



# HOLY FAMILY STAFF UPDATE

July 21, 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. John Harding, Medical Health Officer, VCH**

Provincial Health 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	83	15	51	15	32	0

As the table shows, 51 residents and 32 staff members have been diagnosed with COVID-19 at Holy Family Hospital. That’s one more resident than from yesterday’s update; the staff number remains the same. Three residents remain in hospital, two of whom are COVID positive and one COVID negative; none of them are in the ICU. There haven’t been any new deaths reported.

**A total of 17 residents have been declared “cleared” of their COVID-19 infections, an increase of one from yesterday. Yesterday, we prematurely reported that 23 staff members had been cleared of the virus. In fact, the correct number is 22.**

### **Outbreak Pay for Holy Family Long Term Care**

The Ministry of Health approved Outbreak Pay for unionized staff working at Holy Family Hospital Long Term Care. The approved dates for Outbreak Pay are: June 13, 14 and 15, and July 7<sup>th</sup> onward. An end date has not been determined and we will endeavour to provide adequate notice when an end date has been established.

Due to coordination between various systems including payroll processing and timekeeping, you will see payments delayed by one pay period. The first payment for shift start times on June 13, 14, 15 and July 7, 8 and 9 will be on the July 31<sup>st</sup> pay day. Premium payments for July 10 – 23 will be paid on the August 14<sup>th</sup> pay cheque.

A reminder that straight time hours will be paid at 1.5x the regular hourly rate and overtime will be paid at 2x the regular hourly rate.

If staff have any pay questions following receipt of payment, please email [staffschedulingqueries@providencehealth.bc.ca](mailto:staffschedulingqueries@providencehealth.bc.ca) and one of our coordinators will respond.

Thank you for your patience as we work to ensure accuracy in processing these payments.

## **Serology Test Results**

- Thank you to the over 160 Holy Family long term care staff who participated in the optional serology testing over the past weeks.
- Please know that you will all individually receive a call from Public Health informing you of your results.
- 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.

## **Staff Appreciation**

We acknowledge all Holy Family LTC staff have been under a lot of strain since the pandemic was declared and doubly so since the HFH outbreak was declared on June 9. You have all been heroic in collectively doing what needs to be done. We can't thank you enough. We appreciate all your continued efforts and ask you to stay the course, keeping disciplined in the way we provide care and keep residents as safe as possible. We want you to also look after yourselves and your colleagues. Mental and physical wellness is key to work and life.

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](mailto: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