

July 8, 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
Althea Hayden, 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	69	12	45	12	24	0

It’s heartbreaking to see the higher number of deaths from the previous update. Our thoughts are with the family members and with staff for these devastating losses. They underline the urgency and importance of the work we’re all doing to protect residents and everyone else at Holy Family to end this outbreak. We are confident that – although there is much work ahead of us – our continued joint efforts are leading us in the right direction and with due diligence and extreme focus, the number of new infections will start trending downward.

Here are the key updates for today:

1. **Resident & Staff Testing** – Serology testing for residents was completed today. That means we have capacity to perform serology tests for **Holy Family LTC staff onsite**.

Phlebotomists will be onsite on Thursday and Friday from 7:30 a.m. – 3:30 p.m. to enable this testing. Staff will still need to fill out requisition forms and include their name, date of birth and PHN (health care card number).

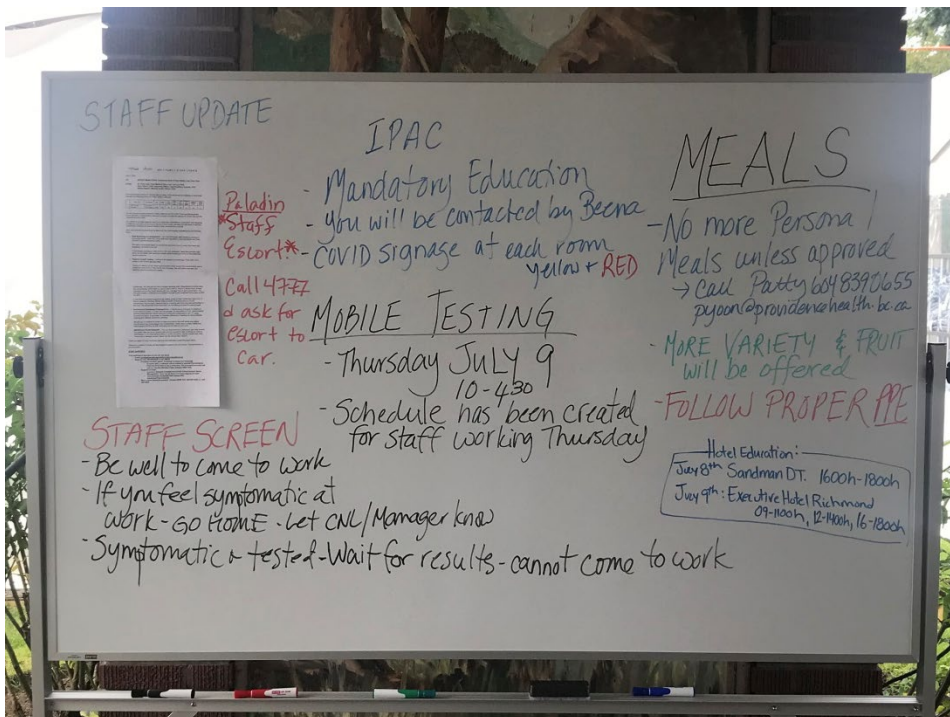
Although the serology tests are optional, staff are highly encouraged to get them as they help us understand where COVID transmission has occurred, where it may be occurring and who may have anti-bodies to the virus. If staff don’t get a chance to get these tests at Holy Family the next two days, they can still present their requisitions to the outpatient labs at St. Paul’s and MSJ. Staff will need to wear a mask when presenting at these labs.

For staff testing with nasopharyngeal swabs, a reminder the mobile testing van will be at Holy Family tomorrow (Thursday, July 9), 10 a.m. to 4:30 p.m. All staff, as identified for this testing, are required to get them.

2. **Changes to Holy Family Area/Environment/Food** – The outbreak team has completed Phase 3 of its four-phase initiative to clear, tidy up and remove items to storage from LTC. The latest moves included sofas, chairs and other furniture that posed infection control risks.

A key area of focus continues to be comprehensive and orderly waste management, as there has been a steady increase in the amount of garbage being generated. We are working closely with our environmental services partners to increase the number of garbage bins available and to ensure regular and timely disposal.

A new white board has been added at the **main entrance** for staff to receive helpful reminders, messages and updates.



As one of the reminders on the white board states – and as based on directives from IPAC and the Medical Health Officer – no personal meals can be brought into the facility and no personal food can be stored in staff fridges. Please also refrain from bringing in or having any communal food in your work areas or at nursing stations. All cutlery has to be prewrapped and disposable.

As communicated before, starting tomorrow (Thursday), there will be more variety of foods available for staff.

A reminder, if you have special dietary or nutritional needs, please contact **Patty Yoon** (Tel: 604-839-0655; Email: pyoon@providencehealth.bc.ca) so your needs can be met via other options.

3. **Communicating with Families** – It's clear that Holy Family staff have a special bond with residents and their families. That is emblematic of the unique resident-and-family-centred culture of the home. The pandemic has been hard on families due to visitation restrictions and we acknowledge it becomes harder still whenever there's an outbreak such as at Holy Family LTC. In such scenarios, ongoing communications with family members are critical. Kudos to staff and site leadership for continuing to be connected with family members and providing them information on their loved ones when requested.

The VCH-PHC Outbreak Management Team is planning on holding a virtual town hall for families in the near future. PHC held one on June 19 and the feedback from families was that it was very helpful. Stay tuned for more details in the coming days.

A reminder that there are a number of social and psychological supports you can access. Please do not hesitate to reach out for assistance should you require:

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