

# Health Care Workers and First Responders

## RESOURCES

Please note this information is accurate to the best of our knowledge as of April 30, 2020. This list is not intended to be exhaustive, and may change without our notice. Please note that valid Interior Health ID may be required to qualify for discounted services.

### DEFINITION OF HEALTH CARE WORKER

All health care providers, health service providers, support staff working within ancillary services within a health care, mental health, or addictions treatment setting, and paramedics.

### TEMPORARY STAFF ACCOMMODATIONS (TSA)

The Ministry of Health is supporting Health Authorities to provide temporary staff accommodations (TSA) for health care workers working in active COVID patient care and staff who do not provide patient care but are assigned to a key COVID response role. **Please note: Any IH staff member (including Physicians) who does not meet the criteria for funded temporary accommodation, are welcome to send a request in through IHCOVIDCallCentreTeam@interiorhealth.ca and the team will reserve a discounted hotel room for them through a self-pay option**

### FOR IH HEALTH CARE WORKERS

Temporary accommodation will be provided until otherwise communicated, subject to availability, to eligible health care workers who meet any of the following criteria as outlined in the [Memo- Temporary Staff Accommodation](#)

- **APPLICATION AND APPROVAL PROCESS**

- The application can be accessed [here](#), completed by the employee/medical staff and submitted to Manager/Dept. Head for approval that the eligibility requirements are met. The Manager/ Dept. Head forwards the approved application to IHCOVIDCallCentreTeam@interiorhealth.ca and the team will book the room and notify the health care worker (see key timelines on application form).

### FOR FIRST RESPONDERS UNDER THE JURISDICTION OF PHSA

Temporary accommodation will be provided until otherwise communicated, subject to availability, to eligible health care workers who meet any of the following criteria as outlined in the [PHSA 'Temporary Accommodation for Essential Workers Section'](#)

- **APPLICATION AND APPROVAL PROCESS**

- If you meet one of the criteria, please complete the application [here](#). Once you have submitted this application form, your information will be saved in our database and you do not need to resubmit this form for subsequent TEPA requests.
- If the above eligibility criteria **do not apply** to you but you would still like to access temporary accommodation, please consider our **Self Paid Temporary Staff Accommodation Program**, which provides a list of hotels and apartments, offering a range of options which you can access at a significant PHSA discount during the COVID response. Current details for our Self Paid TSA Program are available here: [Self-Paid Temporary Accommodation Options for Essential Healthcare Workers \(PDF\)](#).
- For any requests not covered by the details above, please email us directly at: TempStaffAccomm@phsa.ca.

## **FOOD AND BEVERAGE**

### **COSTCO**

Priority access for healthcare workers and first responders

- 250.868.9515 | [Costco Kelowna](#)

### **CODFATHER'S – THE TABLE CAFE**

10% discount on all takeout orders

- 250.868.9981 | [Codfather's](#)

### **KELLY O'BRAN'S**

40% off take-out orders for health care workers

- 250.861.1338 | [Kelly O'Bryan's on Bernard](#)

### **LOBLAWS**

Priority access for healthcare workers and first responders

### **SHELL GAS STATIONS**

Complimentary water & sandwich for frontline medical staff

### **SMACK DAB AT MANTEO**

25% off for first responders and health care workers

- 250.860.4488 | [Smack Dab](#)

### **STARBUCKS**

Complimentary tall brewed coffee for front-line responders

### **WATERFRONT RESTAURANT**

Frozen meals available for sale & contactless delivery

- 250.979.1222 | [Waterfront Restaurant](#)

## SERVICES

### LONDON DRUGS

Exclusive Hours for Health Care Workers

8:00-9:00p.m. Monday to Saturday

7:00-8:00p.m. Sunday

### PHYSICIAN'S HEALTH PROGRAM OF BC

Mental Health Helpline supporting Physicians and their families 24 hrs

- 800-663-6729

### PROVINCIAL HEALTH SERVICES AUTHORITY (PHSA)

Practical and psychosocial support for our workforce during the COVID-19 pandemic. Resource link [here](#) for helpful information about;

- COVID-19 resource line
- COVID-19 coping tips
- Child care
- Pacific Blue Cross and telehealth
- Temporary accommodation for essential workers
- Streamlined Record of Employment (ROE) process

### SPIN CITY LAUNDROMAT *at Mission Park Mall*

Free service washing personal scrubs and gowns for KGH health care workers

- 250-860-7003 | [Spin City Laundromat](#)

### YMCA CHILDCARE FOR ESSENTIAL WORKERS

Flexible hours for all essential workers

- 250-808-7407 | Debbie Banerjee | [dbanerjee@ymcaokanagan.ca](mailto:dbanerjee@ymcaokanagan.ca)

## CONTACT

If you are a local business or organization that would like to be added to this resource guide, please contact;

**Zeno Cescon** | Director of Facility Engagement, KGH Physicians Society  
[zeno.kghps@gmail.com](mailto:zeno.kghps@gmail.com)