

Dear Residents and Families,

Spring is here and as we await warmer and sunnier weather, we have enjoyed the amazing Victoria blossoms and blooms!

We have some updates:

1. COVID-19:

This spring we have had a number of residents and staff test positive for COVID-19. We are able to contain the transmission of the virus due to our staff practicing excellent infection prevention and control measures, and the design of our building. We follow the protocols as determined by our public health officials. Currently we have five residents, living in two Houses, who are on isolation because they tested positive.

Our process when a resident states they have or they demonstrate cold or influenza-like symptoms is:

- a. They are placed on 'droplet precautions' (isolation) and a swab is sent to the lab to determine if they have COVID-19, influenza and/or a common cold. The resident's next-of-kin is notified, as is their physician.
- b. The results come back within 24 hours.
- c. If the results are positive for any virus, the resident remains on isolation for 10 days.
- d. If after 10 days, the resident is feeling well and is symptom free, the isolation is removed.
- e. The resident may have visitors during this time, and the visitors must be instructed on donning and doffing the appropriate personal protection equipment (PPE) prior to visiting.

Staff and contractors are screened prior to starting work, every shift they work. They do not enter the building if they have ANY influenza-like or cold symptoms. Any symptomatic staff have a COVID-19 test performed off-site, and if the result is positive, they remain off work for 5 days or until they are symptom free and feeling well.

Visitors undergo a rapid antigen test every time they visit. If they test positive, the visitor is given a letter of 'next steps' including returning home and advised to self-isolate. These visitors are not permitted onsite for 5 days post-positive test i.e. they may return on the 6th day if they are symptom free. If their test result upon their return is again positive, they are not permitted to return to visit for an additional 5 days.

We appreciate your keeping yourselves, your loved ones and our staff safe and your compliance with excellent infection prevention protocols including:

- 1) Properly wearing the mask we provide to you during your entire visit, indoors and outdoors.

- 2) Not eating or drinking while visiting at Mount St. Mary.
- 3) Practicing proper and frequent hand hygiene.
- 4) Maintaining social distancing of 2 metres between yourself and other residents, staff and visitors.

2. Dental Program:

- a. Our Dentist, Dr. Austin Andrews and Dental Hygienist, Ally Lafferty started providing services to our residents on April 29th.
- b. On Fridays, Ally provides service to residents, and over the past 3 weeks has seen approximately 15 residents, referred on a priority basis.
- c. Dr. Andrews has seen residents on priority basis as well, and we are coordinating days when he will be on-site.
- d. The booking of appointments is coordinated by Karen Chalk, Resident Care Admin Assistant.
- e. Should you wish an appointment, please contact Karen at **kchalk@mountstmary.ca**
- f. Karen will give you a consent form to sign to accept dental services.
- g. Residents will initially see Ally for a hygiene appointment and assessment; and then Dr. Andrews as required.
- h. These services will be billed directly to the resident or the resident's POA.

3. Hairdressing Services:

- a. Sandee Nahal started providing hairdressing services on April 1st, and has now seen every resident who wishes to receive hairdressing services.
- b. Residents or their POA may request services and sign for the service they wish to receive upon admission.
- c. If you wish to change requested services, please contact Carolyn Johnson in our Village Office at **VO-Clerk@mountstmary.ca**
- d. Hairdressing services are billed to the resident's account.
- e. Effective July 1st, GST will also be charged to the service amount. For example, a Shampoo, Cut & Style is currently \$51.00 and with the addition of \$2.55 (on the \$51.00 fee) the fee will be \$53.55.

4. Staffing:

- a. As you are aware, staffing remains a challenge in the health care and long-term care sector. You are also aware of the gatherings on the legislature over the past two weeks by our nurses and doctors, and have heard Premier Horgan speak of measures to be taken by the provincial government to alleviate the lack of health care staff.
- b. Our staff are dedicated to the provision of exceptional and compassionate care and services to the residents who live with us, and are working hard to get through the effects the pandemic is having on our community.
- c. We are actively recruiting staff for all positions and have a creative recruitment plan.

- d. We engaged in the BC government Health Care Access Program. Our first cohort of House Support Workers are returning to Mount St. Mary as Resident Care Aides, after finishing their Camosun College Program, this week. You will recognize and know these staff members. Please join us in welcoming them back! We have another group entering the program this month.
- e. We have a new Occupation Therapist on the Team, Will Fitzgerald for Units 2 & 4; and a new Clinical Dietician as well, Roberta Jackson.
- f. We also have an enhanced professional nurse staffing model, with a Care Leader per Unit:
 - Unit 2 – Barbara Grant
 - Unit 3 – Denise Lenius
 - Unit 4 – Hannah Ghebre
 - Unit 5 – Varsha Banga

Please refer any questions to your loved one's LPN, and should you need to speak with the Care Leader, the LPN will know when they are next working. Our Leaders typically work the day shift, and work a rotation, so are not on shift all weekdays. You may also leave a note for the Care Leader in the Team Centre on your loved one's floor and she will follow-up with you when she returns to work.

With kind regards and very best wishes for a nice long weekend,
Sara

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