



Finding Hope Sharing Strength

FOR INTERNAL USE ONLY

Message to staff...

The extraordinary work we see happening on a day to day basis during this stressful time represents your resilience, team work, and focus on the people we serve. As we grow stronger and more flexible as a Division, the barriers are falling away and we are becoming the service our clients need us to be. The current time is neither easy or forgiving and this is when we must be kind and steady with each other. With gratitude, we thank each of you as you move forward with courage and patience. Health and safety to you and your families.

PSYCHIATRIC URGENT CARE CLINICS (PUCC)

The PUCC's were developed as a COVID response to divert mental health and addictions patients from the Emergency Departments in an attempt to limit their potential exposure to COVID. Patients who are not in need of medical stabilization will present to one of our two locations, be triaged by nursing, assessed by a Crisis Response team member and if needed, seen by psychiatry via telehealth. Patients are followed up by Community Mental Health 24 hours after leaving the clinic.



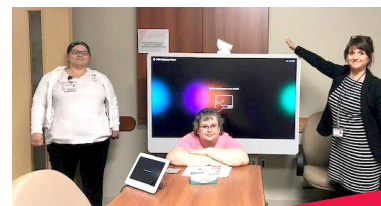
and social work staff from Unit 9. It is located in the former 'chapel area' and the hours of operation are from 9:00a.m. - 7:00p.m.

HILLSBOROUGH HOSPITAL PUCC

The Hillsborough Hospital PUCC opened on April 8, 2020. It is staffed by crisis response nurses, admin staff, addictions staff, and nursing

PRINCE COUNTY HOSPITAL PUCC

The PCH PUCC opened on April 21, 2020. It is staffed by members of the PCH crisis response team. It is located in the Malpeque Room off the main entrance to the hospital and hours of operation are from 10:00a.m. - 7:00p.m.



INFECTION CONTROL

Just a reminder that above all, proper hand hygiene is a leading intervention in slowing and stopping the spread of COVID 19. Now more than ever it is critical to ensure staff are washing hands prior to:

- Entry/exit of facility
- Any contact with patient, their environment, food or medications
- Performing aseptic procedures
- Donning any type of PPE

It is important for patients to ensure hand washing occurs upon entering or exiting their rooms, prior to eating, and after using toilet facilities or completing personal hygiene care. *If we continue to work together we will lower our risk and stay safe!*

LET'S GIVE A SHOUT OUT TO OUR AMAZING TEAM OF SECURITY STAFF WHO HAVE ASSISTED IN ANY WAY POSSIBLE INCLUDING THE ROLL OUT OF NEW SITES AND NEW INITIATIVES. WE APPRECIATE YOUR WORK IN HELPING TO KEEP EVERYONE'S SAFETY A TOP PRIORITY.