



HOLY FAMILY STAFF UPDATE

August 14, 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	21	53	21	35	0

There are still a total of 53 residents and 35 staff who have been diagnosed with COVID-19 to date. The total number of residents who have passed away is 21. There are two Holy Family residents in hospital, both are COVID negative and not in the ICU. The total number of residents cleared is 30, and all 35 staff members that had tested positive have been cleared.

Today marks **21 straight days** without a resident testing positive for COVID-19.

Staying Vigilant at a Time of Increasing Community COVID Numbers

As we continue to respond to the COVID-19 crisis, it is important we take care of ourselves so we can continue to care of others. The pandemic has made it even more apparent how much our staff and medical staff are the foundation of our health-care system.

Our patients, clients, residents and their families rely on us to provide the care they need, but we also rely on each other to be healthy and safe. Each of you is part of a team, making a positive difference at work and you are valued for your commitment and contributions to delivering exceptional care.

In this new phase of our pandemic response, individuals are expanding their social interactions, and we have recently seen an increase in the number of COVID-19 cases due to larger social gatherings and private parties. With this in mind, it is important that we all do our part to keep transmission rates low. This means not coming to work when we are sick – even with mild cold-like symptoms. Please know that you are supported in taking the time to get tested, to stay home and recover.

In this current COVID-19 environment, we also need to recognize that our activities and interactions outside of work could have an impact on our colleagues, coworkers, and especially

those we care for in our hospitals and in the community. Stay aware of where [exposures have occurred in the community](#) and continue to follow public health recommendations.

Etiquette for wearing a sweater at work

Due to ensuring Holy Family has good air quality and a cooling system for warmer weather, we know that some staff may find the unit chilly. Outlined below is a practice etiquette.

Sweaters should have buttons or zippers – please do not wear a sweater or sweatshirt that requires being pulled over the head.

Please also note that staff should not wear any clothing underneath their uniform that is visible or bulky i.e. short or long-sleeved that can be seen beyond your uniform.

1. Please ensure your sweater has been washed/cleaned. Do not wear your sweater to or from work. Please bring your sweater in a plastic or paper bag.
2. Once you get changed into your “clean” uniform, you can put on your sweater and enter the building.
3. Sweater must not be worn when providing direct patient care: non-PPE items should never be worn in resident rooms or when providing care.
4. When the shift is over, the sweater is considered a “potential transmission” risk. So take the sweater home in a bag and wash immediately when you get home as a measure to protect yourself and your family.
5. If you are unable to wash your sweater after your shifts, the alternative option is to leave your sweater in a bag until their next shift and it can ONLY be worn at HFH. For any other wear or use outside of HFH, you will need to wash it beforehand.
6. Thank you for your understanding and following the above steps to keep you warm and safe!

Quality Improvement and Enhanced Staff Communications

Thank you to all the staff and the COVID support teams in making great progress in keeping Holy Family LTC unit tidy and clean. It has been a great collective effort and we appreciate everyone’s hard work.

We have embarked on a Quality Improvement process to prepare for the next steps post-outbreak. We have undertaken a fulsome approach by engaging staff, IPAC and leadership to review the support required to ensure safety to residents, families and staff.

In preparing for next steps, the goal is to continue to be vigilant in our PPE practice, have a clean and tidy environment knowing that we are still in a pandemic. We also know we need to ensure staff have the necessary equipment and environment themselves and this quality improvement process will help us know what that looks like.

We are also continuing to plan ways to improve communication to staff. We have placed two large magnetic white boards on the east side of the main hallway – pictured here with Emily Aubry (IPAC), Jeffrey Chan (Interim LTC Manager) and Cayli Hunt (Educator). One whiteboard is for PHC and Holy Family staff communications and the other one is for communicating Holy Family LTC-specific milestones, fun facts, etc. There is a smaller board that staff can ask questions to leaders so we can address them.



Please check out the boards, write down suggestions, participate and engage in conversations.

Profiling Holy Family Staff

Holy Family Long Term Care (LTC) 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.

Name and role?

Jisun Lee, Unit Coordinator, Holy Family LTC

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

Dealing with the increased workload.

What has been the most personal challenge for you during the outbreak?

Coping with the feelings of anxiety.

What has been the most rewarding aspect of working during the outbreak?

Meeting new people and seeing the progress.

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

To always be extra cautious wherever I am.



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 (**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