

Dear Louis Brier Community

During this unprecedented time, we are writing to assure you that Louis Brier continues to take extraordinary measures to protect our vulnerable residents from the Covid-19 virus. As this pandemic unfolds in our community and across the globe, we are adopting best practices to protect your loved ones. Under the guidance of local, provincial and national public health experts, we have enacted policies which we hope will continue to prevent the introduction of the virus into our facility.

Our medical professionals are also staying abreast of rapidly emerging information and participating in local and national forums to learn about evolving best practices and experiences from other jurisdictions. This will help to inform the most up-to-date prevention and provision of care decisions.

We understand that necessary restrictive measures have prevented you from seeing your family members/loved ones and how difficult this must be for everyone affected. If you have not done so, please reach out to the respective clinical nursing leader (CNL) to get reports about your resident's status, and perhaps utilize technology to try and connect with them if feasible. If you would like to set up a video chat with your family member and virtually connect, please visit the web address below to schedule a virtual visit with your loved one and the Recreation Team will help set up the call.

<http://louisbrier.com/jewish-life/virtualvisits>

Please be assured that we continue to provide regular medical care to **your family members/loved ones**. Under the guidance from Public Health, and in a move to prevent bringing the virus into the facility, our physicians and nurse practitioners are performing scheduled virtual rounds (by phone or video link) with our skilled nursing leaders, to ensure that we can continue to provide as optimal care as possible. The Vancouver Division of Family Practice Long Term Care Initiative continues to provide after hours and weekend call coverage. On-site visits are provided in circumstances which are considered to be medically necessary.

In the event of a Covid-19 outbreak at Louis Brier, there is a rapid response team from Vancouver Coastal Health (VCH) Public Health to help guide us in an approach where strict measures would be instituted to minimize spread of the infection in the facility. There has been much contingency planning at a facility level to address this potential scenario.

As you have likely learned, COVID-19 is a virus infection that causes a wide range of illness. We are learning more about the presentation in the frail elderly from experiences in Seattle and facilities throughout our province and country. Presentations can be as mild as a common cold to very severe respiratory illness. Frail (vulnerable) residents with multiple co-morbid medical conditions would be most likely to succumb to an infection. However, even among elderly people living in nursing homes, many who become infected with COVID-19 will survive.

In the event that your loved one became infected, please be assured that we will endeavour to provide the best supportive care to them. We believe that care is optimally provided in our facility, in many instances, from care staff who know your loved one well and can attend to their needs. Unfortunately a number of our most vulnerable will succumb to this infection. Presently, based on worldwide experience and on the guidance from our geriatric and critical care colleagues, frail elderly residents who become critically ill with COVID-19 will likely not survive despite active interventions such as mechanical ventilation. Hospitalization would not be an option in these cases.

We have well established palliative care protocols at Louis Brier if a resident is critically ill, be it due to COVID-19 or other medical circumstances. We provide medications to alleviate their symptoms and endeavour to do everything we can to make their passing as comfortable as possible.

Although we are enforcing visiting restrictions, we will make exceptions for family who wish to visit patients who are dying. We will ensure that visiting family members have personal protective equipment to prevent virus transmission.

We would like to acknowledge our very hard-working support staff, caregivers and leaders for all that they have done, and continue to do, to reduce the risk of infection into Louis Brier, and to protect and care for your loved ones. We also thank you for your support, cooperation and patience during this very trying time.

Respectfully,

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