

COVID-19 Community Information Package:

April 24, 2020

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Helpful Links:

- Ontario Health Self Screening Tool- <https://www.ontario.ca/page/2019-novel-coronavirus>
- Public Health Public Resources COVID-19: <https://www.publichealthontario.ca/en/diseases-and-conditions/infectious-diseases/respiratory-diseases/novel-coronavirus/public-resources>
- North Bay Parry Sound District Health Unit- <https://www.myhealthunit.ca/en/index.asp>
- West Parry Sound Health Centre: Home page updated COVID-19 information- <https://www.wpshc.com/>

2019 novel coronavirus (COVID-19) self-assessment

If you think you have 2019 novel coronavirus (COVID-19) symptoms or have been in close contact with someone who has it, use this self-assessment to help determine if you need to seek further care.

If you are having difficulty breathing or experiencing other severe symptoms, call 911 immediately. Advise them of your symptoms and travel history.

This information is not intended to provide medical advice. If you have medical questions, consult a health practitioner or your local public health unit.

North Bay
345 Oak Street West
705-474-1400

Parry Sound
70 Joseph Street Unit #302
705-746-5801

Burk's Falls
17 Copeland Street (by appointment only)
1-800-563-2808

If you are feeling unwell with any of the following symptoms:

- Fever, new cough or difficulty breathing (or a combination of these symptoms)?
- Muscle aches, fatigue, headache, sore throat, runny nose or diarrhea? Symptoms in young children may also be non-specific (for example, lethargy, poor feeding).

And have experienced any of the following:

- Have you travelled outside of Canada in the last 14 days?
- Does someone you are in close contact with have COVID-19 (for example, someone in your household or workplace)?
- Are you in close contact with a person who is sick with respiratory symptoms (for example, fever, cough or difficulty breathing) who recently travelled outside of Canada?

If you answered yes to these questions, you should seek clinical assessment for COVID-19 over the phone.

The majority of COVID-19 illnesses are mild. A clinician can help guide whether you will require further care or potential testing in person. Please use one of the following options:

- Contact your primary care provider (for example, nurse practitioner or family doctor). Let them know that you have used this self-assessment tool.
- Contact Telehealth Ontario at [1-866-797-0000](tel:1-866-797-0000) and speak with a registered nurse. Let them know that you have used this self-assessment tool.

If you start to experience worsening symptoms, please visit your local emergency department. Call before you go and let them know you have used this self-assessment tool.

If you answered no to these questions, it is unlikely that you have COVID-19.

- Continue to monitor your health for a full 14 days after your return to Ontario or have contact with someone who is ill. If you develop any new symptoms, please seek clinical assessment and testing for COVID-19.
- Learn more about [self-monitoring](#). If you start to feel worse or have questions or concerns about your health, call your local public health unit, primary care provider (for example, nurse practitioner or family doctor) or Telehealth Ontario at [1-866-797-0000](tel:1-866-797-0000).

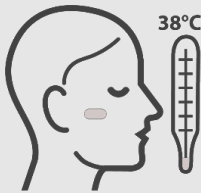
Coronavirus Disease 2019 (COVID-19)

How to self-monitor

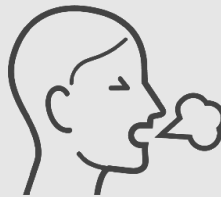
Follow the advice that you have received from your health care provider.

If you have questions, or you start to feel worse, contact your health care provider, Telehealth (1-866-797-0000) or your public health unit.

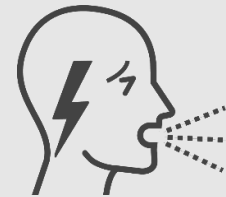
Monitor for symptoms for 14 days after exposure



Fever



Cough



Difficulty breathing

Avoid public spaces

- Avoid crowded public spaces and places where you cannot easily separate yourself from others if you become ill.

What to do if you develop these or any other symptoms?

- Self-isolate immediately and contact your public health unit and your health care provider.
- To self-isolate you will need:
 - Instructions on how to self-isolate
 - Supply of procedure/surgical masks (enough for 14 days)
 - Soap, water and/or alcohol-based hand sanitizer to clean your hands
- When you visit your health care provider, avoid using public transportation such as subways, taxis and shared rides. If unavoidable, wear a mask and sit in the back seat.

