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## Please use this version

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From: Dempster, Linda [FH] <Linda.Dempster@fraserhealth.ca>  
To: Peter Pokorny (Peter.Pokorny@gov.bc.ca) <Peter.Pokorny@gov.bc.ca>, Pokorny, Peter HLTH:EX <Peter.Pokorny@gov.bc.ca>  
Cc: Lee, Victoria [FH] <Victoria.Lee@fraserhealth.ca>, Schroeder, Tracey [FH] <Tracey.Schroeder@fraserhealth.ca>, XT:Lee, Victoria FRHA:IN <victoria.lee@fraserhealth.ca>, XT:HLTH Schroeder, Tracey <tracey.schroeder@fraserhealth.ca>  
Sent: July 2, 2021 1:15:06 PM PDT  
Attachments: image003.png, image005.png, Combined Summary of Key Actions Extreme Heat 07.02.2021 V2.docx, image006.png, image004.png, image001.png, image002.png, Attachment E - FH Extreme Heat Tracking and Action Plan - July 2.xlsx

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Dear Peter,

Hope you are well.

Please find attached the summary of key actions and information requested from the meeting on July 1.

We will not be removing any of the AC/Cooling units as it is anticipated that we will have higher temperatures again.

We will be standing down our Heat Response EOC today with the proviso that we can stand it up again as necessary. We are proactively reaching out to patients and families with respect to possible air quality issues due to the wildfires in the interior.

Let me know if you need anything else.

Best regards,

Linda

Linda Dempster, RN, BScN, MA  
Vice President, Patient Experience and Pandemic Response  
Fraser Health | Better Health. Best in Health Care

Executive Assistant  
Liana Kirby | liana.kirby@fraserhealth.ca

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## Fraser Health Authority

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## Minister's Request re Home Support Service Impacts and the heat wave

From: Griffin, Mal <Mal.Griffin@interiorhealth.ca>  
To: Pokorny, Peter HLTH:EX <Peter.Pokorny@gov.bc.ca>  
Sent: July 5, 2021 6:50:46 AM PDT  
Attachments: Interior Health warns of extreme heat alert.pdf,  
PSA\_HeatSafety\_June2021.pdf

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Peter, let me know if you need anything further. Thanks.  
Mal

**From:** Harrison, Joanna  
**Sent:** July 2, 2021 4:04 PM  
**To:** Harrison, Joanna  
**Subject:** Home Health Services - heat

---

**From:** Harrison, Joanna <Joanna.Harrison@interiorhealth.ca>  
**Sent:** June 29, 2021 4:35 PM  
**To:** 'Adams, Alix HLTH:EX' <Alix.Adams@gov.bc.ca>  
**Subject:** FW: Important - Response Requested  
**Importance:** High

Hello Alix,

Attached are some Public Service Announcements that were released as an FYI, and below is further information pertaining to Home Health as requested.

1. How are you approaching service delivery due to the heat, i.e., changes in protocols?

- Are there measures to check in on clients who perhaps don't get a visit multiple times a day?
  - Yes. Feedback from all areas that responded indicate clinicians reviewing their caseloads for vulnerable clients and conducting wellness checks
  - Discussing vulnerable clients at Status Assessment Exchanges and planning extra calls or visits
  - Suggesting local cooling centres for those in need, and offering assistance with transportation as applicable (taxi vouchers)
  - Our Community Health Workers are reporting if there are any homes that are of particular concerns and again we are reaching out to their informal supports to assist with fans, water, portable air conditioning etc.
  - Areas with community paramedic program are checking on clients and Adult Day Services Licenced Practical Nurses are making wellness calls.
  - Exploring where there is capacity for making extra wellness calls (exploring using door screeners)
  - Rural Interior: We have had both Home Health and Home Support teams doing checks on individuals to ensure they have Air Conditioning or are not distressed. During the checks we have identified a few in rural that we had concerns about. They will be getting more frequent checks and if necessary we have arranged hotels with Air Conditioning to move them to. I meet with our First Nation partners and this has become a topic for discussion this week. We have been working collaboratively with the nations to ensure we are being preventative and not reactionary.
  - Completed wellness checks, and placed one client into Respite and two into hotels with supports as not safe to remain at home
- Are there any other protocols that change during extreme weather such as this?
  - There does not seem to be any specific / formal change in protocols
  - Community Health Workers are encouraging fluids (leaving water and ice) for clients they see and reporting to Team Leader or Most Responsible Clinician where they find clients with hot homes/non-air conditioned or concerns of any kind
  - Trying to check in with clients more often and utilize family, friends and neighbours as resources to check in on clients if needed.
  - Team Leaders working with Community Health Workers on heat stroke symptoms and to ensure they are supported if they discover a client with same
  - Circulated the Workplace Health and Safety guide on heat stress to all Home Health Managers and reviewing at the safety huddles

- o Ensuring clients have safety plans, always completed, but including this as a review at this time (and as pre-emptive to potential wildfire issues)
- o Using hotels is a first. Reached out to Emergency Support Services, but they only support evacuations from flood or fire. s.13

s.13

- Have there been any increases in cancelled visits due to staffing shortages? And if so, is there a check in call?
  - o There has not been an increase in cancellations. The process is for the scheduler to activate the back-up plan/connect with the contact person and if no such person, then the Care Manager is to be notified
  - o All cancellations to be followed by a phone call to client
  - o If cancelling a vulnerable client we are ensuring they are included in the phone call check ins
  - o Cancelled community bathing
  - o There have been increased Community Health Worker sick calls due to heat related illnesses
  - o In Thompson area, significant increase in staff sick calls and cancelled visits

