

Wednesday, March 18, 2020

WHAT REMAINS “REGULAR OPERATIONS”

Hotel Dieu Shaver (HDS) continues to be a safe place to receive care, to keep it safe, and due to the Province of Ontario’s declaration of emergency, we will be increasing the number of COVID-19 precautions.

Subject to modifications that have been or will be communicated, **our inpatient services are currently operating under normal practices**. Outpatient services, as communicated on Monday, have had several programs temporarily suspended. Other updates are below.

COVID-19 ASSESSMENT CENTRES

The first of two COVID-19 assessment centres opened yesterday (Tuesday, March 17) and is located behind the Greater Niagara General Hospital site in Niagara Falls. The Assessment Centre will be available by referral only from Niagara Region Public Health. People who suspect they may have a COVID-19 infection are being directed to contact them at 905-688-8248 ext. 7019 or toll-free at 1-888-505-6074.

A second assessment centre will be opening soon in St. Catharines. Further details to follow.

STUDENTS, VOLUNTEERS, AUXILIANS AND PATIENT ADVISORS

To protect health and strengthen safety, until further notice, we are cancelling the service we receive from the following individuals:

- Patient Advisors
- Students (work placements or volunteers)
- Volunteers and Auxiliaries

We deeply appreciate the contributions, help and company we receive from our patient advisors, volunteers, auxiliaries and students, but in the best interests of everyone’s health and wellbeing, we are required to restrict access to the hospital during these uncertain times.

COFFEE SHOP (DIEU DROP IN) AND GIFT SHOP

Due to reliance upon volunteers, the Gift Shop will be closed until further notice.

The “Dieu Drop In” coffee shop will only be open from 11:15am – 2:30pm from Monday to Friday at which time Food Services will sell lunch items, snacks, coffee and other beverages. **Due to COVID-19 precautions, items will be available for take-away only**. At all other times, which were operated by volunteers, the coffee shop will be closed.

DAY AND WEEKEND PASSES FOR PATIENTS

To manage infection control, day and weekend passes for patients are suspended until further notice.

STREAMLINED STAFF SCREENING

Those staff who have been screened at least once will not have to complete additional screening questionnaires upon re-entry.

Only if you feel unwell will a temperature reading be taken, and then you may go to Occupational Health for further examination if required.

MUSIC IN THE CHAPEL

Sister Louise has kindly been playing quiet, meditative music in the chapel each day. If you need to take time out for yourself to relax and de-stress, this is an option for you.

EMPLOYEE VACATION

Given the unusual circumstance we are facing, and in an effort to ensure safe staffing levels, no new / additional vacation requests can be scheduled without vetting and approvals from your manager, and your manager's further vetting through Human Resources. Requests will be considered on a case-by-case basis.

OUR COMMITMENT

We are committed to keeping our patients and each other safe.

We continue to monitor the situation with our health partners, taking necessary precautions and planning for any developments. Much like our health partners, we are acting on the best advice of the Province's Chief Medical Officer of Health and other leading public health officials.

Thanks for your ongoing co-operation and tireless dedication.