

July 9, 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 Medical 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 reporting	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	70	12	46	12	24	0

As the table shows, 46 residents and 24 staff members have been diagnosed with COVID-19. That’s one newly-identified COVID-positive resident since yesterday’s update. Four residents are in hospital at St. Paul’s; none of them in the ICU.

We know that the past few weeks have been tough for everyone, and progress has been hard to see as the number of COVID positive people has increased.

**But we are happy to report that seven residents and nine staff have now fully recovered from the virus.**

While we need to maintain focus and not get too far ahead of ourselves, we are hopeful this is a positive trend that will continue in the days and weeks ahead.

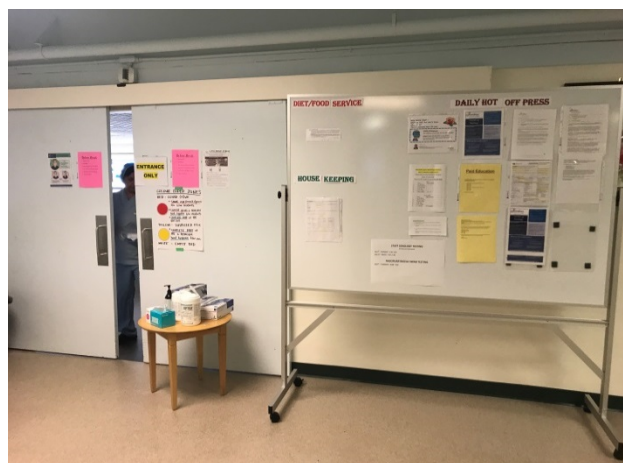
The new VCH-PHC Outbreak Management Team is settling into a well-defined daily routine, clarifying roles, responsibilities and processes. It’s been especially great to see how members from the two organizations (VCH and PHC) can so quickly come together as a team.

Bringing the resources of the two organizations together is helpful, as we’re aware how everyone involved with pandemic planning and this outbreak in particular is dealing with fatigue. It’s a reminder to everyone to ensure they take the time to rest and recharge.

To that end, Rae Johnson is deservedly taking some time off for vacation. Rae’s been a great asset in helping all of us understand the operations and communications processes at Holy Family long term care, including the needs of family members. In Rae’s absence, **Karin Olson**

has assigned **Patricia JappyLoker** to the role. Patricia will follow Rae's example of ensuring timely and transparent communications to family members through daily updates.

**Holy Family Environment** – Kudos to everyone working at improving the long term environment. The changes you have all assisted with make it a safer place to live and work. It's especially encouraging to see staff being creative and taking initiative. A great example is how the greeters and screeners went the extra mile in setting up their station outside the LTC entrance (left picture) or how new communications boards are getting the latest information to staff on the floor (right picture):



Staff are reminded to make sure to clean up after taking their showers. No PPEs should be left behind.

With the flurry of activities and new processes at Holy Family LTC, many staff have numerous specific questions. Below are answers to some of the common ones we've been receiving. Please do not hesitate to come forward with more. We need to make sure there is no confusion around any protocols.

**Q. What do I do if I develop symptoms when I'm not at work?**

A. Do not go to work. Instead, go to one your local testing sites, such as an Urgent Primary Care Centre and get tested (see "How do I access COVID-19 testing?" tab [here](#)). Be sure to wear a mask. After getting tested, please let Patty Yoon or PJ Loker know that you've gone for testing. Then, please self-isolate at home until you get your test result. If positive, you will get a call from Public Health. If it's negative, you'll still get a call, but it will be from PHC Occupational Health. And remember, even if it's a negative result, it's best to stay off work until your symptoms resolve.

**Q. What do I do if I develop symptoms at work?**

A. Everyone's safety is our number one priority. So if you develop symptoms at work, even mild ones, tell your supervisor, safely transition any care you are involved in, and go get tested at a local testing centre as soon as you can. Then head home and self-isolate until you get your test result. As mentioned above, you will get a call either way, whether negative or

positive. And remember, if you have to stay off work because of COVID, **you will still be compensated**. We want to make sure that everyone is supported so that we can do our best to end this outbreak.

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](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