

### Today's Take-Aways

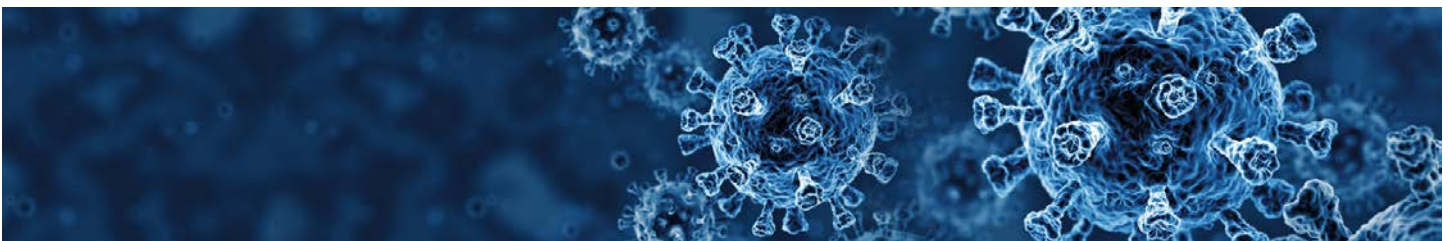
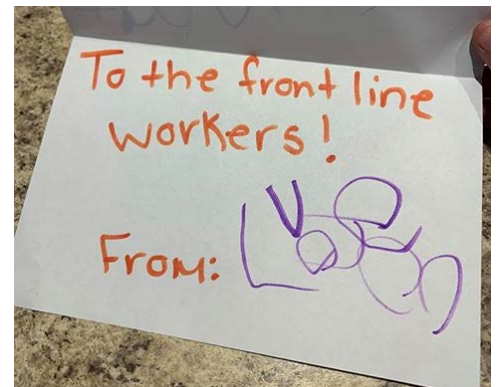
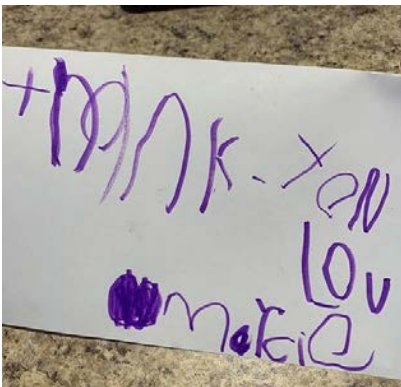
- The move to temporarily co-locate our non-COVID-19 surgical and medical patients on Medical 3B is now complete. This move will provide us with an opportunity to expand our capacity to accommodate probable and positive COVID-19 patients should the need arise.
- Progress has been made in accommodating Alternate Level of Care (ALC) patients currently in hospitals in our region, given the direction by Ontario Health that these individuals should not be transferred to long-term care or retirement facilities at this time. As a result, community hospitals below 70% occupancy have begun taking ALC patients from hospitals facing higher demands.
- A limited number of cancer and heart disease related urgent elective will be reinstated procedures in our Diagnostic Imaging Department and Surgical Program in order to ensure appropriate and timely access to care for some of our patients. Decisions on performing additional procedures will be assessed on a weekly basis.
- PRH is collaborating with our partner hospitals in Renfrew County, our public health unit and our paramedics in working with our long-term care and retirement home partners to provide them with any support they need in order to keep their residents and staff safe. This may include infection preventive and control assistance and possibly the creation of one or two county-wide teams that would assist in dealing with possible future outbreaks in these facilities.
- In order to reduce a screening backlog at peak times at the staff entrance we will be offering electronic staff screening for those who prefer to complete the screening questions prior to arrival to work. More details to come.
- It appears that the provision of supplies is starting to improve. We have recently received an allocation from a provincial stock of procedure masks. In addition, we have partnered with the Montfort Hospital to purchase 2,000 face shields which should be arriving shortly.
- Thank you to everyone for diligently collecting and saving surgical masks and N95 masks after use. Currently, staff members write their name on individual collection bags before placing them into collection receptacles. Staff members are now required to write their name along with the date of use on the outside of the collection bag. This is in line with collection process occurring within the Ontario Health East Region.
- A new online payment portal is now available on the hospital's website. The portal is located on the top menu, listed as "Pay Your Bill Online". This is the public to pay for ambulance bills etc.

