

Gold, Crystal HLTH:EX

From: Brown, Stephen R HLTH:EX
Sent: June 28, 2021 5:51 PM
To: Brown, Stephen R HLTH:EX
Subject: HEALTH SYSTEM UPDATE HEAT WAVE.docx
Attachments: HEALTH SYSTEM UPDATE HEAT WAVE.docx

Sent from my iPhone

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. Two 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 2nd 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.

Gold, Crystal HLTH:EX

From: Pokorny, Peter HLTH:EX
Sent: June 29, 2021 1:27 PM
To: Dix, Adrian HLTH:EX; MacDonald, Alex HLTH:EX; Brown, Stephen R HLTH:EX; Moulton, Holly HLTH:EX
Subject: Heat Wave Actions
Attachments: HEAT WAVE.docx

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

Gold, Crystal HLTH:EX

From: Pokorny, Peter HLTH:EX
Sent: June 30, 2021 7:33 AM
To: Dix, Adrian HLTH:EX; MacDonald, Alex HLTH:EX; van Baarsen, Amanda HLTH:EX; Brown, Stephen R HLTH:EX; Moulton, Holly HLTH:EX
Subject: Heat Wave Notes
Attachments: HEAT WAVE.docx; 20210629_IN_BCEHS high call volumes and extreme heat v3.docx

Hi Minister – I've attached a summary of health authority actions (as of yesterday, June 29) and an interim Info Note from BCEHS.

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

HEAT WAVE STATUS UPDATE (June 29)

BC Emergency Health Services

Status

- On Sunday June 27, paramedics responded to 107 calls for heat exhaustion and 32 calls for heatstroke.
- On Monday June 29, paramedics responded to 132 heatstroke and heat exhaustion calls.
- For the month of June (to June 29) there have been 534 heat-related calls, compared to 14 in June 2020.
- There are significant ambulance off-load delays at Lower Mainland hospitals that require urgent resolution.

Actions Taken/Underway by PHSA/BCEHS

- PHSA has activated a 24/7 Emergency Coordination Centre.
- PHSA is working with BCEHS dispatch to send low acuity calls within Fraser Health and Vancouver Coastal Health to UPCCs as a temporary measure.
- PHSA is working on other options to meet the volume demands including sending low acuity calls via taxi.
- BCEHS is continuously monitoring staffing levels and making daily adjustments as needed.
- BCEHS managers and supervisors are out in the field supporting crews (providing hydration and food) and helping paramedics clear the hospital emergency departments quicker.
- BCEHS has redeployed some managers to dispatch to assist with calls.
- FHA sites are prioritizing offload delays by doubling and tripling stretchers to free up ambulance crews.

Fraser Health Authority

- Emergency Operations Centres were established on Friday and continue to monitor and manage vulnerable sites and services.
- In anticipation of the heat wave, Fraser Health developed Heat Stress Response Plan for testing and vaccine clinics as well as LTC/AL care homes.

Testing and immunization sites

- Two testing/immunization sites were identified as highest risk: Coquitlam's Poirier and Abbotsford's Ag-Rec Centre.
- City Fire Departments cooled the roof of the Poirier site with water at regular intervals.
- The Abbotsford site was not cooling adequately with multiple measures being implemented, including industrial floor fans. An alternate site with air conditioning has been secured and people were redirected over the weekend of June 26-27 and Monday June 28.
- Some immunization sites closed at noon each day, especially outdoor sites.

Acute

FHA is seeing additional volume of patients in emergency departments (ED) and through virtual care related to heat-related health concerns:

- 2,246 ED visits on Sunday June 27 compared to: 1,651 average for 2020/21 and 2,005 average for 2019/20
- 497 patient admissions on Sunday June 27 compared to: 215 average for 2020/21 and 226 average for 2019/20

Actions Taken/Underway in Acute:

- Reviewing Operating Room slates for postponements (currently postponements at Burnaby Hospital (BH), Langley Memorial Hospital (LMH), potentially Eagle Ridge Hospital (ERH))
- Staff have been redeployed from inpatient units to work in Emergency Rooms (ER).
- Exploring opportunity to redeploy vaccine site staffing to ERs
- Exploring extra Hospitalists and extra ER physician booked at BH
- Morgue using temporary coolers at Surrey Memorial Hospital (SMH)
- Opened additional hallway spaces in SMH ER

- Opened biocontainment space in SMH ICU for additional capacity
- Brought in extra Nurse Practitioner and screener positions at Peace Arch Hospital (PAH) to accept SMH transfers
- Asking Primary Care what expected hours of operations are for GP offices and UPCCs over the statutory holiday (Thursday July 1) and Friday July 2. If GP offices are closed this will further impact ERs.