Contact your public health unit:

Learn about the virus

COVID-19 is a new virus. It spreads by respiratory droplets of an infected person to others with whom they have close contact such as people who live in the same household or provide care.

You can also access up to date information on COVID-19 on the Ontario Ministry of Health's website: ontario.ca/coronavirus

CORONAVIRUS DISEASE (COVID-19)

HOW TO ISOLATE AT HOME WHEN YOU HAVE COVID-19

Isolation means staying at home when you are sick with COVID-19 and avoiding contact with other people to help prevent the spread of disease to others in your home and your community.

If you have been diagnosed with COVID-19, it is expected that you take the following measures.

Limit contact with others

- ▶ Do not leave home unless absolutely necessary, such as to seek medical care.
- ▶ Do not go to school, work, other public areas or use public transportation (e.g. buses, taxis).
- ▶ Arrange to have groceries and supplies dropped off at your door to minimize contact.
- ▶ Stay in a separate room and use a separate bathroom from others in your home, if possible.
- ▶ If you have to be in contact with others, keep at least 2 metres between yourself and the other person. Keep interactions brief and wear a mask.
- ▶ Avoid contact with individuals with chronic conditions, compromised immune systems and older adults.
- ▶ Avoid contact with pets if you live with other people that may also be touching the pet.

Keep your hands clean

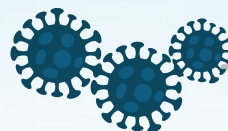
- ▶ Wash your hands **often** with soap and water for at least 20 seconds, and dry with disposable paper towels or dry reusable towel, replacing it when it becomes wet.
- ▶ You can also remove dirt with a wet wipe and then use an alcohol-based hand sanitizer.
- ▶ Avoid touching your eyes, nose and mouth.
- ▶ Cough or sneeze into the bend of your arm or into a tissue.

Avoid contaminating common items and surfaces

- ▶ At least once daily, clean and disinfect surfaces that you touch often, like toilets, bedside tables, doorknobs, phones and television remotes.
- ▶ Do not share personal items with others, such as toothbrushes, towels, bed linen, utensils or electronic devices.
- ▶ Use regular household disinfectants or diluted bleach (one part bleach and nine parts water) to disinfect.
- ▶ Place contaminated items that cannot be cleaned in a lined container, secure the contents and dispose of them with other household waste.
- ▶ Put the lid of the toilet down before flushing.

Care for yourself

- ▶ Monitor your symptoms as directed by your healthcare provider or **Public Health Authority**.
- ▶ If your symptoms get worse, immediately contact your healthcare provider or **Public Health Authority** and follow their instructions.
- ▶ Get some rest, eat a balanced diet, and stay in touch with others through 'communication devices'.



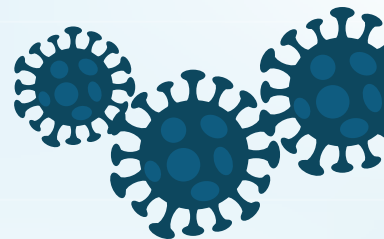
Supplies to have at home when isolating

- Surgical/procedure masks (do not re-use)
- Eye protection
- Disposable gloves (do not re-use)
- Disposable paper towels
- Tissues
- Waste container with plastic liner
- Thermometer
- Over the counter medication to reduce fever (e.g. ibuprofen or acetaminophen)
- Running water
- Hand soap
- Alcohol-based sanitizer containing at least 60% alcohol
- Dish soap
- Regular laundry soap
- Regular household cleaning products
- Bleach (5% sodium hypochlorite) and a separate container for dilution (one part bleach to nine parts water)
- Alcohol prep wipes
- Arrange to have your groceries delivered to you



**WE CAN ALL DO OUR
PART IN PREVENTING
THE SPREAD OF
COVID-19. FOR MORE
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Canada.ca/coronavirus
or contact
1-833-784-4397 |
phac.info.aspc@canada.ca



Coronavirus Disease 2019 (COVID-19)

Cleaning and Disinfection for Public Settings

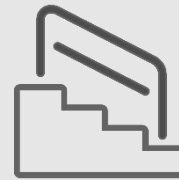
This document provides guidance on cleaning and disinfection of public settings, including schools, transit, colleges/universities and other workplaces in Ontario. For more information, please contact your local public health unit.

