

November 26, 2020

Dear Residents, Families and Staff:

We are writing to notify you that an outbreak of COVID-19 has been declared at Villa Cathay Care Home on the 4<sup>th</sup> floor. A resident has been diagnosed with COVID-19. Public Health is working closely with Villa Cathay Care Home to determine which staff and residents have been exposed in order to prevent further infections.

Outbreak control measures have been put in place at Villa Cathay Care Home on the 4<sup>th</sup> floor. This may result in some residents being asked to remain in their rooms, including during mealtimes. You may also notice restrictions to group activities and non-essential services. These precautions prevent the spread of respiratory illnesses, and are standard approaches already used in care homes during seasonal influenza outbreaks. This will mean that visits to the 4<sup>th</sup> floor of Villa Cathay Care Home 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.

All staff will continue to wear appropriate personal protective equipment, as before, in order to protect both residents and staff at all times. We will be closely monitoring residents and staff for symptoms. Residents and staff who develop any symptoms, however mild, will receive the testing and care they need.

COVID-19 is a respiratory illness. It can spread through droplets when a person coughs or sneezes, or touching the virus with your hands and then touching your face before washing your hands. Symptoms of COVID-19 range from mild to severe. These symptoms may include fever, cough, fatigue, runny nose, sore throat, temporary loss of taste and/or smell; and sometimes nausea, vomiting or diarrhea. More severe symptoms can include difficulty breathing or chest pain. While most people experience mild illness, older adults and people with pre-existing medical conditions are at higher risk for severe illness.

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 Villa Cathay Care Home, please contact: Szuchi Lee, Executive Director of Villa Cathay Care Home at 604-215-3535.

Sincerely,



Dr. Mark Lysyshyn  
Medical Health Officer  
Vancouver Coastal Health Authority