



HOLY FAMILY STAFF UPDATE

July 10, 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 today 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
Holy Family Hospital	Long term care facility	VCH	No	71	13	47	13	24	0

As the table shows, 47 residents and 24 staff members have been diagnosed with COVID-19. That’s one newly-identified COVID-positive resident since yesterday’s update. Four residents are in hospital at St. Paul’s; none of them in the ICU. Sadly, there has been one additional death since the last update. Our hearts go out to those who have lost their loved ones to this terrible pandemic.

Seven residents and 13 staff have now fully recovered from the virus.

Here are some key points we want to reinforce today:

Congestion:

- It’s important for staff to maintain vigilance in your interactions with each other, whether on duty, when taking a break, or before or after work. Please maintain two-metre social distancing where possible, and wear masks and ensure hand hygiene even when taking a break from work. We appreciate that, in a work environment, it’s not always possible to maintain a two-metre distance, so the wearing of masks is particularly important to prevent further spread.
- We’re looking at improving the flow of staff around shift changes, in locker rooms and when entering and exiting the facility. In the meantime, please refrain from forming groups and bunching up close to each other during these times.
- The next phase of removing unneeded items from LTC will begin this weekend. IPAC will work with staff to determine how resident rooms can be further cleared of items and ensure there are fewer surfaces available for potential contamination.

Staff Testing:

- Thank you to all staff for getting their swabs taken via the mobile testing van that was onsite yesterday. We have heard that accessing such tests at other sites in Vancouver can be challenging due to long line ups. We are looking at options to have more regular onsite testing available at Holy Family. Stay tuned for more information in the coming days.
- Thank you also to those staff who volunteered for the serology testing.

Staffing:

- Having a full complement of staff on all shifts is a key to fighting this outbreak.
- You'll note that Providence Human Resources has an ask out for staff or employee referrals to help out the staffing complement at Holy Family.
- HR is seeking Nurses, Licensed Practical Nurses, Employed Student Nurses, Care Aides, Unit Clerks and Porter Ward Aides.
- A reminder for PHC staff: **if you refer someone to PHC who completes an Employee Referral Form and is hired, you are eligible to receive a \$50 gift card of your choice.**
- If you know of someone who would be a great fit for Providence, please reach out to Laurie Jung at ljung@providencehealth.bc.ca.
- To date, we have hired five LPNs from employee referrals.
- Click here to [Learn more about PHC's Employee Referral Program.](#)

Staff Compensation:

- The Ministry of Health has approved temporary outbreak pay for all Holy Family Hospital long-term care unionized staff and contracted services employees.
- This outbreak pay will be 1.5 times your base compensation and became effective as of 7 a.m. on July 7, 2020.
- This pay will continue to be applied until it is determined that there are safe staffing levels.
- Our goal is to achieve full staffing for each shift to ensure continued safe resident care and to recognize the extraordinary efforts you are undertaking to provide such care. We continue to monitor the situation and we will provide updates as we move forward.
- These are extraordinary times – thank you again for your continued dedication as we come together as a team to care for our vulnerable residents and their families and to ensure the safety of our staff at this crucial time.
- If you have any questions, please contact Tammy Young, Executive Director, People at tyoung@providencehealth.bc.ca.

Staff Appreciation:

- Members of the Providence Health Care family took a moment to share their gratitude towards the Holy Family Hospital team. Please watch this video: <https://youtu.be/2bfBegnBdco>



And More Staff Appreciation:

- The Most Reverend J. Michael Miller, Archbishop, Roman Catholic Archdiocese of Vancouver, CSB, offers thanks to all Holy Family Hospital Long Term Care staff for their ongoing dedication as they serve the residents and families with commitment and compassion. [Read the letter of appreciation.](#)

A reminder that there are a number of social and psychological supports you can access. Please do not hesitate to reach out for assistance should you require:

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