January 6, 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.

Communications update

To ensure you’re receiving up-to-date information, we will continue to send written communication every other day and will be setting up additional virtual meetings twice a week. The next Virtual Family Town Hall is scheduled for: Sunday, January 10 from 4 p.m. to 5 p.m. Please check your email for the meeting invitation and details.

If you would like to submit your questions in advance of the town hall, please send them to MinoruFamilies@vch.ca Questions can be sent in English, Mandarin or Cantonese.

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. If you would like any of these questions translated, please let contact MinoruFamilies@vch.ca.

Support available

We know that outbreak precautions can be difficult for staff and families to adjust to, and our hearts go out to all of those who have been affected directly or indirectly by COVID-19. We continue to mourn the three residents who have passed away at Minoru Residence. They are deeply missed by our staff and residents.

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 did this outbreak happen?
COVID-19 is still prevalent in our community at this time. Public Health is currently investigating to determine how the virus transmission occurred in the home so that we can prevent further exposure.
Why does my family member have to stay in the room?
At this time, it’s important for us to reduce the spread of COVID-19 throughout the facility in order to protect other residents and staff. We have asked residents at Minoru have been asked to stay in their rooms so that we can reduce their exposure to the virus outside of their room. It is important, that while residents are being asked to stay in their rooms, that they remain active, rather than staying in bed. Minoru staff are working closely with residents to ensure they get some movement throughout their day, while remaining safely in their rooms.

How long will this go on? When can see my loved one?
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—the exception being for end-of-life visits and approved essential visits. We will keep you informed as to when the restrictions will be lifted.

In the meantime, virtual visitation is still available for all loved ones. If you would like to arrange a virtual visit, please contact our Recreation/Rehab office at 604-244-5304, Monday through Friday.

What is the breakdown of outbreak numbers per wing?
To protect patient confidentiality, we will be sharing overall site outbreak numbers during our virtual family town hall meetings. The situation information can change rapidly and we want to ensure you have the most up-to-date information. If you have specific concerns about your loved one, please contact us directly.