

HOLY FAMILY STAFF UPDATE

July 15, 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	79	15	49	15	30	0

As the table shows, 49 residents and 30 staff members have been diagnosed with COVID-19 at Holy Family Hospital. That’s one newly-identified COVID-positive staff member since yesterday and no new residents. Four residents remain in hospital, three of whom are COVID positive and one COVID negative; none of them are in the ICU. There haven’t been any deaths reported since yesterday’s update.

Seven residents and 20 staff have now fully recovered from the virus. That’s an increase of two more staff recoveries since yesterday’s update.

Today’s Key Points to Remember:

- Planning is underway to create a new process for entering and exiting the building. As stated in yesterday’s update, to improve upon the flow and usage of lockers and staff storage, we will be bringing in more tents and lockers. More details to come once the planning is finalized.
- Please remember, before you enter the building, check the update information board for the latest info and reminders on such topics as in-service education, PPE usage, screening, key contacts information, etc.
- Please do not remove any equipment, such as wheelchairs or chairs, out of residents’ rooms. This is an infection control measure and we need staff to change practice of moving equipment, especially at night time.
- Please do not take or wear scrubs off the property and don’t change your clothes in your car.
- Reminder that you should come to work in your street clothes and leave work in street clothes.

- Staff staying at hotels are requested to physically and socially distance. Do not share any physical items such as food, drinks, clothing items, etc., with anyone.
- You need to ALWAYS wear eye protection even if you are not giving direct care.
- A reminder to please stay focused on proper PPE usage, hand hygiene and infection control practices.
- Before entering the staff meal/break room, ensure proper PPE doffing and donning, and hand hygiene procedures are followed.
- Thank you to everyone who has completed their in-service PPE education; there are still some staff left and you are encouraged to take it as soon as you can.
- We are ensuring helpful information and posters are readily available to reinforce good practices. Staff can also access helpful online information at:
 - Providence Health Care's COVID site for staff [here](#); and
 - Vancouver Coastal Health's site [here](#)
- Thank you to those who took advantage of the Mobile Testing Van and got themselves tested.
- Kudos to everyone who has helped with reorganizing, refreshing and tidying up residents' rooms. Over 50% of the rooms have been completed, with the goal of completing all of them this week. Tidied up rooms will enable environmental services/ housekeeping to access more areas to clean.

Please be advised that we have planned for a virtual town hall with family members for tomorrow morning. In preparation for that, we have been receiving lots of questions from families, many of which we hope to address tomorrow and provide other follow-up answers via the family website or through their Holy Family care contacts (should the questions be of a private nature). Please know that all your heroic efforts to ensure safe and quality care to residents are being noticed, despite the difficult circumstances of the outbreak. Thank you for continuing to provide such exceptional care.

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 OH&S Director – 604-341-6272