

COVID-19 TEMPORARY SUSPENSION OF NON-URGENT AMBULATORY PROGRAMS

Tuesday, March 17, 2020

TO: ALL STAFF, PHYSICIANS, AUXILIARIES, VOLUNTEERS AND PATIENT ADVISORS

FROM: David Ceglie, Interim Executive Vice-President of Clinical Operations
Jennifer Hansen, Chief Nursing Officer
Lynne Pay, Interim Chief Executive Officer

RE: COVID-19 Temporary Suspension of Non-Urgent Ambulatory Rehabilitation Programs

Beginning Wednesday, March 18, 2020, we are temporarily suspending all non-urgent ambulatory programs as part of our COVID-19 pandemic plan. Please refer below to the list of programs that will be suspended as part of Hotel Dieu Shaver's response. **As a result of these measures, affected staff will be re-assigned.**

The Ontario Government has asked that all hospitals ramp down elective surgeries and other non-emergent clinical activity to protect patient safety and increase capacity for healthcare workers to respond to COVID-19. In accordance with the guiding principles established by the Ministry, these decisions at HDS were vested in a consideration of the following:

1. Use of an ethical framework to guide decision-making;
2. Prevent high risk and occult transmission; and
3. Develop and preserve capacity within the healthcare system.

We are taking a carefully planned approach to accomplish this goal responsibly and with the best interests of our patients' and team's health and well-being in mind.

These are very difficult decisions, as we understand and appreciate the impact that postponed rehabilitation will have on everyone from patients and families to members of our care team. In light of this decision, we will be contacting all patients directly to let them know of the status of their rehabilitation program. These notifications will begin today, March 17th, 2020.

We anticipate these changes will continue for a number of weeks but we will keep you informed of developments. **Your manager will reach out to you directly with information about how these changes may affect your area.**

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

We continue to monitor the situation with our health partners, taking necessary precautions and planning for any developments. As we all know, this is a constantly changing situation, and we commit to notifying everyone of changes that affect HDS as soon as we can.

Thank you for your co-operation and dedication.

Programs that will continue to operate at this time:

- Audiology and Hearing Aid Clinic (open for supplies and minor repairs only)
- Augmentative and Alternative Communication
- Medical Clinic South
- Orthopedic Programs, Hand Therapy (for essential post-surgical care only)
- Rehab & Wellness - WSIB Regional Evaluation Centre (exploring virtual assessment option)

Outpatient/ambulatory care programs temporarily suspended until further notice:

- Adult Seating Clinic
- Amputee Program
- Audiology & Hearing Aid Clinic
- E.M.G Clinic
- General Neurology Rehabilitation Program
- Incontinence Clinic (Satellite of St. Joseph's)
- Medical Clinic North
- Memory Clinic
- Ontario Telehealth for Neuro Diseases
- Orthopedic Programs (with the exception of essential post-surgical hand therapy care)
- Parkinson's Rehab Program
- Rankin Family Cancer Rehabilitation Program
- Rehab & Wellness Centre Physiotherapy Services
- South Niagara - Ambulatory Rehab Program (Partnership with March of Dimes and Niagara College)
- Speech Language Pathology Program
- Stroke Rehabilitation Program
- Carpentry
- Worship Services