



HOLY FAMILY STAFF UPDATE

July 19, 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.

Our main message to staff today is to give yourselves a big kudos and acknowledgement of what you're accomplishing every day. We know there have been a lot of demands of each one of you. Everyone has had to deal with heightened levels of stress and a lot of extra work – plenty of important in-service education; lots of new processes to undertake; and many initiatives to transform the site into one that is well positioned to defeat this outbreak.

We are starting to experience real gains. We have to continue to manage our expectations and not get ahead of ourselves. COVID-19 continues to be a presence in BC and the world. We can't get complacent.

Having said that, comprehensive testing of residents and staff throughout the outbreak has been a key strategy to stay on top of the situation. Over the past week, we have started to see an encouraging -- and declining -- trend line regarding the number of residents and staff testing positive.

We want to build on this positive trend and the coming week will be just as crucial as recent past weeks. Let's all be on the "same page" and continue our diligence in every aspect of care provision.

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

Key Points to Reinforce:

- Yesterday we provided this link to the VCH Public Health release from Friday regarding the Sandman Inn exposure alert: <http://www.vch.ca/about-us/news/news-releases/covid-19-notification-for-sandman-suites>
- Many Holy Family staff had been staying at that hotel and were requested to move out and back home. Please remember that Providence Health Care will work one-on-one with those Holy Family staff who may have exceptional home circumstances. We will endeavour to find other suitable temporary options. For such issues, please contact

Jody-Sydor Jones, Corporate Director, Mission Engagement & Reconciliation,
Email: JSydorJones@providencehealth.bc.ca Mobile: 604-418-7411.

- Some staff with those exceptional circumstances include those that live in small spaces – e.g. one or two-bedroom apartments with one washroom, etc. – with other family members and practicing good COVID mitigation practices, such as “social distancing,” can be a challenge.
- If you’ve been in temporary accommodations and are moving back home, below is some information to help guide you in your transition. Other information is available at the PHC Staff COVID website [here](#).

EMPLOYEE SAFETY INFORMATION

Regarding questions about safety practices at home

- When home, remember to clean and disinfect high-touch surfaces.
- Wipe down bathroom surfaces after use, in particular after brushing your teeth.
- Don’t share dishes and utensils; put your dirty dishes into the dishwasher or wash them yourself; once cleaned properly, dishes and clothes are not contaminated.
- Pay strict attention to symptoms; don’t “explain things away.” If you develop symptoms, stay away from work, get tested. Consider wearing a mask at home and social distance until you get test results.
- Know that the risk you know is better than the risk you don’t know.
- If you are doing a great job with PPE at work, you are doing everything you can to keep your loved ones safe.

Regarding questions about living with elderly parents/immune-compromised partner/child/parents

- Please follow general guidance to reduce exposure in a household such as washing hands frequently (e.g. when arriving home), cleaning high-touch surfaces and sleeping in separate rooms and using separate bathrooms if possible.
- Wear clean clothes to work, change into your uniform at work and change back into your clothes after your shift is finished.
- Please take your used uniform clothes home and launder them, unless they are hospital laundered scrubs – those need to be placed in hospital laundry.

Regarding questions about someone who is immunocompromised or pregnant:

- There is no evidence that pregnant women or their fetuses are at greater risk due to COVID-19.
- Please ensure you wear appropriate PPE, practice good hand hygiene and check in with your manager if you have any concerns related to appropriate PPE, opportunities to work from home, or redeployment options.

IPAC guidelines around dress-code for long-term care

- Before coming into work:
 - Remove all watches and jewelry
 - Wear clean clothes to work
 - Ensure you have dedicated work shoes
 - Bring a change of clean clothes in washable bag
 - Don't bring any food to a facility with an outbreak
 - No nail polish. Proper hand hygiene.

- During work:
 - Sanitize phone, ID badge and glasses
 - Sanitize work station and stethoscope
 - Hand hygiene before/after each patient/resident interaction & when touching new surfaces
 - Sanitize meal surfaces and proper hand hygiene before eating. No shared food.
 - No hand-shaking or high fives
 - Wear appropriate PPE as directed

- After work:
 - Change into clean clothes. Put work clothes in washable bag. Wear clean clothes home.
 - Sanitize phone, ID badge and stethoscope
 - Remove dedicated work shoes
 - Shower at work or immediately at home
 - Water bottles/Tupperware in dishwasher
 - Work clothes + bag in washer

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