 28, saw paramedics responding to 132 heat stroke and heat exhaustion calls. So far this month there have been 534 heat-related calls, compared to 14 in June 2020.

#### **BCEHS Staffing – Paramedics and Dispatch**

- BCEHS is continuously monitoring staffing levels and making daily adjustments as needed.
- BCEHS is also implementing staffing model changes and adding more than 500 permanent positions throughout the province this year to enhance staffing.
- BCEHS is a provincial ambulance service with no municipal boundaries, and when there are unstaffed ambulances there is a strong system in place to send ambulances from the surrounding stations.
- BCEHS is increasing our staffing and triage capacity in our dispatch centres to help deal with this unprecedented call volume.
- We have activated our 24/7 Emergency Coordination Centre.
- Our managers and supervisors are out in the field supporting our crews and providing hydration and food and helping paramedics clear the hospital emergency departments quicker as they work in this challenging weather.
- We also have managers in dispatch assisting with calls.
- Improving our staffing levels by strengthening our proactive advanced scheduling, to ensure there are less shifts unfilled in both our dispatch centres and on our front line.

#### **Background:**

- On June 28, 911 calls were up 54% and calls needing ambulance dispatch were up 25%.

- Overnight June 28 – 29, BCEHS had two physicians in dispatch to assist.
- At one point overnight there were 230 calls awaiting dispatch. While the majority of calls waiting were yellow, there is inevitable impact on response times for red and purple calls due to the volume of calls to be triaged.
- Unfortunately, there have been deaths related to heat and underlying conditions (heat stroke, secondary cardiac arrest, etc.). s.13
- s.13; s.17
- - Across the province, BCEHS experienced 232 hours of off-load delays on June 28.
  - The target turn-around time for an ambulance off loading at a hospital is 30 minutes. Across B.C., the average total off load delay is about 30 – 40 hours per 24-hour cycle
  - Over the past week, off-load delays increased significantly. Figures provided province-wide totals but the greatest impact is in the lower mainland:
  - June 24 – 59 hours
    - June 25 – 82 hours
    - June 26 – 91 hours
    - June 27 – 92 hours
    - June 28 – 232 hours
- Overnight, Vancouver Fire reportedly advised that due to volumes it could only respond to purple calls.
- BCEHS dispatch staffing is not believed to be an issue; the issue is volume of calls.
- Over the weekend, only about 8-9 dispatch shifts were vacant. Today BCEHS dispatch is 100% staffed and they will follow up on yellow calls that were not responded to yesterday.
- Last night volumes were more reasonable than the night before.
- Impact of the heat and volumes is provincial, but the situation is most acute in the LM where off-load delays are compounded by hospitals being on critical care bypass.
- There may also be a correlation between reduced/restricted access to primary care due to the prolonged impact of the pandemic; many GPs are still only offering virtual care so people needing more acute care are calling 911 or using EDs as their first point of contact with health care services.
- BCEHS is developing further mitigation plans. s.13
- s.13
- s.13

#### **Allegations contained in June 29 Reddit post:**

Redditt Post #1 BCparamedic712

[https://www.reddit.com/r/vancouver/comments/o9yf87/failure\\_in\\_bcehs\\_providing\\_health\\_care\\_resulting/?utm\\_source=share&utm\\_medium=ios\\_app&utm\\_name=iossmf](https://www.reddit.com/r/vancouver/comments/o9yf87/failure_in_bcehs_providing_health_care_resulting/?utm_source=share&utm_medium=ios_app&utm_name=iossmf)

- Redditt post: Last night a patient was trying to get a hold of 911 EMCT and couldn't get through, they decided to walk to their nearest Fire Department hall, they collapsed and went into cardiac arrest and died. This should've never happened. No one should be left on hold or unable to call for help in this day in age, in Canada. It's unacceptable and in my opinion, it's criminal.
- s.13
- Redditt post: Vancouver Fire Department, were on scene with a call, it was delayed and information was initially not a RED or Purple call. While on scene and delayed for EHS, they advised the family and quoted from paramedics "if you want your family member to live, transport them yourself to the hospital" instead of updating our dispatchers who they can communicate to without delay, that the patient has been getting worse, noticing grave patient conditions they instead advised them to transport alone. The

patient's family did so, and in the parking lot, paramedics noticed the grave situation and while they were already with other patients/prepping for the next call, they jumped into action and did everything they could to help this patient. The last I heard is this patient died (this has been unconfirmed, they may still be alive and were in critical condition, please do not take this patient outcome as direct, it's the intent of how messed up the situation is that this was the result. A more stable patient become unstable and no changes were made and poor advice given).s.13

#### Call Details

s.22

- Redditt post: Burnaby Fire Department was on scene for a seizure call, holding 2+hours. The patient was awake and responding but still had a neurological episode requiring assessment and further care. They also advised the family to transport and follow. In doing so the patient and family were met by paramedics again at the hospital. Paramedics took over and assessed, gather critical history, obtained vitals and noticed a dangerous blood pressure and immediately got them to the front of the line at triage and into definitive care.

