

July 7, 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**

Provincial Medical Officer Dr. Bonnie Henry’s daily public statement and release of information today included the following update on Holy Family’s outbreak. (Due to when the data is compiled, the information below may not reflect the very latest status at Holy Family.)

	Facility name	Type of facility	HA	Declared over	Total number of cases	Total number of deaths	Number of resident cases	Number of resident deaths	Number of staff/other cases	Number of staff deaths
	Holy Family Hospital	Long term care facility	VCH	No	68	9	44	9	24	0

Since Friday, our newly formed VCH-PHC Outbreak Management Team has identified a high number of priority areas and processes that have required immediate action. All Holy Family staff are to be commended for assisting us in making rapid changes to LTC processes and protocols, all the while delivering exceptional and compassionate care.

Although we are still a ways off from ending this outbreak, our collective vigilance, discipline and consistency in practise will be key to ensuring the outbreak is eliminated sooner rather than later. We encourage all of you to continue to communicate with each other, sharing your learnings and reinforcing the main points, as we are doing daily through this update.

Here are some priority actions being taken and key points being emphasized by the outbreak team:

- 1. Resident & Staff Testing** – Testing of all residents is continuing, with serology tests started today and continuing through Wednesday and Thursday this week. 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.

For staff testing with nasopharyngeal swabs, the mobile testing van will be at Holy Family this Thursday, 10 a.m. to 4:30 p.m. A staff list has been prepared to determine the staff on duty who will be required to get swabbed. For serology (blood) tests, staff, unfortunately, aren’t able to access this at Holy Family, due to the ongoing need to test residents.

Staff can access serology tests by getting requisitions onsite at Holy Family LTC, filling them out with their name, date of birth and PHN (health care card number) and taking them to either the St. Paul's or Mount Saint Joseph outpatient labs (staff can also request the requisitions at the labs). You will need to wear a mask when you present yourself to the outpatient testing labs at SPH and MSJ.

2. **Food** – You are reminded that – based on directives from IPAC and the Medical Health Officer – no personal food can be brought into the facility and no personal food can be stored in staff fridges. Please also refrain from bringing in or having any communal food in your work areas or at nursing stations. All cutlery has to be prewrapped and disposable.

We've adapted the food for staff to ensure it is nutritional and has more variety, and we will continue to improve your requirements based on feedback.

If you have special dietary or nutritional needs, please contact **Patty Yoon** (Tel: 604-839-0655; Email: pyoon@providencehealth.bc.ca) so your needs can be met via other options.

3. **Enhanced In-Service IPAC Staff Education** – A reminder that mandatory IPAC in-service education is underway. This is crucial for staff to take to ensure consistency of practice. To enable our focus on education, more Infection Control Practitioners (ICPs) have been added to the site and will work with the Rapid Response Team (RRT) members to deliver the education required. Thank you for your continued participation in these short, but critical, education sessions.

We acknowledge all Holy Family LTC staff have been under a lot of strain since the pandemic was declared and doubly so since the HFH outbreak was declared on June 9. We want you to look after yourselves and your colleagues. Mental and physical wellness is key to having work and life balance.

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:
 - Virtual/remote availability PHC trained PFA employees/Psychologists

- More Urgent Emotional Support: Contact EFAP 24/7: 604-872-4929 or 1-800-505-4929
- PHC Occupational Health & Safety: Contact Sandy Coughlin, OH&S Director – 604-341-6272