

MEMORANDUM

Date: July 28, 2021

File: 195-20

To: All BCEHS staff

CLIFF: 1062936

Re: BC Day long weekend demand mitigations

As we head into the long weekend, we are anticipating a very busy time for our BCEHS front line paramedics and dispatch staff and managers. Significant movement of people around the province undertaking various outdoor recreational activities, combined with the wildfires and anticipated increased warmer weather across the province, are all factors which are likely to result in increased 911 call volume and demand for our services.

To increase our staffing levels in anticipation of this increased demand and in recognition of the extraordinary efforts of our paramedics and dispatch staff, we are moving to implement an extraordinary pay increase of **time-and-a-half for all shifts on July 30th and 31st and August 1st**.

There will also be additional activations of some Kilo and Fox shifts in areas of the province such as Terrace, Lions Bay, Squamish, Whistler, Pemberton and Campbell River. A full list of activated and upstaffed shifts is attached. Increased resources have been added in the provincial scheduling office (PSO) to support additional call-outs to staff. Staff should contact PSO to book shifts or contact their unit chief in non-centrally scheduled stations.

The following mitigation strategies are also continuing:

- Increased clinical support in dispatch centres
- Managers supporting front line operations
- Relaxed uniform (t-shirts)
- Low acuity patient transport van in Surrey
- 24/7 manager support in dispatch to help with delays and escalation
- Working with health authorities to reduce offload delays
- Provincial ECC activated and monitoring operations
- Regional EOCs activated and monitoring wildfire impacts
- Reduction of non-essential patient transfers
- Deployment of equipment supply technicians (ESTs) and duty-to-accommodate (DTA) staff from BCEHS Logistics to Surrey Memorial Hospital, Vancouver General Hospital, Victoria General Hospital, Abbotsford Regional Hospital and Royal Jubilee Hospital. While crews are inside with patient handovers over the long weekend, the ESTs and DTAs clean the back of ambulances, re-stock critical items and give crews a bit of time to grab a drink or take a break.

In addition to the above actions already in place, BCEHS leadership has also been working in consultation with CUPE 873 and have reached an agreement to waive collective agreement language to improve the ability to increase staffing through the long weekend period:

BC Emergency Health Services - MEMORANDUM

- Schedule overtime on a “pick a partner - pick a time” basis
- Flexibility with pairing and utilizing EMR staff from other areas in the lower mainland by teaming them up with other paramedics
- Single ACP responders
- Transfer cars for low acuity 911 calls staffed with EMRs (VPOP will not be required as these units will not be responding to code 3 calls)
- Community Paramedics to support local communities and large urban centres as required
- Managers able to respond to 911 calls when needed
- Additional scheduling support via a dedicated BCEHS scheduling team
- Increased use of alternative service providers where appropriate for non-medical transport

If you are able to safely do so, please provide your availability for additional shifts this long weekend as soon as possible. We appreciate your extraordinary efforts to provide care to our patients in these challenging times.

Original signed by

Leanne Heppell
Interim Executive Vice President & Chief Ambulance Officer
BC Emergency Health Services
Provincial Health Services Authority

District	Community	Date	Shift	Unit	Status
North	Terrace	30-Jul	Day	645KD	ACTIVATED
North	Terrace	30-Jul	Night	645FN	ACTIVATED
North	Terrace	31-Jul	Day	645KD	ACTIVATED
North	Terrace	31-Jul	Night	645FN	ACTIVATED
North	Terrace	01-Aug	Day	645KD	ACTIVATED
North	Terrace	01-Aug	Night	645FN	ACTIVATED
Coastal	Lions Bay	30-Jul	Night	233JN	UPSTAFF
Coastal	Squamish	30-Jul	Night	222JN	UPSTAFF
Coastal	Whister	30-Jul	Night	224JN	UPSTAFF
Coastal	Pemberton	30-Jul	Night	219JN	UPSTAFF
Coastal	Lions Bay	31-Jul	Day	233JD	UPSTAFF
Coastal	Lions Bay	31-Jul	Night	233JN	UPSTAFF
Coastal	Squamish	31-Jul	Day	222JD	UPSTAFF
Coastal	Squamish	31-Jul	Night	222JN	UPSTAFF
Coastal	Whister	31-Jul	Day	224JD	UPSTAFF
Coastal	Whister	31-Jul	Night	224JN	UPSTAFF
Coastal	Pemberton	31-Jul	Day	219JD	UPSTAFF
Coastal	Pemberton	31-Jul	Night	219JN	UPSTAFF
Coastal	Lions Bay	01-Aug	Day	233JD	UPSTAFF
Coastal	Lions Bay	01-Aug	Night	233JN	UPSTAFF
Coastal	Squamish	01-Aug	Day	222JD	UPSTAFF
Coastal	Squamish	01-Aug	Night	222JN	UPSTAFF
Coastal	Whister	01-Aug	Day	224JD	UPSTAFF
Coastal	Whister	01-Aug	Night	224JN	UPSTAFF
Coastal	Pemberton	01-Aug	Day	219JD	UPSTAFF
Coastal	Pemberton	01-Aug	Night	219JN	UPSTAFF
Island	Campbell River	30-Jul-21	Day	108KD	Activated
Island	Campbell River	30-Jul-21	Night	108KN	Activated
Island	Courtenay/Cumberland	30-Jul-21	Day	150/151KD	Activated
Island	Courtenay/Cumberland	30-Jul-21	Night	150/151KN	Activated
Island	Ladysmith	31-Jul-21	DAY	159KD	Activated
Island	Campbell River	31-Jul-21	Day	108KD	Activated
Island	Campbell River	31-Jul-21	Night	108KN	Activated
Island	Courtenay/Cumberland	31-Jul-21	Day	150/151KD	Activated
Island	Courtenay/Cumberland	31-Jul-21	Night	150/151KN	Activated
Island	Ladysmith	01-Aug-21	Day	159KD	Activated
Island	Ladysmith	01-Aug-21	Night	159KN	Activated
Island	Campbell River	01-Aug-21	Day	108KD	Activated
Island	Campbell River	01-Aug-21	Night	108KN	Activated
Island	Courtenay/Cumberland	01-Aug-21	Day	150/151KD	Activated
Island	Courtenay/Cumberland	01-Aug-21	Night	150/151KN	Activated

