February 12, 2021

Dear loved ones of residents at Minoru Residence,

Happy Lunar New Year and Family Day weekend! As you know, this week, the Medical Health Officer declared the outbreak at Minoru Residence over. This is great news as it means that we no longer have any active cases within the facility and have not had any new transmission or cases among residents and staff. We’d like to take this opportunity to thank all of your for your support and patience throughout this outbreak. We know that the past couple of months have been challenging for all of us, and our hearts are with everyone who has been affected by this outbreak.

Now that we are moving in our recovery phase, we wanted to reassure you that our priority remains keeping your loved ones safe. While some of the restrictions that were implemented during the outbreak have now been lifted, we continue to be very diligent in applying best practices and lessons learned with regards to Infection Control and Prevention so that we can prevent any future transmission.

Join our Virtual Town Hall

To help answer some of your questions, we will be holding one final Virtual Family Town Hall on Wednesday, February 17 from 6 p.m. to 7 p.m. We will have our site leadership as well as Infection Control and Prevention experts available to give you an update on our recovery plans for Minoru, as well as answer your questions. Please watch your emails for the Zoom meeting information. You can submit your questions in advance to MinoruOutbreak@vch.ca.

Thank you for your ongoing support as we work through this new phase. As always, we are doing our very best to ensure the health, safety and comfort of your loved one. If you have any questions, please continue to check our Minoru outbreak page at vch.ca/MinoruOutbreak as frequently asked questions and copies of written updates that have been sent to families are updated regularly.

Support for families

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. For information regarding the status of your loved one at Minoru Residence, please directly contact the social worker on site at 236-818-1246 or contact the manager Jo-Anne Kirk at 604-828-2803 or Jo-Anne.Kirk@vch.ca.

Sincerely,

Jo-Anne Kirk, Manager, Minoru Residence

Frequently asked questions

What is the criteria for declaring the outbreak over?
An outbreak is declared over when sufficient monitoring time has passed from the reporting of last case and no further cases are detected. This provides the reassurance that the virus is no longer circulating in the facility and outbreak control measures can be stepped back.
Due to the roll out of the COVID-19 vaccine in long term care homes, Public Health has recently changed the criteria required to declare an outbreak over. The criteria is now:

- There must not be any new cases of COVID-19 in staff or residents for 14 days
- All resident cases must be cleared (i.e., are no longer infectious 20 days after symptoms started)
- There must have been 14 days passed since residents received the first dose of the COVID-19 vaccine

**What is the protocol after the outbreak is declared over? How will we prevent this from happening again at Minoru Residence?**

With each outbreak, we learn more about what measures and protocols we can implement to keep our residents and staff safe. We will bring the learnings from the outbreaks before ours, as well as the one at Minoru, and apply them to our current practices to prevent a future outbreak. Additionally, now that most of our residents and staff have been vaccinated and there is more immunity at Minoru, there is a lower risk of future outbreaks.

**What would be the changes on infection control now that the outbreak is over?**

Staff will continue to perform proper hand hygiene as well as clean and disinfect environmental surfaces, resident care equipment, monitor residents for symptoms. Everyone entering the facility will also continue to be screened for symptoms of COVID-19.

**Will staff still be donning new PPE between caring for different residents and practice rigorous hand hygiene, or back to the protocols before the outbreak?**

Staff continue to wear a mask and eye protection at all times while in the facility. Masks, eye protection and gloves for all direct care with residents as per provincial requirements. Gowns will be used when needed. Gloves will be changed between residents, while eye protection and masks will continue to be used throughout the day in line with provincial guidelines. As masks and eye protection do not have contact with residents, they will only be changed when soiled, after breaks or when leaving work.

**Will the residents be having meals back to the common dining area? If so, would they be 6 feet apart from one another?**

We are looking forward to welcoming residents back to the dining room in a safe manner. Plans are currently underway for us to support residents to physically distance in the resident dining areas during their meals.

**Would the staff be feeding a few residents at the same table as it was done before the outbreak, or would feeding be one on one?**

During meal time, staff will be performing proper hand hygiene and changing gloves when going between residents in the dining room to assist residents with eating.

**Will the residents stop using disposable utensils for their meals and back to reusable ones?**

We are looking at options and planning is underway to resume using reusable meal trays and utensils. All meal trays and utensils will be washed in our industrial grade dishwashers that meet all health-care cleaning and disinfecting standards.

**Will the staff levels reduce back to the same before the outbreak?**

Now that the outbreak has been declared over, we will resume our regular staffing levels. Additional
supports from our Infection Control and Prevention team remain in place as we establish our outbreak recovery plan and resume regular COVID-19 operations in the home.

**For the residents who are allowed to go out daily, would there be stricter control when they return to the residence?**
All residents will be screened on return from daily outings and will be encouraged to wear a mask and change clothing upon their return.

**Will the residents be checked twice daily for COVID symptoms?**
Screening for symptoms for residents is ongoing and will be documented once per day.

**Would visitors (e.g. social visits and others) be asked to put on extra PPE in addition to masks, e.g. gowns, gloves etc?**
All visitors will be screened at the entrance of the facility. PPE required for essentials visitors is dependent on the nature of the visit and will be discussed with the visitor when they arrives. Social visitors will wear a mask and eye protection and are to maintain physical distancing of two metres while visiting.

**Will Minoru Residence immediately be providing medical grade masks to all residents who ask for them to reduce transmission in the facility?**
Yes, we will provide medical-grade masks to any resident who requests one.