



Hôpitaux Shriners
pour enfants®
Shriners Hospitals
for Children®

Canada

Communications regarding COVID-19
Shriners Hospitals for Children – Canada Update
As of May 12, 2020

All measures are subject to change as the situation evolves



As we continue to live through the COVID-19 pandemic, we wanted to bring you an update about hospital activities.

Priority: serving children and families

We continue to receive a few patients from the Montreal Children's Hospital and we are also actively treating our own patients who now require urgent or semi-urgent care. As per government and home office guidelines, we are presently planning a ramp up of activities to return to a 30% - 40% volume of activity by the end May / early June. This requires careful planning as we continue to practice and implement social distancing, and all the safety measures required. As well, we continue to only allow one parent per child and provide masks for them to wear at their arrival. It is still not recommended to allow additional visitors or any volunteers to return.

Priority: The health and safety of our staff

We have already implemented the following over the past several weeks:

- Set up a specific COVID-19 hotline that is manned 24/7 and email for our staff
- Reviewed our patient flows
- Prepared our operating room
- Prepared our in-patient unit
- Purchased a transport pod for suspected COVID-19 infections
- Implemented testing measures at the hospital for patients requiring surgery
- Set-up protective shields in high traffic areas
- Established mandatory screening measures at every entrance
- Handed out procedure masks to every employee to wear at the Hospital
- Structured the environment to enforce social distancing
- Implemented rotation of staff to ensure balance and health and wellness
- Replaced self-service with individual meals in the cafeteria
- Increased our housekeeping measures
- Implemented PPE education sessions for the staff
- Where possible, we implemented work at home schedules
- Updated all personnel through regular communiques
- Published handwashing and self-protective tools on monitors and posters throughout the building
- Developed an inventory monitoring system to ensure the availability of PPE

Due to all these safety measures, the hospital and our staff are looking quite different these days:



Staff from various departments are posted at the hospital entrances to screen families and staff.



Once screening questions are answered, we also check temperature.



At the main entrance as well as in clinic and other high traffic areas we have installed protective shields and our staff is wearing appropriate personal protection equipment.



We have modified the entrance to the operating room to ensure a negative pressure safety corridor.

As our plans to ramp up activities solidify, we will share more information with you. In the meantime, we wish to answer some questions that our team is getting on a regular basis:

Q: *With the governments announcing the arrival of large shipments of personal protective equipment, do the ladies need to continue sewing?*

A: Absolutely, we are incredibly fortunate to have such incredible support. There are several reasons. While we are receiving some protective equipment, it is trickling in as our hospital is not a COVID-19 treatment center. By providing close to 400 reusable gowns, the ladies are ensuring that we have a supply of these at all times, whether or nor we receive our orders. The ladies that are sewing masks are ensuring that we can keep our procedure masks for the frontline staff dealing directly with patients and families, therefore making our stocks go further.

Q: *Can we send toys, books and other material that we have prepared for the hospital?*

A: At this time we would prefer that you hold all in-kind donations. When we receive your wonderful donations, we are obliged to wash each and every item. Our housekeeping staff is incredibly busy cleaning all frequent touch points several times a day and as we ramp up activities, they will have to do more. We promise to reach out as soon as we can accept these wonderful donations. Please do not worry, as we have seen far less patients than usual over the last few weeks we are still well stocked. We cannot thank the ladies and their Nobles for all their help throughout this process.



Finally, you may have notice our iconic Fezzy tipping his fez. We are proud to announce that our new pins and key chains have arrived with this new look for Fezzy. As your activities resume over the next few months, we look forward to working with you to provide the appropriate promotional material.