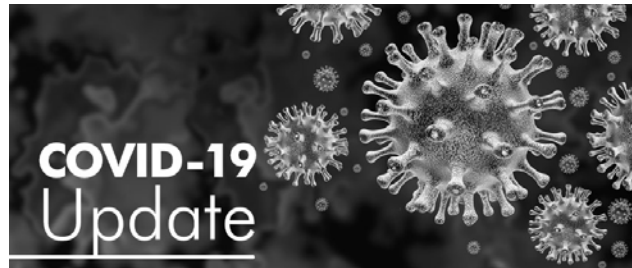


# PEMBROKE REGIONAL HOSPITAL



**DATE: March 26th, 2020**

**SUBJECT: COVID-19 Update #12**

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**Today's Take-Aways:**

- Today at 4 p.m. there was a soft launch of the Renfrew County Virtual Triage and Assessment Centre (RCVTAC). Posters and information have been made available in the Emergency Department to help the team direct the right people to the new centre. The full public launch, with a new 1-800 number, will take place on Friday. The RCVTAC is a new pandemic healthcare service for individuals who do not have a family physician or cannot access their family physician and need care and support for a non-emergency health concern including COVID-19. This virtual solution was created to help alleviate pressure on Emergency Departments and effectively connect people to the right care, when they need it.
- As the Regional Admission Centre for probable or confirmed COVID-19 cases, our new unit for these patients on 2A is now operational. A reminder that this unit is restricted to "through traffic". To access the 2<sup>nd</sup> floor rotunda and The Lunch Box everyone is asked to use the Tower A staircase or elevator.
- Ontario Health has released new guidelines on the recommended use of PPE and ways to safely conserve the supplies we have. We have reviewed the document and are making it program specific.
- Turnaround time for COVID-19 testing for health care workers and inpatients is now approximately 24 hours. Until the backlog has been cleared, public testing through the public health laboratory system is still around 6-7 days.
- The staff screening tool has once again been revised to now include the question, "Have you had close contact with a confirmed or probable case of COVID-19 without using PPE."
- Please note that staff may soon be asked to show their hospital ID badge to screeners.
- It should be noted that many people at this time of the year have symptoms that could be mistaken for symptoms of COVID-19 such as a cough. The screening questions being used are based on scientific evidence of how COVID-19

presents and are designed to ensure that those with a risk of having COVID-19 are prevented from entering our facility.

- While staff are reminded to practice physical distancing in the workplace where possible, we need to remember that our workplace is unique in that, often, in caring for patients, our staff need to work in close contact with each other as well as our patients. This is why staff screening is so important so that we know that those in our midst have been screened every day for the virus.
- Mental health workers are now offering free therapy to Ontario's frontline COVID-19 staff. For more information, visit <https://covid19therapists.com/>.
- Please note that the fifth floor meeting room (A517) will now be a locked supply storage room.
- There is a shortage of hand sanitizers so we are asking staff to limit the use of tabletop 535 ml bottles when wall units are available in their immediate area.
- Please note that due to a technical issue with the eLearning program, the completion requirement date for the organizational modules will be extended.
- Today's YouTube video features PRH President and CEO, Pierre Noel, and Chief of Staff, Dr. Tom Hurley, who are speaking about COVID-19 and community spread, supplies at PRH and the tremendous work being done by all members of our health care team. Feel free to copy and paste the link below into your browser or access the video directly from the link in the body of today's update email.

[https://youtu.be/6FmYGMk\\_MVA](https://youtu.be/6FmYGMk_MVA)

- Don't forget to check the Staff Resources section of our website ([pembrokeregionalhospital.ca](http://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](http://www.worklifehealth.com).