

Executive Update October 19 2022

Information and updates from our meetings and communications with Senior Leadership

1. Introduction of Nadine Miller and her acceptance to help us on Executive as an interim Executive member. Nadine is keen to contribute as an Executive member in any way her time and capacity allows. We are grateful to Nadine for any and all support she can lend. Thank you so much Nadine!

2. Next Senior Leadership Team meeting with Family Council Executive is Tuesday, December 20th

3. Our Information Desk has run successfully for the past 4 Sundays. Thank you to all who represented Family Council, met new families, handed out brochures and engaged in conversations with families, residents, staff and companions.

4. Topics - Q&A's at SLT Meeting

A. COVID PROTOCOL

i When a resident is tested positive for COVID, what special care/precautions take place for that individual and for the protection of others? Isolation if shared room for example? **From the time the infection is suspected, meaning, onset of symptoms observed, NP swab is obtained and sent to the laboratory for Covid-19 test, contact and droplet precaution is initiated and the resident is placed on isolation. An infection case in PCC is created and communication is posted in PCC dashboard. It is then reported during our Daily Inter professional huddle. For shared room, privacy curtain is used aside from the spatial distance between the beds. The roommate is then monitored for symptoms and same process applies should there be an onset of symptom.**

ii. When a resident shows symptoms of COVID, are they tested right away? **Yes, the nurse will assess the resident for new or worsening symptoms based on the resident's baseline. If not, why? If the symptom is observed, the resident is swabbed right away so I don't see any reason why not.**

iii. If a family member tests positive for COVID and reports this after a visit to a resident, will LBHH test the resident or take any precautions? **Per protocol, resident is tested only if there is an onset of symptom(s). However, if a family member reports a positive test, the resident is monitored closely for any symptom but will not be isolated until an infection is suspected.**

iv. Does contact tracing still exist? **No. As per Medical Health Officer, "we stopped covid-19 case and contact follow-up with the arrival of Omicron variant of SARS-CoV-2 virus. It no longer makes sense because by the time the case has been tested, given the short incubation period of the virus, most of the virus transmission would have already occurred to close contacts. Given the infectivity of the virus, and the fact that many individuals have asymptomatic or mild infections, we know that there is significant transmission occurring in the**

community. In addition, the vast majority of British Columbians have significant protection because of both vaccinations &/or prior infections and thus are no longer at risk of severe illness from COVID-19.”

v. Family/Friends visiting need to be made more aware about the expectation to have a RAT test prior to the visit so that families aren't surprised upon visiting that they need to spend their precious time getting one. We do send communication to family members who are in our email list when there are changes to the visitation requirements. Families of new admissions are made aware during their tour or their first visit because they will be asked upon entry. Unfortunately, we cannot reach all visitors who are not in our contact list. I will ask our Communications Coordinator to update our website.

B. Explain the essential visitor status/ID cards/door/parking access? Is this discontinued? will there be something to replace what some family members designated as essential visitors currently have? Some primary contacts have the EV ID card, some of those cards access parking, some do not even have a card. See notice from LBHH on this. ID cards will be rendered inactive as at November 1, 2022 and new cards issued. Details to be determined regarding parking and process for entering and existing without a pass.

C. Communication

Suggest staff/mgt acknowledge emails from family who reach out to express a concern or have a question - silence will not make them go away and worse yet, will fester in their minds creating frustration. Acknowledge all emails even if the answer is not readily available yet.

D. Other items not listed here, will be addressed after Accreditation