Long-Term Care/Assisted Living

A LTC and AL Emergency Operations Centre has been established to work with care homes directly.

Actions Taken/Underway in LTC/AL:

- Working with contracted LTC/AL care homes to provide air conditioning units or fans where possible
- Redeployed staff to support the hydration and cooling compresses where air conditioning or fans are not available or insufficient.
- Families and volunteers are also assisting to provide hydration and cooling compresses.
- Communications were sent to sites and families on how to keep staff and residents safe

Actions Taken/Underway in Home Health/Home Support

- Community Health Nurses (CHN) are reviewing caseloads and contacting clients to make sure they are hydrated and are able to stay as cool as possible. Home visits are scheduled as needed.
- At home visits for vaccinations, CHNs are assessing clients for hydration
- FHA is supporting Community Health Workers (CHW) with water and space to cool-off in the office, to support them as they visit clients
- CHWs are checking that clients are hydrated.
- FHA is putting together partnerships with Foundations and United Way to gather equipment such as fans for clients who may be in need.

Vancouver Coastal Health Authority

Actions Taken/Underway:

- Emergency Operations Centré established.
- All Emergency Departments are utilizing strategies to reduce congestion, improve flow of admitted patients to the wards & prioritizing ambulance turn-around times:
- Increasing staff in EDs by redeploying professional practice staff and staff from the COVID testing sites and vaccination sites. VGH planning on mandatory overtime to meet staffing needs
- UPPC's (air conditioned) are increasing scope of practice, hours of operations and will advertise in the media
- Adding capacity by setting up emergency overflow units in endoscopy, medical daycare etc.
- All sites are looking for early discharges to improve flow from the ED to the wards - discharged patients may be housed in hotels for air conditioning
- Looking at cancelling some of the surgical slate starting June 30 to free up space and staff
- Engaged PHSA Medical Mobile Unit to either deploy to one of VCHA's Emergency Departments or redeploy their staff to one of VCHA's EDs
- Staff are receiving water, popsicles etc., especially in sites without air-conditioning.

VGH

- Opened all unfunded beds (using redeployed staff / educators/ PCC's/ OT / redeployed staff from ambulatory)
- Opened an extension of the ED on the 2nd floor in half of Perioperative Care Center...12 stretcher bays for low acuity heat related illness.
- Postponed slates - 13 cases on June 29 and looking at June 30 as well, up to 10 rooms
- Decreasing AC to non patient care areas in order to support patient care areas

- OR slate reductions proposed to begin June 30
- Decanting ED patients into areas which can support them for IV, cooling
- AC units deployed to all available care spaces / fans still being sourced
- Supporting a mobile ice / drinks / popsicle delivery to the wards and the staff
- Incremental deployment of RN to critical care from vaccine center
- Staff cooling zone set up in the gym for heat respite
- Hotel acquisition for patients who need a safe and cool discharge disposition

Actions Taken/Underway in Home Support and LTC:

- Making wellness/safety calls to clients and families and conducting in-person health checks
- Contacting all VCHA-funded care homes to see if they require additional fans or air cooling devices
- Staff in LTC are:
 - Monitoring residents for signs of dehydration and behaviour change, decreased fluid intake and moving residents to cooler locations where possible
 - Monitoring temperatures in common areas and rooms where the most vulnerable live
 - Distributing cool fluids, ice cream, popsicles, and wet facecloths (sites have ramped up staffing to support this)
 - Sourcing fans to support VCHA and contracted sites.
 - Using bath/showers to cool the most vulnerable residents

Vancouver Island Health Authority

Status:

- High acute occupancy and extremely high ED visits across system.
- High critical care utilization.
- Hot spots are: Victoria General Hospital (VGH) and Royal Jubilee Hospital (RJH)
- Two elective procedures postponed as of June 29.
- Staffing is extremely challenged throughout the Island with sick rates topping 10% in almost all areas.

