

July 22, 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	84	15	52	15	32	0

As the table shows, 52 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. Two staff members have been admitted into hospital (not in ICU).

To date, a total of 17 residents have been declared “cleared” of their COVID-19 infections; 23 staff have been cleared, an increase of one from yesterday’s total.

REMINDER: Congestion & Grouping:

- It’s important for staff to maintain vigilance in your interactions with each other, whether on duty or when taking a break. Please refrain from forming groups and bunching up close to each other during these times. Please ensure you maintain two-metre social distancing, wear masks and appropriate PPE, and practice hand hygiene even when on your break.
- Minimizing congestion and grouping is the reason we’ve established new processes regarding the flow of staff around shift changes, in locker rooms and when entering and exiting the facility.

TSA Update:

- The Temporary Staff Accommodation (TSA) program is now closed.
- If you have questions or exceptional home circumstances regarding COVID-19-related temporary accommodations, please contact: Jody-Sydor Jones, Corporate Director, Mission Engagement & Reconciliation (JSydorJones@ProvidenceHealth.bc.ca).

- For information on how you can care for yourself and/or others through a pandemic, please see this [Handbook](#).

New Coffee Machine!

- Staff can now use a new automated coffee machine located in the staff room. It's much more convenient, with numerous push-button dispensing options.
- Some of the other items in the staff room previously used for coffee making – kettles, filters and other supplies – have been removed as part of the tidying up and reorganization efforts.
- Enjoy your new cups of java!



Special Offers from Local Businesses

- To alleviate some of the immense stress on staff and medical staff who are working on the COVID-19 response, local businesses and services are offering discounts and designated shopping hours for health care workers.
- Although some of the offers have expired, others remain in place.
- Please check them out at the PHC staff [COVID website](#) (please note the expiry dates on some of the offers!).

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