

July 18, 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 on Monday.

All Holy Family staff, medical staff and contracted staff continue to make great progress in ensuring the changes in processes and protocols we've been making the last few weeks are followed with diligence and consistency. We are starting to see great progress on all fronts. One can see the difference just in the overall environment. This outbreak is not over and we collectively cannot let up. We have come a long way and have some ways to go, but we're confident that continued vigilance will end this outbreak.

**Our main message: Please keep Holy Family Safe – It's All Our Responsibility!**

**Key Points to Reinforce:**

- 93% of Holy Family LTC staff have completed their in-service PPE education and 100% of all EVS staff have. Congratulations to everyone for completing this important step. We hope to complete all staff very soon for this education module and are looking at providing other education on such potential topics as med-cart use/cleaning, asymptomatic transmission of COVID, medication management, etc. Stay tuned for more information in coming days.
- 100% of the resident rooms have now been tidied and emptied of items to make the rooms free of unneeded items. This will result in better environmental cleans and infection prevention and control. This was a challenging process and kudos to everyone – staff, IPAC, EVS – for working together to complete it in one week!
- Reminder to staff to remove the “Green Means Clean” stickers from WOWs when you start using them. This will allow easier identification of the WOW that require cleaning after you're done using them.
- Reminder that staff are to clean the commodes and then place them in the utility rooms so EVS staff can use the RD machines on the commodes to complete the cleaning and disinfecting process.
- Other reminders:
  - Do not take any hospital scrubs home.
  - Do not wear any scrubs to work.
  - Do not bring any outside food into the building.

- Do not place beverages or food in any area outside of the meal room – all food will be discarded/thrown away.

**Please note this information VCH Public Health released yesterday:**

<http://www.vch.ca/about-us/news/news-releases/covid-19-notification-for-sandman-suites>

**COVID-19 NOTIFICATION FOR SANDMAN SUITES (1160 DAVIE ST., VANCOUVER)**

17/07/2020

Vancouver, BC – Vancouver Coastal Health is notifying people who visited the Sandman Suites (1160 Davie St., Vancouver) about a possible exposure to COVID-19 from July 7 to July 16.

Individuals who tested positive for COVID-19 attended the Sandman Suites on those dates. There is no known risk to anyone who attended the Sandman Suites outside those dates. Public Health has followed up with close contacts directly and this exposure is considered to be low risk. There is no ongoing risk to the community.

As a precaution, we are advising people who attended the Sandman Suites from July 7 to July 16 to monitor themselves for 14 days. As long as they remain healthy and do not develop symptoms, there is no need to self-isolate and they should continue with their usual daily activities. If you have no symptoms, testing is not recommended because it is not accurate or useful. If you develop any symptoms of COVID-19, please seek testing and immediately self-isolate. Please call ahead and wear a mask when seeking testing.

COVID-19 is spread by respiratory droplets when a person who is sick coughs or sneezes. It can also be spread when a healthy person touches an object or surface (e.g. a doorknob or a table) with the virus on it, and then touches their mouth, nose or eyes before washing their hands. Most people who get COVID-19 have only mild disease, but a few people can get very sick and may need to go to hospital. The symptoms of COVID-19 may include fatigue, loss of appetite, fever, cough, sore throat, runny nose, loss of smell and/or diarrhea.

If you are concerned you may have been exposed and have questions, you can speak to Public Health staff at **604-675-3900**. For general information about COVID-19 visit:

- Vancouver Coastal Health COVID-19 page <http://www.vch.ca/covid-19>
- Testing Sites <https://experience.arcgis.com/experience/3862560c5a41418e9d78f4f81688e9d0>

**CONTACT**

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## **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 Sandy Coughlin, OH&S Director – 604-341-6272