

We are launching a COVID-19 communication platform for VCH physicians on Slack. The workspace is <https://vch-covid-19-md.slack.com>.

What Is Slack and Why Are We Launching It Now?

Slack is a team messaging service. We are introducing it now to provide our physicians a dedicated space to have the most up-to-date COVID-19 information, ask questions, generate discussions, and to support one another.

Who Is This For?

The Slack platform is being made available to all VCH medical staff.

What Can I Do With Slack?

Lots! We will continue to add more features over the next several weeks. These are the functionalities available at/near launch:

| PHASE | FUNCTIONALITIES |
|---|--|
| Phase 1 (At Launch) | <ul style="list-style-type: none"> Read VCH COVID-19 memos/announcements |
| Phase 2 (Week of March 23 rd) | <ul style="list-style-type: none"> Ability to comment on posts, ask questions, start discussions Submit questions and watch COVID-19 virtual townhalls for medical staff Departments/divisions/programs can form their own private channels (more info to follow) |

How Do I Access Slack?

You should have received an email link from VCH to join Slack. If you did not receive an email link, contact the administrators at Sophia.Wong@vch.ca or yyin2@vch.ca.

To download Slack and open the [VCH COVID-19 workspace](#) on your smartphone:

| iOS | ANDROID |
|--|--|
| 1. Find Slack in the App store. | 1. Find Slack in the Google Play store. |
| 2. Tap Get to download. | 2. Tap Install . |
| 3. Tap Open from the App Store, or tap the Slack icon on your device. | 3. Tap the Slack icon to launch the app. |

| | |
|--|--|
| 4. Check your mobile inbox for an email invitation from Slack. | 4. Check your mobile inbox for an email invitation from Slack. |
| 5. Tap Join Now . | 5. Tap Join Now . |
| 6. Enter your full name and tap Next . | 6. Enter your full name and tap Next . |
| 7. Create a password and tap Next . | 7. Create a password and tap Next . |

Ground Rules

1. Follow this [naming convention](#) when entering your **display name** (how your name will show up in Slack): **first and last name** followed by your **VCH Community of Care**. For example:
 John Smith, VA *or* John Smith, Coastal

If you exceed the character limit, use your judgement and abbreviate as needed.

To change your **display name**:

| iOS | ANDROID |
|--|--|
| 1. Swipe left to open the right sidebar. | 1. Tap the three dots icon in the top right. |
| 2. Tap Edit Profile . | 2. Tap Settings . |
| 3. Make your edits to your profile and tap the X close icon at top left to finish up. | 3. Tap Edit profile . |
| | 4. Make your edits, then tap Save at top right. |

2. **Privacy:** Slack is only open to VCH medical staff and key support staff. Please do not share your invite link with others.
3. **Confidentiality:** Please keep conversations and files shared in Slack confidential. Please be objective and respectful in your communication and do not include any client/patient or other personal information that could harm you, others, or VCH if the information became public.
4. **Courtesy:** Please remain courteous and respectful during your interactions on Slack. VCH medical staff are expected to adhere to the [VCH Respectful Workplace & Human Rights Policy](#).

Slack Basics

What Are Channels?

In Slack, teamwork and communication happen in channels. A **channel** is a single place for a team to share messages, tools, and files. Messages posted to channels are archived and searchable by all your teammates.

Public Channels

Public channels are open for all members to join, and anything posted is searchable by others. Transparency matters, so most conversations should happen in public channels so that they're searchable by all members.

Private Channels

Private channels are by **invites only**. They may be specific to a department, division, program, or a specific group of physicians. Private channels will be available in phase 2 (more details to follow).

To start, we have created the following **public channels**:

| Channel Name | Channel Description |
|--|--|
| COVID-19 Updates | Daily regional EOC/VCH situational updates. |
| PPE | Updates on policy for PPE use, availability and supply chain. |
| Testing Criteria | The latest policy on when and how to get testing for COVID-19. |
| Therapeutics | Evidence-based treatment options for COVID-19. |
| Virtual Townhall | Find announcements for upcoming COVID-19 virtual townhalls. Leave your questions in this channel to have them answered during the townhall. Questions will be collected up to 1 hour prior to the event. |
| Virtual Health | Policy and information on use of virtual health platforms in clinical care. |
| FAQ Safety | Find out how to keep you and your family safe. |
| Wellness Resources | Feeling overwhelmed? Here is where you will find support. |
| Questions + Answers (Coming soon) | Can't find the answer to your questions in the other channels? Leave them here and we will try to find an answer for you. |
| Peer-to-Peer Coaching (Coming soon) | Share reflections + personal strategies in coping with the increased workload and uncertainty. We can all learn from each other. |
| Help a Colleague (Coming soon) | We are stronger together! Lend a hand to a colleague if they have to be quarantined. |

Reading Posts in Slack

On your phone, your main view will be of the channel you're currently in. Here's how to **navigate to other channels**:

| iOS | ANDROID |
|--|---|
| 1. Swipe left to right to open the channel list. | 1. Tap your workspace icon in the top left, or swipe from left to right to open the channel list. |
| 2. Tap the channel you'd like to view. | 2. Tap the channel you'd like to view. |

If a channel name is **bolded**, this means there's **unread activity**. Channels with unread activity will appear at the top of the channel list.

We will provide more information, including a more comprehensive user guide, in the next few days. Stay tuned.

Need help? Contact Sophia.Wong@vch.ca or yyin2@vch.ca.