What you should know

- Commonly used cleaners and disinfectants are effective against COVID-19.
- Frequently touched surfaces are most likely to be contaminated.
- Use only disinfectants that have a Drug Identification Number (DIN). A DIN is an 8-digit number given by Health Canada that confirms it is approved for use in Canada.
- Check the expiry date of products you use and always follow manufacturer's instructions.

Clean frequently touched surfaces twice per day

- In addition to routine cleaning, surfaces that have frequent contact with hands should be cleaned and disinfected twice per day and when visibly dirty.
- Examples include doorknobs, elevator buttons, light switches, toilet handles, counters, hand rails, touch screen surfaces and keypads.
- In addition to routine cleaning, check with your organization for any specific protocols for cleaning for COVID-19.



Select products

Cleaners

- Break down grease and remove organic material from the surface.
- Used separately before using disinfectants.
- Can be purchased with cleaner and disinfectant combined in a single product.

Disinfectants

- Have chemicals that kill most germs.
- Applied after the surfaces have been cleaned.
- Have a drug identification number (DIN).

Disinfectant Wipes

- Have combined cleaners and disinfectants in one solution.
- May become dry due to fast drying properties. Should be discarded if they become dry.
- Not recommended for heavily soiled surfaces.

Prepare products for use

- Where possible, use pre-mixed solution.
- Read and follow manufacturer's instructions to:
 - properly prepare solution
 - allow adequate contact time for disinfectant to kill germs (see product label)
 - wear gloves when handling cleaning products including wipes
 - wear any other personal protective equipment recommended by the manufacturer

Learn about the virus

COVID-19 is a new virus. It spreads by respiratory droplets of an infected person to others with whom they have close contact such as people who live in the same household or provide care. It can survive on different surfaces but can be killed by most cleaners and disinfectants.

You can also access up to date information on COVID-19 on the Ontario Ministry of Health's website: ontario.ca/coronavirus.

Sources:

Ontario Agency for Health Protection and Promotion (Public Health Ontario), Provincial Infectious Diseases Advisory Committee. Best practices for environmental cleaning for prevention and control of infections in all health care settings [Internet]. 3rd ed. Toronto, ON: Queen's Printer for Ontario; 2018. Available from: <https://www.publichealthontario.ca/-/media/documents/bp-environmental-cleaning.pdf>

The Regional Municipality of York, Community and Health Services. Proper cleaning and disinfection practices [Internet]. Newmarket, ON: The Regional Municipality of York; 2019. Available from: <https://www.york.ca/wps/wcm/connect/yorkpublic/928899a2-d56b-47af-a9a0-b6e62d8e0bb7/Proper+Cleaning+and+Disinfection+Practices.pdf?MOD=AJPERES&CVID=mVMtoGe>

The information in this document is current as of March 11, 2020

ABOUT CORONAVIRUS DISEASE (COVID-19)

#5

WHAT IT IS

COVID-19 is an illness caused by a coronavirus.

Human coronaviruses are common and are typically associated with mild illnesses, similar to the common cold.

HOW IT IS SPREAD

Coronaviruses are most commonly SPREAD from an infected person through:

- ▶ respiratory droplets when you cough or sneeze
- ▶ close personal contact, such as touching or shaking hands
- ▶ touching something with the virus on it, then touching your eyes, nose or mouth before washing your hands

These viruses are not known to spread through ventilation systems or through water.

IF YOU HAVE SYMPTOMS

If you have SYMPTOMS of COVID-19 — fever, cough, or difficulty breathing:

- ▶ stay home to avoid spreading it to others
 - if you live with others, stay in a separate room or keep a 2-metre distance
- ▶ call ahead before you visit a health care professional or call your local public health authority
 - tell them your symptoms and follow their instructions
- ▶ if you need immediate medical attention, call 911 and tell them your symptoms.

SYMPTOMS

Symptoms may be very mild or more serious. They may take up to 14 days to appear after exposure to the virus.



