

# VIRTUAL ALL STAFF TOWN HALLS



April 19, 2023



Thunder Bay Regional  
Health Sciences  
Centre

Thunder Bay Regional  
Health Research  
Institute

# Virtual All Staff Town Hall

## 1:00 pm – 1:45 pm

### *Agenda for April 19*

- ▶ **Introduction** – *R. Crocker Ellacott*
- ▶ **Patient Story** – *M. Lesperance*
- ▶ **Transitioning of COVID-19 Response Activities** – *J. Wintermans*
- ▶ **National Volunteer Week** – *D. Jeanpierre*
- ▶ **Your Questions Answered** – *J. Wintermans*
- ▶ **Closing Remarks** – *R. Crocker Ellacott*

# Patient Story



Thunder Bay Regional  
Health Sciences  
Centre

Thunder Bay Regional  
Health Research  
Institute

Exceptional **care** for every patient, every time.

3

STRATEGIC PLAN  
2026

# COVID-19 Response Activities – Phase 2 Transition

- ▶ Phase 1 completed April 1, 2023.
- ▶ Throughout COVID-19 pandemic, protocols were shared through guidance documents and fluctuated based on pandemic response levels.
- ▶ Many hospitals moving to normalizing activities into operations.
- ▶ Phase 2 activities will be aligned to a **Normal State** vs **Restricted State**:
  - ▶ **Eye Protection**
  - ▶ **Physical Distancing/Spacing**
  - ▶ **COVID-19 Admission Swabs**
  - ▶ **Patient and Essential Care Partner (ECP) or Care Partner (CP) Movement**
- ▶ Changes to occur starting April 21, 2023.

## Normal State vs Restricted State

- ▶ Identified through different avenues (OHS, IPAC, SLC)
- ▶ Escalated to Senior Team
- ▶ Terms can be applied at any time – not just used for Pandemic
- ▶ Normal operations are day to day
- ▶ Restricted state would be an exception to normal operations

# COVID-19 Response Activities – Phase 2 Transition

*Eye Protection – Staff, Professional Staff, Learners, Volunteers, Contractors, Vendors, Scientists and Researchers*

Current State	Approved Recommendations
Mandatory eye protection is required only in patient care areas or clinical settings, and in circumstances where face to face contact occurs (less than 2 metres) with no structural shielding in place.	<u>Normal State</u> <ul style="list-style-type: none"><li>• No longer be required to wear eye protection unless required to do so when performing procedures as outlined through IPAC protocols.</li><li>• Any staff member can continue to use eye protection at their preference.</li></ul>
	<u>Restricted State</u> <ul style="list-style-type: none"><li>• Reactivate as deemed necessary to units or more broadly by OHS, IPAC.</li><li>• This will be communicated broadly.</li></ul>



# COVID-19 Response Activities – Phase 2 Transition

## *Physical Distancing/Spacing*

Current State	Approved Recommendations
Physical distancing protocols in place throughout the hospital – encouraged to maintain 6 feet of distance from one another when able.	<u>Normal State</u> <ul style="list-style-type: none"><li>• Removal of signage for minimal distancing and more traffic within the common areas and cafeteria.</li><li>• The use of overflow lunchrooms will be reverted to meeting rooms and plexiglass dividers will be removed in the cafeteria and Robin's Donuts as more tables are introduced back into the eating areas.</li><li>• Elevators will allow more than the 2 person max capacity and waiting rooms will be permitted to have more individuals and reverted to pre-pandemic configurations.</li><li>• Unit break rooms may also return to full capacity.</li></ul>
Lunchrooms and Cafeteria have been converted to allow for more spacing.	
Cafeteria tables have plexiglass barriers.	<u>Restricted State</u> <ul style="list-style-type: none"><li>• If the Hospital needs to move to a Restricted State, configurations of tables and distancing rules will be re-introduced.</li></ul>



# COVID-19 Response Activities – Phase 2 Transition

## COVID-19 Admission Swabs

Current State	Approved Recommendations
Medical directive in place that requires testing for every patient upon admission for COVID-19.	<u>Normal State</u> <ul style="list-style-type: none"><li>• No longer require swabbing for COVID-19 to be done unless ordered by a physician.</li><li>• COVID-19 swabbing at admission will be at the physician's discretion, or if the patient has/develops symptoms upon admission and/or while admitted.</li><li>• Medical Directive to be updated to reflect this change (PCS-MD-271).</li></ul>
	<u>Restricted State</u> <ul style="list-style-type: none"><li>• Reactivate active swabbing protocols and directive (if deemed necessary by OHS, IPAC).</li></ul>





# COVID-19 Response Activities – Phase 2 Transition

## *Patient and Essential Care Partner (ECP) or Care Partner (CP) Movement*

Current State	Approved Recommendations
Movement throughout the hospital has been discouraged to decrease the traffic within the hospital and lessen the opportunity for COVID-19 to be spread.	<u>Normal State</u> <ul style="list-style-type: none"><li>• Restrictions for patient and ECP/CP movement within the hospital common areas will be lifted.</li><li>• Patients and ECPs/CPs will be allowed to move throughout the hospital as deemed appropriate through their medical care to areas such as the cafeteria, gift shop, Robin's Donuts and other relaxation spaces.</li></ul>
	<u>Restricted State</u> <ul style="list-style-type: none"><li>• Reactivate the restrictions on movement throughout the hospital (if deemed necessary by OHS, IPAC).</li></ul>