## Today's Take-Aways...Continued from front

• This week, staff from various departments will benefit from community generosity with the delivery of donated lunches. As noted previously, in order to ensure fairness, donations are being randomly matched with a mix of clinical and non-clinical departments/groups based on provided numbers for all shifts on a given day. Wednesday's 25 meals donated by Harvey's/Swiss Chalet Pembroke will be enjoyed by staff from Surgical program, POAC (Pre-Op Assessment Clinic) and Maternal Child Care. On Friday, staff from IT, Food Services, IPAC, and MJ Beier will enjoy 30 meals provided by Mary Brown's in Petawawa. And on April 28<sup>th</sup>, staff from MDR, OR, Medical Affairs and our Hospitalist group will enjoy 10 pizzas donated by Pizza Hut. Specific details have been forwarded to department managers. All departments/groups who have had the opportunity to enjoy these wonderful meals will only get a second opportunity once all others have had a chance to benefit from our community's generosity. Stay tuned for more announcements as other food donations come forward.

• Today's video, #9 in our series, features Roger Martin, Executive Director of the PRH Foundation, as he thanks our community for their support, our volunteers during Volunteer Appreciation Week, and talks about how the Foundation's work is continuing through the COVID-19 pandemic.

<https://youtu.be/i0anpjs5mmQ>



## Up-To-Date Facts and Figures

- COVID-19 patients in our care: six probable on Medical 2A, 1 probable on AMH and 2 probable on ICU; no confirmed COVID-19 cases at PRH.
- In Renfrew County, for over a week, the number of laboratory confirmed cases has remained at 14 to date, and one death. To date, a total of 1,129 people have been tested, with 117 still under investigation. For the latest Renfrew County information on COVID-19, please visit [www.rcdhu.com](http://www.rcdhu.com).
- In Ontario, there have been 11,184 laboratory confirmed cases of COVID-19 and 584 deaths. To date, a total of 164,840 people have been tested and 3,799 remain under investigation. For up-to-date information on provincial COVID-19 statistics, please visit [www.ontario.ca](http://www.ontario.ca).

## Ethics and COVID-19

We are often hearing that this pandemic has changed everything. It is true that the clinical situation has demanded significant changes in how we are responding to the virus, our mitigation strategies etc. However, as physician and bioethicist Dan Sulmasy noted in a recent webinar, the pandemic does not and should not change our ethical principles. In fact, we need these more than ever right now.

Ethics continues to be alive and well at Pembroke Regional Hospital, albeit remotely. While the COVID-19 pandemic has resulted in having to consider specific ethical issues related to allocation of scarce resources, restricting visitors and the duty to care, these deliberations continue to be grounded in our values of compassion and caring, excellence and innovation, social and fiscal responsibility, sacredness of life, mutual respect and community spirit.



**Dr. Hazel Markwell  
Ethicist**

As well as the specific ethical issues related to the pandemic, the “regular work” of ethics is continuing, both in terms of committee work and also issues related to how to provide the best patient care. Over the last several months we have given educational sessions on advance care planning, consent to treatment, stigma and mental illness to name a few.

The pandemic has not and will not jeopardize the ethical principles which provide the foundation for these discussions.

COVID -19 has reminded us of the fragility of human life, that we are in fact our neighbors’ keepers, that we need each other in ways we may not have imagined or had forgotten before this pandemic. We see in so many small and big ways that we are willing to alter our lives to keep ourselves and others safe, when this pandemic is over, perhaps these lessons will result in a kinder, more gentle society in which we will not just have “flattened the curve” by altering our behaviors in order to protect ourselves and others, but in doing so might also remember that we are most fully human when we care for each other.



### **Celebrating All Our Volunteers From A Distance**



As we celebrate National Volunteer Appreciation Week please know how much we miss having our volunteers in our facility, working as an important part of our health care team!

We very much appreciate the work our volunteers contribute - through our Auxiliary, our Foundation, our Volunteer Services department, our Spiritual Care Volunteers, our Board of Directors, our Patient and Family Advisory Council, and our Beautification Committee.

