

# COVID-19 Update

**Date:** Wednesday, April 29, 2020

**To:** All JHCC Staff and Physicians

**From:** Dr. Ralph Meyer, Vice President Oncology & Palliative Care  
Kim Alvarado, JCC Site Administrator & Director, Oncology,  
Critical Care, Palliative Care

**Subject:** **An update on cluster health care worker COVID-19 cases at JCC**

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We would like to assure staff and physicians that we are doing everything we can to minimize the impact for everyone in light of the recent cluster outbreak of health care workers at the JCC. As announced Monday, and updated on Tuesday, there are two confirmed cases of COVID-19. The individuals continue to self-isolate at home.

As of this afternoon, there have been no further confirmed cases among staff or physicians, and no cases among patients.

HHS Infection Prevention and Control (IPC) and Employee Health Services (EHS) continue to work with Hamilton Public Health to identify and inform individuals that may be associated with this case.

## Protect yourself, protect your colleagues

At this time, we remind staff and physicians about the important steps we can all take to help minimize the risk of exposure:

- Adhere to universal masking guidelines in all areas of the hospital at all times while at work in the hospital. If you need to remove your mask to eat, you must practice physical distancing, being more than six feet (2 meters) away from another person. If physical distancing is not possible within your area, please go to an alternate area where it is possible to social distance before removing your mask.
- Practice good hand hygiene.
- Be vigilant in self-monitoring and report symptoms to Employee Health and Safety (EHS).

These steps will help ensure that everyone is working safely and our colleagues and patients are protected.

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## Support resources

Great peer-to-peer work is already taking place to help staff and physicians navigate this difficult time. We encourage people to take advantage of the following resources for support:

- The [Resilience Support Toolkit](#) on the Hub contains a variety of tools, videos and brief exercises. These are intended to be used throughout the day for micro moments where staff can Pause, Reset, and Nourish (PRN).
- The COPE Line provides emotional and practical peer support for HHS staff and physicians 24/7. Peer Supporters are HHS staff members from a variety of roles and disciplines who have been trained in peer support. The COPE Line can be reached at (905) 521-2100 ext. 43333.
- HHS Spiritual Care practitioners can be contacted through paging and are available on-site during daytime hours (9 a.m. to 5 p.m.) and over the phone during off-hours.

Thank you

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