2. What supports are in place to support staff who may discover a client in distress or deceased?

- Staff are aware to call 911 if they come upon a client in distress. They have access to the Licensed Practical Nurse Team leads via phone or text as well as the after hours Registered Nurse support number.
- Team Leaders are available, as is Managers, as the situation warranted to support staff who come across distressed or deceased clients. They follow their issues and solution guide for deceased client- which indicates to call Team Leader-Home Support for support
- Interior Health has an abundance of supports within the Employee Health and Wellness program
- If in distress, they activate Emergency Health Services. For deceased, we follow normal processes and activate Employee and Family Assistance Program as needed.

Please let me know if you require anything further,

Thanks,

Jo

Joanna Harrison, MscM, Bsc  
 Executive Director, Seniors Specialized Care Transformation  
 TCS CORPORATE OFFICE – TCO  
 519B Columbia Street, Office 104  
 Kamloops, BC V2C 2T8  
 Cell: (250) 215-8585  
 Administrative Assistant:  
[Heather.Schiefke@interiorhealth.ca](mailto:Heather.Schiefke@interiorhealth.ca)

I acknowledge that my work place is within the ancestral, traditional, and unceded territory of the Secwepemc Nation.

**From:** Adams, Alix HLTH:EX <[Alix.Adams@gov.bc.ca](mailto:Alix.Adams@gov.bc.ca)>

**Sent:** Tuesday, June 29, 2021 9:23 AM

**To:** Bond, Aaron [NHA] <[Aaron.Bond@northernhealth.ca](mailto:Aaron.Bond@northernhealth.ca)>; Labonte, Susan <[Susan.Labonte@interiorhealth.ca](mailto:Susan.Labonte@interiorhealth.ca)>; Wood, Heather <[Heather.Wood@interiorhealth.ca](mailto:Heather.Wood@interiorhealth.ca)>; XT:Beach, Cheryl HLTH:IN <[Cheryl.Beach@fraserhealth.ca](mailto:Cheryl.Beach@fraserhealth.ca)>; McCarthy, Natalie [VCH] <[Natalie.McCarthy@vch.ca](mailto:Natalie.McCarthy@vch.ca)>; Hopkins, Shannon [VCH] <[Shannon.Hopkins@vch.ca](mailto:Shannon.Hopkins@vch.ca)>; Wilson, Julia A. <[Julia.Wilson@viha.ca](mailto:Julia.Wilson@viha.ca)>; Gallant, Shelley <[Shelley.Gallant@VIHA.CA](mailto:Shelley.Gallant@VIHA.CA)>; Sheila.Marentette@fnha.ca; Michelle Prince <[Michelle.Prince@fnha.ca](mailto:Michelle.Prince@fnha.ca)>

**Cc:** Fisher, Kiersten D HLTH:EX <[Kiersten.Fisher@gov.bc.ca](mailto:Kiersten.Fisher@gov.bc.ca)>; Cook, Heather G HLTH:EX <[Heather.G.Cook@gov.bc.ca](mailto:Heather.G.Cook@gov.bc.ca)>

**Subject:** Important - Response Requested

**Importance:** High

Hello Home Health Leads,

I feel it is important to share that Ministry has been advised of a report where home support workers have discovered clients deceased in their homes, likely from heat. I know your teams are knowledgeable of health risks associated with the uncharacteristically hot temperature across the province. By sharing information about this very sad news, my intent is to continue to build awareness of the risk to vulnerable people.

At this time, can I please ask for each health authority to provide information on the following questions (with response asap today please):

1. How are you approaching service delivery due to the heat, i.e., changes in protocols?

- Are there measures to check in on clients who perhaps don't get a visit multiple times a day?
- Are there any other protocols that change during extreme weather such as this?
- Have there been any increases in cancelled visits due to staffing shortages? And if so, is there a check in call?

2. What supports are in place to support staff who may discover a client in distress or deceased?

I am sending my most sincere wishes of support to anyone experiencing challenges in the important work you do, and to loved ones of those who have died.

Sincerely,

Alix

Alix Adams

Director, Home Health

BC Ministry of Health

Office: (250) 952-2857

Mobile: (250) 896-8471

*Acknowledging the traditional territories of the Lekwungen speaking people on whose land we live and work.*

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Interior Health



For Immediate Release | June 25, 2021

**Interior Health warns of extreme heat alert**

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**INFO BULLETIN**



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For Immediate Release | June 22, 2021

## Interior Health's heat safety reminders

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**PUBLIC SERVICE ANNOUNCEMENT**

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## Heat Wave information.

From: Ulrich, Cathy [NH] <Cathy.Ulrich@northernhealth.ca>  
 To: Peter.Pokorny@gov.bc.ca, stephen.brown@gov.bc.ca, Pokorny, Peter HLTH:EX <Peter.Pokorny@gov.bc.ca>, Brown, Stephen R HLTH:EX <Stephen.Brown@gov.bc.ca>  
 Sent: July 5, 2021 10:12:06 AM PDT

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Updated table. I do not plan to update further unless required.

