

August 1, 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
Dr. John Harding, Medical Health Officer, VCH**

There is no update today from Provincial Medical Officer Dr. Bonnie Henry’s office regarding COVID-19 outbreaks in BC, including at Holy Family Long Term Care. The next public release will be Tuesday, August 4, 2020.

We want to acknowledge the continued amazing efforts of all staff in helping the outbreak team implement important changes over the past several weeks to help control – and eventually end – the outbreak.

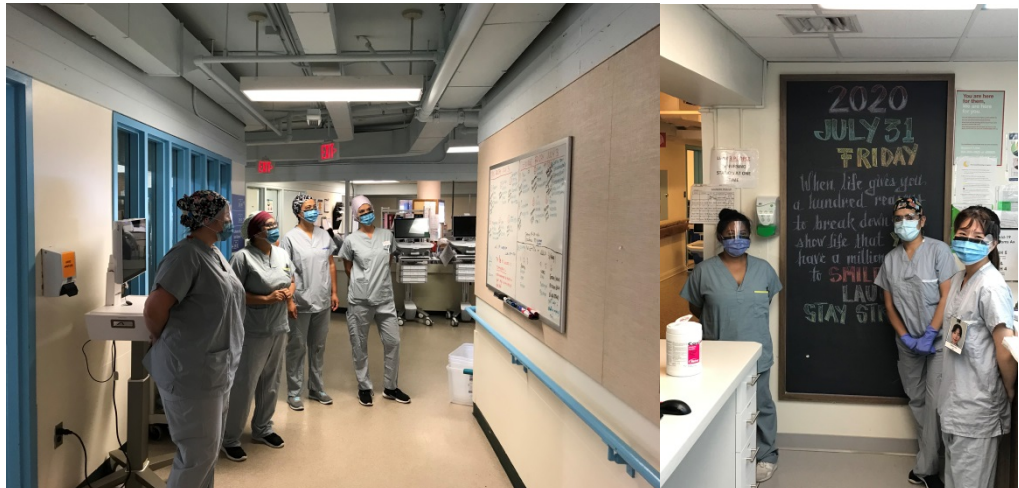


Thank you also to everyone who has continued to provide important education and Q/A sessions for staff.

Thank you to IPAC for performing infection control audits for patient rooms and other areas, and really getting detailed about potential surfaces and processes that are at risk of infection spread.

Thank you to environmental services, facilities management staff and leaders for always helping to quickly support IPAC’s recommendations to make the site safer.

We have been making progress – as evidenced by a week of no new resident infections that was reported yesterday and the growing number of residents and staff that have been cleared of COVID – and that’s due to your ongoing vigilance.



Continually reinforcing good practice, constantly reminding and encouraging each other, effectively communicating at shift hand offs, and transforming your work environment that supports these activities – through updated staff boards, meetings, posters and signage – may seem to be small steps in of themselves, but collectively have led to our progress.

New Awareness Campaign Launched by Dr. Bonnie Henry

The ongoing phased-in re-opening and restart of BC is being supported by a new public campaign from Dr. Bonnie Henry, Provincial Health Officer.

Dr. Henry's "Good Times Guide" campaign is aimed at the younger crowd, as people in their '20s and '40s are deemed to be the most social, going out to parties, bars, restaurants and beaches.

Check out the campaign <https://goodtimes.gov.bc.ca/> here and help guide people you know to be more aware.



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