

PEMBROKE REGIONAL HOSPITAL

MEMO

TO: All Staff and Physicians

FROM: Senior Leadership Team

DATE: January 12, 2022

SUBJECT: COVID-19 – Regional and PRH Updates

As the COVID-19 Omicron Variant of Concern continues its rapid transmission, we, like many others in the health care sector, have had to pivot and renew our efforts, reminiscent of all that was done during the pandemic's earlier waves.

Regionally, our sector is experiencing many challenges and we must be ready and willing to assist our partner health service providers and work collaboratively in order to maintain and provide priority health services in our region.

Given the rapid pace of change, we thought it might be helpful to provide a short update on some of the current issues and challenges.

Regionally:

- Our Ottawa partner hospitals are experiencing extreme pressure at this time, many with widespread outbreaks across multiple units. We, along with other hospitals outside of Ottawa, are being asked to assess our ability to treat as many patients locally as possible in order to assist in maintaining some capacity in Ottawa.
- One of the biggest issues Ottawa hospitals are facing is the high and ever increasing numbers of ALC (Alternate Level of Care) patients. Due to outbreak situations in long-term care facilities, there are an increasing number of individuals who cannot be placed upon discharge and are remaining in hospital.
- As an organization, we have a responsibility to assist other organizations in our region who are at significant risk which is why we are once again creating a pool of staff who could be deployed to other health care settings if requested to do so. We appeal to all staff to be as flexible as possible in these challenging times.

At PRH:

- Our hospital is experiencing staffing challenges throughout the organization, which we have been managing our way through. At this time, we have

approximately 50 or so staff members on any given day who are off work for various COVID-related reasons.

- As previously noted, there will be times, due to operational demands, where you may be temporarily reassigned to a different unit. Your manager will take into account your skills and abilities prior to making a reassignment decision and will provide you with all of the necessary support and guidance. While we recognize that this comes with challenges, we thank you for your flexibility. In doing so, you are making a huge contribution to the health and safety of our patients, assisting your colleagues and enabling the smooth operation of the hospital.
- We are receiving new guidance daily from Ontario Health on various topics. Once this guidance is reviewed, changes to current practice will be broadly communicated in a timely manner to those affected.
- We are currently in the process of updating our surge capacity plans in the event that we see a large increase in the number of patients we need to serve. This surge plan will be communicated broadly as well should we need to implement it.

This is a challenging time for everyone and we extend our deepest appreciation for all of your support and dedication to one another and to the critical role you play in providing exemplary care to our patients.

Please continue to stay engaged and informed. Regularly check your email and monitor official PRH communication channels like The Pulse newsletter and memos.

If you need support, please reach out. This includes speaking with your manager, accessing our Employee Assistance Program (EAP) at 1-866-833-7690 or calling the Mental Health Crisis Line at 1-866-996-0991. Let's continue to support one another and we will get through this current Omicron wave together.