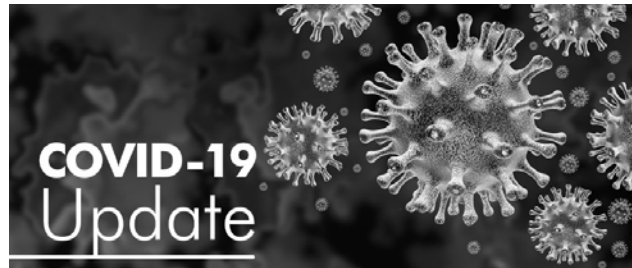


PEMBROKE REGIONAL HOSPITAL



DATE: March 23th, 2020

SUBJECT: COVID-19 Update #9

Today's Take-Aways:

- A reminder that our internal Incident Management System remains in place with multiple working groups addressing key areas of operations: 1) Critical Care, 2) Clinical Screening and Visitor Policies, 3) Non-Essential Services, 4) Human Resources Directives and Screening of Staff, 5) Communications and 6) Supplies. These groups, in addition to our Incident Management Group, Management Team meeting and others continue to meet daily as the situation evolves. You should also be aware that the province and region also have Incident Management Systems in place. Our planning at PRH is aligned with what these other groups are doing.
- The new Visitor Restrictions are now in place and we are working closely with families to ensure compassionate exceptions are appropriately made.
- In an effort to preserve Personal Protective Equipment (PPE) used by screeners, plexiglass screens have now been put in place at all screening locations.
- Staff are reminded to be respectful and courteous to our PRH screeners. The screeners play a vital role to the health and safety of our entire staff. The screening questions are mandatory and your help in fully complying with the screening process is very much appreciated. Screening questions are continuously being adapted following advice from our Chief Medical Officer of Health.
- Please have a heightened awareness that at times like there, there may be individuals who wish to take advantage of people so be cautious of emails that may not look legitimate or phone calls that may be suspicious. Report any unusual items or calls to our IT Helpdesk.

- Please note that there are expected shortages of single use isolation gowns. We ask everyone to please manage the supply carefully going forward to help avoid any significant shortage.
- We are just days away from the regional launch of a new Virtual Triage and Assessment Centre which will provide residents with a primary care alternative for those who don't have a family physician, or those who are unable to reach their own care provider. More details will be rolled out in the coming days and there will be widespread communication to the public about this new service.
- A reminder to staff to now send all COVID-19 questions to **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). All questions and answers will be posted and organized by date.
- We recognize that this situation continues to challenge all of us, both personally and professionally. Continue to support one another in any way you can so that we have a positive workplace and a calm, safe and professional environment for our patients. Remember you are not alone in this and there are resources to provide assistance and support if you need it.
- Today's YouTube video features Sabine Mersmann, Vice-President of Clinical and Support Services – Partnerships and Integration, who is sharing a message about visitor restrictions, screening and community support. 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' update email.

<https://youtu.be/D6txxz-s30Y>

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.