

PEMBROKE REGIONAL HOSPITAL

MEMO

TO: All Physicians, Staff and Volunteers

FROM: Pierre Noel, President and CEO

DATE: March 13th, 2020

SUBJECT: Coronavirus Update

In light of the rapidly evolving global situation with the COVID-19 pandemic, I wanted to provide you with an update on what is being done behind the scenes at the Pembroke Regional Hospital in order to prepare for any cases we may receive while ensuring the protection of our patients, visitors, volunteers, staff and physicians.

First, you should know that, for some time now, many of our leaders and Infection Prevention and Control staff have been meeting regularly as part of various working groups and committees with community and health care partners, hospitals including those in Ottawa, and representatives of public health to discuss issues of local and regional importance such as Ministry of Health updates, pandemic planning and preparation, communication, staff education and equipment and supply needs.

In terms of supplies, the Ministry of Health has committed to providing us with the supplies that we need in emergency situations.

Internally, staff education has been a priority with several mock scenarios being run with Emergency Department and Environmental Services staff as well as in other areas deemed to be of higher risk. In addition, there has been education rolled out through Lean huddles and the development of various tools and educational materials for COVID-19 related testing, etc.

Recently, PRH has been asked by the province to become a regional site for care of any patients with COVID-19 requiring admission in our area. To achieve this, we are working with our partner hospitals, paramedics and the health unit to put in place a bypass protocol for our surrounding smaller hospitals.

Please note that early next week we will start active screening of visitors and staff and begin limiting access points to the hospital.

Also note that travel outside of Canada is strongly discouraged so please take the time to review today's earlier memo around processes related to travel.

While this summarizes some of the major activities at this time, there are many other activities taking place in relation to this pandemic and I think it is important to note that, as prepared as we and others in the health care field may be for a pandemic such as this, it is still a situation in which none of us have all of the answers and we are all learning, adapting and making improvements as we go.

If you have any suggestions on COVID-19 preparation please bring these forward at your huddles or to your supervisor.

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.

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.

Clearly this situation is evolving rapidly and we will do our utmost to keep you as up to date as possible through various communication channels. For updates and changing directives, please be sure to regularly check your hospital email, The Loop, our hospital's Facebook or Twitter feed, the home page of our Intranet, or the Staff Resources section of our website.