FEVER



COUGH



DIFFICULTY BREATHING

PREVENTION

The best way to prevent the spread of infections is to:



- ▶ wash your hands often with soap and water for at least 20 seconds



- ▶ avoid touching your eyes, nose or mouth, especially with unwashed hands



- ▶ avoid close contact with people who are sick



- ▶ when coughing or sneezing:
 - cover your mouth and nose with your arm or tissues to reduce the spread of germs



- immediately dispose of any tissues you have used into the garbage as soon as possible and wash your hands afterwards



- ▶ clean and disinfect frequently touched objects and surfaces, such as toys, electronic devices and doorknobs.



- ▶ stay home if you are sick to avoid spreading illness to others

FOR MORE INFORMATION ON CORONAVIRUS:

☎ 1-833-784-4397

@ canada.ca/coronavirus

✉ phac.info.aspc@canada.ca

CORONAVIRUS DISEASE (COVID-19)

HOW TO CARE FOR A PERSON WITH COVID-19 AT HOME: ADVICE FOR CAREGIVERS



If you are caring for a person who has been diagnosed with COVID-19, follow this advice to protect yourself and others in the home, as well as those in your community.

Limit contact

- ▶ Only one healthy person should provide care.
- ▶ Do not share personal items with the ill person, such as toothbrushes, towels, bed linen, utensils or electronic devices.
- ▶ Use a separate bathroom from the ill person if possible. If not possible, the ill person should put the toilet lid down before flushing.

Protect yourself

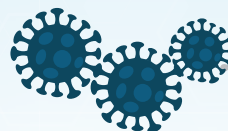
- ▶ If possible, people who are at higher risk of serious illness from COVID-19 should not care for someone with COVID-19. These people include elderly persons, those with chronic medical conditions (e.g., heart disease, diabetes) or compromised immune systems
- ▶ If you need to be within 2 metres of the ill person, wear a mask, disposable gloves and **eye protection**.
- ▶ Wear disposable gloves when touching the ill person, their environment and soiled items or surfaces.
- ▶ Do not re-use masks or gloves.
- ▶ Clean your hands often for at least 20 seconds, especially after contact with the ill person and after removing gloves, masks and eye protection.
- ▶ Dry your hands with disposable paper towels. If not available, use a reusable towel and replace it when it becomes wet.
- ▶ You can also remove dirt with a wet wipe and then use an alcohol-based hand sanitizer.
- ▶ Avoid touching your eyes, nose and mouth with unwashed hands.

Keep your environment clean

- ▶ Place used masks, gloves and other contaminated items in a lined container, secure the contents and dispose of them with other household waste.
- ▶ Place possibly contaminated laundry into a container with a plastic liner and do not shake. Wash with regular laundry soap and hot water (60-90°C), and dry well. Clothing and linens belonging to the ill person can be washed with other laundry.
- ▶ At least once daily, use household disinfectants or diluted bleach (one part bleach and 9 parts water) to clean and disinfect surfaces that people touch often (e.g., toilets, laundry containers, bedside tables, doorknobs, phones and television remotes). Clean touch screens with 70% alcohol wipes.

Monitor yourself for symptoms

- ▶ If you have always used the recommended precautions, then monitor yourself for symptoms for 14 days following your last contact with the ill person.
- ▶ If you have had direct contact with body fluids of the ill person (e.g. were coughed or sneezed on when you weren't wearing a mask), contact your local **Public Health Authority** for further instructions.
- ▶ If you develop symptoms, isolate yourself as quickly as possible and contact your local **Public Health Authority** for further instructions.



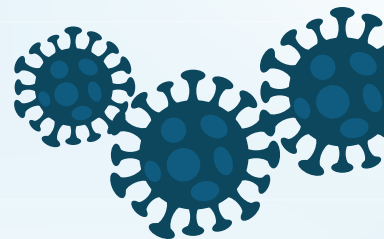
Maintain these supplies

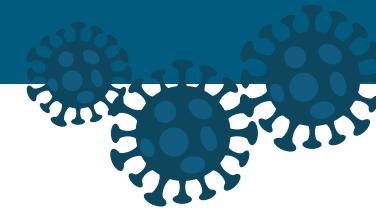
- ❑ Surgical/procedure masks (do not re-use)
- ❑ Eye protection
- ❑ Disposable gloves (do not re-use)
- ❑ Disposable paper towels
- ❑ Tissues
- ❑ Waste container with plastic liner
- ❑ Thermometer
- ❑ Over the counter medication to reduce fever (e.g. ibuprofen or acetaminophen)
- ❑ Running water
- ❑ Hand soap
- ❑ Alcohol-based sanitizer containing at least 60% alcohol
- ❑ Dish soap
- ❑ Regular laundry soap
- ❑ Regular household cleaning products
- ❑ Bleach (5% sodium hypochlorite) and a separate container for dilution (one part bleach to nine parts water)
- ❑ Alcohol prep wipes