District	Community	Date	Shift	Unit	Status
Interior	Kaslo	30-Jul-21	Day	412KD	Activated
Interior	Kaslo	30-Jul-21	Night	421KN	Activated
Interior	Midway	31-Jul-21	Day	415KD	Activated
Interior	Barriere	31-Jul-21	Day	306F	Activated
Interior	Clearwater	31-Jul-21	Day	335F	Activated
Interior	Trail	31-Jul-21	Day	417KD	Activated
Interior	Nakusp	31-Jul-21	Day	419K1D	Activated
Interior	Enderby	01-Aug-21	Day	311F	Activated
Interior	Enderby	31-Jul-21	Day	311F	Activated
Interior	Nelson	31-Jul-21	Day	421KD	Activated
Interior	Revelstoke	31-Jul-21	Night	329J	Up Staff
Interior	Enderby	31-Jul-21	Night	311F	Activated
Interior	Nakusp	31-Jul-21	Night	419K1D	Activated
Interior	Trail	31-Jul-21	Night	329J2	Up Staff
Interior	Clearwater	31-Jul-21	Night	335F	Activated
Interior	Blue River	31-Jul-21	Night	338K	Activated
Interior	Barriere	31-Jul-21	Night	306F	Activated
Interior	Castlegar	31-Jul-21	Night	402F	Activated
Interior	Nakusp	31-Jul-21	Night	337J	Up Staff
Interior	Nelson	01-Aug-21	Day	421KD	Activated
Interior	Salmo	01-Aug-21	Day	329J	Up Staff
Interior	Kaslo	01-Aug-21	Day	412KD	Activated
Interior	Armstrong	01-Aug-21	Day	302F	Activated
Interior	Sparwood	01-Aug-21	Day	405J	Up Staff
Interior	Revelstoke	01-Aug-21	Night	336F	Activated
Interior	Salmo	01-Aug-21	Night	329J2	Up Staff
Interior	Lumby	01-Aug-21	Night	320K	Activated
Interior	Sparwood	01-Aug-21	Night	405J	Up Staff
Interior	Creston	01-Aug-21	Night	404J	Up Staff
Interior	Peachland	01-Aug-21	Night	342F	Activated
Interior	Nelson	01-Aug-21	Night	421KN	Activated
Interior	Sparwood	02-Aug-21	Day	404J	Activated
Interior	Nelson	02-Aug-21	Night	421KN	Activated
Interior	Salmo	02-Aug-21	Night	426K	Activated

District	Community	Date	Shift	Unit	Status
Fraser		30-Jul-21	Day 1000 - 2200	57 Juliet	Up Staff
Fraser		31-Jul-21	Day 0800 - 2000	52 Juliet	Up Staff
Fraser		31-Jul-21	Day 0900 - 2100	40 Juliet	Up Staff
Fraser		31-Jul-21	Day 0800 - 1800	53 Juliet	Up Staff
Fraser		01-Aug-21	Day 0800 - 2000	52 Juliet	Up Staff
Fraser		01-Aug-21	Day 0900 - 2100	53 Juliet	Up Staff
Fraser		01-Aug-21	Day 1000 - 2200	57 Juliet	Up Staff
Fraser		02-Aug-21	Day 0800 - 2000	52 Juliet	Up Staff
Fraser		02-Aug-21	Day 0900 - 2100	53 Juliet	Up Staff