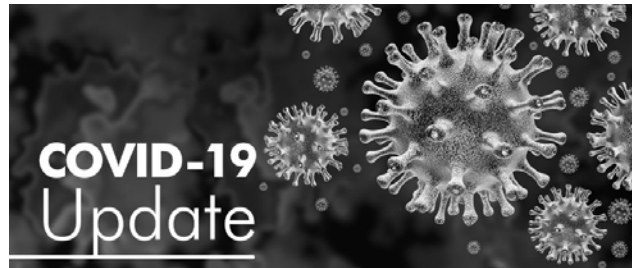


# PEMBROKE REGIONAL HOSPITAL



**DATE:**                   **March 19th, 2020**

**SUBJECT:**           **COVID-19 Update #7**

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**Today's Take-Aways:**

- Updated Directive for Health Care Workers who have travelled outside of Canada – staff must self-isolate for a period of 14 days starting from the day of arrival in Ontario and they must contact Occupational Health.
- A reminder that anyone who has questions with respect to COVID-19 and whether they should be at work are asked to call extension 8200, not the Occupational Health department extensions.
- Current visitor restrictions are under review provincially and are expected to become more stringent in the coming days.
- The hospital is looking at ways to safely conserve Personal Protective Equipment (PPE). As part of this, a facility-wide inventory of supplies needed to deal with COVID-19 is being conducted.
- Anyone contacting Public Health is being asked to leave only one message in order to assist with call backlog.
- PRH is fully compliant with all medical directives from the Chief Medical Officer of Health.
- In order to protect the community and the most vulnerable in our facility, please follow all guidelines to help prevent the spread of COVID-19 such as:
  - Practicing good hand hygiene
  - Ensuring social distancing takes place
  - Proper use of appropriate Personal Protective Equipment (PPE)
  - Following the screening process at PRH entrances that are meant to protect you and others.

- Staff are reminded that, even at challenging times like this, everyone is bound by the policies and commitments around patient privacy and confidentiality.
- Pager use – IT is currently experiencing some issues with pagers as the service is being overloaded. Two-way pagers may receive a busy signal and you may not be able to get through on your first attempt. With one-way pagers – you may leave your message but it may not go through immediately. Anyone with a pager is asked to respond as soon as possible (i.e. within 5 minutes) otherwise the person who is trying to connect with you should assume that the page did not go through and they should try to page again.
- Cell phone use – everyone is reminded that if you are using cell phones to text messages, those messages should not include any patient information. Instead ask the individual to contact you.
- Today we are launching an email address for COVID-19 questions from our health care team – **covid19questions@prh.email**. On a regular basis, questions and answers will be posted on the COVID-19 section of Staff Resources on our website ([www.pembrokeregionalhospital.ca](http://www.pembrokeregionalhospital.ca)). Please note that as the COVID-19 situation is rapidly evolving, answers to questions may change from one day to the next. All questions and answers will be posted by date.
- Today we are also introducing the start of regular short video clips on our hospital's YouTube channel that will address various topics related to COVID-19. Today's first video is a message from PRH President and CEO Pierre Noel. The link to each video will be included with emailed updates and will be posted within the update if you wish to copy and paste into your browser.

**<https://youtu.be/2wo5TLepOuw>**

### **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).