

July 5, 2020

TO: All Staff, Medical Staff, Contracted Staff at Holy Family Long Term Care

**FROM: Dr. Patty Daly, Chief Medical Officer for VCH and PHC
Karin Olson, Chief Operating Officer, Vice President, Coastal, VCH
Althea Hayden, Medical Health Officer, VCH**

Kudos to all Holy Family LTC staff, medical staff, contracted services and all others for impressively stepping up and assisting the outbreak team members to help address the priority areas we identified in yesterday's update. The LTC environment already looks less busy due to the removal and storage of items. Having a more tidy and less crowded-with-objects environment enhances our ability to control and prevent infections.

Your jobs are challenging at the best of times, let alone now while we manage the pandemic in general and the Holy Family outbreak in particular. You are being asked to be extra vigilant in every duty you perform, in every interaction you have with a resident or co-worker.

We recognize that can add stress and we want to emphasize that your wellness is of utmost importance. Please look after yourselves, be aware of any slightest symptoms and changes in how you feel, and isolate yourself immediately as directed if you do get [symptoms](#). And, whether at work or during non-work hours, let's all do our part to heed the guidance of Dr. Bonnie Henry, avoiding crowds, practicing social distancing, practising good hand hygiene, and wearing masks when required.

With your participation and cooperation, the VCH-PHC Outbreak Team is continuing to focus on making impactful changes. Here's an update of what's happening, why and what you can expect in the coming days:

- 1. Testing of all residents and staff** –Testing for staff and residents is critical. In the coming week, we are asking all staff to go for NP testing regardless of symptoms. Our goal here is identify anyone who could be infected but have minimal symptoms, or has not yet developed symptoms. The mobile testing van will come back to Holy Family to make this testing as easy as possible. Additionally, we will be offering serological testing to all residents and staff. Phlebotomy staff will be onsite July 7th to July 9th to collect resident specimens. They will have limited ability to collect staff specimens. Requisitions for these tests will be made available this week onsite, which staff can use to take to the St. Paul's or Mount Saint Joseph outpatient labs for their tests. It may also be possible to get serology testing onsite at Holy Family from July 7 to 9, if there is capacity. Serology testing helps us better understand where COVID transmission has occurred, where it may be occurring and who may have anti-bodies to the virus. We will provide more information on this testing process this coming week.
- 2. Enhanced In-Service IPAC Staff Education** – More Infection Control Practitioners (ICPs) are being added to the site and will work with the Rapid Response Team (RRT) members to deliver more in-service/in-person education to staff. No amount of education

on this topic is too much, given the seriousness of the COVID-19 virus. Thank you for your continued participation in these short education sessions.

3. **Enhanced Staff Screening** – We now have a nurse as part of the screening team who leads the staff clinical screening and assessment prior to the start of every shift. This is a critical step in ensuring no symptomatic – no matter how mild the symptoms – staff inadvertently enter the facilities and be at risk to themselves, their colleagues and residents. Your cooperation in this screening is extremely critical.
4. **Non-Essential Services** – As we stated yesterday, it is important to limit the number of people that are in LTC at any given time, so a number of services will not be offered in person. For those staff, allied and medical staff providing these services, it's important to remember that not being able to be onsite doesn't mean you won't continue to contribute. Site and operational leaders will work with you to look at optional avenues – such as virtual care or telehealth – to provide the service and enable your continuing contributions.

The VCH-PHC Outbreak Team is meeting each day and our commitment is to ensure transparent and consistent communications to you on any actions and initiatives that we identify. We ask for your patience as our new structure, team roles, responsibilities and reporting processes are finalized.

Thank you again for your continued vigilance and dedication toward this team effort.

There are a number of social and psychological supports you can access. That information is provided below.

STAFF SUPPORTS

Your wellness is important & you are not alone:

- **Email:** covidwellness&support@providencehealth.bc.ca
- **Support Line:** 604-806-9925 or ext. 69925
 - **Provides call-back option, including evenings and weekends**
 - **to speak with a colleague who is trained to provide Psychological First Aid (PFA) (this is not a crisis line). The voicemail and email will only be checked Monday-Friday between 0830-1630.**
 - **Supports include:**
 - **In-person therapist at Hotels from EFAP Critical Incident Stress Management – (you can go there even if not staying at hotel)**
 - **Virtual/remote availability PHC trained PFA employees/Psychologists**
 - **More urgent emotional support: Contact EFAP 24/7: 604-872-4929 or 1-800-505-4929**