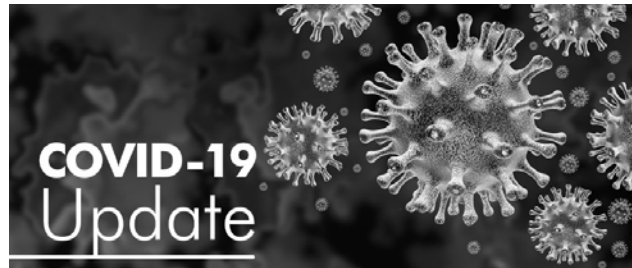


PEMBROKE REGIONAL HOSPITAL



DATE: **March 17th, 2020**

SUBJECT: **COVID-19 Update #5**

Given the rapidly evolving situation with COVID-19, for the foreseeable future, daily COVID-19 numbered updates will be issued. The intent of these is to provide all members of our health care team with the most up-to-date information about how our programs, services and day-to-day operations are being impacted by the spread of this virus.

Everyone is asked to do their part in seeking out the updated information, either by regularly monitoring your PRH email account and/or checking for updates on The Loop, the Intranet, or the Staff Resources section of our website.

Today's Take-Aways:

- A number of working groups have now been created as part of our Incident Management System to address key areas of operations: Critical Care, Clinical Screening and Visitor Policy, Non-Essential Services, Human Resources Directive and Screening of Staff, Communications and Supplies. These groups, in addition to our Incident Management Group, Management Team and others are meeting daily at minimum while the situation is still very fluid.
- PRH has agreed to become the Regional Admissions Centre for Renfrew County for those with COVID-19 requiring hospital admission. Our hospital has the resources and the expertise in dealing with infectious diseases outside of this pandemic situation (Influenza, measles, TB etc.).
- The current direction regarding staff returning to work following international travel is that all health care workers need to immediately self-isolate for 14 days unless they are deemed essential and can be exempted by the Chief Medical Officer of Health through correspondence with the health care facility.
- Mental Health Services and primary care have been directed to do what they can to safely support those in the community and help prevent people from having to come to hospital.

- Active screening adjustments are being made at PRH entrances including revised scripting. Other than the designated access points, most of the other entrances to the hospital have been locked and signage has been posted letting patients and visitors know which entrances must be used. Screeners are being recruited and trained for shifts as it is expected that active screening may be in place for some time.
- Plans for screening at the Staff Entrance (Bell Street) are still being finalized and it is likely that this will be set up to run 24/7.
- A reminder that the entrances below will be the **ONLY** access points to PRH for patients, visitors and staff, and screening will be taking place at each entrance:
 - Tower A (emergency department) 24/7
 - Staff Entrance off Bell Street (hours to be confirmed but likely 24/7)
 - Tower C (main entrance) 7 a.m. to 7 p.m.
 - Tower D (main entrance) 7 a.m. to 5 p.m.
- Staff are being reminded to use PPE as directed in order to help ensure that resources that aren't required are being conserved for a time when they may be needed. In addition, it should be noted that surgical masks with visor or safety glasses are part of the required PPE. Safety goggles can be used if they are the only eye protection that is available. All eye protection should be discarded when they have been contaminated.
- All existing DI bookings will be reviewed. Patients will be told that they may receive a call to delay and reschedule their test.
- All existing bookings for Surgical procedures will be reviewed with priority given to urgent and emergent appointments. Patients will be told that they may receive a call to delay and reschedule their procedure.
- In Ambulatory Clinics:
 - There will be no changes to appointments for Medical Day Care or Systemic Therapy.
 - Clinic visits will be reviewed and patients will be contacted if their appointments will be delayed and rescheduled.
 - Some clinic appointments may be done by phone or other remote methods but patients will be notified if this is the case for their appointment.
 - Patients who still have in-person appointments will be called the day before to be pre-screened.
- Information Technology only has limited capacity to provide laptops for home use.
- The Senior Leadership Team has approved free TV rentals for all inpatients for the duration of Visitor Restrictions. Starting March 18th a box of 50 TV guides and headphones (one of each per patient), will be provided to the Nursing Station on

Rehabilitation, 2nd Medical and Medical 3B for distribution as required. Note that every new patient requires a TV guide and headphones. They are not to be shared.

- The Sunshine Gift Shop will close until further notice effective 4 p.m. this Friday, March 20th.
- The Lunch Box has eliminated the breakfast and salad bars and is now offering a variety of grab-and-go items. In order to support staff and maintain service most self-serve items have either been packaged in a grab-and-go format or are being served by Food Services staff.

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.