#### Call Details

s.22

**MPDS (911 Ambulance Calls) Response Time by CRM Colour**  
Excludes dispatched blue (very low acuity) events

Day	MPDS Events	Purple		Red		Orange		Yellow	
		Events	Median Response Time (mm:ss)	Events	Median Response Time (mm:ss)	Events	Median Response Time (mm:ss)	Events	Median Response Time (mm:ss)
2021-05-16	1,592	27	07:11	420	10:31	489	13:40	656	19:19
2021-05-17	1,603	38	07:23	417	10:27	474	13:31	674	18:30
2021-05-18	1,414	37	07:12	336	10:13	454	12:21	587	18:18
2021-05-19	1,641	43	07:24	407	09:09	543	12:19	648	17:50
2021-05-20	1,609	32	06:34	438	09:49	509	12:18	630	19:14

2021-05-21	1,632	48	07:09	431	10:21	529	12:16	624	18:26
2021-05-22	1,664	45	07:53	439	10:26	536	13:51	644	19:04
2021-05-23	1,505	25	10:20	368	10:45	468	12:40	644	19:44
2021-05-24	1,507	36	08:10	388	09:09	430	11:31	653	15:24
2021-05-25	1,542	28	07:04	403	10:00	472	13:17	639	17:11
2021-05-26	1,414	31	07:07	320	09:21	446	12:34	617	19:34
2021-05-27	1,465	25	06:57	357	09:15	469	13:03	614	19:56
2021-05-28	1,540	38	07:56	380	09:54	555	14:41	567	19:12
2021-05-29	1,617	41	08:29	379	09:24	505	12:36	692	19:05
2021-05-30	1,496	30	07:50	406	10:08	488	13:27	572	17:45
2021-05-31	1,543	45	08:36	418	09:50	453	12:44	627	18:45
2021-06-01	1,681	47	08:09	477	10:49	557	14:39	600	21:23
2021-06-02	1,749	48	08:04	476	10:16	526	14:36	699	18:58
2021-06-03	1,669	48	08:18	447	09:50	499	13:40	675	18:32
2021-06-04	1,482	43	08:25	359	10:34	464	12:45	616	19:05
2021-06-05	1,468	36	07:15	341	10:19	468	12:42	623	19:29
2021-06-06	1,357	21	08:08	373	09:52	402	11:32	561	16:59
2021-06-07	1,436	27	09:56	363	09:47	471	12:53	575	17:47
2021-06-08	1,511	33	08:19	338	09:53	495	12:17	645	18:35
2021-06-09	1,519	39	08:42	366	09:37	505	12:57	609	18:31
2021-06-10	1,489	31	07:12	350	10:10	473	11:39	635	19:34
2021-06-11	1,556	30	06:33	357	09:08	468	13:00	701	19:14
2021-06-12	1,607	33	06:52	415	09:52	485	11:37	674	17:17
2021-06-13	1,531	33	08:55	357	10:14	439	11:56	702	18:32
2021-06-14	1,580	39	06:23	383	09:33	491	12:06	667	17:50
2021-06-15	1,531	38	08:10	387	10:18	471	12:57	635	18:10
2021-06-16	1,569	34	08:48	381	08:57	512	12:22	642	18:32
2021-06-17	1,564	32	08:07	400	10:06	500	12:20	632	19:21
2021-06-18	1,658	23	06:59	403	10:23	573	13:32	659	20:10
2021-06-19	1,503	35	07:45	436	10:14	441	14:03	591	19:24
2021-06-20	1,539	34	07:44	397	10:32	470	13:41	638	19:25
2021-06-21	1,618	27	09:22	430	10:12	526	13:56	635	18:49
2021-06-22	1,604	34	07:40	401	09:53	516	13:03	653	18:09
2021-06-23	1,730	45	07:37	504	09:52	550	13:06	631	20:58
2021-06-24	1,784	39	06:19	501	09:43	556	13:00	688	20:54
2021-06-25	1,833	59	08:19	532	10:42	612	15:05	630	21:11
2021-06-26	1,850	46	09:33	511	10:42	622	14:57	671	22:02
2021-06-27	1,795	60	11:42	583	14:20	580	18:20	572	21:12
2021-06-28	1,975	98	09:55	635	15:09	672	18:14	570	21:09

## Murray, Heather HLTH:EX

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**From:** Brown, Stephen R HLTH:EX  
**Sent:** June 29, 2021 12:41 PM  
**To:** Ferrier, Jeffrey GCPE:EX  
**Subject:** Fwd: Important - Response Requested

Sent from my iPhone

Begin forwarded message:

**From:** "Fisher, Kiersten D HLTH:EX" <Kiersten.Fisher@gov.bc.ca>  
**Date:** June 29, 2021 at 12:40:01 PM PDT  
**To:** "Brown, Stephen R HLTH:EX" <Stephen.Brown@gov.bc.ca>  
**Cc:** "Hayward, Ross HLTH:EX" <Ross.Hayward@gov.bc.ca>, "Moulton, Holly HLTH:EX" <Holly.Moulton@gov.bc.ca>  
**Subject:** Fwd: Important - Response Requested

Steve,<sup>s.22</sup> we did canvas the HAs this morning re what action is being taken to mitigate risks to home health clients in the heat. Below is the response from Island and I will forward response from VCH separately. Good info on steps being taken to ensure safety of clients.

