January 10, 2020

Dear loved ones of residents at Minoru Residence,

Thank you to everyone who joined our Virtual Family Town Hall this past Sunday. We had a great turnout, with over 150 people joining. We know that all of these changes have been difficult for you and that communication has been a challenge with information changing quickly and we are committed to providing you with regular communication and updates about the outbreak at Minoru Residence.

This week, we will begin rapid testing of staff at Minoru Residence. Thanks to researchers from St. Paul’s Hospital, the rapid testing will allow us to review tests outside of the lab and detect the virus within 15 minutes. By adding this resource, we hope to be able to identify staff may be incubating the virus and have not yet developed symptoms—reducing the risk of transmission in our home.

In an effort to provide you with more information about the outbreak, we will also be sharing frequently asked questions in these written updates. The questions below were asked at our most recent Virtual Family Town Hall.

Support available

For further information on COVID-19 visit the Vancouver Coastal Health information page http://www.vch.ca/covid-19 or call HealthLink BC by dialing 8-1-1.

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.

Sincerely,

Jo-Anne Kirk
Manager, Minoru Residence

Frequently asked questions

**How are staff being separated to work in the facility?**
The majority of Minoru staff are assigned to work in a single unit and to not move between units. There are, however, some exceptions, such as the spiritual care provider, as there is only one spiritual care provider for the entire facility. Any staff that are required to work across the facility are provided with PPE to help keep both staff and residents safe and to minimize the potential spread of COVID-19.

**How frequently are staff at Minoru Residence being tested?**
All staff and residents at Minoru were tested for COVID-19 when the outbreak was first declared. Since then, we continue to actively monitor for symptoms in all residents and staff. Should anyone who has not tested positive develop symptoms, they will be re-tested. The Medical Health Officer may also request testing of a resident at any time if they are a close contact of another resident or staff member that has tested positive.
When are the residents getting their second dose of the vaccine? If resident receives first dose of vaccine, then tests positive, will they get the second dose?

We are currently focused on providing the first dose of the COVID-19 vaccine to all residents and staff in long-term care. In line with provincial guidance, we aim to administer the second dose within 35 days of the initial dose. We will communicate with you once an immunization clinic is scheduled for second doses at Minoru Residence. Those who have a lab-confirmed positive diagnosis for COVID-19 are not eligible to get vaccinated at this time—even if they have already received their first dose. This is in line with national guidelines for vaccinations as we believe they are protected by natural immunity.

What is the criteria to declare the outbreak over?
To ensure the safety of all residents and staff in the home, outbreaks are declared over 28 days after the last infection was discovered. Until this time, all outbreak precautions, including suspended in-person visitation will remain in place. We will keep you informed as to when the restrictions will be lifted.

Are residents being kept informed about what is happening?
We continue to provide updates to all residents on the outbreak and protocols being implemented to keep them safe.

How would we know if a resident who is non-verbal if they are not feeling well?
The health and safety of all our residents is of the utmost importance. Care staff are experienced in assessing residents who are non-verbal. All residents are assessed twice daily for symptoms and note any changes in their usual behaviour.

Do you notify a family member when a resident tests positive?
Yes. It is our priority to ensure the family members are notified of any changing conditions to their loved one’s health.

Do residents have a dedicated physician looking after them?
There is a physician on-call to support Minoru and our residents 24/7.