

July 28, 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	88	19	53	19	35	0

As the table shows, 53 residents and 35 staff members have been diagnosed with COVID-19 at Holy Family Hospital. There were no new COVID-positive cases recorded for residents since the last update on Friday, and there are no new cases for staff. We are once again devastated to report the passing away of one more residents, bringing the total to 19. Each death is extremely disheartening and tragic, and our thoughts are with those who are in mourning.

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 who were in hospital have been discharged. We have 25 residents who have been cleared, an increase of three from yesterday’s report; and there are 29 staff who have been declared “cleared” – two more than yesterday’s number.

LTC Gets Extra Leadership Supports

The Holy Family outbreak continues to be a challenge, but we are confident that all the hard work so far is pushing us in the right direction. Continued focus on all the things we’ve been doing right, including being vigilant in our PPE usage and infection control practices, is key to continuing to progress toward an end to the outbreak.

To further assist us on that path, Holy Family Long Term Care staff are excited to welcome to the LTC team Jeffery Chan as Interim Holy Family COVID Manager, and Cayli Hunt as Interim Holy Family COVID Educator.

Jeffery is currently the Patient Care Manager for Holy Family Rehab program and is coming over to the LTC side to help plan for a seamless handover of operations when Patricia JappyLocker (PJ) transitions back to VCH. Jeffery will also start working on a recovery plan for LTC to ensure a smooth post-outbreak continuation of operations. We want to acknowledge that PJ’s support and experience in managing past COVID outbreaks have been instrumental in

helping us manage the situation at Holy Family. She has our deep gratitude for the leadership she has demonstrated.

Cayli is a critical care nurse in the ICU at St. Paul's and we're delighted for her to join us in supporting our ongoing PPE education and to work alongside IPAC and the Clinical Nurse Specialist (CNS).

Jeffery's and Cayli's talents and knowledge are great additions to our team and we look forward to their contributions.

Pandemic Pay Clarification Update

Further to the memo sent on [June 26](#) regarding Pandemic Pay Clarification, we are providing more clarity in response to questions from staff on the various areas of compensation that have been implemented to help alleviate some of the financial stress on health care workers during the COVID-19 pandemic.

Temporary Outbreak Pay for Holy Family Hospital (HFH) Long-Term Care (LTC) Staff and Contracted Services Employees

The Ministry of Health (MOH) approved temporary outbreak pay of 1.5 times an employee's base compensation for June 13, 14 and 15, and July 7 onwards until an end date is determined. All LTC unionized staff and contracted services employees at HFH will receive this outbreak pay, which will continue to be applied until safe staffing levels can be determined.

The first payment of the additional 0.5 pay will include June 13, 14, 15 and July 7, 8 and 9, and will be reflected on the July 31 pay date.

Payment for hours worked from July 10 to 23 will be applied on the August 14 pay date.

As a reminder, straight-time hours are paid at 1.5 times the employee's regular hourly rate; overtime hours are paid at two times the employee's regular hourly rate.

At this time, an end date has not been determined. We are monitoring the situation and will try to provide notice to staff once an end date is established.

If you have any questions regarding receipt of temporary outbreak pay, please email: staffschedulingqueries@providencehealth.bc.ca.

Federal Temporary Pandemic Pay

All front-line workers and those that support front-line workers are eligible for this pay for the period of March 15 to July 4. The MOH is working on a standardized funding process and more

information on when eligible staff can expect to receive the lump sum payment(s) of about \$4 per hour for straight-time hours worked over the 16-week period is expected in mid-August.

Lump-sum payments will be considered remuneration for the purposes of the BC Employer Health Tax and will be subject to the same payroll deductions as regular pay; payments will not have any effect on benefits that employees are eligible to receive.

For more information, see the [July 23 staff bulletin](#).

Nurses' Bargaining Association (NBA) Working Short Premium

The NBA Working Short Premium is not related to the COVID-19 pandemic; this was an article negotiated in the last round of collective bargaining that took effect on April 1, 2020.

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 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