

July 26, 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 are on Day 47 of the outbreak and we need to continue to acknowledge what a heroic effort all staff are putting toward this challenging situation.

Staff, residents and families need to know that resources of two organizations (VCH and Providence) are fully committed to keeping our residents and staff safe and ending this outbreak.

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

IPAC/Environment

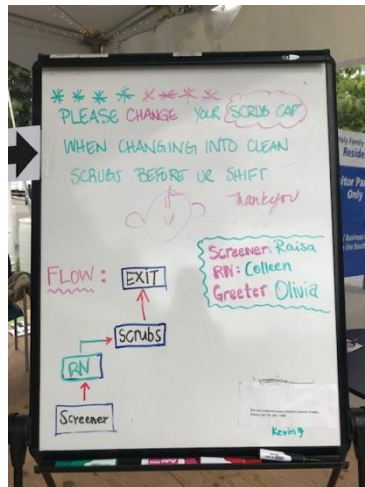
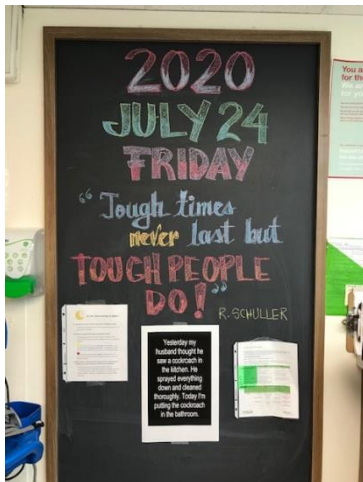
- The observation was made in our team meeting today how well staff are demonstrating their "practice." There is good PPE practice, diligent hand hygiene, continued adherence to all the new protocols regarding infection control, use of WOWs and various carts ("Green is Clean!"), and good adherence to the new staff-flow processes (entry and exit out of the site).
- IPAC will continue to focus on ensuring we identify any remaining risks in the environment and implement quick fixes as needed. A new audit tool will help us in this regard.

Q&A Session for Staff:

- IPAC is also continuing to focus on staff education through in-service sessions or other means. Today, Dr. Marc Romney held two informal Q&A for Holy Family Long Term care staff.
- The sessions occurred before and after shift change, and a large number of health care workers participated.
- Staff were encouraged to ask questions. The sessions occurred outside the north entrance, in the shade, with participants maintaining good physical distance.
- Each session lasted about 30 minutes, and staff asked questions about a variety of topics, including:
 - Testing, both PCR and serology

- “Clearance” of residents and the criteria for clearing residents
 - SARS-CoV-2 and how it is transmitted
 - How an outbreak is declared “over” by public health
 - A potential vaccine
 - PPE
 - Preparedness for the coming months
 - Lessons learned
 - Others
- Dr. Romney expressed his gratitude to all the staff, acknowledging the personal and professional sacrifices they’ve all made to help bring this outbreak under control. He further offered to provide more interactive sessions in the future.

Today’s Holy Family Pics:



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