



# HOLY FAMILY STAFF UPDATE

August 10, 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**

Provincial Health Officer Dr. Bonnie Henry’s daily release of information today included the following update on Holy Family’s outbreak:

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	88	20	53	20	35	0

There are still a total of 53 residents and 35 staff who have been diagnosed with COVID-19 to date. Holy Family has lost 20 beloved residents due to this outbreak. We send our deepest condolences to their relatives and loved ones.

There are two Holy Family residents who remain in hospital; both are COVID negative and not in the ICU. The total number of residents cleared is **31 – three** more than Friday’s update; all 35 staff members that had tested positive have been cleared.

Today marks **17 straight days** without a resident testing positive for COVID-19. We continue to be cautiously optimistic by the progress we’re making toward ending this outbreak. We appreciate all staff continuing to be focused on ensuring there’s **no let up** or complacency in all aspects of our operations. The momentum we’re building is further incentive to focus even more on being vigilant in our strict practices and protocols.

As we hear in the media and from Dr. Bonnie Henry, COVID-19 is continuing to be a risk in the community – from large group parties to unsafe personal interactions to continuing outbreaks in health care facilities. We all need to continue to be personally accountable for our actions and behaviours at work and outside of work in our personal lives. Each one of us has to do our part to ensure we remain COVID free and not participate in risky activities. We need to continue to be self-aware if we have symptoms and should not come to work, and not risk re-introducing the virus to Holy Family again. Thank you so much for all you’re doing toward this collective goal.

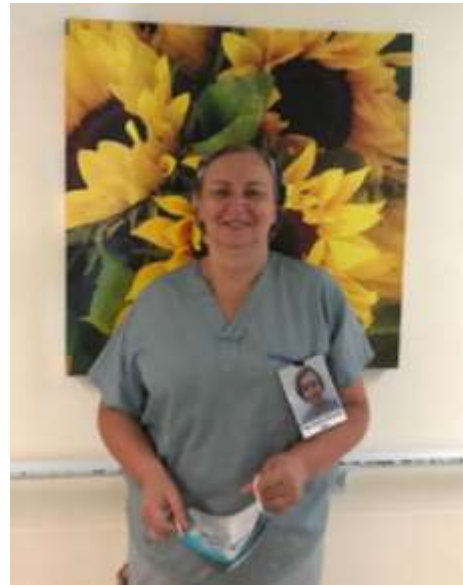
### Profiling Holy Family Staff

Holy Family Long Term Care staff, medical staff and contracted services staff are fully committed and engaged in addressing the outbreak, while continuing to provide exceptional and

compassionate care to residents. You have been the heroes of this unfortunate and tragic outbreak and we celebrate and recognize your daily contributions.

**What is your name and your current role?**

*Olga Stanek-Sliwinski, RCA at Holy Family Long Term Care for the past 18 year.*



**What was the hardest or most challenging part for you during the outbreak?**

*The time it takes to don and doff and the amount of donning and doffing (of PPE) we do on a shift. It is also hard to have to tell residents to wait for you; you can't attend to them as quickly as we used to be able to because of the need to wear PPE.*

**What's been the most personal challenge during this experience?**

*Loneliness. Because of the outbreak, I come to work then I go home; so it's just my husband and I. I don't have any physical contact or face-to-face connections with family and friends or the general public.*

**What's been your most rewarding aspect of working during the outbreak:**

*When residents say "Thank you." I had a resident who tested positive and was quite unwell. As we have to wear PPE, the resident could not recognize me but she recognized my voice and called me by my name and said she was so glad she to know I was there.*

**What are the learnings you are take forward with you when the outbreak is concluded?**

*The importance of making sure we protect our residents. And how the outside life can change the inside life – even the smallest things. I have changed how I look at the outside world and in my personal life. I am more aware of the ways we protect ourselves and others, such as wearing a mask.*

**New & Improved EFAP Coming September 2020**

Today, Providence Health Care announced that Homewood Health will be providing Providence staff with enhanced services through our Employee and Family Assistance Program (EFAP) effective September 1, 2020.

This change in EFAP service providers is part of Providence's ongoing commitment to the highest level of program delivery, cost effectiveness and follows a thorough review of current EFAP services.

For staff and their family members who are currently receiving EFAP services, there will be **no disruption** to those counselling services; staff and family members may continue to see their EFAP Counsellor until its clinical completion.

Recognized for its clinical quality, professional standards and ability to provide service excellence in the field of employee health and well-being, Homewood Health has been providing high quality, comprehensive Employee Assistance Programs for more than 40 years.

From September 1 onwards, all employees and family members who would like to access EFAP services, can contact Homewood Health at any time of day and any day of the year (24/7/365) toll-free at: 1-800-663-1142.

Employee participation in EFAP will continue to be anonymous and confidential. For staff who have additional questions, please see the Q+A below:

***I am satisfied with the current EFAP provider. Why did Providence switch service providers?***

Providence staff live in all pockets of our province. Homewood Health has a larger contingent of qualified counsellors who are located throughout BC and therefore better able to service our staff who live outside of the Lower Mainland. What's more, Homewood Health offers more online resources and programs that are accessible free of charge for all staff 24/7. These include Life Smart Coaching, Life Balance Solutions, Health Smart Coaching Services, Career Smart Coaching Services, Online Services – Homeweb and access to specialists for assessments and treatment (at an additional charge).

***I am currently seeing an EFAP counsellor. What will happen with my remaining sessions?***

Staff will continue to work with their current counsellor until clinical closure is reached. The change in service providers will not affect those who are currently receiving services (i.e., staff will not have to change counsellors mid-stream). Those currently receiving services may continue until the end of November 30, 2020 – if clinical closure is not achieved by that date, arrangements will be made on a case-by-case basis to have services continue for a short term.

***Why is Providence making this change now in the midst of the COVID-19 pandemic?***

We understand that changing EFAP providers in the middle of the COVID-19 pandemic may cause some staff increased anxiety. Please be assured that Homewood Health is ready to help those staff that need it. They have a great deal of online resources available to all staff that can be accessed at any time and from anywhere – it doesn't have to be from a work computer.

Homewood Health will be providing PHC with COVID-19 specific resources, addressing issues such as how to speak to children about the virus, how to address the fear of the unknowns of

this virus and how to build resilience in the face of a pandemic that has been going on for months and currently has no end.

***Will any of the current EFAP services no longer be offered?***

No. There will be no removal of any current EFAP services. Homewood Health offers many more programs and services than the current service provider.

For more information about Homewood Health, please see the attached EFAP overview or visit [www.homewoodhealth.com](http://www.homewoodhealth.com).

If you have any further questions, please contact Sandy Coughlin, Director, Occupational Health & Safety, at 604.806.8635 or 604.341.6272.

**STAFF SUPPORTS:**

Your wellness is important & you are not alone:

- Email: [covidwellness&support@providencehealth.bc.ca](mailto: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 (**until August 31, 2020**): 604-872-4929 or 1-800-505-4929
  - PHC Occupational Health & Safety: Contact: Sandy Coughlin, OH&S Director – 604-806-8635; 604-341-6272