

May 7, 2020

## INFORMATION BULLETIN: LONG TERM CARE AND COVID-19

Providence Health Care continues to work closely with the Ministry of Health and Vancouver Coastal Health to protect the health of all British Columbians, including people living in Long Term Care homes and Assisted Living.

Yesterday, the province announced how it will begin to reopen — adapting to this new ‘normal.’ It is still too early to know when visitor restrictions will be lifted at our long term care homes. We will continue to work on ways for families to connect with their loved ones during this difficult time.

Providence Health Care has no outbreaks of COVID-19 in our long term care or assisted living homes. We will continue to take proactive measures to reduce risk and will keep families informed in the event of an outbreak.

### REMINDER: Communicating with families in the event of an outbreak

- If a resident/tenant or staff member of Providence home tests positive for COVID-19, leadership will be notified immediately.
- A Medical Health Officer will assess the situation and determine next steps.
- Residents/tenants, families and staff will be notified about an outbreak by phone before information is released to the media.
- Family members will be given information about their loved one and learn how to stay connected with staff.

### To email a resident in a PHC home, use the addresses below:

- St Vincent's Langara: [wellwisheslangara@providencehealth.bc.ca](mailto:wellwisheslangara@providencehealth.bc.ca)
- St Vincent's Brock Fahrni: [wellwishesbf@providencehealth.bc.ca](mailto:wellwishesbf@providencehealth.bc.ca)
- Youville Residence: [wellwishesyouville@providencehealth.bc.ca](mailto:wellwishesyouville@providencehealth.bc.ca)
- Mt St Joseph's: [wellwishesmsj@providencehealth.bc.ca](mailto:wellwishesmsj@providencehealth.bc.ca)
- Holy Family: [wellwisheshf@providencehealth.bc.ca](mailto:wellwisheshf@providencehealth.bc.ca)

Thank you for your understanding and patience during this difficult time. Together, we can find creative ways to show our love to those who are special to us in a way that is safe for everyone.

### Free premium public Wi-Fi now available

In response to the impact of COVID-19 on our patients, residents and their families, our current Wi-Fi supplier, TELUS, is generously offering Premium Public Wi-Fi at no charge at facilities across PHSA, VCH and PHC from now until July 31, 2020. This offer will help

ensure our patients and residents stay in touch with their families and friends during this crisis.

By logging in to Premium Public Wi-Fi, users will experience improved performance. The steps to access Public Wi-Fi will remain the same:

1. Open the Wi-Fi setting on your device
2. Select “Public Wi-Fi” and then open your internet browser
3. Select free Premium Wi-Fi.

Patients, residents and families who require support with the Public Wi-Fi or who need information on reimbursements for prepaid Wi-Fi can contact Datavalet Customer Service directly at 1-844-940-5123.

## Helpful Information

For more information on long term care support in BC, please review the following resources.

- UBC’s [COVID-19 Multilingual Resources](https://digem.med.ubc.ca/covid-19-multilingual-resources/) page has reputable resources for learning more about COVID-19 in multiple languages: <https://digem.med.ubc.ca/covid-19-multilingual-resources/>
- [UBC’s Faculty of Medicine online magazine](https://view.joomag.com/pathways-issue-4-covid-19-and-seniors-health/0283338001587141762) contains useful information for families: <https://view.joomag.com/pathways-issue-4-covid-19-and-seniors-health/0283338001587141762>
- The [Family Caregiver’s website](https://www.familycaregiversbc.ca/) provides support and resources: <https://www.familycaregiversbc.ca/>
- [Home for Us Weekly Update](http://www.providencehealthcare.org/health-services/seniors-services/residential-care-me/weekly-home-us-update) provides information on health services: <http://www.providencehealthcare.org/health-services/seniors-services/residential-care-me/weekly-home-us-update>
- [Providence Health Care](http://www.providencehealthcare.org/ltc-covid19) provides updates for families: <http://www.providencehealthcare.org/ltc-covid19>