Pembroke Regional Hospital is not the same without you and we can't wait until the time it is safe to welcome you back.





**Do You Have A COVID-19 Question?**

Email: [covid19questions@prh.email](mailto:covid19questions@prh.email)

All questions and answers are posted and archived by date on the Staff Resources section of our hospital's website: [www.pembrokeregionalhospital.ca](http://www.pembrokeregionalhospital.ca)

For other questions/concerns, contact Infection Prevention and Control (ext. 7106), Occupational Health and Safety (ext. 7202) or your immediate supervisor.

• Thank you to a very kind patient on Rehab for donating a New Keurig Coffee Machine to be used by staff and patients in the Rehab Unit dining room.  
*TracyLee McTaggart*

• Kudos to the staff swabbing team who worked outside in the rain on April 3rd. Everyone was still smiling!  
*Nancy Schroeder*

• Celebrating Sue Crigger of Diabetes Outreach and Mindy Ritza of Geriatric Day Hospital have been maintaining phone contact with patients in the community. They have successfully referred patients with chronic health conditions to VTAC for primary care. Also, they have maintained some program connection to their patients, trouble-shooting prescription issues etc.  
*Jennifer Kennedy*

*To the Pembroke Regional Hospital Staff, you are all held in the highest regard, for your selflessness, your dedication to those in need, your courage and your strength. Each and every one of you are sacrificing your own health and that of your families for the greater good of those you care for and in every capacity you work within at the PRH. We all hold the cure to this virus within us - prayer. Please know you are in my prayers. God bless you and keep you safe during this most difficult time.*  
*Nancy Gleason (Spiritual Care Volunteer)*

**Messages Of Support From Our Volunteers**

*Please send my sincere thanks to all of the Pembroke Regional Hospital staff. This is a very scary thing for many of us. I am a serious asthmatic and have not left the house since March 12th so I really appreciate everyone's efforts.*

*My daughter is a respiratory therapist and her husband is a nurse in Moncton so they are front line workers as well during this pandemic so I know how your families worry about all of you too. Please work safe and stay healthy. We all need you.*

*Pam Lavoie, Mural Café Volunteer*

*Can you please let everyone at the PRH know that I'm sending a big Thank You to everyone for their service.*

*Don Peever, Tower D Volunteer*

HOW TO PUT ON, USE, TAKE OFF AND DISPOSE OF A MASK

**Before putting on a mask, clean hands with alcohol-based hand rub or soap and water**



HOW TO PUT ON, USE, TAKE OFF AND DISPOSE OF A MASK

**Cover mouth and nose with mask and make sure there are no gaps between your face and the mask**



HOW TO PUT ON, USE, TAKE OFF AND DISPOSE OF A MASK

**Avoid touching the mask while using it; if you do, clean your hands with alcohol-based hand rub or soap and water**



HOW TO PUT ON, USE, TAKE OFF AND DISPOSE OF A MASK

**Replace the mask with a new one as soon as it is damp and do not re-use single-use masks**



## PRH Supply Status

<i>Items targeted during Pandemic</i>	Total Stock
N95 Respirators 1860 4% staff fit tested	100
N95 Respirators 1860S 37% staff fit tested	1,994
N95 Respirators 1870+ 50% staff fit tested	654
N95 Respirators 9105	293
N95 Respirators 8110s 3% staff fit tested	182
N95 Respirators 8210 2% staff fit tested	836
N95 Respirators 9210+	244
Mask isolation (ear loop no visor)	13,050
Mask isolation (with tie no visor)	1,704
Mask visor ear loop	625
Mask visor with tie	500
Gowns Isolation (Level 2 XLg Yellow)	3,506
Full face shield with velcro strap	592
Goggles - vented	51
Safety goggles (over glasses)	728
Safety glasses	1,480
Latex-Free Gloves Small - each (vinyl) 13.6%	90,600
Latex-Free Gloves Medium - each (vinyl) 48.3%	126,000
Latex-Free Gloves Large - each (vinyl) 36.1%	179,850
Latex-Free Gloves X-Large - each (vinyl) 1.9%	6,760
Shoe Cover	1,700
Hand Sanitizer 500ml	66
Hand Sanitizer 1000ml	109
Disinfecting Wipes (Accel)	209
Expired N95 1860S	120
Expired N95 1870	400
Expired N95 8110s	440
Expired N95 8210	1,710
Expired N95 9210	520
*Concerns about Supply	