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REDUCE THE SPREAD OF COVID-19. WASH YOUR HANDS.



1

Wet hands with warm water



2

Apply soap



3

For at least 20 seconds, make sure to wash:



4

Rinse well



5

Dry hands well with paper towel



6

Turn off tap using paper towel



palm and back of each hand



between fingers



under nails



thumbs

📞 1-833-784-4397

@ canada.ca/coronavirus

✉ phac.info.aspc@canada.ca



CORONAVIRUS DISEASE (COVID-19) VULNERABLE POPULATIONS AND COVID-19

While diseases can make anyone sick, some Canadians are more at risk of getting an infection and developing severe complications due to their health, social and economic circumstances.

Organizations, staff and volunteers play an important role in helping to prevent these populations from getting or spreading the COVID-19 virus. Start by sharing simple things they can do to help keep themselves and others healthy, guide them to help if they develop any signs and symptoms and learn ways help care for sick clients recovering from COVID-19.



Vulnerable populations may include:

Anyone who is:

- ▶ An older adult
- ▶ At risk due to underlying medical conditions (e.g. heart disease, hypertension, diabetes, chronic respiratory diseases, diabetes, cancer)
- ▶ At risk due to a compromised immune system from a medical condition or treatment (e.g. chemotherapy)

Anyone who has:

- ▶ Difficulty reading, speaking, understanding or communicating
- ▶ Difficulty accessing medical care or health advice
- ▶ Difficulty doing preventive activities, like frequent hand washing and covering coughs and sneezes
- ▶ Ongoing specialized medical care or needs specific medical supplies
- ▶ Ongoing supervision needs or support for maintaining independence
- ▶ Difficulty accessing transportation
- ▶ Economic barriers
- ▶ Unstable employment or inflexible working conditions
- ▶ Social or geographic isolation, like in remote and isolated communities
- ▶ Insecure, inadequate, or nonexistent housing conditions

How organizations can support vulnerable populations during COVID-19 outbreaks

Take the time to learn the facts:

- ▶ Know more about COVID-19 by visiting www.canada.ca/coronavirus
- ▶ Keep up-to-date about the current situation in your community
- ▶ Contact local, provincial, territorial public health officials to get relevant COVID-19 information, resources and guidance

Take time to get prepared:

- ▶ Review your business continuity plan so you and your staff know what to do
- ▶ Plan ahead for potential disruptions
- ▶ Identify and plan how to continue providing the most critical services
- ▶ Partner with organizations that provide similar services to share resources and strategies
- ▶ Be prepared to answer questions from staff, volunteers, and clients
- ▶ Consider stockpiling general supplies and **cleaning supplies**
- ▶ Prepare for shelters and communal space limitations

Educate staff about ways to prevent the spread of COVID-19:

- ▶ Washing hands often with soap and hot water or use of alcohol based sanitizer
- ▶ Increasing access to hand hygiene and cough etiquette supplies (e.g. alcohol-based hand rub, soap, paper towels, tissues, waste containers)
- ▶ Cleaning frequently used spaces, surfaces and objects (kitchens, common areas, dining areas, desks, shared sleeping spaces, doorknobs, and faucets)
- ▶ Staying home when sick
- ▶ Avoiding the use of shared personal items
- ▶ Sharing information about what to do if staff or a client shows symptoms of becoming sick

Sharing steps about **how to** care for and isolate people living in a crowded facility (including the use of separate washrooms, if available)

