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June 22, 2020

Dear Residents and Families of St. Michael's Centre  
(SMC)

### **Re: General Update for families**

We at SMC continue to implement the infection control measures in place to ensure safety, and to protect the health of our residents who are most vulnerable to COVID-19. SMC at this point has remained free from both Influenza and COVID-19. With God's grace, we have not had to swab any resident for the past 4 weeks, and none of our residents and staff have presented any symptoms related to COVID-19.

We thank our family members, residents and our incredible staff who have worked tirelessly over the past three months. The entire SMC clinical team has expended the necessary time, planning and preventive measures to avoid introducing COVID-19 to SMC.

We would like to acknowledge the patience, cooperation and support of our families for complying with the visitation restrictions. Our team fully understands how emotionally difficult it is to be away from your loved ones who live at SMC. They are your mothers, fathers, aunts, uncles, grandparents, brothers and sisters. Being away from them, not being able to sit with them, hug and hold them must be incredibly painful.

Recently, you may have noticed restrictions in the community have been eased. However, conversations about Long Term Care Facilities easing visiting restrictions have not changed. The June 18, 2020 COVID-19 Update from Fraser Health Authority (FHA) states,

*"Due to the ongoing risk level in the Lower Mainland, Fraser Health will continue to require and allow essential visitors **only for actively dying residents/tenants (and only one essential visitor at a time) –at Long Term Care (LTC) Private Hospitals and Assisted Living (AL) sites.**" Visitor restrictions continue with only essential visitors allowed for residents nearing end of life.*

### **What are we doing to ensure your loved ones do not experience loneliness, isolation and boredom?**

- **Virtual visits** – families continue to call and schedule use of iPads to talk and see their loved ones. Please continue to contact the units and set up schedules. You can also email our therapies team at [therapies@stmichaels.bc.ca](mailto:therapies@stmichaels.bc.ca) to schedule Facetime, Zoom or Skype. Families can also call 604 434-1323 ext. 123- please leave your name, your loved one's name and your number. A member of our Therapies Team will contact you to facilitate the virtual visit.

This process has been appreciated by a lot of families, and below is some feedback provided by our Therapies Team:

*"The iPads have been extremely helpful for residents and families to stay connected during these difficult times. I have had repeated comments from families that the use of the iPads has been amazing and it has given them a lot of peace being able to see their loved ones. During the past week, we have had on average 10 FaceTime calls per day. Sometimes families just want to spend a few minutes*

*talking to the resident, or they can spend up to 45 minutes. The FaceTime can really calm residents when they are getting agitated or brighten their moods if they are feeling depressed.”*

We thank our Therapies team for the wonderful work they have done to support the emotional needs of our residents. Thank you Janna, Jennifer, Katrina, Ming, Luzilly and Nicole.

Music Therapist: Our Music Therapist Nicole has been given an additional 22.5hrs extra each week to provide small group and 1:1 music sessions with our residents. Nicole is working full time hours to support our residents.

Spiritual Care: Wade, SMC's spiritual care practitioner is back after taking time away. Wade will resume his work to support the spiritual and psychosocial needs of our residents. We are happy to have Wade back with us.

- **Window and behind the fence visits** – Arrangement for these visits can be made by calling each unit, or the therapies team. Plan for a scheduled date/time so our staff can prepare the resident. **Families must wear a mask during the entire visit, maintain social distancing, and limit the visit to only 30 minutes. We need your cooperation to ensure Influenza or COVID-19 does not enter SMC.**

\*\* The SMC clinical team at this time is preparing a plan if and when an order to expand outdoor visits, or open up for indoor visitation is received from the FHA. We will continue to provide you further information and direction on this matter.

- **Screening process for both staff and visitors** – We continue to screen all staff, twice per shift, all residents twice per day, and any visitors who come in for essential visits.
  - Process is done for all shifts.
  - Temperatures are checked, hands are sanitized, eye protection and masks are worn by all staff.
  - Essential Visitors: monitoring is the same, including wearing a gown and face shields that are provided
  - No visits occur in the common areas
  - Essential visits are for 30 minutes only, and one visitor at a time.
  - Resident's temperatures are checked two times a day.
- **Use of Personal Protective Equipment (PPE)** - It is mandatory for the staff to wear complete PPE at all times during the entire shift. Management ensures staff have the necessary supply of PPE for all shifts- No staff will be expected to work without PPE (masks, eye goggles and gloves).

Staff are required to practice good hand washing and use of alcohol based sanitizer at all times.

- **Enhanced Cleaning** – Additional cleaning and disinfecting, above and beyond the regular cleaning has been instituted since March. High touch areas receive extra attention as part of the COVID-19 protocol is in place.
  - Hand wipes are provided to clean resident's hands before and after meal times

The health and safety of our clients and staff is our first priority, and we appreciate your cooperation with our essential visitor restrictions as well as our infection precaution procedures. The above protocols have been in place since early March 2020.

How can families help us and your loved ones? Please do not visit SMC if:

- You are sick and have any respiratory symptoms, even if mild
- Please do not visit if you have a fever, cough, shortness of breath

- If you are conducting a window or fence visit, please, please wear PPE

Our staff will continue to provide care and services to our residents, and enhance their safety and well-being. We will keep you up-to-date on any changes related to your family member's health status.

If you have any questions, please contact the following members of our team:

- Eveling Rivera: Resident Care Coordinator- 778-328-6368
- Malou Cordero: Director of Care- 604-412-2185

We appreciate your patience and understanding while we diligently work to protect our residents/your loved ones.

Sincerely,

**Maria Luisa "Malou" Cordero, RN, BSN**

**Director of Care**

St. Michael's Center

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