January 8, 2020

Dear loved ones of residents at Minoru Residence,

It has been a very busy week at Minoru Residence, and we continue to implement and enforce all Infection Prevention & Control (IPAC) and Medical Health Officer (MHO) guidance.

We know that all of these changes have been difficult for you and we are committed to ensuring that all the information you are receiving is timely and accurate.

A reminder that 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.

**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**

**Why did we hear about the all-site outbreak declaration from the facility 24 hours after it had already been listed on the VCH website?**

When an outbreak is declared, there are multiple communications pieces that happen at once. Our process is to ensure that families and loved ones are notified of the outbreak declaration before the public is notified. We apologize for the delay in getting this important communication out to you in a timely manner. We are committed to providing you with regular updates on the health and wellbeing of your loved one.

**What are the meal arrangements for residents? Can we bring packaged food for our loved ones?**

All residents are currently eating their meals in their rooms as we have suspended all dining room activities as part of our outbreak control measures. At this time, unfortunately, we are not allowing any food or drink to be brought into the facility to comply with our infection prevention and control protocols.
**Are there enough ventilators?**
We do not have any ventilators on site at Minoru Residence. If a resident’s condition declines and it is consistent with their level of care, they will be transferred to Richmond Hospital where they will receive the appropriate level of care from clinical staff.

**Why are residents who are positive not transferred to the hospital?**
Not all residents who receive a positive COVID-19 test result require hospitalization. Our team of nurses and physicians monitor all of our residents to ensure they receive the appropriate level of care. Many residents are able to recover from COVID-19 without requiring hospitalization.

**Is the Richmond newspaper article about the Minoru staff member true?**
Due to patient confidentiality, we cannot release details related to specific cases or individuals. Public Health has looked into the staff case and determined that the allegations in the news story/family member email are false and we have since asked the reporter to make a correction to the original story.

Public Health conducts thorough contact tracing for each individual diagnosed with COVID-19 and will follow up with all individuals who are deemed close contacts of the positive staff member. Patient and staff safety is our number one priority. Minoru Residence continues to follow all guidance from Public Health and infection prevention and control to protect the safety of residents and staff and stop the transmission of COVID-19.