Actions Taken/Underway:

- Looking to establish zones in conference rooms at VGH and RJH to treat low acuity IV fluid therapy patients (30 to 40% of ED admits fit this criteria). Zones will be staffed with home care/home support staff.
- Deploying increased resources into ED with goal of diverting admits who can be managed either at home with enhanced Home Support or in the zones mentioned above.
- Considering resourcing municipal cooling centres and securing hotel rooms for those that cannot return home due to unsafe conditions.
- Slowing or redeploying staff from ambulatory and community services to help where possible.
- Looking to redeploy mass immunization staff where clinics have been shut down.
- Making contact with all at risk seniors in every region and all LTC facilities to offer support where required.
- Deployed resources to cooling centres and parks where there is congregation for underserved mental health and substance use population. Also providing food and water.

Interior Health Authority

- All EDs are busy but report no major increase for visits related to heat.
- Merritt, Revelstoke and Salmon Arm patients requiring transfer are being referred to Kelowna / Vernon rather than Kamloops (Royal Inland) due to overcapacity and staffing issues
- Municipalities have set up community cooling centres
- LTC site cooling systems are holding stable but chillers are being monitored regularly throughout the day.
- No immunization appointments have been cancelled; some appointments have been moved to earlier in the day and some are being moved to other communities where facilities are better suited for cooling.
- Some home health clients who are struggling with heat at home are being moved to hotels (COVID isolation sites) as they are well staffed and have fewer clients requiring isolation.

Northern Health Authority

North West

- all sites stable with no unusual congestion in the EDs

Actions Taken/Underway in Northern Interior

- Relocated immunization clinic in Fort St. James to air-conditioned site and cancelled Vanderhoof clinic from June 29 to July 5;
- UHNBC - ED congestion occurred overnight June 28 with 29 admitted patients in the ED, many related to heat exacerbating chronic conditions. Actively working to repatriate patients to other sites and discharge.

North East

- Dawson Creek District Hospital inpatient unit is very hot - 3 portable air-conditioning units are now in place.
- ED departments across NHA are not experiencing unusual ED congestion.

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.17](#)

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- 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. Options under the Response Escalation Action Plan, pending appropriate leadership support, include:

○ [s.13](#)

○

Allegations contained in June 29 Reddit post:

Reddit 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

- 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.*
[NEED MORE INFORMATION]
- 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). [Facts line up with a SURREY call, not Vancouver]

Call Details

- s.22
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- 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
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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)						
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

Gold, Crystal HLTH:EX

From: Schroeder, Tracey [FH] <Tracey.Schroeder@fraserhealth.ca> on behalf of Lee, Victoria [FH] <Victoria.Lee@fraserhealth.ca>
Sent: June 29, 2021 12:58 PM
To: Pokorny, Peter HLTH:EX
Cc: Brown, Stephen R HLTH:EX
Subject: Impacts of heat wave
Attachments: Heat wave actions and impacts.docx

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

Peter, please find attached the information requested.

Victoria Lee MD MPH MBA CCFP FRCPC
President and Chief Executive Officer
Fraser Health

*Suite 400, Central City Tower
13450 - 102nd Avenue
Surrey, BC, V3T 0H1
Phone: 604-587-4625
Email: victoria.lee@fraserhealth.ca*

This email is intended only for the person(s) or entity to which it is addressed and may contain confidential information. Any review, distribution, copying, printing or other use of this email by anyone other than the named recipient is prohibited. If you have received this email in error or are not the named recipient, please notify the sender immediately and permanently delete this email and all copies of it. Thank you.

Background

The health and safety of our staff, industry partners, and clients at clinics throughout our region is our priority. In anticipation of the heat wave, Fraser Health developed Heat Stress Response Plan for testing and vaccine clinics as well as LTC/AL care homes. Emergency Operations Centres have been stood up from Friday onwards to manage vulnerable sites and services.

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 Departments at regular intervals in addition to multiple strategies that have been successful for the Poirier site. Unfortunately the Abbotsford site was not cooling adequately with additional industrial, evaporation and floor fans, but an alternate site has been secured with air and people were redirected over the weekend and Monday. Positive feedback thus far from staff, medical staff and patients.