Cathy

**From:** Ulrich, Cathy [NH]  
**Sent:** Friday, July 02, 2021 9:49 AM  
**To:** Peter.Pokorny@gov.bc.ca  
**Subject:** Occupancy - July 2 a.m. - will update at the end of the day

<b>North East HSDA</b>	<b>Occupancy July 2</b>	<b>Occupancy July 5</b>	<b>ED visits in last 24h at July 2 a.m.</b>	<b>Critical Care Capacity</b>	<b>Heat Related Presentations to ED since Sat, June 26</b>	<b>Hospitalizations from LTC/AL</b>	<b>Deaths in LTC</b>
Fort St. John	98%	93.5%	61	0/4	4 (0 in last 24 h)	0	0
Dawson Creek	104%	88.6%	55	0/3	TBD	1 (transfer from s.22 has recovered and discharged)	0
Chetwynd (5 beds)	120%	60%	15	N/A	4	0	0
Fort Nelson	33%	53%	17	n/A	4	0	0
<b>North West HSDA</b>							
Terrace	120% (due to ALC not heat related)	118%	Normal volume	2/4	TBD	0	0
Kitimat		100%	Normal volume	N/A	TBD	0	0
Smithers		81%	Normal volume	N/A	TBD	3 expected deaths in LTC that were not exacerbated by heat	0
<b>Northern Interior HSDA</b>							

Quesnel	74%	95%	58	3/4	TBD	0	0
UHNBC	112% (down from 118% yesterday)	115%	150 18 admitted pts (12 from June 29&30 and 6 from July 1)	ICU – 9/10 – 4 vents HAU – 2/7 3 covid+ pts	TBD	0	0
All other hospitals	All are below 100%	Below 100%	Normal volumes with some increased volume in Burns Lake (no admits)	N/A	TBD (BL and MacKenzie had increased heat presentations; other sites normal)	0	0

## Heat Wave Impacts Summary

---

From: Patterson, Catherine M HLTH:EX <Catherine.Patterson@gov.bc.ca>  
To: Pokorny, Peter HLTH:EX <Peter.Pokorny@gov.bc.ca>  
Cc: Rongve, Ian HLTH:EX <Ian.Rongve@gov.bc.ca>, Murray, Heather HLTH:EX <Heather.Murray@gov.bc.ca>, Cameron, Jessica HLTH:EX <Jessica.Cameron@gov.bc.ca>, Therrien, Darlene HLTH:EX <Darlene.Therrien@gov.bc.ca>  
Sent: July 5, 2021 1:48:36 PM PDT  
Attachments: image001.jpg, DMO Request - Heat Wave Impacts Summary - 07-05-21.docx

Good afternoon Peter,

Attached please find requested information as approved by ADM Rongve.

Regards,

Catherine



Catherine Patterson  
Manager, Divisional Operations  
COVID Response and Health Emergency Management Division  
Ministry of Health  
PO Box 9639 Stn Prov Govt, Victoria BC V8W 9P1  
**Tel:** 778 698-1749  
**Email:** [Catherine.Patterson@gov.bc.ca](mailto:Catherine.Patterson@gov.bc.ca)  
**Pronouns:** *she/her/hers*

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**Request:**

A summary of Health Authority responses to the extreme heat warning in BC issued by Health Canada.

**Response:**

**Long Term Care and Assisted Living Air Conditioning Availability**

Health Authority	Full Air Conditioning	Partial Air Conditioning <sup>1</sup>	No Air Conditioning	Unknown <sup>2</sup>	Cooling Equipment <sup>3</sup>
FHA	32	55	15	12	17
IHA	29	1	12	n/a	n/a
NHA	13	6	8	n/a	2
VCH	13	31	11	39	4
VIHA	9	15	8	7	3

**Fraser Health Authority (FHA) – LTC, Home Health and Home Support, and MHSU and vulnerable populations**

**Long Term Care**

- June 25 to June 29:
  - Distributed LTC/AL Coordination Centre heat preparation guidelines (LTC/AL Facilities Preparation for Summer Heat: Planning and Managing for Employees).
    - Includes guidelines and recommendations for cooling facilities, cleaning and maintenance, and resident care in context of the heatwave and COVID-19 prevention and management.
  - Engaged the support of HEMBC to support the operational effort.
  - Outreach telephone calls began to high priority sites based on potential for resident transfers to Emergency.
  - Established Emergency Operations Centre comprising of HEMBC, Acute Care, Access and Flow, Medical Leadership, MHO, Mental Health and Substance Use, Facility Management, Home health and Home support.
  - Established Core Working Team of LTC outbreak and pandemic response, senior communication consultant and medical health officer.
  - Held urgent LTC/AL Town Hall for all providers (150+ participants present).

<sup>1</sup> Partial Air Conditioning includes facilities that classified having air conditioning in common areas only, cooling zones, or “not fully functional” air conditioning units.

<sup>2</sup> “Unknown” is for sites that did not report air conditioning information.

<sup>3</sup> Cooling equipment includes fans and small portable cooling equipment.

- Conducted close monitoring and support of all LTC/AL sites that were deemed to be at risk and developed tracking tool to support sites, including telephone outreach, onsite deployment, staff and cooling equipment support (AC units or fans).
- Categorized homes into high, medium and low risk and re-prioritized daily based on ongoing assessments and on site support.
- Temporarily halted move-ins to high risk facilities.
- As of June 30:
  - Reprioritized priority sites based on ongoing assessments, restarted move-ins at all sites, and re-distributed guidelines and procedures.
- As of July 1:
  - Contacted all homes that had been flagged as high risk in the last week for a facility and resident update.
  - Reprioritized priority sites based on ongoing assessments and on site support.
  - Began initial work to identify highest priority sites for air quality threats.
- Next Steps:
  - Standing down the Heat Response EOC and Taking proactive measures to mitigate risk associated with poor air quality caused by wildfires.

