January 21, 2021

Dear loved ones of residents at Minoru Residence,

Later today, the Ministry of Health will share their weekly update of the number of cases at long-term care homes. The report, which can be found on the BC Centre for Disease Control’s (BCCDC) website, will include data from Wednesday, January 13 to January 20, 2021. The numbers that will be reported today are as follows:

<table>
<thead>
<tr>
<th>Cumulative cases</th>
<th>Residents</th>
<th>Staff</th>
<th>Deaths</th>
</tr>
</thead>
<tbody>
<tr>
<td>74</td>
<td>64</td>
<td>10</td>
<td>11</td>
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We know this news may be difficult for our families and staff members, especially those with loved ones currently with COVID-19 and those who’ve lost someone due to the illness. For families with outstanding questions, requiring emotional support, or needing assistance navigating the healthcare system, please contact the PHC/VCH LTC Family Support Line at 1-844-824-2219 or 604-875-4953. Please note that the PHC/VCH LTC Family Support Line cannot provide specific resident status reports.

Next Virtual Family Town Hall

Our next Virtual Town Hall will take place on Monday, January 25 from 6 p.m. to 7 p.m. If you have any questions, feel free to send them in advance to MinoruFamilies@vch.ca.

Sincerely,

Jo-Anne Kirk, Manager, Minoru Residence

Frequently asked questions

What were the possible reasons that the number of staff tested positive increased? Is the current PPE not offering enough protection?

Effective use of PPE requires diligent practice and support. In addition, staff need to be vigilant when in contact with other staff, not just the residents. While the staff are working extremely hard and should be commended, even small errors or minor breaks in PPE can lead to transmission. For this reason, we have experts on-site to provide ongoing support and training to ensure that practices are improved to the highest standard at all times.

It’s also important to recognize that health care workers are members of the community; as we’ve seen more community transmission at the time the outbreak was declared—in Richmond, but also in Fraser Health where many of our staff live—there is the possibility of transmission when they’re not at work. All of the PPE provided by VCH meets very strict North-American standards and are assessed by experts. All staff are also provided training on proper use between each patient encounter and PPE is changed between each resident interaction.

Are staff and essential visitors being given the rapid test each time they enter Minoru?
At this time, the rapid testing is only being offered to staff as the researchers conducting this work from St. Paul’s Hospital have only received ethical consent for their project to conduct rapid testing on staff. All essential visitors coming to Minoru should self-screen before they arrive and not enter the home if they have any symptoms, even mild ones. Minoru staff will help ensure that all essential visitors follow the proper infection control protocols during their visit to keep themselves, our residents, and our staff safe.

**Should the residents tested positive wear a mask to further protect the staff who provide care to the resident to minimize the infection rate for staff?**

Mask wearing is encouraged while direct care is being provided; however, not all residents are able to do so, either due to breathing symptoms from COVID-19 or for other medical reasons. For this reason, the staff practice excellent infection control with the support of on-site experts. When used properly, the use of PPE provides protection against transmission.

**When staff members use cell phones during their shift do they sanitize their phones and their hands immediately after use?**

Staff are asked not to use their cell phones while on shift or providing care to our residents. That being said, before all interactions between staff and resident, staff perform hand hygiene and put on PPE, which includes a new gown, mask and gloves. This creates two layers of protection for your family members. In addition, it is recommended staff clean and disinfect their personal belongings. Our UV technology device can also rapidly disinfect personal belongings in 20 seconds to ensure they’re clear of pathogens like COVID-19.

**For residents that need to be fed, are they allocated a time frame? What if they eat slowly and aren’t able to finish?**

We spend whatever time necessary to support a resident to compete their meal. We will be with them for that whole time as long as they want to eat. There is no time limit.