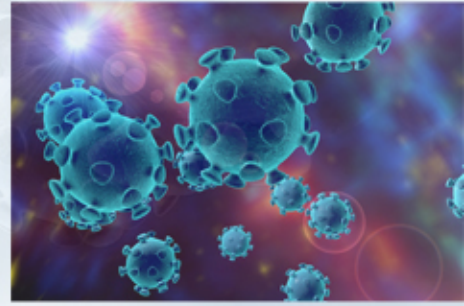


COVID-19 Update

Employee and Physician Information



Memo from the Vice President

April 20, 2020

Re: *Restricted movement of staff and physicians between long-term care and other facilities*

To better protect the most vulnerable and prevent the spread of COVID-19 in our long-term care homes, we have assigned dedicated health-care workers to long-term care sites who are no longer permitted to work across multiple facilities. These measures are being taken at the direction of Newfoundland and Labrador's Chief Medical Officer of Health.

Where necessary, exemptions have been identified, and may be granted to specific health-care workers in exceptional circumstances so that they may cross-over facilities, including into long-term care sites. In this situation, a series of procedures are in place to ensure the safety of residents and health-care workers. Where possible, staff and physicians are encouraged to use virtual technology to provide services to long-term care residents.

As a result, we will work with Eastern Health long-term care workers who currently work part-time and may have to temporarily stop working in another setting, to minimize their impact where possible.

Other measures taken to support this decision include:

- (1) Transfer protocols are in place in Emergency Departments and acute care centres, including dialysis centres, across the region to support and escort long-term care residents attending medical appointments inside these areas.
- (2) Appropriate personal protective equipment will be provided to residents and health providers to be worn while long-term care residents attend medical appointments outside of long-term care facilities. Similarly, personal protective equipment will be provided to ambulance operators, and other transport providers that we have service agreements with such as *Wheel Way*, upon entry to any long-term care site.
- (3) Infection prevention and control processes are in effect to minimize cross-contamination through the movement of items between sites that include long-term care facilities, such as food and laundry carts, garbage bins, and other objects.

Please know that the leadership group at Eastern Health is committed to supporting your safety and well-being. We understand that for many, these measures are stressful, cause uncertainty, and additional changes to work routines. There are supports available, and I encourage you to seek assistance as you see necessary:

- Our Employee Family Assistance Program (EFAP) includes resources and coping strategies are identified on the [Healthy Workplace, Psychological Safety COVID-19 intranet page](#), and [COVID-19 contact page](#).
- Employee and Physician Navigator Line 709-752-3663, available seven days, 24 hours, or email covid19.inquiries@easternhealth.ca.
- [EVA](#), Eastern Health's Employee Virtual Assistant, offering confidential, anonymous and around-the-clock access to mental health and addictions resources and peer supports, at: www.checkwitheva.ca.

Once again, we would like to thank you for your patience and flexibility while we work together towards protecting the health and safety of our residents, health workers and their families.

If you have questions or concerns, please speak to your manager. For detailed information about these protective measures, please contact the Long-Term Care Emergency Operations Centre, at ltceoc@easternhealth.ca.

Sincerely,

Judy O'Keefe

Vice President with responsibility for Population and Public Health and Long-Term Care
COVID-19 Emergency Operations Centre Incident Commander

Please report all potential communicable diseases, including respiratory illnesses, to the Central Occupational Health contact number at (709) 777-7777, line 3, then line 2. This line has extended hours and weekend coverage depending on call volume. If the service is closed, please leave a voice message with your identification details or email occhealth@easternhealth.ca. Employees and physicians should also use the online self-assessment tool available at: <https://forms.healthenl.ca/selfassessment/>.

For more information:

- [COVID-19 Employee and Physician Email Updates](#)
- Visit: [COVID-19 Intranet page](#)
- Email: covid19.inquiries@easternhealth.ca
- Call: [Employee and Physician Navigator Line](#) at (709) 752-3663, open 24 hours, seven days a week.
- Updates pertaining to Eastern Health's ongoing services will be posted on Eastern Health's [Facebook page](#) and [Twitter feed](#).