### **Home Health and Home Support**

- Meetings on Monday and Wednesday with Managers/Directors/Team Leads to support staff by providing information and to share information across the region.
- Community-based professionals (RNs, LPNs, OT, PT, SW) - prioritize wellness checks for clients.
- Educational materials provided.
- Created kits to be provided to clients and clinicians (spray bottle, face cloth to freeze, gel packs, basin for ice).
- Created a call-center of six administrative assistants from Public Health to call clients identified by community health nurses.
  - On July 1, 174 calls completed with 18 clients referred to LPN for follow-up.
- Support provided for community health workers providing service in the heat – water, cooling off, increase in PPE (masks to allow for more frequent changes), spray bottles.
- Access to Critical Incident Stress Management for teams that have found clients deceased in the home.
- Operational areas report 27 deaths and 89 ER presentations.



## **MHSU and Vulnerable Populations**

- MHSU bed based planning for extreme heat, factsheet “Staying Healthy in the Heat,” and town hall with preparation documents.
- Telephone support to assess facility coping strategies.
- Provision of cooling machines to 5 facilities.
- Review of physical plans, heat concerns and inventory sites with AC.
- Guidance for providers to include heat response as part of disaster preparedness.
- Regional call with MHSU clinical directors.
- Liaison meeting and daily call with BC Housing and non-profit section (to continue 7 days per week throughout summer).

## **Interior Health Authority (IHA)**

### **Approach to service delivery**

- Clinicians review caseloads for vulnerable clients and conduct wellness checks.
- Local cooling centres and assistance with transportation as applicable (taxi vouchers).
- Reaching out to homes for assistance with fans, water and portable air conditioning.
- Exploring capacity for extra wellness calls.
- Areas with community paramedic program are checking on clients and Adult Days Services Licenced Practical Nurse are making wellness calls.
- Home Health and Home support teams are conducting checks on individuals to ensure available air conditioning or if they are distressed.
- Arranged for people to be moved to hotels if needed.
- Working with First Nations partners on prevention.

### **Protocols in place**

- Community Health Workers encouraging fluids and reporting conditions to team leaders or most responsible clinician.
- Team leaders working with community health workers on heat stroke symptoms and how to support clients
- Circulated Health and Safety guide on Heat Stress to all Home Health Managers.
- Ensuring clients have Safety Plans.

### **ED and paramedic attended events**

- Does not appear to be an increase in deaths based on historical rates.
- Have reached out to Coroner's office to see if there is an increase of heat related deaths in communities.
- June 1 to July 1:
  - 103 heat related illness ED visits and 122 siren paramedic events.
  - Starting June 27 a spike in emergency department presentations (28) and paramedic attended calls (38) with heat related illnesses was observed.
    - Majority of ED presentations were for those between 20-29 years of age (24.3%).
    - Majority of ED presentations occurred with the Okanagan (47%) and Thompson Cariboo Shuswap (41%).
    - 69% of paramedic attended call occurred between June 27 and June 29.
- ED visits decreased July 1.

### **Northern Health Authority (NHA)**

#### **Hospital heat related presentations**

- June 26 to July 5:
  - One heat related transfer from LTC to hospital (Dawson Creek), recovered and discharged.
  - No heat related deaths in LTC.
  - 12 non-LTC heat related presentation to hospitals, 0 in last 24 hours.

### **Vancouver Coastal Health Authority (VCHA)**

#### **Long Term Care and Assisted Living**

- June 3 to June 24:
  - LTC and AL Regional and Operations teams implemented an action plan.
    - Staff education on preventing heat stress and heat exhaustion.
    - Environmental strategies.
    - Development and delivery of education material for use of fans during COVID.
    - Weekly sector calls to review Heat Guidelines and Seasonal Protocols.
    - Onsite education at 9 LTC sites.
    - Centralized mailbox to triage heat or COVID questions and concerns.

- June 25 to July 2:
  - LTC and AL Regional and Operations teams implemented additional actions in response to the extreme heat.
    - Contact with all 95 LTC and AL sites twice to review and assess implementation of heat plans.
    - Utilized HEMBC to prioritize additional fans and air cooling systems.
    - Mobilized Health Authority staff to LTC sites struggling with health flow.
    - Provided hypodermoclysis kits to 3 residents at Haro Park.
    - Licensing Officer Inspection at 4 LTC sites.
- 24 resident transfers to acute care.
  - 8 unrelated to heat and 1 potential heat related death.

### **Home Health and Home Support**

- Prior to June 25, Regional and Operations teams implemented an action plan.
  - Staff education on heat safety and signs/symptoms on heat illness.
  - Revised assessment questions and workflows for symptomatic clients.
  - Steps to promote cooling of clients and the environment.
  - Mass text to all staff on safety and client assessment information.
  - Client and family information materials on heat safety.
  - Provided water bottles for staff to take on visits.
- June 28, as a result of reports of client medical duress, death and staff challenges, a Regional HH/HS response plan was activated.
  - Daily regional meetings.
  - Wellness calls to clients/caregivers beginning with those at highest risk.
  - Development and distribution of information for community health checks.
  - Enhanced communication on cooling centre locations.
  - Ongoing communication with BC Coroners, Ministry of Health and Community Care leadership and other health authorities.
- July 2:
  - Over 700 wellness calls by July 2.
  - 29 potential deaths due to extreme heat.

