

August 7, 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. Mark Lysyshyn, 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 **14 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 is one more staff member who has been cleared bringing the total to 35 (meaning all staff who to date had tested positive have now been cleared). We continue to mourn for the 20 residents who have passed away during this outbreak.

Kudos to IPAC Team for Developing New Audit Tool

An important aspect of managing the Holy Family LTC outbreak has been all the key learnings we’ve had over the past several weeks with regard to what intervention has worked really well and where we can continue to improve in the future. These learnings will inform and position VCH and PHC to be even more robust and focused in managing and responding to future COVID-related outbreaks and challenges.

A major point of learning has been through IPAC’s initiatives. At Holy Family LTC in recent weeks, IPAC has been developing and formalizing a new audit tool that has been instrumental in identifying environmental and infection risks. By piloting and utilizing it in different areas – all the Holy Family LTC residents’ rooms, bathing/shower rooms, utility rooms or common areas shared by staff – IPAC has developed an effective tool to enable its application in diverse settings. It is something that can be added to the IPAC “toolbox” and used for infection prevention and control practices at all times going forward. Thank you to Dr. Titus Wong, Dr.

Marc Romney and all the IPAC/Environment team members for creating this extremely helpful audit tool.

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 **Will Grimm, St. Paul's Hospital Staff Nurse, Medicine.**



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

“There was a need for staff here. As a new nurse, it was a great learning opportunity, and to gain to gain experience in another area.”

What's been the most challenging experience here?

“Adjusting so quickly to a new work environment, getting used to different work flows and ways of doing things (from Acute to LTC workflow).”

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

“Having a place to shower after work! And working closely with the interdisciplinary teams and IPAC.”

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

“Great respect for the Infection Control and the IPAC team. Learning how other program areas in Providence operate. Having the support of the IPAC physicians and having the Q and A education sessions!”

Staff Appreciation from “Lemongrass House”

[Lemongrass House](#) in Gastown has donated more than 200 personal wellness/bath products to Holy Family Long Term Care staff.

The donation was facilitated by Mary Gallop, Coordinator of Volunteer Resources at Mount Saint Joseph Hospital (MSJ) and Brock Nicholson, Lead, Quality of Life Engagement, PHC. Screeners provided one item per staff on the especially themed “Wellness Wednesday” this week, as staff came in for their shifts.

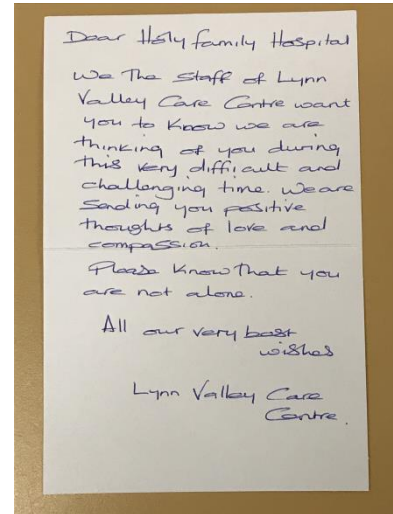


Brock wrote to thank the owner of Lemongrass House to let her know that “Staff are very grateful and it marks a real turning point for us here. A ray of sunshine after times of darkness. You did a wonderful thing for us, and we can’t thank you enough for your kindness.”

Lyn Valley Care Home Sends Love to Holy Family

The Lynn Valley Care Centre in North Vancouver – the first COVID-19 outbreak site in Canada – has sent a lovely card and message of support to Holy Family LTC staff, offering positive vibes, love, and compassion.

The card reads: *“Dear Holy Family Hospital: We the staff of Lynn Valley Care Centre want you to know we are thinking of you during this very difficult and challenging time. We are sending you positive thoughts of love and compassion. Please know that you are not alone. All our very best wishes.”*



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