

June 12, 2020

## LONG-TERM CARE INFORMATION BULLETIN: Brock Fahrni, Mount Saint Joseph, Youville and St. Vincent's: Langara

*This bulletin is to provide information for people who have loved ones living in BF, MSJ, Youville and SVL.*

As many of you will have heard, on June 9, 2020, the Medical Health Officer declared an outbreak of COVID-19 at one of our Providence Health Care sites, Holy Family Hospital.

Out of precaution for the wellbeing of those on the site, we are testing all Holy Family residents and patients for COVID-19. Residents, patients and staff who develop any symptoms of COVID-19, however mild, will receive the care that they need and guidance from the Medical Health Officer.

We want to reassure residents, tenants and family members across all our Providence Health Care Long-Term Care and Assisted Living homes that we are taking every possible measure to protect the health of residents and staff in all of our homes.

### **In our homes that do not have an outbreak, Providence has proactively implemented:**

- **Enhanced controls:** Enhanced controls continue to be in place as directed by Medical Health Officer orders.
- **Staffing levels:** Staffing levels are being maintained to provide resident care.
- **Personal protective equipment:** All staff will continue to wear appropriate PPE, as before, in order to protect residents and staff at all times.
- **Limiting to work at one location:** Staff are only working at one location. They are not moving between facilities.
- **No visitor policy — only essential visitors:** Visitors continue to be limited to visitors for compassionate reasons at the end of life
  - It is still too early to know when the Provincial Health Officer will lift visitor restrictions at long-term care homes. We will continue to work on ways for families to connect with their loved ones during this difficult time.
- **Enhanced cleaning:** We have increased cleaning frequency to high touch areas such as the side rails, tables and elevator buttons. This should reduce the risk of transmission of virus from objects.
- **No group activities and non-essential services:** There continue to be restrictions to group activities, and non-essential services.
- **Symptom monitoring & testing:** Twice a day screening of all staff and residents.
- **Communication:** Residents, families and staff will be notified of any positive COVID-19 cases in their corresponding long-term care home before information becomes public.

Further infection control measures may be implemented at the direction of Providence Health Care and the Medical Health Officer.

**For more information:**

- [Outbreak FAQs](#) for residents, patients and family members of Holy Family.
- Visit the [Providence website](#) for the most up to date information.
- For families with outstanding questions, please contact your usual contacts in the home.