### Vancouver Island Health Authority (VIHA)

- Hot Weather Guideline sent to all VIHA owned/operated and affiliate facilities
  - Guideline implemented at all owned/operated sites and many affiliated sites.
  - Reviewed and discussed guidelines with all LTC operators at a town hall.
  - Follow-up communication provided regarding protocol.
  - Check in meeting with all LTC managers.
- Regular communication with LTC homes regarding concerns and to offer advice on how to protect residents.
  - No requests for VIHA staff were made.
- For many VIHA owned/operated facilities, dining and common areas were used as cooling spaces, and kitchens moved to cold food menus to not generate heat.
- VIHA is aware of some affiliate/private AL sites that moved residents to cooling centres or air conditioned hotels.
- Many strategies implemented at sites including, but not limited to:
  - Enhanced rounds, use of ice packs, covering windows and sky lights, moving residents to cooler areas of buildings, water sprinklers used to cool roofs, menu changes and paper plates used to minimize dishwasher use.
- Heat associated deaths:
  - Aware of 4 potential heat associate deaths, and at this point are not seeing significantly increased rates of death among LTC residents.

## RE: Materials

---

From: Therrien, Darlene HLTH:EX <Darlene.Therrien@gov.bc.ca>  
To: Pokorny, Peter HLTH:EX <Peter.Pokorny@gov.bc.ca>  
Sent: July 6, 2021 10:10:39 AM PDT  
Attachments: Heat Wave Impacts Summary

Morning Peter,

Catherine sent it to you yesterday afternoon.

Darlene  
Mobile 250-217-2818

*"Be Kind, Be Calm, Be Safe"*

---

**From:** Pokorny, Peter HLTH:EX <Peter.Pokorny@gov.bc.ca>  
**Sent:** July 6, 2021 10:07 AM  
**To:** Therrien, Darlene HLTH:EX <Darlene.Therrien@gov.bc.ca>  
**Subject:** Materials

Hi Darlene – any progress on summarizing/collating the materials from CEOs? Thanks.

Peter Pokorny  
Associate Deputy Minister  
Corporate Services  
Ministry of Health  
(778) 698-8046

## **Request - Heat Wave Impacts Summary - A/C Table update July**

---

From: Therrien, Darlene HLTH:EX <Darlene.Therrien@gov.bc.ca>  
To: Pokorny, Peter HLTH:EX <Peter.Pokorny@gov.bc.ca>  
Cc: Rongve, Ian HLTH:EX <Ian.Rongve@gov.bc.ca>, Patterson, Catherine M  
HLTH:EX <Catherine.Patterson@gov.bc.ca>  
Sent: July 8, 2021 9:03:35 AM PDT  
Attachments: DMO Request - Heat Wave Impacts Summary - Table update July 7.docx  
Peter

Please see attached heat wave impacts summary for air conditioning updating and classifying the unknowns.

Please note in updating the unknowns there was some reclassification that they did.

Darlene

*As Dr. Bonnie Henry says:  
"Be Kind, Be Calm, Be Safe"*

250-217-2818

**Request:**

Long Term Care and Assisted Living Facilities air conditioning availability.

**Response:**

**Long Term Care and Assisted Living Air Conditioning Availability**

<b>Health Authority</b>	<b>Full Air Conditioning</b>	<b>Partial Air Conditioning</b>	<b>No Air Conditioning</b>	<b>Cooling Equipment<sup>1</sup></b>
FHA	17	87	10	17
IHA	29	1	12	Not provided
NHA	13	6	8	2
VCH	21	54	19	5
VIHA	11	22	8	3

- **Explanatory Notes**
  - Facilities provided slightly different descriptions for Full AC, Partial, or No AC.
  - CRHEM used health authority provided classifications where available, and when not available assigned classifications based on the information provided
- **Fraser Health Authority (FHA) – information updated July 7, 2021**
  - Full AC = Central AC throughout the building that operated without any challenges during heat dome
  - Partial = Central AC in part of the building or Central AC in the entire building that malfunctioned in heat dome
  - No AC = Building relies on fans and/or portable AC
- **Interior Health Authority (IHA) – information dated June 29, 2021**
  - Full AC = LTC sites with resident room cooling
  - Partial = most rooms without resident room cooling
  - No AC = sites without resident room cooling
- **Northern Health Authority (NHA) – information provided June 2, 2021**
  - Full AC = Fully air conditioned
  - Partial = common areas only
  - No AC = no air conditioning
- **Vancouver Coastal Health Authority (VCHA) – information updated July 6, 2021**
  - Full AC = No detail provided

---

<sup>1</sup> Cooling equipment includes fans and small portable cooling equipment.

