

## **NEWS RELEASE/PUBLIC NOTICE – FOR IMMEDIATE RELEASE**

**March 19, 2020**

### **COVID-19 – A message to our community**

Campbellford Memorial Hospital (CMH) staff, physicians and community partners are working very hard to promote and protect the health and well-being of our community amidst the rapidly changing COVID-19 Pandemic.

Although CMH has had to make changes to the way we operate, we continue to provide essential services. We are following Ministry of Health Directives as well as directions from our Public Health experts. We are taking essential steps to slow the spread of this virus and “flatten the curve”, but we are still here to provide the right care in the right place at the right time.

For patients who may be showing mild to moderate symptoms of COVID-19, please use the self-assessment tool that the Ministry of Health has provided at <https://www.ontario.ca/page/2019-novel-coronavirus> , and/ or call Telehealth at 1-866-797-000, or our local Public Health Unit at 1-866-888-4577. They will determine whether you need to be tested for COVID-19 and they will refer you to an Assessment Centre. Please note that Campbellford Memorial Hospital is not an Assessment or Test Centre for COVID-19.

Our Emergency Department continues to provide emergency and urgent care to patients. If you have an emergency and need medical assistance, please call 911 immediately. They will screen you for COVID-19 and take additional precautions if it is a possibility.

We are directing anyone coming to the hospital to enter through the Emergency Department door. We are actively screening everyone who arrives to determine if extra COVID-19 precautions need to be taken by our staff. Protecting the safety of both our patients and staff is a priority.

### **NEW visitor restrictions**

CMH is restricting all visitors within the hospital. We appreciate that this is difficult for many of our patients, but this is consistent with steps being taken in the long-term care sector as well as many other acute care hospitals, and it is for the protection of our patients, staff, and the general public. Visitors for palliative patients or the acutely ill will be permitted on a case-by-case basis, in consultation with the health care team. In the Emergency Room, a parent or guardian will be able to accompany a minor who is here for urgent care. At all times, anyone who is feeling unwell should not visit/accompany a patient to the hospital.

### **Volunteer restrictions**

CMH volunteers have ceased on-site volunteer duties. We know that this will be a challenge for our organization as we are heavily reliant on volunteer support, but out of an abundance of caution we know it is the right move at this time. This includes all CMH Auxiliary volunteers, Patient and Family Advisors, Foundation volunteers, Board members, Spiritual Care Volunteers and St. John Therapy

Dog volunteers. Special allowances will be made for palliative and other patients who request visits from their chaplain or priest.

### **Community Mental Health Services**

All group programs are cancelled. All counselling and Case Management will be by phone support only. For Early psychosis intervention programs, injections will be given in clinic by EPI Nurse, medication renewals and all other regular contacts will be completed by phone. For Psychiatry, medication renewals will be completed by phone. All other appointments will be offered via OTN on an urgent basis only. For our Court Support/ Diversion program, all criminal court matters will be postponed for 10 weeks, phone support is available.

### **GAIN**

We are calling all active clients over the next few days to ensure they are supported and coping well. Staff will only do a home visit in a crisis situation after first screening for COVID-19. There are no Geriatrician appointments until at least April 8, 2020.

### **Non-Essential Services**

On direction from the Minister of Health and Ontario Health, CMH is now taking steps to pause or postpone elective and 'non-essential' services over the next few weeks. We will be postponing services and/or work deemed non-essential. We have been notifying our patients regarding any postponements.

### **Diagnostic Imaging**

All elective diagnostic imaging studies booked at CMH are postponed. This includes all elective mammograms and bone mineral densities, elective follow up and screening, CT scans (excluding oncologic studies), elective ultrasound examinations and X-rays. Our Diagnostic Department will continue to provide imaging services to inpatients, Emergency Room patients and outpatients with acute symptoms or other urgent issues.

### **Surgical and Endoscopy Services and Outpatient Clinics**

All surgical and Endoscopy appointments, and Outpatient Clinics have been cancelled until at least April 6, 2020, and the need for further cancellations will be determined by March 30, 2020. However, requisitions and referrals received through CMH Booking Department will continue to be triaged by our Technicians. Patients will be called and booked appropriately in the future when the restrictions are lifted. Physician's offices have been notified of our current restrictions and process.

**Outpatient falls prevention class** – has been cancelled until this situation has resolved

**Physiotherapy** – no group inpatient physio activities; all physio has been moved to individualized treatments.

**Diabetes education, Dietician appointments, Diabetic Clinics and Outpatient Nutrition** – have been cancelled until April 6<sup>th</sup>. The Diabetes Education Coordinator is reviewing outstanding tests and completing phone appointments with those necessary. She is also setting up phone appointments with patients that require physician consult.

**Recreation Therapy/Falls Programs/BSO** – we will not be running group classes. Our team is providing patients with in room activities

### **Dining changes**

- CMH's cafeteria is closed to the public but remains open for staff and physicians with a limited number of food options. The seating area in our cafeteria has been arranged to maintain the appropriate social distance.
- All patients receive all meals in their rooms.

### **Meeting/event changes**

- External meetings/special events planned for CMH have been cancelled until further notice
- Non-essential meetings with external partners are being cancelled

### **Close collaboration with community partners**

Regional and local teleconferences are being held regularly with our partners, including local public health, primary care providers, community care providers, municipal leaders and more to support consistency and ensure coordination of COVID-19 efforts across providers.

### **Reminder about information sources**

For the most recent provincial information on COVID-19, including symptoms to watch for and the status of cases in Ontario, see Ontario's dedicated COVID website:

[https://www.ontario.ca/page/2019-novel-coronavirus?\\_ga=2.170539552.1875467309.1579993944-406455907.1572275087](https://www.ontario.ca/page/2019-novel-coronavirus?_ga=2.170539552.1875467309.1579993944-406455907.1572275087) or the local Public Health website at <https://www.hkpr.on.ca/> . Please also follow us and our Foundation on our social media feeds.

Campbellford Memorial Hospital is a 34-bed health care facility located in Trent Hills. As the only hospital located between Belleville and Peterborough, CMH provides a comprehensive array of acute care services. Together we ensure our patients receive the right care in the right place at the right time. We have a sustainable vision for the future: building upon our existing strengths, being a recognized leader in rural healthcare, and creating a healthy community through service excellence, effective partnerships and a health hub model of care. We are extremely proud of our team – warm, caring professionals who take a genuine interest in our patients. We passionately pursue excellence, and create a better experience by putting our best selves forward every day.

