

July 12, 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  
Althea Hayden, 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.

We want to acknowledge the continued amazing efforts of all staff in helping the outbreak team implement important changes over the past week to help control – and eventually end – the outbreak. Your tireless work and commitment are recognized and greatly appreciated.

Here are some key points the VCH-PHC Outbreak Management teams wants to reinforce today:

### **Staff Testing:**

- Good news that the Mobile Testing Van is coming back to Holy Family for Tuesday, July 14 and Wednesday, July 15, from 10 a.m. to 4 p.m. each day. As per usual, it will be parked in the north parking lot. The schedule times have taken into account the 3 p.m. shift change.
- Of the 375 Holy Family staff, many have been tested. Any staff who haven't been swabbed since the start of the **week of June 29**, are required to get tested. Each staff entering Holy Family will be asked this question at the screening station.
- We have heard from staff that other community test sites sometimes have long line ups and that testing at Holy Family is the most convenient. We encourage you to use this service this coming week, even if you're not scheduled to work, and are able to come to Holy Family.

### **IPAC In-Service Education/Environment:**

- Consistency of practice by staff and maintaining vigilance need to continue to be priorities to enable successful end of this outbreak. Infection Control Practitioners are continuing to provide crucial in-service education to staff, especially focusing on “**one-on-one**” donning and doffing education, discussing where, when and how PPE breaks can most commonly occur, and how best to interrupt transmission of the virus.

### **Reminder: PHC Staffing Referral Process:**

- Having a full complement of staff on all shifts is a key to fighting this outbreak.
- You'll note that Providence Human Resources has an ask out for staff or employee referrals to help out the staffing complement at Holy Family.
- HR is seeking Nurses, Licensed Practical Nurses, Employed Student Nurses, Care Aides, Unit Clerks and Porter Ward Aides.
- A reminder for PHC staff: **if you refer someone to PHC who completes an Employee Referral Form and is hired, you are eligible to receive a \$50 gift card of your choice.**
- If you know of someone who would be a great fit for Providence, please reach out to Laurie Jung at [ljung@providencehealth.bc.ca](mailto:ljung@providencehealth.bc.ca).
- To date, we have hired five LPNs from employee referrals.
- Click here to [Learn more about PHC's Employee Referral Program](#).

### **Staff Compensation:**

- The Ministry of Health has approved temporary outbreak pay for all Holy Family Hospital long-term care unionized staff and contracted services employees.
- This outbreak pay will be 1.5 times your base compensation and became effective as of 7 a.m. on July 7, 2020.
- This pay will continue to be applied until it is determined that there are safe staffing levels.
- Our goal is to achieve full staffing for each shift to ensure continued safe resident care and to recognize the extraordinary efforts you are undertaking to provide such care. We continue to monitor the situation and we will provide updates as we move forward.
- These are extraordinary times – thank you again for your continued dedication as we come together as a team to care for our vulnerable residents and their families and to ensure the safety of our staff at this crucial time.
- If you have any questions, please contact Tammy Young, Executive Director, People at [tyoung@providencehealth.bc.ca](mailto:tyoung@providencehealth.bc.ca).

### **STAFF SUPPORTS:**

Your wellness is important & you are not alone:

- Email: [covidwellness&support@providencehealth.bc.ca](mailto: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: OH&S Director – 604-341-6272