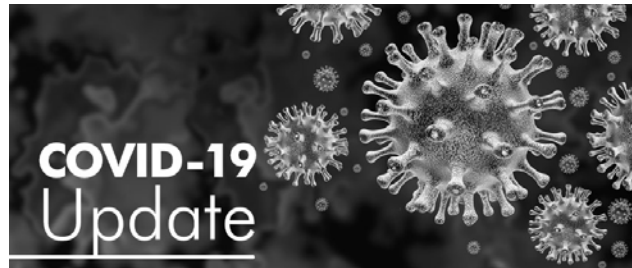


PEMBROKE REGIONAL HOSPITAL



DATE: March 24th, 2020

SUBJECT: COVID-19 Update #10

Today's Take-Aways:

- It is important to remember that we are not alone in this situation or in our decision making. We have a well-established Command Centre structure in place internally and we are aligned with similar structures at the regional and provincial levels.
- There is a regional Emergency Management System called C4 for the Champlain region led by leaders from The Ottawa Hospital. We are involved in all of their steering committees and working groups and are working with C4 in areas of patient flow, supply and equipment management, education needs and more.
- Regionally, the overall capacity of all hospitals is being reviewed. In addition, processes are being developed which will help with supply distribution, bed management and patient flow, etc.
- As PRH has been designated as a Regional Admission Centre for probable or confirmed COVID-19 cases who are in need of care, we are now in the process of creating a unit on 2A where those patients will be co-located and cared for. More details on this will be available in the next day or two.
- The Renfrew County and District Health Unit has notified all health service providers today that, "Due to a shortage of swabs, a backlog in testing, and Renfrew County and District Health Unit's insistence that there is already community spread", testing will now only be done on the following:
 - Individuals with acute respiratory symptoms being admitted to hospital
 - Individuals already in health care institutions and retirement homes with acute respiratory symptoms
 - Health care workers with respiratory symptoms.

- Visual cues have been set up outside of public screening areas to encourage and support the need for proper distancing when people are waiting to be screened.
- Newly revised, clear and consistent guidelines are being developed and will soon be provided to screeners for instructing patients who fail the screening process.
- A clearer process for determining who is deemed an essential visitor has been developed. This includes a standard approach to decision making. The document will be circulated on Wednesday. In addition, we are exploring virtual visitor options.
- A link to the latest Human Resources Directive can be found here. (Copy and paste into your browser to open)

https://news.ontario.ca/mohltc/en/2020/03/ontario-takes-extraordinary-steps-to-ensure-health-care-resources-are-available-to-contain-covid-19.html?utm_source=ondemand&utm_medium=email&utm_campaign=p

- Scripting and information sheets are being provided to areas that receive high volumes of public calls/questions (e.g. administration, switchboard).
- In terms of key supplies, the hospital is tracking all inventory and exercising caution with what is being utilized so that stock is not being unnecessarily depleted. We will need these supplies when activity inevitably ramps up.
- A communication rollout regarding the launch of a new regional Virtual Triage and Assessment Centre (VTAC) is expected to begin on Wednesday. In addition to a COVID-19 assessment function, the VTAC will provide residents with a primary care alternative for those who do not have a family physician or those who are unable to reach their own care provider.
- A new bulletin board, “COVID-19 Assistance” has been set up in the 2nd floor, Tower B staff corridor. This bulletin board is for staff use for items specifically related to COVID-19 in terms of “Help Needed”, “Help Available”, etc. Items that could go on this board include staff posting that their teens are available to babysit or someone posting that their grandmother requires someone to deliver groceries once a week to her doorstep etc. The board will be monitored and maintained by the Public Affairs and Communications Coordinator.
- To promote further social distancing, the cafeteria tables in The Lunch Box have been rearranged and an appropriate number of chairs have been placed around each table. The floor will be marked to ensure chairs remain distanced. The cash register area will also be marked for physical distancing.
- Don't forget to check the Staff Resources section of our website (pembrokeregionalhospital.ca) for the latest COVID-19 questions and answers. If you have questions of a general nature, about COVID-19, be sure to send yours

to **covid19questions@prh.email**. All questions and answers are posted and organized by date.

Need information or have suggestions?

If you have any questions or concerns, please contact Infection Prevention and Control at extension 7106 or Occupational Health and Safety at extension 7202 or your immediate supervisor.

If you have any suggestions on COVID-19 preparation please bring these forward at your huddles or to your supervisor.

Recognizing the stress and anxiety that a situation like this can bring about, we remind you that our Employee Assistance Program (EAP) has experts available to help by calling 1-844-880-9142 or visiting their website at www.worklifehealth.com.