

August 19, 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 are two Holy Family residents who are COVID negative but in an acute hospital (not in the ICU). Since the update, the total number of residents cleared has increased by one to 31, and all 35 staff members that had tested positive have been cleared.

Today marks **26 straight days** without a resident testing positive for COVID-19.

Kudos and thanks to all staff who have been on this challenging outbreak journey. You have all demonstrated amazing courage and dedication. We continue to be at a critical point in this journey and we have to all maintain our focus.

As we’ve been hearing in the media, increasing COVID-positive numbers in BC are resulting in more concerns and emphasis on community spread of the virus. We are all in the community going about our lives, but we, as health care workers, have to be extra careful and diligent about maintaining good public health practices and protecting ourselves, our loved ones and the ones we take care of.

Dr. Bonnie Henry is asking British Columbians to enjoy the summer, but also urgently requesting to maintain vigilance in ensuring personal and community safety. We are all well served by that guidance.

Please check out this [summer guides for having a COVID-19 safe summer](#) and reducing the risk of transmission for yourself, others and your community.

1. If you’re feeling sick, take a rain check. Please stay home.
2. Stick to small groups of six people or less. Avoid mingling with people from other groups. No dancing, please.
3. Arrive and the bar looks crowded? Pick a different location or come back another day.
4. Sanitize or wash your hands often, especially upon arrival and after using the washroom.

5. Keep two metres away from other people not in your group. This includes when you're waiting outside, in the washroom line, or if you're smoking outside.
6. Don't share food, drinks, cigarettes or vapes with others.
7. When paying, avoid using cash. Tap your card instead of using a pin pad when possible.
8. Help staff by following instructions. This might include serving yourself or passing down drinks when they arrive.
9. Be kind, patient and respectful to servers and bar staff.

Uniforms

Many people have been asking what will happen after the outbreak is over regarding uniforms.

In supporting the continued hard work to keep the residents, each other, your families/friends and the community safe with excellent PPE practice, Providence Health Care (PHC) will be providing PHC uniforms to staff. Please note that this currently only applies to the HFH LTC staff. For anyone who has already received a uniform from PHC, you will not be eligible for a new uniform. Staff will have the option to purchase additional uniforms. The uniform form is located on the same table as the staff timesheet so please place your information on there – deadline to submit your uniform request is September 3th.

The guideline will remain the same:

- Please never wear your uniform outside of work; this has to be done to reduce bringing anything to work and taking it home.
- Come to work in your street clothes/shoes and go home in your street clothes/shoes.
- Bring your clean uniform and work shoes and get changed at work (NOTE: we will be reviewing a change room option for HFH LTC staff).
- Head coverings should also only be put on when you get to work.
- Do not wear bulky clothing underneath your clothing that is visible beyond your uniform.
- Staff should be "Bare below the Elbows."
- Staff should not wear large, bulky, dangling jewelry, or jewelry that is difficult to clean.

New VCH Vancouver COVID-19 Testing Site Vancouver Community College (VCC)

Parking Lot

Vancouver Coastal Health (VCH) is increasing capacity to assess and test people for COVID-19. A new testing site is now open in Vancouver to provide increased screening and testing for COVID-19 for British Columbians. (For Holy Family staff, the preference is still that they go to either the Heather & 33rd parking lot site, the City Centre UPCC, or St. Paul's Emergency Department. If you have questions regarding access to testing, please speak to Jeffrey Chan.)

Located in the north parking lot of Vancouver Community College, on East 7th Avenue between Keith and Glen Drive, the new site is open daily from 9 a.m. to 7:30 p.m. It can accommodate both walk-in and drive-through clients.

An additional assessment centre in North Vancouver is expected to open in the next couple of weeks and operating hours in Richmond and other locations will increase. For current site locations and hours, please refer to the collection site locator on the BC Centre for Disease Control website.

People visiting the new Vancouver COVID-19 testing site will not need a referral or appointment, and will be seen on a first-come, first-serve basis.

Assessment for testing, if indicated, will be conducted for those with symptoms of COVID-19 which can include: fever, chills, cough or worsening of chronic cough, shortness of breath, sore throat, runny nose, loss of sense of smell or taste, headache, fatigue, diarrhea, loss of appetite, nausea and vomiting, muscle aches. Less common symptoms can also include: stuffy nose, conjunctivitis (pink eye), dizziness, confusion, abdominal pain, skin rashes or discoloration of fingers or toes.

Identifying new cases of COVID-19 in a timely manner is important to help prevent community spread of the virus and this new assessment centre will contribute to those efforts. VCH continues to monitor cases throughout our region. While there can be cases anywhere in B.C., if we follow the public health guidance and all continue working together, we will be better prepared.

For more information on COVID-19 and testing, please visit www.vch.ca/COVID-19.

Profiling Holy Family Staff

Holy Family Long Term Care (LTC) staff, medical staff, redeployed 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 current role and position?

Natalia Guba, Environmental Services, Housekeeping Supervisor – Float for Acute Care and Long Term Care.

Why did you choose to volunteer at HFH?

I was chosen by the General Manager, Lou at Richmond Hospital to come to Holy Family LTC.

What has been your most challenging experience here?



At the beginning, I was very scared as I had a lack of knowledge about what to do in an outbreak of COVID-19. I wasn't sure if I would be safe but after a week, I felt different.

What has been the most rewarding aspect of working at Holy Family?

The team. Everyone has been very helpful, friendly and the teamwork from environmental services to everyone in health care has been great.

What are the learnings you will take back to your regular job?

Confidence. Knowing I could handle a challenging and stressful environment and knowing you have more strength than you think.

Natalia also has great knowledge and experience with the RD Machine (a portable UV surface-disinfecting device, as pictured) being used at Holy Family LTC as she used it in Richmond and UBC. She is an excellent teacher and support to other environmental services team members, the Holy Family team and the VCH-PHC Outbreak Management team – we all got to see her and the machine in action. Thank you, Natalia, for your expertise and keeping residents and staff safe!

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