

August 3, 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 tomorrow, August 4.

Recognizing Holy Family Food Services Staff

We have been celebrating and recognizing the contributions of Holy Family staff in our weekend staff updates.

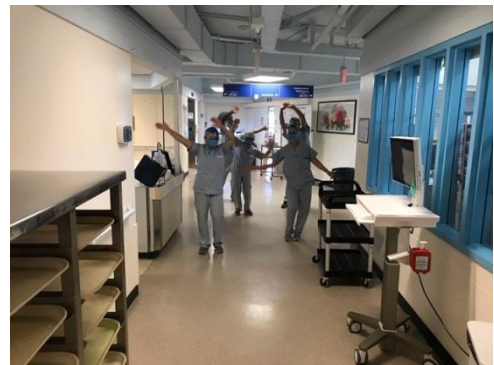
It is quite impressive the diversity of roles and services that are required to provide 24/7 care to our residents. With our outbreak conditions, staff, medical staff and contracted staff all have to be well coordinated around the clock to ensure there are no breaks in processes or protocols.

A key group we want to thank today is Sodexo's nutrition/food services staff.

Food services are integral to our operations, working closely with dietitians to plan and supervise food services, plan menus and diets.

All food services staff have been working hard to adapt to the outbreak protocol changes and recommendations, while continuing to provide meals and nourishment for our residents.

Thank you for providing the highest quality of service possible on a daily basis!



IPAC Staff Education

Thank you to Dr. Marc Romney, Medical Leader for Medical Microbiology and Virology at St. Paul's Hospital, for continuing to deliver Q & A sessions with Holy Family LTC staff, such as the one held yesterday afternoon outside.

These are invaluable in providing expert answers to lingering questions staff may have, while reinforcing the required practices and protocols that everyone has had to follow diligently since the outbreak began.

Thank you to staff who took the time to attend. As we stated yesterday, everything we're doing during this outbreak – all our education, training, the changes to the onsite processes, and all the practice improvements and adaptations we've done – these are teaching us and positioning us to be better prepared should another outbreak happen in the future.



Meet Pardeep Sanghera

Since the COVID-19 outbreak was declared for Holy Family Hospital Long Term Care on June 9, many staff across Providence have offered their support to help care for the vulnerable residents and out their fellow staff on site.

Pardeep Sanghera is one of those staff who answered the call for help, and was redeployed from her home worksite of Mount Saint Joseph Hospital where she cares for patients on the Geriatric Assessment & Treatment Unit as a licensed practical nurse.

Like many staff, Pardeep was hesitant at first, not only about moving sites, but also about face-to-face with COVID-19 and the questions, anxieties and reservations that come with that. So we caught up with Pardeep to find out how her experience has been so far. Here is what she had to say:

"In mid-June, I reached out to Human Resources to get a better understanding of the situation and they were able to give me all the reassurance I needed to take on this



temporary assignment. Within hours of making the decision, members of the PHC team called me to support me through the transition – from Cerner to scheduling and accommodations, I felt confident that I had everything I needed.

“Upon arriving at Holy Family, I was met with gratitude from the staff and felt a sense of shared responsibility to overcome the chaos COVID had caused.

“All of the staff, both regular Holy Family staff and those that took on the temporary assignment like me, offered a tremendous amount of support and direction as I gained my footing with the workflow and navigated the policies and procedures in regards to stringent infection control.

“During my time there, it was easy to identify the tight knit bonds staff have with their residents. I was there throughout a range of emotions that the team felt from the effects of COVID and that was what motivated me to return to Holy Family even after having contracted COVID myself.

“Despite my unfortunate circumstance, I knew that I needed to be there for not only the residents, but also for the staff that supported me in my initial days there. I’m hopeful with my return to Holy Family that we can conclude this chapter.”

Pardeep has fully recovered from her bout with COVID-19. She reports that she is doing well and in good spirits as she returns to work at Holy Family Hospital.

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