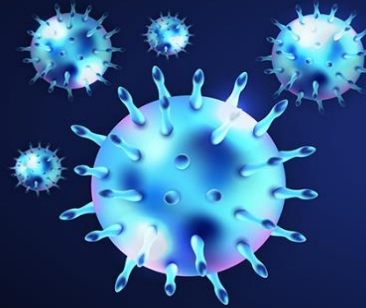


Wednesday, April 1, 2020



## HDS CORONAVIRUS COVID-19 BULLETIN

### EMERGENCY CHILDCARE SUPPORT FROM NIAGARA REGION

During the COVID-19 pandemic, Niagara Region Children's Services is working with the provincial government to reopen a limited number of licensed childcare centres. Childcare will be offered **free of charge** for children of healthcare workers and first responders who have no other alternatives. Children's Services is opening up to four childcare centres as needed, and they will operate Monday to Friday from 7 a.m. to 6 p.m.

#### NIAGARA REGION CHILDREN'S SERVICES

- You may apply for emergency childcare at <https://niagara.onehnsn.com>.
- During the application, information about your place of employment and childcare needs will be asked.
- Should you require any assistance while applying, please contact Jackie Galloway at 905-980-6000, ext. 3817 or [jackie.galloway@niagararegion.ca](mailto:jackie.galloway@niagararegion.ca).

#### HOME-BASED CHILDCARE PROVIDERS

- For more information about available emergency home childcare, please contact:
  - Ashley Boyle at 905 980-6000 ext. 3874 or [ashley.boyle@niagararegion.ca](mailto:ashley.boyle@niagararegion.ca) or
  - Helen Lake, ext. 3823 or [helen.lake@niagararegion.ca](mailto:helen.lake@niagararegion.ca).

### SUPPORTS FOR CAREGIVERS

Yesterday's bulletin included self-care tips and resources for staff from Homewood Health, our EAP provider (1-800-663-1142 or [homeweb.ca](http://homeweb.ca)). We value your well-being and encourage you to use these resources.

We recognize that it's also a very difficult time for family caregivers – the family members, partners, friends and neighbours – who support patients. We know that caregivers appreciate all that health care workers are doing to keep patients safe. We also know that caregivers need support as they go through this. If you think a family caregiver could use support, please pass along the important information below.

**The Ontario Caregiver Organization** exists to support family caregivers. They offer online support groups and tip sheets related to COVID-19, as well as other checklists, starter kits, and reading material.

Caregivers can also access **The Ontario Caregiver 24/7 helpline at 1-833-416-2273** or live text available Monday to Friday from 7 a.m. to 9 p.m. at [www.ontariocaregiver.ca](http://www.ontariocaregiver.ca). The helpline is answered by Community Resource Specialists who provide information about local programs and services, including which programs now have virtual offerings.

### MEDIA INQUIRIES

In the event you are contacted by journalists (the media), please redirect them to Communications: [dean.lorenz@hoteldieushaver.org](mailto:dean.lorenz@hoteldieushaver.org) | (905) 685-1381 x84826

This way Communications can ensure that a designated spokesperson is available to provide the level of detail required to fully answer the media's inquiry.

## PATIENTS TRANSFERRED FROM NIAGARA HEALTH

For many years, our partnership with Niagara Health (NH) has involved admitting patients to HDS who no longer require acute care at NH in order to provide them with rehabilitation and complex care services. This process has not changed during the pandemic. As NH begins decanting to make more beds available for those requiring acute care, we will begin to see more admissions to HDS. To eliminate misinformation about this process, here are some points to keep in mind:

- Patients at NH who are in a designated COVID-19 unit – a unit for COVID-19 positive patients – will be cared for by NH and will not be transferred to HDS.
- There may be other non-COVID patients on the same NH floor as this unit who could be admitted to HDS, but those patients have not been in proximity to the NH COVID-19 unit and infection protocols deem them as no risk of spreading the virus.
- During this stressful time, please rest assured that we are continuing to follow the directives of the Chief Medical Officer of Health of Ontario (Ministry of Health – MOH).
- Our infection prevention protocols have certainly been heightened and our PPE requirements also follow the MOH directives.
- Further information is in the section below about capacity planning and hospital decanting.
- If you still feel uneasy, please speak with your manager to discuss your specific situation.

## PROVINCIAL COVID-19 CAPACITY PLANNING AND HOSPITAL DECANTING STRATEGY

The Ministry of Health has requested that regional hospital systems and community partners collaborate on COVID-19 hospital capacity planning through the implementation of hospital decanting measures.

At a local level, Niagara Health's St. Catharines General Hospital is the designated hospital treatment site for all COVID-19 positive patients requiring hospitalization in Niagara. In order to create and ensure capacity at the SCG site, HDS along with other sites of Niagara Health are supporting the local decanting strategy by ensuring patient flow. What this means for HDS:

- If an HDS patient is tested for COVID-19 and results indicate that the patient is COVID-19 positive, HDS will coordinate with Niagara Health to transfer this patient to the SCG site as soon as possible.
- If we have competing referrals from various sites of Niagara Health, patients located at the SCG site will receive priority admission to HDS to support COVID-19 bed capacity at the SCG site.
- Subject to the COVID-19 criteria identified above, admission criteria to HDS has been changed to:
  - HDS will continue to receive referrals and admit rehabilitation, complex care and end of life patients.
  - As per our commitment to the provincial decanting strategy, we will also support local patient flow by altering our standardized admission criteria to accept patients that may be waiting for LTC placement and transitional care beds at the designated COVID-19 hospital site (all stand-alone Rehabilitation Hospitals across Ontario have expanded their admission criteria accordingly).
  - Barriers to admission include: behavioral patients or other patients presenting with conditions that could not be safely managed by HDS as well as COVID-19 criteria identified above.

**In recognizing your commitment to delivering exceptional care to our patients during this turbulent time, we deeply thank each of you.**

## ONLINE RESOURCES

Some other reference material:

- [Niagara Region Public Health](#)
- [Public Health Agency of Canada information on Coronaviruses](#)
- [Government of Ontario - Wuhan Novel Coronavirus \(2019-nCoV\)](#)