

July 30, 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 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, there has been no change to the status since yesterday – 53 residents and 35 staff members have been diagnosed with COVID-19 to date at Holy Family Hospital Long Term Care.

Three residents remain in hospital, two of whom are COVID positive and one COVID negative; none of them are in the ICU. No staff are in hospital. Total number of residents cleared remains same as yesterday’s report at 26; the total number of staff cleared remains at 30.

**Updated Information Regarding LTC Rehab Team**

Yesterday’s update and kudos to LTC Rehab Team contained some older and incomplete information on the services the team is providing during this outbreak.

We want to ensure we fully acknowledge the team’s great efforts and provide the most recent information. The team helps:

- Connect families with residents via Facetime, Skype, Zoom and phone and serving as an interface between families and residents.
- Provide support with mealtimes and feeding.
- Assist with the effort to keep the building tidy and clean by managing the rehab equipment.
- Support distanced wheelchair exercises.



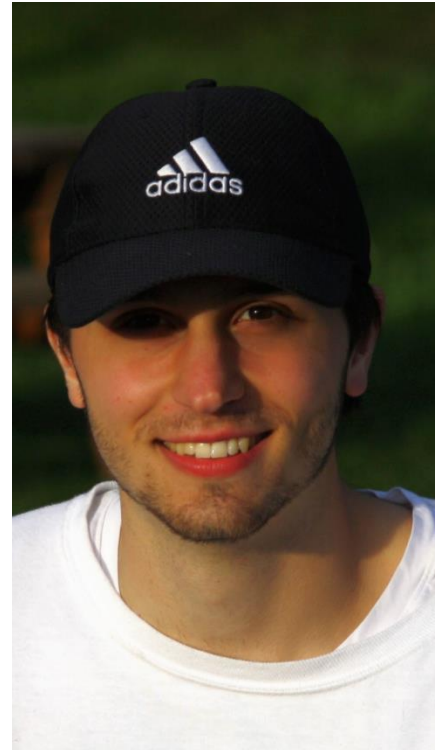
- Manage means of keeping the residents entertained with providing movies on tablets, etc.
- Enable distanced conversations for company and visits.

Thank you again to all the rehab team members for their stellar work, complementing the great contributions of all other staff, medical staff and contracted services staff!

### **Redeployed Staff Crucial to Outbreak Effort**

As teams continue working around the clock at Holy Family Hospital Long Term Care (LTC) to keep residents and staff safe from COVID-19 and to end the outbreak, we wanted to check-in on the staff who stepped-up to be redeployed from their home worksites to help care for our vulnerable residents and support their fellow staff at Holy Family.

**Alessandro Salvino** (pictured right), a registered nurse on the Medicine Unit at St. Paul’s Hospital, was the first staff member to answer the Expression of Interest (EOI) sent by HR on June 13. In fact, he was on site working that same evening!



We caught up with Alessandro on what initially drew him to help out his colleagues at Holy Family LTC and to see how his experience has gone. Here is what he had to say:

*“Having had close family members living in a care home, I am fully aware of the impact that committed staff can make towards a resident’s life.*

*“When I was informed that HFH was undergoing a crisis and needed any help it could get, I immediately thought of my grandparents. I knew that if they were the ones living through a COVID-19 outbreak, I would be both reliant on and grateful for anyone who could offer support to them during this time.*

*“I am doing what I can when I can, because I know that someday the same will be done for me and my family.*

*“Although the situation at HFH is certainly stressful, I am continually surprised at the amount of good I see day-to-day. Staff dedication and support inspires me, and the residents’ joyful attitudes constantly remind me of the silver linings. I am thankful for the support I have been given as a new nurse here, and am nothing but glad to witness the support residents have been receiving, both from other staff and from their own families.”*

Thank you, Alessandro, for living our values and for always putting the well-being of our residents and their families at Holy Family first – and to all our brave and dedicated staff continuing your heroic efforts every day to end this outbreak, we are truly grateful for your unrelenting commitment to those we serve at this crucial time.

## **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