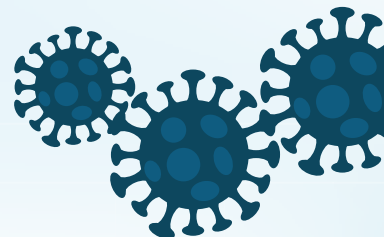


Suggestions for supporting vulnerable populations during COVID-19 outbreaks

- ▶ Provide clear instructions about how to wash hands and cover coughs using:
 - The most commonly used language in the community
 - Short messages that explain simple steps they can take
 - Large font and graphics
 - Accessible instructions (e.g. braille, pictorial); and
 - By posting signs in common areas: near sinks, entrances, intake areas, restrooms, sleeping areas, recreation areas, waiting rooms
- ▶ Consider supporting alternatives such as:
 - Using volunteer drivers and subsidized taxi fares instead of public transportation
 - Putting in place alternative outreach measures or a “buddy” system
 - Including policies to allow sick clients to rest in shelters during the day
 - Providing access to food, drinks and supplies, as possible
 - Reminding clients to fill or refill prescriptions, and necessary medical supplies
- ▶ If you suspect a client is sick from COVID-19, please contact your local **Public Health Authority**

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Our response to COVID-19 at WPSHC



SAFETY is our number one priority in providing the best care possible for our patients.



PROTECTING OUR RESOURCES (staff, supplies, equipment and space) so we can continue responding to urgent care needs and also sustain a prolonged response to COVID-19.



PLAN, PREPARE, RESPOND with our partners to meet the changing health care needs for the communities we are privileged to serve.

2019 Novel Coronavirus (COVID-19)

What you need to know to help you and your family stay healthy



Wash your hands with soap and water thoroughly and often.

Cough and sneeze into your sleeve or a tissue. Dispose of tissue immediately and wash your hands.



Keep surfaces clean and disinfected.



Stay home when you are sick.

If you have symptoms, call Telehealth Ontario at 1-866-797-0000
TTY: 1-866-797-0007
Or contact your public health unit.

For more information, visit Ontario.ca/coronavirus

Ontario

More information at www.health.gov.on.ca

Protecting patients, staff, and physicians with additional VISITOR LIMITATIONS

Safety continues to be our guiding principle and we recognize that exceptional controls and restrictions have placed difficult demands on the patients and families we are privileged to serve.

In response to evidence-based practice, additional visitor controls are now in place to protect our patients, staff and physicians at the bedside. These limitations also protect the entire organization, helping to ensure that WPSHC maintains our ability to serve the ongoing health care needs of the community.

No visitors are being allowed for all in-patient units, out-patient clinics, Emergency Department, and Intensive Care Unit. Unusual circumstances (such as end-of-life compassionate care, or the need for a designated support person) are being allowed only as approved by infection control and medical/clinical leadership.

Patients on OBS and Palliative care are being allowed one visitor at a time.

All other authorized visits are also being absolutely restricted to one visitor in the health centre.

All visitors must be symptom-free and successfully pass through active screening on each and every entry to the health centre.

Our visitor controls are being reviewed daily, and additional limitations may become necessary.

If you have an appointment for ANY service or program

All hospitals in Ontario are required by the Ministry of Health to limit non-emergency surgeries and all other non-emergency clinical activities.

At WPSHC, important care decisions are being based on individual care plans in consultation with medical and clinical care teams.

Anyone in the community who has an appointment scheduled for any procedure, program, or service will be contacted by someone from the health centre or a clinical office in advance of their scheduled appointment. If contact has not been made close to your appointment time, patients should call their existing contact for more information about their scheduled procedure, program, or service.

WPSHC



CARES

Compassion • Accountability • Rights and responsibilities • Excellence • Safety

When to seek answers and treatment for COVID-19

If you develop a fever, cough, and/or have difficulty breathing AND within 14 days have traveled to an impacted area, OR had close contact with a confirmed or probable case of COVID-19, OR close contact with a person with acute respiratory illness who has been to an impacted area, call Telehealth Ontario, the North Bay Parry Sound District Health Unit, or your health care provider.

If you need immediate medical attention, such as severe difficulty breathing, you should call 911 and mention your travel history and symptoms. Do not call 911 unless it is an emergency.

Who to call if you're experiencing symptoms of COVID-19:

- Telehealth Ontario at 1-866-797-0000
- North Bay Parry Sound District Health Unit - 1-800-563-2808 ext. 5229 - www.myhealthunit.ca

If you are told to visit the WPSHC Emergency Department, PLEASE CALL BEFORE ARRIVING (705 746-9321) and tell our Emergency Department about your travel history and symptoms.