Actions:

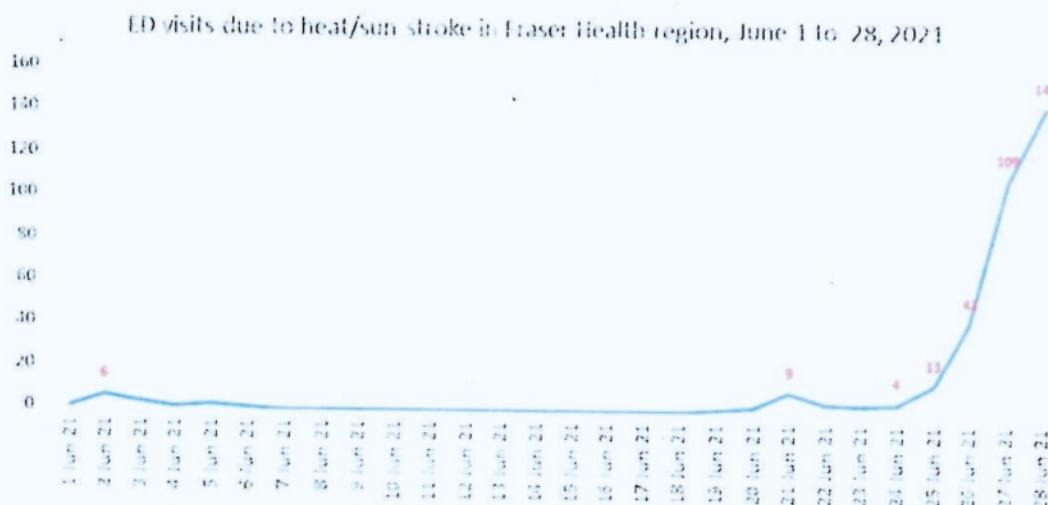
- Sites closed at noon each day, especially outdoor sites.
- Staff educated on signs and symptoms of heat strokes.
- Regional support plans for staff, and patients relayed to managers.

Acute

We are seeing additional patients in emerg and virtual care call volumes related to heat-related health concerns thus far.

Data:

- 2246 ED visits yesterday. 1651 average for 2020/21. 2005 average for 2019/20
- 497 admissions yesterday/ 215 average for 2020/21. 226 Average for 2019/20



At Ridge Meadows Hospital 4 of 6 chillers failed but we managed to get two back online with HVAC, no patient/staff impacts.

BCEHS delays

- All sites prioritizing offload delays. They are doubling and tripling stretchers to free up ambulance crews.

Actions:

- Reviewing OR slates for postponements (currently postponements at BH, LMH, potentially ERH)

- Pulled staff from inpatient units to work in ER. Increased workload resulting on inpatient units
- Exploring opportunity to redeploy any vaccine site staffing to ER
- Exploring extra Hospitalists and extra ER physician booked at BH
- Morgue using temporary coolers at SMH
- Opened additional hallway spaces in SMH ER
- Opened biocontainment space in SMH ICU for additional capacity
- Brought in extra NP and screener positions at PAH to accept SMH transfers
- Asking Primary Care what expected hours of operations are for GP offices, UPCC over stat & Friday this week (this will have further impact on ER if GPs offices closed on Thursday & Friday into weekend)
- Working with BCEHS to redirect CTAS 4s and 5s.

Long-Term Care/Assisted Living

A number of 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. EOC has been stood up to work with care homes directly.

Actions

- Working with contracted LTC/AL care homes to provide a/c and/or fans where possible, redeployed staff where needed to support the hydration and cooling compresses where a/c or fans are not available or sufficient. Where heat is a bigger risk than COVID family and volunteer are also assisting to provide hydration and cooling compresses.
- Communications sent to sites and families, on how to keep staff and residents safe
- We know of 3 deaths yesterday.
- Licensing involved.

MHSU

- Three deaths – 2 Licensed Care Facilities – 1 x ~~s.22~~ , 1 x ~~s.22~~
- 1 Enhanced Housing – ~~s.22~~
- Hospitalisations – 4
- Mitigations:
 - All heat related communications sent to the providers Friday plus further sent yesterday
 - 20 facilities call yesterday – all on older adult vulnerable list

Home Health/Home Support.

