

COVID-19 Update

Date: Friday, April 10, 2020

To: HHS Leaders

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Subject: **Health Safety & Wellness and Infection Prevention & Control On Call**

To ensure staff safety, while supporting the safe management of COVID-19 patients, Employee Health Services (EHS) and Infection Control (IC) are providing 24/7 coverage to support teams with **urgent** consultations. These supports are available through paging.

Given the increasing volume of these calls, and the very small teams managing them, we are working hard to ensure balance for our teams. We ask that before paging EHS or IC, teams:

- Use the Hub to access information as appropriate;
- **Call during daytime hours when possible;**
- Use the additional supports available from EHS through covidforms@hpsc.ca or ext. 42200 and
- Call the correct team for advice as follows:
 - EHS for **staff** health related questions, including return from international travel, COVID-19 symptoms, self-monitoring, self-isolation, return to work timing and return to work accommodation.
 - Infection Control for **patient** related COVID-19 care questions.

This table outlines the types of consultations that would be appropriate to call for support after hours, **where a response is urgently required and cannot wait until the next business day.**

Health Safety & Wellness	Infection Control
Answering questions from staff related to: <ul style="list-style-type: none"> • Staff COVID symptoms/need for: <ul style="list-style-type: none"> ○ Self-monitoring ○ Self-isolation ○ Testing • Exposures on shift • Returning to work 	<ul style="list-style-type: none"> • Management of admitted, suspected or confirmed COVID-19 (Do not call to inform of testing) • Accommodations/Placement and cohorting patients

We appreciate your help in directing enquiries to the appropriate area. It is important we all work together through these challenging times.

Susan and Rosanne