

## Today's Take-Aways

- The Renfrew County Virtual Triage and Assessment Centre is receiving an average of 80-90 virtual visits per day. The calls received are revealing an increase in acuity of conditions suggesting that delays in accessing care are leading to deteriorating health conditions. This is being closely monitored and mitigation strategies are being explored.
- Consistent with messaging from other hospitals, our latest My Hospital Minute on myFM radio will have Dr. Tom Hurley speaking about the importance of visiting the emergency department for urgent medical situations, despite concerns about COVID-19. The messaging will reassure the community that the hospital is a safe place and that urgent medical care should not be delayed.
- Ontario Health has announced that all residents and staff working in long-term care and retirement homes will now require COVID-19 testing, even if asymptomatic. Public health units are being asked to prioritize homes for testing and to roll out testing sequentially in order not to overwhelm testing capacity or extend reporting times.
- Ontario Health has also reached out to hospitals for their assistance in safeguarding long-term care homes and retirement residences. In preparation for this, our Human Resources department will be surveying staff to see who might wish to volunteer to assist in these settings if necessary. This could include work as part of an infection prevention and control team, assisting with resident care or working in environmental services in the event of an outbreak. It has been confirmed that hospital staff assisting in this way will be able to work in both a long-term care/retirement residence setting and at PRH.
- In order to free up capacity in some of the busier Ottawa hospitals, hospitals outside of Ottawa are starting to receive some transfers of ALC (Alternate Level of Care) patients. The Ottawa hospitals are also planning to open new spaces for ALC patients in alternative settings such as hotels.
- New guidelines on how to manage health care workers and patients after they have been swabbed for COVID-19 have been issued. Our IPAC team has reviewed the new guidelines and created guidance material to assist in this process.
- There has been a small change in the procedure for universal masking. With the receipt of additional procedure masks, we will now be recalling expired N95 masks from areas where these were being used in place of procedure masks and replacing them with the newly acquired procedure masks.

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

- We are starting to see a small improvement in the supply of personal protective equipment which is allowing us to be able to work with other health care partners to share this supply where appropriate. In addition, approximately 10 to 15% of PPE donated by the public to us has been used to date. We are now exploring ways to share this supply with our regional distribution centre so that other health care partners can have access to it as required.
- MDR (Medical Device Reprocessing) is working on developing a Standard Work for the reprocessing of Salbutamol metred dose inhalers. With this in the works, there will also be a process put in place for the collection of Salbutamol inhalers beginning early next week.
- Our Communications working group is working with Mental Health Services and our Spiritual Care Coordinator, Garry Engler, to produce a number of videos for staff, the public and other health care partners to protect psychological wellbeing during the pandemic on topics such as stress management, work-life balance, anxiety, etc.

## Up-To-Date Facts and Figures

- COVID-19 patients in our care: 6 probable on Medical 2A, 1 probable in the ED and 3 probable in 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 1,268 people have been tested, with 129 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 12,245 laboratory confirmed cases of COVID-19 and 659 deaths. To date, a total of 184,531 people have been tested and 6,845 remain under investigation. For up-to-date information on provincial COVID-19 statistics, please visit [www.ontario.ca](http://www.ontario.ca).

### *To the entire Pembroke Regional Hospital Team:*

*On behalf of your Board of Directors, it is with the utmost respect and appreciation that we acknowledge all of your hard work, and dedication to serve the citizens of Pembroke and the surrounding region during this unprecedented global healthcare crisis of COVID-19.*

*The Board recognizes the personal demands placed on each and every one of you, along with the significant expectations on you professionally, to provide the high quality, compassionate care to all the patients coming through the open doors of PRH. The entire team, across all departments, and every area of the hospital, has really risen to the occasion and continues to demonstrate the determination and personal perseverance to serve our community. Your passion to serve others while effectively mitigating your personal health risk exposure, does take special people who are truly committed to their respective profession.*

*It would be more inspiring if there was a certain future was in sight, however, this is an ever-evolving situation and will be a marathon effort on all fronts. How we navigate the upcoming weeks and months ahead, will most certainly contribute to better health outcomes and further evolutions in the delivery of healthcare locally and around the world.*

*We also acknowledge that the reality of this situation is impacting you personally, along with your family and friends, as it is impacting the lives of everyone else, and yet you continue to provide the essential services to the health and wellbeing of the many lives you touch each and every day. We want to thank you for all that you continue to do to keep patients, families, staff, and our greater community safe during this time.*

*Once again, it is with heartfelt gratitude that we thank every one of you.*

*Sincerely, Garry Yaraskavitch, Board Chair*



• Patient Services would like to celebrate Al Baker from Environmental Services for doing such a detailed job keeping our hospital clean. Thank you!

• MHS would like to celebrate Erin and Amanda for creating the resource list and sending it out weekly. Having this reference made it so easy to connect one of our clients who recently moved to the Killaloe area, with the community supports that they needed. It was quick and easy to use. Thank you!