# COVID-19 Response Activities – Phase 2 Transition

## What is not changing:

- ▶ Masking continues to be mandatory.
  - ▶ Passive Screening Protocols for anyone entering our facilities.
  - ▶ Self-monitor for symptoms daily and only submit (RedCap) if you are experiencing symptoms, had an exposure or a positive test.
  - ▶ Hospital access will continue to be limited through the following:
    - Main Entrance (6:00 a.m. to 10:00 p.m.)
    - Emergency Department for designated emergency
    - Labour and Delivery doors for patients/ECPs
    - Renal Doors for Renal patients and CPs (6:00 a.m. to 11:00 p.m.)
- All other access points are locked and will require staff to swipe their Hospital ID badge to enter.

## Phase 3 Transition will include:

- ▶ Masking and evaluation of changes through Phases 1 & 2.

## Next Steps:

- ▶ Further details will be communicated via memo outlining changes.
- ▶ Communications to the public on any impacts.

# National Volunteer Week: April 16-22

- ▶ Volunteer Canada's theme for this year's National Volunteer Week theme is ***Volunteering Weaves Us Together***.
- ▶ Volunteering plays an important role in the strength and vibrancy of our communities through the interconnected actions we take to support one another.
- ▶ These diverse forms of sharing our time, talent and energy strengthen the fabric of our community.



# Hospital and Foundation Volunteers and Patient Family Advisors

Volunteers contribute in countless ways to advance our Hospital's Mission and Strategic Directives and support Patient and Family Centred Care, and the Foundation through:

- ▶ Fundraising
- ▶ Participating in committees, Boards, and SLC.
- ▶ Offering a listening ear to an in-patient, or a cup of tea to someone undergoing chemotherapy treatment to providing a friendly welcome and wayfinding information at the main entrance.
- ▶ Each volunteer's action impacts our community's overall wellness, now and for future generations.



Thunder Bay Regional  
Health Sciences  
Centre

Thunder Bay Regional  
Health Research  
Institute

Exceptional **care** for every patient, every time.

STRATEGIC PLAN

2026

## Staff say thank you:

“Simply put, without volunteers our program could not function in a well coordinated manner. Our volunteers support with patients/families directly, meeting and greeting as they come into the facility, supporting during classes, literally helping with whatever the patient needs to be comfortable in our setting; and indirectly, by helping administratively: building patient education manuals, sorting files, all tasks needed to help our administrative team get patients in quickly with the right information.

Volunteers are a necessity for my program, and I am sure I am not the only one who feels this way.”

– *Kyle Baysarowich, Manager, Cardiac Rehabilitation*



## Staff say thank you:

“I am grateful to have the opportunity to collaborate with volunteers and PFAs across my portfolio. Our Switchboard and Security team thoroughly enjoy working with Volunteers. They are always kind, thoughtful, and helpful. We appreciate their dedication to patient experience. Seeing Volunteers in their element makes me smile! I am fortunate to participate in a number of committees with PFA participation. Their perspective and dedication to their role is of immense value. Between Workplace Violence Prevention initiatives and the Emergency Preparedness Committee I have opportunity to witness first hand the impacts of PFAs on decision making and important initiatives in our hospital. Their time and engagement is truly appreciated!”

– Nicole Moffett, Emergency Preparedness and Security





## Staff say thank you:

“We thank you for all that you do each and every day. You contribute to our patients’ and families’ well-being, and we are lucky to have you!”

– *Nutrition & Food Services team and Sodexo Retail team*



# City of Thunder Bay – Good Citizen Award

## Irene Krasniuk, Cancer Centre Volunteer

- ▶ Volunteer For 15 years +, Irene has been serving patients and families going through cancer treatment at Regional Cancer Care Northwest
- ▶ Offering a beverage or snack, a warm blanket, and a friendly conversation to patients and their family members
- ▶ New patients may feel overwhelmed especially at their first appointment, but the reassurance of the volunteer when giving them information that they may need is always appreciated
- ▶ Volunteers like Irene provide a comforting, understanding and helpful support in a new patient's or family's journey





As we celebrate National Volunteer Week this week, we want to thank all of the volunteers who help make a difference for patients and families.



Thunder Bay Regional  
Health Sciences  
Centre

Thunder Bay Regional  
Health Research  
Institute

Exceptional **care** for every patient, every time.

STRATEGIC PLAN

2026

# Questions?



Thunder Bay Regional  
Health Sciences  
Centre

Thunder Bay Regional  
Health Research  
Institute

Exceptional **care** for every patient, every time.

STRATEGIC PLAN

2026

# Closing Remarks



Thunder Bay Regional  
Health Sciences  
Centre

Thunder Bay Regional  
Health Research  
Institute

Exceptional **care** for every patient, every time.

STRATEGIC PLAN

