

HOLY FAMILY STAFF UPDATE

July 24, 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	86	16	53	16	33	0

As the table shows, 53 residents and 33 staff members have been diagnosed with COVID-19 at Holy Family Hospital. There was one new COVID-positive case recorded for residents and no new cases for staff since yesterday’s update.

Three residents remain in hospital, two of whom are COVID positive and one COVID negative; none of them are in the ICU. Two staff members have been admitted into hospital (not in ICU).

We also have five more residents and one more staff member that have been declared “cleared” of their COVID-19 infections, bringing the total cleared to 22 residents and 27 staff.

Process for Staff Returning to Work:

- In yesterday’s update, we provided a link to the LTC COVID-19 ENHANCED STAFF SCREENING QUESTIONAIRE form. It has to be completed, signed and given to your Site Leader/Manager/Professional Practice Leader 72 hours prior to start of your shift. Please note that the form has been **slightly updated**. Please use [this](#) version when filling it out.
- Remember that these forms are needed for those staff who have been either absent from Holy Family for more than 14 days (including staff cleared of COVID and are returning to work) or staff who are new.
- The manager will ensure the form is fully completed before faxing it to VCH Public Health at 604-731-2756.

Spiritual Health Coverage:

Please note that your regular Spiritual Health Practitioner (Cecilia Moore) will be away in the coming days. The following supports are in effect for the period of July 25 – August 10, 2020.

Spiritual Health Practitioner Support

- **Monday-Friday 8 a.m. to 4 p.m.:**
 - Kim Woody; kwoody@providencehealth.bc.ca; Pager: 33274
 - Kim is a PHC Spiritual Health Practitioner who will be available by *phone and e-mail* to provide support in the following ways:
 - Offer prayer, blessing and support to residents over the phone.
 - Provide spiritual support to families over the phone.
 - Connect with spiritual advisors, where possible (i.e. priest, elder, etc.).
 - Assist staff with any questions or concerns.

- **After regular hours and on weekends, stats:**
 - Use the Spiritual Health On Call Pager: 33311
 - The on-call pager will connect you with a Spiritual Health team member who will provide the support as noted above.

- **In-Person Support and Spiritual Advisors**
 - Due to current on-site policies, Spiritual Health Practitioners (Kim and the on-call team) will be providing *remote support* and will do their best to connect with community clergy (spiritual advisors), when requested.

 - Spiritual Advisor is a term introduced in the Class Order, and points towards our community religious and spiritual leaders. If families are connected to a minister, rabbi, priest, etc., we will do our best to connect with them to provide in-person support.

Gratitude:

Each day and each week, we're trying to enhance our protocols and workplace processes to ensure all staff and residents are as safe as possible. We see everyone pitching in with ideas and solutions on how to improve communications; how to improve our flow of staff into and out of the facility; we see colleagues encouraging and lifting up each other when people feel emotionally and physically stressed. Thank you to everyone for continuing to put your best foot forward on this continuing journey we're on to end this outbreak. (Special thank you to the rehab staff for painting such a positive encouraging sign – pictured above – for LTC staff!)



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