

# HOLY FAMILY STAFF UPDATE

August 17, 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. There is one Holy Family resident who is COVID negative and remains in hospital (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 **24 straight days** without a resident testing positive for COVID-19.

Thank you to Fiona Dalton, President & CEO, PHC, for attending Holy Family staff Q&A sessions Friday and over the weekend (pictured right with Dr. Marc Romney, and with Dr. Titus Wong in picture below), and for reinforcing the message that all of Providence is thinking of Holy Family residents, families and staff. It’s important for everyone at Holy Family to know that they are not alone – they have a lot of support and commitment from the Ministry of Health on down in helping to end this outbreak.



However, as we have been reiterating in these Q&A sessions to all staff, this is not the time to become complacent. Please remember: outbreak precautions are still in place; all IPAC measures remain in effect until the conclusion of the outbreak.



Remember to continue following proper PPE practice, including in the staff meal room and outdoor meal area. Please maintain physical distance and ensure you are two meters (6 feet) apart. Please stay home if you are feeling unwell.

A further reminder that the outbreak can only be ended after two incubation periods (28 days) after the last resident COVID-19 case is considered non-infectious have passed. That takes us to likely the end of August if no one else becomes positive. Dr. John Harding (Medical Health Officer) and VCH Public Health will declare the conclusion of the outbreak once we've achieved the above requirements.

### **Bathing and Showering Resumes**

With the support and guidance of IPAC, showering and bathing of residents has resumed at Holy Family Long Term Care. This is an important milestone to achieve, adding an activity and expectation for our residents that was “normal” before the outbreak. Three Resident Care Aides (RCAs) – Ana-Maria Afable, Amado Dela Cruz, and Karishma Reddy (Ana-Maria and Amado in the first picture to the right; and Ana-Maria and Karishma in the picture below) – assisted with the first two residents' shower/bath last week.

Extra care and attention was paid to ensure the activity was done as safely as possible. The RCAs stated that team work, communication, and pre-task preparation were key elements to success. It was important to have done the “dry-runs” to ensure all necessary practice protocols were followed.

The initial two residents were noted to have big smiles on their faces after their shower/bath; their feedback included:

- “Glad to be able to have a shower/bath again.”
- “It was nice to get into the tub again!”



### **Onboarding CST Training at Holy Family**

We want to give special thanks and kudos to Ellen Guo, Clinical Informatics Specialist (pictured right, at the “head of the class” beside the big screen), who has been providing CST Cerner support education and onboarding needs for staff coming to Holy Family Long Term Care. Onsite CST training and other clinical education training have been essential requirements for staff, especially those from other Providence



sites redeployed to Holy Family or those Holy Family staff returning from leaves. Thank you, Ellen, for all your knowledge and expertise and for continuing to keep our staff well informed and CST trained.

### **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?**

*Emery Engano, Unit Coordinator – Float*

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

*Keeping up with the workload.*

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

*Trying to isolate everything I use from work to not potentially contaminate anything at my safe zone, which is my home.*

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

*Being around people who are very supportive with each other during the pandemic. Putting any differences aside and becoming one; whose main goal is to get rid of the virus.*

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

*Be very cautious of everything and living in the moment even at its worst time. Always be grateful.*



### **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