Sent from my iPhone

Begin forwarded message:

**From:** "Gallant, Shelley" <Shelley.Gallant@viha.ca>  
**Date:** June 29, 2021 at 10:05:35 AM PDT  
**To:** "Adams, Alix HLTH:EX" <Alix.Adams@gov.bc.ca>, "Bond, Aaron [NH]" <Aaron.Bond@northernhealth.ca>, "Labonte, Susan" <Susan.Labonte@interiorhealth.ca>, Heather.Wood@interiorhealth.ca, "XT:Beach, Cheryl HLTH:IN" <Cheryl.Beach@fraserhealth.ca>, "McCarthy, Natalie [VCH]" <Natalie.McCarthy@vch.ca>, "Hopkins, Shannon [VCH]" <Shannon.Hopkins@vch.ca>, "Wilson, Julia A." <Julia.Wilson@viha.ca>, Sheila.Marentette@fnha.ca, Michelle Prince <Michelle.Prince@fnha.ca>  
**Cc:** "Fisher, Kiersten D HLTH:EX" <Kiersten.Fisher@gov.bc.ca>, "Cook, Heather G HLTH:EX" <Heather.G.Cook@gov.bc.ca>  
**Subject:** RE: Important - Response Requested

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**From:** Adams, Alix HLTH:EX <Alix.Adams@gov.bc.ca>

**Sent:** Tuesday, June 29, 2021 9:23 AM

**To:** Bond, Aaron [NH] <Aaron.Bond@northernhealth.ca>; Labonte, Susan <Susan.Labonte@interiorhealth.ca>; 'Heather.Wood@interiorhealth.ca' <Heather.Wood@interiorhealth.ca>; XT:Beach, Cheryl HLTH:IN <Cheryl.Beach@fraserhealth.ca>; McCarthy, Natalie [VCH] <Natalie.McCarthy@vch.ca>; Hopkins, Shannon [VCH] <Shannon.Hopkins@vch.ca>; Wilson, Julia A. <Julia.Wilson@viha.ca>; Gallant, Shelley <Shelley.Gallant@VIHA.CA>; Sheila.Marentette@fnha.ca; Michelle Prince <Michelle.Prince@fnha.ca>  
**Cc:** Fisher, Kiersten D HLTH:EX <Kiersten.Fisher@gov.bc.ca>; Cook, Heather G HLTH:EX <Heather.G.Cook@gov.bc.ca>

**Subject:** Important - Response Requested

**Importance:** High

Hello Home Health Leads,

I feel it is important to share that Ministry has been advised of a report where home support workers have discovered clients deceased in their homes, likely from heat. I know your teams are knowledgeable of health risks associated with the uncharacteristically hot temperature across the province. By sharing information about this very sad news, my intent is to continue to build awareness of the risk to vulnerable people.

At this time, can I please ask for each health authority to provide information on the following questions (with response asap today please):

1. How are you approaching service delivery due to the heat, i.e., changes in protocols?

- Are there measures to check in on clients who perhaps don't get a visit multiple times a day? We have pulled a vulnerable client list for each Community Health office, each office is calling the vulnerable clients to see how they are doing, we are providing information about cooling centres in each community as well. Additionally, our clinicians are reviewing case loads and identifying vulnerable clients and calling or visiting. We have sent out Hot Weather information to our clinicians and CHW's so they know the signs and symptoms to look for around heat exhaustion and what to do if they identify it in their clients. They also are making sure clients have water, information about cooling stations and fruit etc
- Are there any other protocols that change during extreme weather such as this? See above (we implement vulnerable client checks and Hot weather protocol as above)
- Have there been any increases in cancelled visits due to staffing shortages? And if so, is there a check in call? We are shortening visits to minimize cancellations. Some communities are seeing an increase in sick calls from the CHW's so we are trying to minimize the risk to clients. We are calling all clients to check in

2. What supports are in place to support staff who may discover a client in distress or deceased? We have a protocol (I will try to find it), the leaders provide in the moment support, EFAP is offered and we can organize a debrief

I am sending my most sincere wishes of support to anyone experiencing challenges in the important work you do, and to loved ones of those who have died.

Sincerely,

Alix

Alix Adams

Director, Home Health

BC Ministry of Health

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