

From: Henry, Bonnie HLTH:EX Bonnie.Henry@gov.bc.ca
Subject: Automatic reply: SitRep of COVID-19 epidemic trajectory in Canada and provinces from international models
Date: July 31, 2021 at 10:45 PM
To: Farshad Pourmalek pourmalek_farshad@yahoo.com

BH

Thank you for taking the time to write to my office. The Ministry of Health, the BC Centre for Disease Control, and my office are focused on providing thoughtful guidance to help see everyone to the other side of this pandemic. COVID-19 has demanded much from all of us, but I am grateful for the combined efforts from all British Columbians to support their families and neighbours during this difficult time. It is in all of our hands. Let's remember to wash them.

Unfortunately, due to the high volume of correspondence regarding this pandemic, it is not always possible to respond to every email; however, please be assured that my office will forward your email onto the appropriate division within the Ministry of Health for their further review and consideration. If you are writing about a personal issue or situation regarding a family member in healthcare please understand that I am not able, nor would it be appropriate for me, to intervene in any individual issue. Please contact the Patient Safety Quality council for the appropriate health authority to have your personal situation addressed.

Fraser Health Authority: 1 877 880-8823 or pcqoffice@fraserhealth.ca
Interior Health Authority: 1 877 442-2001 or patient.concerns@interiorhealth.ca
Island Health Authority: 1 877 977-5797 or patientcarequalityoffice@viha.ca
Northern Health Authority: 1 877 677-7715 or patientcarequalityoffice@northernhealth.ca
Provincial Health Services Authority: 1 888-875-3256 or pcqo@phsa.ca
Vancouver Coastal Health Authority: 1 877 993-9199 or pcqo@vch.ca

If you are writing about COVID-19, please refer to the information below for some immediate information and reference tools:

- If you or a family member believes they are displaying symptoms of COVID-19, please use the BC COVID-19 Self-Assessment Tool. If the tool advises you are demonstrating relevant symptoms, please call 811 to speak with a healthcare professional:
<https://covid19.thrive.health/>
- For answers to common questions about COVID-19, please consult HealthLinkBC and the BC Centre for Disease Control at:
<https://www.healthlinkbc.ca/health-feature/coronavirus-disease-covid-19> and <http://www.bccdc.ca/health-info/diseases-conditions/covid-19>
- For information regarding the COVID-19 vaccination, please refer to the BC Centre for Disease Control at:
<http://www.bccdc.ca/health-info/diseases-conditions/covid-19/covid-19-vaccine>
- For guidance on appointment eligibility for the COVID-19 vaccination, please reference the Ministry of Health's vaccination plan:
<https://www2.gov.bc.ca/gov/content/covid-19/vaccine/plan>
- For non-medical information about the virus, including the latest information on travel recommendations and physical distancing, as well as access to support and services from the provincial and federal governments, please call the toll-free phone line (open 7:30 am to 8:00 pm, seven days a week): 1-888-COVID19 (1-888-268-4319)
- If you are a business looking for restart information please call the WorkSafeBC hotline at 1-888-621-7233 or connect with your local public health office.

If you require immediate medical assistance, please refer to the available contacts listed below:

- If there is a medical emergency, please dial 911 from any phone.
- If you are in emotional distress or require immediate mental health support, please call the Crisis Line <<https://crisiscentre.bc.ca/>> at 310-6789 or toll-free at 1-800-784-2433, to receive an immediate response, available 24/7.

Again, thank you for writing. And please, be kind – be calm – be safe.

Sincerely,

Dr. Bonnie Henry
Provincial Health Officer

Mailing Address: PO Box 9648 STN PROV GOVT, Victoria, BC V8W 9P4