- Partial = AC in some building areas, and one facility using portable AC classified as partial
- No AC = Includes portable AC in some areas only
- **Vancouver Island Health Authority (VIHA) - information updated July 7, 2021**
  - Full AC = AC in resident rooms, dining areas and common spaces
  - Partial = AC if in resident rooms, dining areas, common spaces or admin areas. 3 partial facilities have portable units in resident rooms, dining areas or common spaces.
  - No AC = AC only in admin areas or kitchen.
  - Two new facilities added by VIHA (Brentwood house and Slugget House)



Fraser Health Authority  
 Summary of Actions Taken by Fraser Health (AL Sites)  
 Last Updated July 1 - 8 pm

LTC HOME	COMMUNITY	AIR CONDITIONING	Actions Taken by Fraser Health Authority							CURRENT STATUS
			PROACTIVE TELEPHONE OUTREACH	FLAGGED FOR ADDITIONAL SUPPORT	CLINICAL OR LICENSING ASSESSMENT COMPLETED ON SITE	COOLING DEPLOYED	STAFFING DEPLOYED (HYDRATION SUPPORT)	NEW ADMISSIONS		
Augustine House	SOUTH DELTA	Unknown	M/T	No	No	No	No	No Impact	Stable	
Cascades Manor	CHILLIWACK/AGASSIZ	Unknown	M/T	No	No	No	No	No Impact	Stable	
Cedars, The	MISSION	Partial AC	M/T	No	No	No	No	No Impact	Stable	
Courtyard Terrace	BURNABY	Partial AC	M/T	No	No	No	No	No Impact	Stable	
Dania Manor	BURNABY	Partial AC	M/T	No	No	No	No	No Impact	Stable	
Elim Village, The Emerald	SURREY	Partial AC	M/T	No	No	No	No	No Impact	Stable	
Evergreen Heights	White Rock	Unknown	M/T/W/Th	Yes	No	Fans	No	No Impact	Stable	
Evergreen Timbers	LANGLEY	Partial AC	M/T	No	No	No	No	No Impact	Stable	
Fleetwood Villa	SURREY	Unknown	M/T	No	No	No	No	No Impact	Stable	
Freedom Place	SURREY	Partial AC	M/T	No	No	No	No	No Impact	Stable	
Gateway Independent Living for Seniors	SURREY	Partial AC	M/T	No	No	No	No	No Impact	Stable	
Glenwood Seniors Community	CHILLIWACK/AGASSIZ	Partial AC	M/T	No	No	No	No	No Impact	Stable	
Hallmark on the Park (Baptist)	ABBOTSFORD	Unknown	M/T	No	No	No	No	No Impact	Stable	
Hawthorne Seniors Care Community	Port Coquitlam	Inadequate AC	M/T/W/Th	Yes	No	Fans	No	No Impact	Stable	
Kin Village - South Court	SOUTH DELTA	Unknown	M/T	No	No	No	No	No Impact	Stable	
Langley Seniors	LANGLEY	Unknown	M/T	No	No	No	No	No Impact	Stable	
Liberty Place	BURNABY	Partial AC	M/T	No	No	No	No	No Impact	Stable	
Menno Terrace East	ABBOTSFORD	Partial AC	M/T	No	No	No	No	No Impact	Stable	
Morgan Heights	SOUTH SURREY/WHITE ROCK	Full AC	M/T	No	No	No	No	No Impact	Stable	
Nikkei Retirement Home	Burnaby	Partial AC	M/T/W/Th	Yes	No	Fans	No	No Impact	Stable	
PICS (Progressive Intercultural Community)	SURREY	Partial AC	M/T	No	No	No	No	No Impact	Stable	
Residences at Belvedere	Coquitlam	Partial AC	M/T/W/Th	Yes	No	AC, Fans	No	No Impact	Stable	
Riverside Manor	HOPE	Full AC	M/T	No	No	No	No	No Impact	Stable	
Rosemary Heights	SOUTH SURREY/WHITE ROCK	Full AC	M/T	No	No	No	No	No Impact	Stable	
Royal Crescent Gardens	MAPLE RIDGE	Unknown	M/T	No	No	No	No	No Impact	Stable	
Seton Villa	BURNABY	Partial AC	M/T	No	No	No	No	No Impact	Stable	
Sto:Lo Elders Lodge	CHILLIWACK/AGASSIZ	Full AC	M/T	No	No	No	No	No Impact	Stable	
Swedish Canadian	BURNABY	Partial AC	M/T	No	No	No	No	No Impact	Stable	
Tabor Court	ABBOTSFORD	Partial AC	M/T	No	No	No	No	No Impact	Stable	
The Cedars Retirement Home	Mission	Partial AC	M/T/W/Th	Yes	No	Fans	No	No Impact	Stable	
Victoria Heights	NEW WESTMINSTER	No AC	M/T	No	No	No	No	No Impact	Stable	
Waverley Seniors Home	Chilliwack	Partial AC	M/T/W/Th	Yes	No	Fans	No	No Impact	Stable	

Fraser Health Authority  
 Summary of Actions Taken by Fraser Health (LTC Sites)  
 Last Updated July 1 - 8 pm

