



HOLY FAMILY STAFF UPDATE

July 31, 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	20	53	20	35	0

Today marks a full week since the last resident tested positive for COVID. That’s an encouraging development and we are remaining cautiously optimistic that with continued vigilance, we can continue the momentum. Three of our 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.

The total number of residents cleared remains same as yesterday’s report at 26; the total number of staff cleared remains at 30.

Today’s report records the 20th death at Holy Family Long Term Care, a sad and heartbreaking milestone. We send our thoughts to the grieving family members.

Each death also impacts our staff deeply and we want to commend everyone for continuing to provide exceptional care throughout this outbreak and throughout each difficult moment. Staff are reminded to please reach out for extra corporate supports and resources as you need.

Bereavement Resources for Health Care Workers

The COVID-19 pandemic has made for a difficult time for everyone. We are here to help support you. We encourage you to read the Bereavement Resources on the Staff Support section on the PHC COVID-19 website — these resources will help you process grief and loss. On the support section, you will also find other resources that will help you navigate difficult conversations with loved ones, free webinars, helpful tools for mindfulness and much more. Please [Click here](#) to read more.

Extra Wellness Supports

Are you tired and sore? We encourage you to check out the services listed below.

Registered Massage Therapy:

- RMTs have the discretion of providing treatment to individuals who may have been exposed to COVID-19. In making the determination to treat or not, consult the risk assessment tool offered here: [BCCDC's Exposures and return to work for health care workers](#).
- If you fall into the *No Risk* category, treatment can be provided. If someone falls into the *Low Risk* category, treatment can be provided but they will be asked to wear a surgical mask. (College of Massage Therapy of BC)

More Information:

- <https://cmtbc.ca/registrants/interim-guidelines-for-return-to-practice/>
- <http://www.bccdc.ca/health-professionals/clinical-resources/covid-19-care/testing-and-case-management-for-healthcare-workers>

Acupuncture:

- Go to the “Find a Practitioner” function to search the registry on the College’s website (www.ctcma.bc.ca) for registered practitioners in your area.
- The BC Centre for Disease Control has accessed and determined the risk levels for health care workers who wear all appropriate PPE consistently as “no risks” and do not need to self-isolate without symptoms.
- Be sure to do the [Risk Assessment Tool](#) before you go to an appointment.
- If a patient have concerns regarding denying services unfairly, they can file a complaint with the College: <https://ctcma.bc.ca/public-protection/file-a-complaint/> (College of Traditional Chinese Medicine, Practitioners and Acupuncturist of British Columbia)

Physical Therapy:

- The College is advising registrants to make a Point of Care Risk Assessment for every client and make decisions to minimize risk including offering virtual services.
- Individuals may wish to start with a virtual assessment by a physical therapist in order to discuss their circumstances specifically with the physical therapist to explain that they are safely following guidelines to minimize risk. (College of Physical Therapists of British Columbia).
- Find a therapist offering [Telehealth](#).

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