- Community Health Nurses are reviewing their caseloads and contacting clients to make sure they are hydrated and are able to stay as cool as possible. Home visits are scheduled as needed.
- At visits for vaccinations, CHNs are assessing clients for hydration
- We are supporting CHWs with water and space to cool-off in the office, to support them as they visit clients
- CHWs are checking that clients are hydrated.
- The regional team is providing additional information around assessment for need of hypodermoclysis in the home.
- We are putting together partnerships with the Foundation and United Way to gather equipment such as fans for clients who may be in need.

Community

- Burnaby RCMP have issued a news release identifying 25 deaths potentially linked to heat: <https://bc-cb.rcmp-grc.gc.ca/ViewPage.action?siteNodeId=2114&languageId=1&contentId=70093>

Gold, Crystal HLTH:EX

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

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 - Two care homes have been challenged over the weekend - Hilton Villa and Kiwanis. Two 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.).
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- 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**).
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Gold, Crystal HLTH:EX

From: Brown, Stephen R HLTH:EX <Stephen.Brown@gov.bc.ca>
Sent: June 28, 2021 5:51 PM
To: Brown, Stephen R HLTH:EX
Subject: HEALTH SYSTEM UPDATE HEAT WAVE.docx
Attachments: HEALTH SYSTEM UPDATE HEAT WAVE.docx

Sent from my iPhone

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Gold, Crystal HLTH:EX

From: Brown, Stephen R HLTH:EX
Sent: June 30, 2021 6:45 AM
To: Rains, Derek HLTH:EX
Subject: RE: EHS Heat Wave Response

Thks Derek – I have a follow up call with David and BCEHS at some point this morning. Will get you an invite as soon as it is set up. Steve

From: Rains, Derek HLTH:EX <Derek.Rains@gov.bc.ca>
Sent: June 29, 2021 11:11 PM
To: Brown, Stephen R HLTH:EX <Stephen.Brown@gov.bc.ca>
Cc: Collins, Teri HLTH:EX <Teri.Collins@gov.bc.ca>; Hayward, Ross HLTH:EX <Ross.Hayward@gov.bc.ca>
Subject: EHS Heat Wave Response

Hi Steve, further to our quick discussion today and to bring you up to speed on the plan from EHS in the short term. Below are some action they are looking to implement.

Today

- Additional dispatch resources
 - Additional system status managers (4) added to dispatch, now 24/7 coverage
 - 10 dispatch educators to support dispatch teams
- BCEHS is taking on staffing, and will be pre-booking scheduled dispatch more in advance – currently is only done a day or two in advance.
- Started 24/7 EOC (level 3) to put significant operational priority on this

Wed/Thurs

- Paramedic practice leads (4) going to dispatch to triage low acuity calls. Low acuity calls to be referred to other services or taxi'd to emergency as appropriate. BCEHS to pay for taxi.
- HAs to start upstaffing emergency departments to improve hand over time
 - BCEHS to monitor off-load delays. I have asked for them to start thinking about a backup plan as well, and to avoid taking a 'wait and see' approach
- Develop criteria for patients who will go to UPCC, instead of emergency (some appropriate low acuity patients may be told that no ambulance is coming)
- Start conveying low acuity patients to UPCCs,
- Pre-booking paramedics shift one week ahead will start. Union has agreed in principle, MOU being drafted btwn ehs and CUPE.

Thursday or Friday

- Shift premiums in place to improve urgent staffing needs in tough to fill shifts – as soon as work with CUPE and HEABC is complete

I am also attaching the EHS 'narrative' we drafted for estimates as a reference, if helpful. As context, the new positions from the Collective Agreement are in more rural areas. The majority of the new positions are converting casual/on-call to regular part or full time positions – to try to stabilize the workforce. As part of the document, the action plan they are working on re staffing is also attached.

The last thing I have noticed in the media tonight, is the VPD and others are getting clear messaging out to the public regarding their observations and pressures. I am meeting with GCPE first thing in the morning to discuss how to try to get ahead of this. If we got that direction, we will work to get some messaging pulled together.

Let me know if you want to discuss any of this through.

Thanks
Derek

Derek Rains, MPP

Ministry of Health
Health Services Division | Acute & Provincial Services Branch | Ministry of Health
1515 Blanshard Street, Victoria, BC | PO Box 9601 Stn Prov Govt V8W 9P1
Office: 250.412.6420
Fax: 250.412.6421

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