Update to Minoru Residence – December 24, 2020

Dear families and residents of Minoru Residence,

Earlier this week, Public Health declared an outbreak on 1 East after one resident tested positive for COVID-19. Since then, there have been additional cases among residents all of which remain contained to 1 East.

Our hearts go out to the family, friends, residents and caregivers who have been touched by the outbreak, as well as all those who have been affected by COVID-19.

We understand that this is a difficult time — especially during the holidays — and that the restrictions on visitation are challenging for residents and their loved ones. With this in mind, we encourage you to visit with your loved one virtually. Our staff are available to help facilitate virtual visitation during this time. We also encourage you to view this guide for connecting with loved ones living in long-term care for creative alternatives to visitation.

Please know that our staff are remaining vigilant in their practice and that we are taking every possible measure to end this outbreak.

Finally, we wanted to share with you a COVID-19 educational resource you may find useful. In response to the growing need for reliable and accurate information in multiple languages, UBC has collected resources about COVID-19 from official health institutions such as the Government of Canada, BC Ministry of Health, Health Authorities, and other provincial programs. We encourage you to visit UBC’s COVID-19 Multilingual Resources page to find reputable resources for learning more about COVID-19 in 10 different languages.

Questions?

We want to ensure family members receive timely and transparent information and communication during this stressful time. Please follow the process below when calling Minoru Residence:

- For families with questions about their loved one, please contact Jo-Anne Kirk, manager, Minoru at 604-828-2803 or jo-anne.kirk@vch.ca
- For families requiring emotional support or needing assistance navigating the health care system, please contact the VCH LTC Family Support Line at 1-844-824-2219 or locally at 604-875-4953 (please note that the VCH LTC Family Support line cannot provide specific resident status reports).