

August 26, 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. Althea Hayden, Medical Health Officer, VCH**

The following is the latest official information from Public Health 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

Today marks **33 straight days** without a new COVID-19 positive test for a resident at Holy Family Long Term Care. The last of the COVID-positive residents was cleared last week, bringing the total to 32. All 35 staff had also been previously cleared.

Holy Family Long Term Care is COVID free and should we continue to be successful in the coming days in not having any further infections, the outbreak can be declared ended. Thank you for continuing to be focused and disciplined toward ensuring such an outcome for the end of this month.

We will inform you as soon as Public Health declares the outbreak over. And in the days that follow the declaration, we will, of course, continue to communicate with staff and families regarding operations and issues, including with regard to resumption of visitation processes and protocols.

Post-outbreak operational plans are being finalized to ensure Holy Family residents continue to be well protected and receive the finest care.

The COVID pandemic is continuing and, even after the Holy Family Long Term Care outbreak has been called off, we will need to remain vigilant and extremely careful in ensuring the virus isn’t reintroduced into Holy Family.

Retirement of Rae Johnson

Providence Health Care (PHC) announced this week that after 28 years of service, Rae Johnson will be retiring from her role as Resident Care Manager and Site Leader at Holy Family Hospital.

For the last 15 years Rae has supported interdisciplinary team members in the Seniors Care program in a leadership capacity both as an Operational Site Leader for St. Vincent's Langara for four years and since 2009 as the Manager for Holy Family Hospital long-term care.

During her time with PHC, Rae successfully implemented and championed award winning, innovative initiatives under the Seniors Care program, including:

- Fallunteer project, for which she received a 2018 BC Health Employer's Award
- The human centered design initiative – "Home for Us"
- The culture change initiative "Megamorphosis"

The dedication and knowledge Rae brought to these initiatives has undoubtedly helped improve the quality of life of our residents.

Rae has always advocated for the most vulnerable members of our community and in addition to her contributions at PHC, she has been involved in several Boards for child development organizations, schools and churches.

As family members know, Rae is passionate about finding ways to improve the living experience of residents in her care and is a trusted, steadfast, caring and compassionate leader who has always been willing to support and mentor new clinical and operational staff. Many in the Seniors Care portfolio have been fortunate to learn from Rae's experience and in turn positively impact the lives of those we care for.

I hope that you will join me in wishing Rae well as she starts a new chapter in her life!

Seniors Advocate Launches Long Term Care Visitation Survey

Today, Isobel Mackenzie, BC's Seniors Advocate, launched a survey to assess the impact of COVID-19 visitor restrictions on family members and residents in British Columbia's publicly funded long term residential care and assisted living beds. The survey can be accessed online [here](#).

Titled "***Staying Apart to Stay Safe: The Impact of Visit Restrictions on Long Term Care and Assisted Living Survey***," the survey will ask you some questions about your visits before the pandemic, how often you visited, or, if you are a resident, how often you received a visitor.

The survey will be open from today until September 30th. Survey results will further inform future pandemic planning, including the potential of a second "wave" of the current COVID-19 pandemic in British Columbia.

New & Improved EFAP Coming September 2020

PHC is pleased to announce that Homewood Health will be providing Providence staff with enhanced services through its Employee and Family Assistance Program (EFAP), effective September 1, 2020.

This change in EFAP service providers is part of PHC's ongoing commitment to having the highest level of program delivery and 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.

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, **until August 31, 2020**; Starting September 1, 2020, **contact new number 1-800-663-1142 (EFAP via Homewood Health, as per above-mentioned EFAP update item).**
 - PHC Occupational Health & Safety: Contact: Sandy Coughlin, OH&S Director – 604-806-8635; 604-341-6272