

July 6, 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**

Provincial Medical Officer Dr. Bonnie Henry's daily public statement and release of information included the following update on Holy Family's outbreak:

	Facility name	Type of facility	HA	Declared over	Total number of cases	Total number of deaths	Number of resident cases	Number of resident deaths	Number of staff/other cases	Number of staff deaths
1	Holy Family Hospital	Long term care facility	VCH	No	67	9	43	9	24	0

We can report that good progress is being made by the VCH-PHC Outbreak Management Team and staff in implementing important changes to curtail the spread of COVID and end the outbreak at Holy Family.

Our collective success depends upon your continuing contributions, cooperation and discipline in following protocols and remaining vigilant in every action we take. We will need to maintain consistency and focus for several weeks to help conclude the outbreak.

Here are some priority actions being taken and key points being emphasized by the outbreak team:

1. **Staff Screening and Assessment** – Our more thorough staff screening process is producing results. Yesterday, three staff were identified to have symptoms and were directed to get tested and go home.

We want to emphasize again it's crucial that you don't come to work if you have any [symptoms](#), no matter how mild.

If you develop symptoms while at work, tell your supervisor, leave the premises right away, go get tested, and await your results while isolating at home (or other/alternate accommodations).

2. **Resident & Staff Testing** – Testing of all residents is continuing. From July 7 to 9, residents will receive [serology](#) tests.

Testing for staff is just as critical and to enable further testing the mobile testing van is scheduled to be back to Holy Family this Thursday. We will confirm that date and operating times in tomorrow's update.

Additionally, staff will also be able to access serology tests. Requisitions for these tests are now available, which staff can use to take to the St. Paul's or Mount Saint Joseph outpatient labs for their tests (please ask your manager how to get a requisition). You will need to wear a mask when you present yourself to the outpatient testing labs at SPH and MSJ.

It may also be possible to get serology testing onsite at Holy Family from July 7 to 9, if there is capacity. Serology testing helps us better understand where COVID transmission has occurred, where it may be occurring and who may have anti-bodies to the virus. We will provide more information on this testing process this coming week.

- 3. Environment/Cleanliness Progress/Food** – A big thanks to everyone for helping to move items out of the LTC floor and into storage. As requested by IPAC, environmental services personnel will now be using one consistent disinfectant for all LTC areas, surfaces and floors. It will make an important difference in meeting our environmental cleaning and infection prevention priorities.

We ask you to continue to follow the new protocols for the staff dining area where individualized and prepackaged food is distributed. Please ensure proper distancing, hand hygiene and flow of staff while going by the table for your food.

IMPORTANT FOOD REQUEST – You are requested not to bring your own food to work. We realize this may be an onerous ask, but it is required to help minimize our risks of viral spread. If you have special dietary or nutritional needs, please connect with Patty Yoon or your manager so your needs can be met via other options.

Thank you again for your continued vigilance and dedication toward this team effort.

There are a number of social and psychological supports you can access. That information is provided below.

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:**
 - **In-person therapist at Hotels from EFAP Critical Incident Stress Management – (you can go there even if not staying at hotel)**
 - **Virtual/remote availability PHC trained PFA employees/Psychologists**
 - **More urgent emotional support: Contact EFAP 24/7: 604-872-4929 or 1-800-505-4929**