			Actions Taken by Fraser Health Authority						RESIDENT DEATHS	CURRENT STATUS
LTC HOME	COMMUNITY	AIR CONDITIONING	PROACTIVE TELEPHONE OUTREACH	FLAGGED FOR ADDITIONAL SUPPORT	CLINICAL OR LICENSING ASSESSMENT COMPLETED ON SITE	COOLING EQUIPMENT	STAFFING DEPLOYED (HYDRATION SUPPORT)	NEW ADMISSIONS		
Agassiz Seniors Community	CHILLIWACK/AGASSIZ	Yes - Common area	M/T	No	No	No	No	No Impact	5.22	Stable
AgeCare Harmony Court Care Centre	BURNABY	Yes	M/T	No	No	No	No	No Impact		Stable
Baillie House	MAPLE RIDGE	Yes - Not fully functional	M/T	No	No	No	No	No Impact	Stable	
Belvedere Care Centre	TRI-CITIES	No	M/T/W/Th	Yes	Yes	AC, Fans	No	On hold x 2 days. Restarted	Monitoring	
Bevan Village	ABBOTSFORD	No	M/T	No	No	No	No	No Impact	Stable	
Bradley Centre	CHILLIWACK/AGASSIZ	Yes - Limited	M/T	No	No	No	No	No Impact	Stable	
Brookside Lodge	SURREY	Yes	M/T	No	No	No	No	No Impact	Stable	
Buchanan Lodge	NEW WESTMINSTER	Yes	M/T	No	No	No	No	No Impact	Stable	
CareLife Fleetwood	SURREY	Yes - Not fully functional	M/T/W/Th	Yes	Yes	No	Yes	No impact	Stable	
Cartier House Care Centre	TRI-CITIES	Yes - Common area	M/T	No	No	No	No	No Impact	Stable	
Cascade Gardens Seniors Community	BURNABY	No	M/T/W/Th	Yes	Yes	No	No	No impact	Stable	
Cascade Lodge	CHILLIWACK/AGASSIZ	Yes - Not fully functional	M/T	No	No	No	No	No Impact	Stable	
Chartwell Carlton Care Residence	BURNABY	Yes	M/T	No	No	No	No	No Impact	Stable	
Chartwell Crescent Gardens	SOUTH SURREY/WHITE ROCK	Yes - Common area	M/T	No	No	No	No	No Impact	Stable	
Chartwell Langley Gardens	LANGLEY	Yes - Not fully functional	M/T	No	No	No	No	No Impact	Stable	
Cherington Place	SURREY	No	M/T/W/Th	Yes	Yes	No	No	No impact	Stable	
Cottage Worthington Pavilion	ABBOTSFORD	Yes	M/T	No	No	No	No	No Impact	Stable	
Czorny Alzheimer Centre	SURREY	No	M/T/W/Th	Yes	Yes	No	Yes	No impact	Stable	
Dania Home	BURNABY	Yes	M/T	No	No	No	No	No Impact	Stable	
Dufferin Care Centre	TRI-CITIES	Yes - Common area	M/T/W/Th	Yes	Yes	No	No	No impact	Monitoring	
Eagle Ridge MaNor	TRI-CITIES	Yes	M/T	No	No	No	No	No Impact	Stable	
Eden Care Centre	CHILLIWACK/AGASSIZ	Yes - Common area	M/T/W/Th	Yes	Yes	Fans	No	No impact	Monitoring	
Evergreen Baptist Care Society	SOUTH SURREY/WHITE ROCK	Yes - common areas in one building / central air throughout other building	M/T/W/Th	Yes	Yes	Fans	No	No impact	Monitoring	
Evergreen Hamlets	SURREY	Yes	M/T/W/Th	Yes	Yes	No	Yes	No impact	Stable	
Fair Haven Homes Burnaby Lodge	BURNABY	Yes	M/T	No	No	No	No	No Impact	Stable	
Felburn Care Centre	BURNABY	Yes - but Not ideal	M/T	No	No	No	No	No Impact	Stable	
Fleetwood Place	SURREY	Yes - Not fully functional	M/T/W/Th	Yes	Yes	Fans	No	No impact	Monitoring	
Fort Langley Seniors Community	LANGLEY	Yes	M/T	No	No	No	No	No Impact	Stable	
Foyer Maillard	TRI-CITIES	Unknown - built 2016 - AC likely	M/T	No	No	No	No	No Impact	Stable	
Fraser Hope Lodge	HOPE	Yes - Not fully functional	M/T	No	No	No	No	No Impact	Stable	
George Derby Centre	BURNABY	Yes - Not fully functional	M/T/W/Th	Yes	Yes	Fans	No	No impact	Stable	
Glenwood Seniors Community	CHILLIWACK/AGASSIZ	Yes - new section only	M/T/W/Th	Yes	Yes	No	Yes	No impact	Monitoring	
Good Samaritan Delta View Care Centre	SOUTH DELTA	Yes - Not fully functional	M/T/W/Th	Yes	Yes	AC, Fans	Yes	On hold x 2 days.	Stable	
Guildford Seniors Village	SURREY	Yes - Common area	M/T	No	No	No	No	No Impact	Stable	
Hawthorne Seniors Care Community	TRI-CITIES	Yes - Not fully functional	M/T/W/Th	Yes	Yes	Fans	Yes	On hold x 2 days. Restarted	Monitoring	
Heritage Village	CHILLIWACK/AGASSIZ	Yes	M/T	No	No	No	Yes	No Impact	Stable	
Hilton Villa Seniors Community	SURREY	No	M/T/W/Th	Yes	Yes	AC, Fans	No	On hold x 2 days. Restarted	Stable	
Holyrood MaNor	MAPLE RIDGE	Yes	M/T	No	No	No	No	No Impact	Stable	
Jackman Manor	LANGLEY	No	M/T/W/Th	Yes	Yes	Fans	No	No impact	Closely monitoring	
Kinsmen Lodge	SURREY	Yes	M/T	No	No	No	No	No Impact	Stable	
KinVillage West Court	SOUTH DELTA	Yes - one floor only	M/T	No	No	No	No	No Impact	Stable	
Kiwanis Care Centre	NEW WESTMINSTER	Yes - one floor only	M/T/W/Th	Yes	Yes	Fans	No	No impact	Stable	
Lakeshore Care Centre	TRI-CITIES	Yes - Common area	M/T	No	No	No	No	No Impact	Stable	
Langley Lodge	LANGLEY	Yes	M/T	No	No	No	No	No Impact	Stable	
Laurel Place Care Centre	SURREY	Yes	M/T	No	No	No	No	No Impact	Stable	
LMH Long Term Care Home	LANGLEY	Yes	M/T	No	No	No	No	No Impact	Stable	
Maple Ridge Seniors Village	MAPLE RIDGE	Yes - Common area	M/T	No	No	No	No	No Impact	Stable	
Maplewood House	ABBOTSFORD	Yes - Common area	M/T	No	No	No	No	No Impact	Stable	
MenNo Home	ABBOTSFORD	No	M/T	No	No	No	No	No Impact	Stable	
Menno Hospital	ABBOTSFORD	No	M/T	No	No	No	No	No Impact	Stable	
Morgan Place	SOUTH SURREY/WHITE ROCK	Yes	M/T	No	No	No	No	No Impact	Stable	
Mountain View MaNor	SOUTH DELTA	No	M/T	No	No	No	No	No Impact	Stable	
MSA MaNor	ABBOTSFORD	Yes - Common area	M/T	No	No	No	No	No Impact	Stable	
New Vista Care Home	BURNABY	Yes - Common area	M/T	No	No	No	No	No Impact	Stable	
Nicola Lodge	TRI-CITIES	Unknown - built 2016 - AC likely	M/T	No	No	No	No	No Impact	Stable	
Normanna	BURNABY	Yes	M/T/W/Th	Yes	Yes	No	No	No impact	Stable	
Northcrest Care Centre	NOORTH DELTA	Yes - Common area	M/T	No	No	No	No	No Impact	Stable	
PAH Foundation Lodge	SOUTH SURREY/WHITE ROCK	Yes	M/T	No	No	No	No	No Impact	Stable	
PAH Long Term Care Home	SOUTH SURREY/WHITE ROCK	Yes - Common area	M/T	No	No	No	No	No Impact	Stable	
Peace Portal Seniors Village	SOUTH SURREY/WHITE ROCK	No	M/T	No	No	No	No	No Impact	Stable	
GPCC Long Term Care Home	NEW WESTMINSTER	Yes - common area	M/T	No	No	No	No	No Impact	Stable	
Rosemary Heights Seniors Village	SOUTH SURREY/WHITE ROCK	Yes - Common area	M/T	No	No	No	No	No Impact	Stable	
Royal City MaNor	NEW WESTMINSTER	Yes	M/T	No	No	No	No	No Impact	Stable	
St. Michael's Centre	BURNABY	No	M/T	No	No	No	No	No Impact	Stable	
Suncreek Village	SURREY	Yes	M/T	No	No	No	No	No Impact	Stable	
Suncrest Retirement Community	SOUTH SURREY/WHITE ROCK	Yes	M/T	No	No	No	No	No Impact	Stable	
Tabor Home	ABBOTSFORD	No	M/T/W/Th	Yes	Yes	Fans	Yes	On hold x 2 days. Restarted	Closely monitoring	
The Harrison at Elim Village	SURREY	Unknown - built 2009, 2016 - AC likely	M/T	No	No	No	No	No Impact	Stable	
The Madison Care Centre	TRI-CITIES	Yes - Common area	M/T	No	No	No	No	No Impact	Stable	
The Mayfair Senior Living + Care	ABBOTSFORD	Yes	M/T	No	No	No	No	No Impact	Stable	
The Oxford Senior Care	ABBOTSFORD	Yes	M/T	No	No	No	No	No Impact	Stable	

