

July 25, 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. Geoff McKee, 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 Monday, July 27.

We want to acknowledge the continued amazing efforts of all staff in helping the outbreak team implement important changes over the past several weeks to help control – and eventually end – the outbreak.

Our gratitude bears repeating. We want you to know that your tireless work and commitment are recognized and greatly appreciated. We are amazed at your commitment and know what an impact this is having on your professional, home and family life. We greatly appreciate how quickly you respond to manage the changes that we need to be making to get prevent COVID from spreading. You are having a real positive impact each day toward the prevention of illness and the spread of infection, and we will continue to see improvements as we go forward.

We know that every new infection can be disheartening and impact morale. But we have to remember that the cases we may see now are from an incubation period of 7 to 10 days ago, and much great work has been accomplished over that time period. Let's maintain our collective vigilance.

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

IPAC/Environment:

- IPAC is utilizing a new audit tool to identify and address any new infection-control issues and risks in Holy Family long term care.
- A specific risk identified most recently is the light cords used in residents' rooms and washrooms. IPAC will be replacing such cords and strings with ones that can be easily disinfected and cleaned. Until that's done – and even afterwards – staff are reminded to ensure best infection control practices, including cleaning of the new cords, and good hand hygiene before and after use.
- IPAC will work with staff on addressing any other risks that are being identified (e.g. resident laundry hampers, brown paper prescription bags, etc.).

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. Great work has been done with all staff regarding donning and doffing education, discussing where, when and how PPE breaks can most commonly occur, and how best to interrupt transmission of the virus. IPAC is also focusing on providing education on cleaning and disinfecting.
- Work is underway to determine the best donning and doffing process to support visitors that come to Holy Family for compassionate visits. Educators will start focusing on building up internal knowledge and capacity with staff and CNLs regarding donning and doffing, so such knowledge and practice sharing can become sustained going into the future.

Hello, My Name Is...:

- In these uncertain times, we must do our best to deliver care that is compassionate and person and family-centred.
- Introducing yourself at the start of every encounter is a small but significant act that helps establish trust and common humanity between the caregiver and patient or resident.
- That's why Providence Health Care was pleased to participate in the international #Hellomynameis Day on July 23rd.
- The #Hellomynameis campaign was started by Dr. Kate Granger in the UK, a physician receiving treatment for terminal cancer. As a patient, she noticed the significant difference introductions by health care providers had on her experience.
- Taking part is easy – just be intentional about introducing yourself and your role in all encounters with patients, residents, families and care givers.
- Please enjoy this video: <https://youtu.be/akclSze6MEQ>
- And, should you get the time, join the discussion on social media using **#hellomynameis**

Update on Temporary Pandemic Pay to Support Front-Line Health Care Workers

The Health Employers Association of British Columbia (HEABC) has announced that lump-sum pandemic payments will be considered remuneration for the purposes of the BC Employer Health Tax. This means that payments will be subject to the same payroll deductions as regular pay; they will not have any effect on benefits that employees are eligible to receive.

Update – Timing of Funding

- The 16-week eligibility period for the temporary pandemic pay program ended on July 4, 2020. The Ministry of Health is working on a standardized funding process (across all

the sectors) and further communication regarding the timing of funding is expected around mid-August. We ask for your patience while the Ministry of Health and employers' associations communicate requirements for the pay to provincially funded service providers and employers.

Background

- On May 7, Prime Minister Justin Trudeau announced that all provinces and territories have confirmed, or are in the process of confirming, plans to cost share wage top-ups for their essential workers. The Government of Canada committed to provide up to \$3 billion in support to increase the wages of low-income essential workers. Each province or territory is individually responsible for determining eligible workers within the available funding envelope.
- On June 1, the provincial government announced details as to how health and social service workers delivering in-person, front-line care to some of B.C.'s most vulnerable people will receive a financial boost through temporary COVID-19 pandemic pay.
- More than 250,000 eligible front-line workers will receive temporary pandemic pay, a lump-sum payment of about \$4 per hour for a 16-week period, starting on March 15, 2020 and ending July 4, 2020. To be eligible, employees must have worked straight-time hours anytime during the 16-week period starting March 15, 2020. It does not apply to excluded management staff, fee-for-service providers or employees on leave.

Eligible health care workplaces include:

- Hospitals, long-term care and assisted-living facilities
- provincial mental health facilities
- provincially funded home and community care services
- public health units; primary care clinics; diagnostic facilities; community clinics
- diagnostic and treatment centres

Eligible workers will receive the payment directly through their employer and do not need to apply. For more information on the temporary pandemic pay program, visit:

www.gov.bc.ca/pandemicpay.

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