December 28, 2020

To all residents, families and staff of Minoru Residence,

As we have continued our enhanced surveillance and testing at Minoru Residence, we have discovered new cases of COVID-19 among both staff and residents. Subsequently, an outbreak has been declared on 3 West in addition to the outbreak on 1 East. Anyone who tests positive has been isolated appropriately and is receiving the care that they need.

We are taking critical steps to ensure the safety of residents, staff and their families with early identification of cases, prompt isolation, testing, monitoring and following proper infection prevention and control practices. We are making every effort to mitigate transmission of COVID-19. Outbreak measures include enhanced cleaning, continued appropriate use of personal protective equipment by staff, and other infection prevention and control precautions at the care home. Similar to 1 East, social visits to Minoru Residence on 3 West will not be possible until the outbreak is declared over; the exception is compassionate visits at the end of life. Further measures for infection control may be directed by Vancouver Coastal Health.

We acknowledge this is a very difficult and stressful time for everyone. The health and safety of residents and staff remains an utmost priority as we manage the outbreak and we appreciate your patience and support.

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 health-care 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 a resident at Minoru Residence, please contact: Jo-Anne Kirk, manager at 604-828-2803 or jo-anne.kirk@vch.ca.

Sincerely,

Dr. Mark Lysyshyn
Medical Health Officer
Vancouver Coastal Health Authority