• Recognizing Pauline Lair for assisting with delivering PPE to all the different floors and always doing it with a smile.

• We would like to recognize everyone on Medical 2A for really pulling together, working as a team, adapting so quickly to all of the changes that are happening daily. Great teamwork everyone!  
(Medical 2A Huddle Celebration April 23, 2020)

*I would like to express my gratitude to all front line health care workers at PRH for their tireless work during this exceptional time. While most of us are being told to stay home and to use physical distancing, you are all front and centre, taking care of our community. Thank you so much for your dedication to helping others in these trying times.*

*Pam, Mural Café Volunteer*

*Please pass on my thanks and appreciation to all staff. This is a very difficult time for all of you and I want you to know how much we appreciate your effort and commitment in working to help battle this virus. Take care, stay healthy and I hope to see your friendly smiles soon.*

*Betty Brisson, Auxiliary*

## Do You Have A COVID-19 Question?

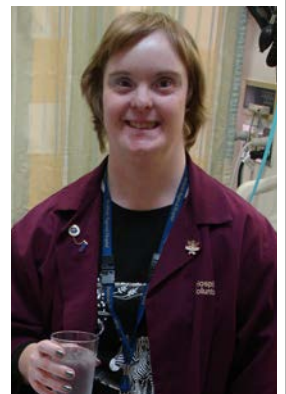
Email: [covid19questions@prh.email](mailto:covid19questions@prh.email)

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.

## Message Of Support From One Of Our Volunteers

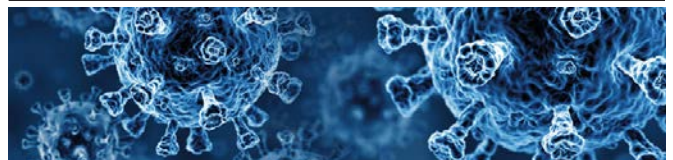
*I wish to say Thank You to all the nurses, housekeeping staff (who I get to share some pleasant moments with on my break) and all the great folks I have gotten to know during my almost 16 years of volunteering.*



*I really, really miss going every Monday and serving ice water to the patients. I love my job and hardly ever miss my turn to go. I always get my clothes ready the night before with my hospital badge and pins for my years of service. I get to know the doctors and everyone working so hard to make sick people feel better. So many nice people work at our hospital and that is why I love to go to volunteer. Thank you everyone for helping to make my day so meaningful. Love you all and really miss you and hope to get back real soon.*

*Everyone stay safe and healthy.*

*Love Christine Kranz  
(written with a little help from my mom)*





## PRH Supply Status

Items targeted during Pandemic	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)	33,830
Mask isolation (with tie no visor)	2,900
Mask visor ear loop	3,475
Mask visor with tie	900
Gowns Isolation (Level 2 XLg Yellow)	3,506
Full face shield with velcro strap	807
Goggles - vented	71
Safety goggles (over glasses)	728
Safety glasses	1,451
Latex-Free Gloves Small - each (vinyl) 13.6%	90,600
Latex-Free Gloves Medium - each (vinyl) 48.3%	118,800
Latex-Free Gloves Large - each (vinyl) 36.1%	171,450
Latex-Free Gloves X-Large - each (vinyl) 1.9%	6,760
Shoe Cover	1,700
Hand Sanitizer 500ml	70
Hand Sanitizer 1000ml	168
Disinfecting Wipes (Accel)	194
Expired N95 1860S	120
Expired N95 1870	400
Expired N95 8110s	420
Expired N95 8210	1,673
Expired N95 9210	520
*Concerns about Supply	

## THANKS FOR THE MEALS!

A HUGE THANK YOU to Lynn Thomas, General Manager of Harvey's/Swiss Chalet Pembroke who delivered 25 quarter chicken and salad meals to PRH today along with 25 boxes of Lindt chocolates for dessert as a token of appreciation for the work our health care team is doing.

Her generosity was greatly appreciated by the staff from Surgical program, Maternal Child Care and the Pre-Op Assessment Clinic. All meals were allotted through an internal distribution process that ensures all members of our health care team benefit from community-based generosity.



## MEET RACHEL!

Rachel England has been our Clinical Stroke Educator with the District Stroke Centre for the last five years; starting her career as a registered nurse in the Emergency Department and Intensive Care Unit in 2004. She provides specialized knowledge as the clinical expert in stroke management through education and consultation to nurses, physicians and program leaders.



## COVID-19

Today, Rachel acts as both our Clinical Stroke Educator as well as the COVID-19 Champion for the Rehabilitation Department and Acute Mental Health. She is the knowledge broker for these frontline workers. She provides the most up-to-date knowledge on the virus, supports them in implementing current and emerging protocols and fields any of their questions or concerns.



### Feeling Overwhelmed?

Recognizing the stress and anxiety that a situation like this can bring about, 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/>