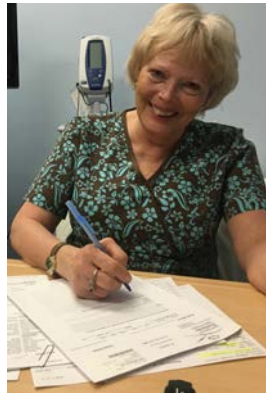
## THANKS FOR THE MEALS!

Thank you to Stu Gray, left, owner of Serenity Bay RV Park in Eganville, and Dan Worner, right and his wife Trina, owners of Lake Dore RV Resort in Eganville who donated 100 lunches for staff April 17th as a token of appreciation for the work our health care team is doing. A big THANK YOU also to Adam Gunter, General Manager of East Side Mario's Pembroke, centre, who worked with the pair to help facilitate their order.



## MEET ALMA!

Alma Turcotte has been a dedicated registered practical nurse with Pembroke Regional Hospital for the past 46 years. She began her nursing career in the paediatrics department and, since 2013, she has supported the Telemedicine program in Ambulatory Clinics where she can be found scheduling and clinically supporting virtual clinics with patients or assisting with real-time interactive consultations with physicians and practitioners at distant sites.



**COVID-19** Alma continues to provide dedicated support to keep our patients closer to home while maintaining and facilitating access to specialist care. With limited patients being hosted at the hospital, she is now a lead hand and first contact with all Cardiology and Endocrinology clinics. She keeps the clinics running by preparing all necessary patient information and medication lists for the specialists to conduct provider-to-patient telephone clinics.

### Need information, assistance or do you 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 <http://www.worklifehealth.com/>

Mental health workers are now offering free therapy to Ontario's frontline COVID-19 staff. For more information, please visit: <https://covid19therapists.com/>



Thank you from Pembroke Regional Hospital!  
#workingtogether ❤️

## MEET BILLY!

Over the past six years, Billy Tippett has been supporting the Pembroke Regional Hospital in a variety of roles; specifically, within materials management and as a Diagnostic Imaging/Operating Room patient porter. He is an accoladed Guardian Angel here at the hospital and is dedicated to porting our patients with recognized interpersonal skills.



## COVID-19

Today, if you come through our Emergency department entrance during the week you will be greeted by Billy. For the safety of our patients, families, and health care workers - Billy has been supporting the implementation of active screening of all individuals entering the hospital. He is a smiling face behind the mask, and is dedicated to protecting our health care system and patients.

## MEET GWEN!

Camera shy Gwen Brooks joined the Pembroke Regional Hospital's Environmental Services team in 2006. Since then, she has transitioned to the role of patient porter and plays a key role supporting our patient flow. Each day she is responsible for transporting patients to other departments or areas for treatments and/or diagnostic tests within the hospital.



## COVID-19

These days you can now find Gwen supporting her "home roots" as she has been re-deployed to support the Environmental Services team once again! Given her previously acquired skills, her eye for detail and an increasing demand for essential environmental services; Gwen is a great match and is doing an awesome job.

WE ❤️  
FRONT LINE  
WORKERS

**CAA is there for YOU.**

Having car trouble? Call us to receive  
a complimentary service call or up-to 10km tow

(equivalent to our Classic Membership)

available to all Front Line  
Health Workers in Ontario

(Available to both CAA Members and Non-Members.)

**Call us 1-800-222-4357**



## Submit Your Celebrations Online

Anyone can submit a celebration /  
recognition item that they would like  
published in The Pulse or our COVID-19  
updates by sending it directly to this  
address.

[celebration&recognition@prh.email](mailto:celebration&recognition@prh.email)

This will ensure timely receipt of those  
items that may normally sit on huddle  
boards for any length of time.

The email address can also be  
accessed in Outlook's dropdown listing.

