



HOLY FAMILY STAFF UPDATE

August 5, 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	20	53	20	35	0

Holy Family Long Term Care is building on its momentum of reporting no new COVID cases. Today marks 12 days since we last had a resident test positive for COVID-19.

There are still a total of 53 residents and 35 staff who have been diagnosed with COVID-19.

There are two Holy Family residents who remain in hospital; one is COVID positive and one COVID negative; none of them are in the ICU. No staff are in hospital. The total number of residents cleared is 28; there are four additional staff that have been cleared, bringing the total to 34. To date, 20 residents have passed away – a sad and tragic outcome for which we send our deepest condolences to loved ones.

We are making good progress toward ending this outbreak. Our ultimate success will depend upon us not letting our guard down. Thank you to everyone for keeping their “foot on the pedal,” and continuing to work as a well-coordinated and integrated team, communicating and encouraging each other to be vigilant in providing exceptional care to residents, while collectively following all the outbreak protocols, processes and practices.

As you will have noticed, we are increasing our environmental audits, continuously identifying new opportunities for enhanced cleaning of all areas of Holy Family Long Term Care – the residents’ rooms, our utility rooms, showers, and the staff common areas. Your assistance in continuing to improve the environment is greatly appreciated.

Request for Staff to Not Park In Upper Lot Tomorrow

All staff are requested not to park in the upper (LTC) parking lot tomorrow (Thursday, August 6), as a new storage container is being delivered. We apologize for the temporary inconvenience this may cause you. Thank you for your cooperation.

Last Day for Patricia JappyLoker

For over a month, Patricia JappyLoker has been a pillar of calm, experienced and knowledgeable leadership, as part of the VCH-PHC Outbreak Management Team. Patricia, who is a Manager – Berkley Care Centre, Long Term Care & Seniors at Vancouver Coastal Health, came in to Holy Family Long Term Care (LTC), due to her having experience managing a previous COVID outbreak in the region. Today is her last day at Holy Family, as she is transitioning back to Berkley Care Centre, handing off her full Holy Family LTC duties to Jeffrey Chan.

Patricia stepped in seamlessly into HFH LTC and developed rapport with the frontline staff. She has supported family compassionate visits, end-of-life visits and family communication with the Medical Health Officer and PHC Communications. Patricia has participated in staffing huddles to ensure the proper staffing levels were in place and has been a great on-the-floor support for staff to answer questions and address any issues.

We thank Patricia for her exceptional commitment and for being such an integral part of the team during her tenure at Holy Family. All the best, Patricia!

Profiling Redeployed Staff

As teams continue working around the clock at Holy Family Hospital long-term care to keep residents and staff safe from COVID-19 and to end the outbreak, we wanted to check-in on the staff who stepped-up to be redeployed from their home worksites to help care for our vulnerable residents and support their fellow staff at Holy Family. Today's check-in is with **Terry Taylor, Staff Nurse at MSJ 1 South – Geriatric Psychiatry Unit.**

Why did you choose to volunteer at Holy Family Hospital Long Term Care during the outbreak?

"I received the email asking for volunteers to support the outbreak and I wanted to help. A change is always good to challenge yourself with."

What's been the most challenging experience here?

"The amount of donning and doffing of PPE equipment and keeping residents isolated in their rooms. I have been so impressed with the residents and their adaptability and adjustment."

What's been your most rewarding things about working at Holy Family LTC?

"The relationships. I have met so many new and great people from all over the place including nurses from the US."

What do you think you will take back to your regular job (learnings) when you are done at HFH?

"Clear understanding of PPE and hand hygiene practice. I think I can do it in my sleep now!"



Staff Appreciation from “Sew with Claire”

“[Sew With Claire](#)” is a North Vancouver-based volunteer group founded by Claire Gamache in March 2020 in response to the COVID-19 outbreak.

The group has been sewing masks, gowns, caps and other items to help support public and community needs.

As a gesture of support to Holy Family LTC staff, this week the group gifted a package of masks for staff to use outside of work.

A big thanks to Sew With Claire for thinking of us! It's comforting to know there are people in the community thinking of Holy Family's residents, families and staff. Kind gestures such as these are further testament to the good reputation Holy Family has in the community.



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