The Residence at Clayton Heights	SURREY	Yes	M/T	No	No	No	No	No	No Impact	s.22	Stable
The Residence at Morgan Heights	SOUTH SURREY/WHITE ROCK	Unknown - built 2009 - AC likely	M/T	No	No	No	No	No	No Impact		Stable
The Residence in Mission	MISSION	Yes	M/T	No	No	No	No	No	No Impact		Stable
Valhaven Rest Home	ABBOTSFORD	No	M/T	No	No	No	Yes	No	No Impact		Stable
Valleyhaven Retirement Community	CHILLIWACK/AGASSIZ	Yes - Common area	M/T/W/Th	Yes	Yes	No	No	No	No impact		Stable
Waverly of Chilliwack	CHILLIWACK/AGASSIZ	Yes - Common area	M/T/W/Th	Yes	Yes	No	No	No	No impact		Stable
West Shore Laylum at Suncrest	SOUTH DELTA	Yes - Common area	M/T	No	No	No	No	No	No Impact		Stable
White Rock Seniors Village	SOUTH SURREY/WHITE ROCK	Yes - Common area	M/T	No	No	No	No	No	No Impact		Stable
William Rudd House	NEW WESTMINSTER	Yes	M/T	No	No	No	No	No	No Impact		Stable
Willingdon Care Centre	BURNABY	Yes - med room only	M/T	No	No	No	No	No	No Impact		Stable
Zion Park MaNor	SURREY	Yes	M/T	No	No	No	No	No	No Impact		Stable