Simple precautions can help

You can help protect yourself and the people around you by following simple hygiene practices such as: regular hand washing or using alcohol-based sanitizers, not touching your face, covering your cough or sneeze, and staying home when sick.

There are no specific treatments for COVID-19, and there is no vaccine that protects against coronaviruses.

Most people with COVID-19 will recover on their own.

Should you show mild symptoms and have called the Health Unit or your health care provider you should then:

- Stay home.
- Self-isolate – limit your contact with other people.
- Drink plenty of fluids.
- Get rest and sleep as much as possible.

For more information please visit www.health.gov.on.ca



Dear West Parry Sound Health Centre Rural Nurse Practitioner-Led Clinic (WPSHC Rural NPLC) patients and valued external stakeholders,

In these challenging times, we would like to assure that your health and safety, as well as that of our healthcare providers and staff remain our top priority. WPSHC Rural NPLC management team are continuously monitoring and responding to Public Health and Ministry of Health directions related to COVID-19 pandemic.

Health and Safety

As part of our COVID-19 response plan, we are implementing the following measures at each of our NPLC Sites (Argyle, Whitestone, Rosseau, Moose Deer Point, Pointe au Baril, and Britt):

- **Screening-** all patients, guests, and support persons will be screened before entering the clinic. You won't be able to enter if you've travelled outside Canada in the past 14 days or had exposure to anyone positive for COVID-19. If you have respiratory symptoms, and have not travelled or had exposure to COVID-19, when entering the clinic we will ask you to use hand sanitizer provided and then put on a mask.
- **Booking for an appointment-** At this time, all non-urgent appointments such as physicals, check-ups, and visits for non-urgent issues are to be deferred. Please connect to book these after the pandemic has resolved.

If you are sick or have an urgent request, please call your NPLC Site. As always, we are able to see patients who are not registered to our Nurse Practitioners for episodic care only. Each patient will receive phone screening before booking their appointment. Patients wishing to book an appointment will be asked to provide:

1. Most Responsible Care Provider;
2. Email address (if available);
3. Telephone number;
4. Internet and telephone connectivity in their place of residence; and
5. Chief complaint for visit.

An NPLC Site staff member will call the patient with an appointment time (e.g., in-person, telephone, virtual care), be directed to a telephone consult line for COVID-19, or be directed to nearest COVID-19 assessment centre based on the Nurse Practitioner's assessment of telephone screening, nature of chief complaint, and patient/clinic connectivity. Our aim is to contact patients between 48 and 72 business hrs after initial phone call to book appointment. If the patient deteriorates or becomes critically ill they are advised to seek emergency care or contact the NPLC Site again.

For patient and staff safety, we have very limited availability for walk-in appointments. We ask that if you are able to call ahead to complete screening and book an appointment please do so.

- **Medication renewal:** If you need a renewal of medication, please contact your pharmacy and your pharmacist will forward your request to us.
- **Medication pick-up:** Please call ahead before picking up medications (only available at some sites). You will be subject to telephone screening, and in-person screening. If you've travelled outside Canada in the past 14 days or had exposure to anyone positive for COVID-19, please **DO NOT** pick-up medication. Please arrange for somebody outside of your household to pick it up.
- **Cleaning:** The WPSHC Rural NPLC has implemented more frequent and enhanced disinfectant cleaning. Everybody entering the building will be asked to use the hand sanitizers provided.
- **Social distancing:** We have arranged our clinic waiting rooms to enhance social distancing, including reducing the number of people in waiting area at one time. Please sit at least 1-2 metres from others. We will not be shaking hands and we will be keeping at least 1-2 meters distance other than necessary physical exams.

Patient Care

- Our clinic providers are ready to provide telephone and virtual consultations where effective as of Wednesday March 25th for your healthcare needs during COVID-19 pandemic.
- This service is also suited for those wishing for some social distancing and preferring to stay at home during current pandemic.
- If and only if your appointment type is suitable for telephone consultation, we will provide you the time and date that your provider is ready to call you.
- We recognize that connectivity is an issue for many in the areas we service and are working on solutions. In the meantime, please call us to book an appointment if needed and we will work to serve you.
- Social Worker, and Mental Health and Addictions Worker will be providing your booked appointments remotely until further notice.
- Physiotherapy appointments will postponed unless an essential service. Please contact us if you believe you have an urgent physiotherapy need.

