

August 2, 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.

Actions Speak Loud

Since the VCH-PHC Holy Family Outbreak Management Team was established over a month ago, we have met every day, reviewing issues and undertaking the implementation of our action plan. At the end of each of our meetings, we go through our "action log," to ensure the required follow-up actions, processes and initiatives identified in previous meetings have been undertaken and completed.

Today's action log shows we've completed close to 210 actions with the assistance of staff, medical staff and contracted staff. And, of course, that doesn't include the high number of actions that were already undertaken after Holy Family's outbreak was called on June 9, 2020.

Being so busy on a day-to-day basis, we sometimes forget to appreciate the road we have taken for the past several weeks and the high number of achievements we've collectively had. The response by countries and jurisdictions to the COVID-19 pandemic has demonstrated that those that are disciplined and consistent in implementing their strategies – and those jurisdictions where there's a collective buy-in and uptake by the population – see the greatest success. BC has been a good example of that.

We have started to see the results of that kind of discipline and consistency at Holy Family Long Term Care. Our messages in these staff updates, therefore, bear repeating: thank you for all the great work you've done so far. We need to not let up. What we're all learning from this outbreak – how all your efforts are making a difference – will serve us well should we ever have other outbreaks in any of our sites.

Holy Family Resident Participates Virtually in Matrimonial Ceremony

On Saturday, August 1, one of the Holy Family residents was able to attend her granddaughter's matrimonial tea ceremony with the rest of the family via Zoom. A Rehab Assistant and Occupational Therapist helped to co-ordinate the tea ceremony, serving tea to the

resident as her grandchildren presented the ceremonial tea to her on the other side of the screen. The cups were matching as family had delivered the cups to be used earlier in the week. The resident was smiling to see all her family in one place; she chatted a lot and pointed out all the family members to staff. It was great that even during an outbreak she was able to be part of this special and significant moment.

Thank you to all staff for continuing to provide exceptional care to our residents, including through virtual connections with family members, especially for such an important family milestones as a matrimonial ceremony.

Revisiting PHC's Gratitude for Holy Family Staff



PHC recently put together a mashup of all the videos we've received thanking you and your team for your hard work and dedication during this extremely difficult time. We're grateful, proud, and honoured to have a hardworking and compassionate team caring for our most vulnerable people during COVID-19 – our residents, patients and families. Together, we will get through this.

Please watch this video: <https://youtu.be/2bfBegnBdco>

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