Higher risk individuals include:

- People > 60 years of age
- People with cardiovascular disease, chronic lung disease, cerebrovascular disease (e.g. previous stroke), hypertension, diabetes, cancer, immunosuppression, current smoking

We are grateful for your patience and understanding of these precautions.

Yours sincerely,



Ellen Walker, Administrative Lead, WPSHC Rural NPLC

Parry Sound Family Health Team

#11

If you are a Parry Sound Family Health Team patient please visit www.psfht.com for more information on services currently provided.

Rugged Shores

- Phone: 705.746.2181
- Monday to Friday, 8:30 am to 5:00 pm

Medical Associates

- Phone: 705.746.9382
- Monday to Friday, 8:30 am to 5:00 pm

Family Health Team

- Phone: 705.751.8001
- Monday to Friday, 8:30 am to 5:00 pm



West Parry Sound Health Centre Enhanced COVID-19 Assessment Centre

Clinic Purpose:

To assess and, only where appropriate, swab people who may be infected with COVID-19 with a goal of testing symptomatic people to reduce the spread of COVID-19.

How to Access:

- The clinic can be accessed By appointment only.
- For safety reasons, “walk-in” appointments are strictly prohibited.
- Not everyone who calls the clinic will be swabbed.
- There will be options for people who are limited by transportation and/or mobility.

Contact Information and Hours of Operation: 705-746-4540 ext. 5030

- Assessment Centre Call Hours of Operation:
8:00 am- 4:00 pm
Monday-Sunday

You may call to speak to a Nurse who will help you understand your options.

- Assessment Centre **Appointment** Hours of Operation:
9:00 am- 3:00 pm
Monday-Sunday (7 days/week)

LOCATION: 70 Joseph street units 105-106

Entrance at the back door: Please ring the doorbell at the time of your appointment and stand back past the sign as directed.

BY APPOINTMENT ONLY

For general questions please do not call the West Parry Sound Health Sound Health Center

Telehealth: 1 866-797-0000 (toll free)

North Bay Parry Sound District Health Unit: 705-474-1400 or 1-800-563-2808 (toll free)

WPSHC COVID-19 Assessment Centre Booking Criteria

New onset of symptoms within 14 days or worsening of chronic conditions in the last 14 days.

Typical Symptoms of COVID-19 Symptoms

- Fever (Temperature of 37.8°C or greater); OR
- Any new/worsening acute respiratory illness symptom (e.g. cough, shortness of breath(dyspnea), sore throat, runny nose or sneezing, nasal congestion, hoarse voice, difficulty swallowing); loss of taste or smell OR
- Clinical or radiological evidence of pneumonia.

Atypical Symptoms/Signs of COVID-19 Symptoms

- Unexplained fatigue/malaise
- Delirium (acutely altered mental status and inattention)
- Falls
- Acute functional decline
- Exacerbation of chronic conditions
- Digestive symptoms, including nausea/vomiting, diarrhea, abdominal pain
- Chills
- Headaches
- Croup Signs
- Unexplained tachycardia
- Decrease in blood pressure
- Unexplained hypoxia (even if mild i.e. O₂sat <90%)
- Lethargy, difficulty feeding in infants (if no other diagnosis)

Resource Guide: Please reach out to family, friends, and neighbours when possible for support with food and medication delivery. Many local grocers are also offering food delivery if they have capacity to do so. This list is not meant to be comprehensive please reach out to your local grocery and pharmacy for more information on available services. Information and services are subject to change.

Food

Contact	Service	Other
Rotary Club Email: rotaryclubofparrysound@gmail.com www.parrysound.ca/help (705) 996-0716	Grocery Shopping and Delivery or curbside pick up Email Grocery list to Rotary Club Pay Sobeys for the Groceries by credit card	\$10 charge if able to pay Either added onto Visa payment for groceries or as a donation online to Rotary
Meals on Wheels Contact 705-746-5602	Delivery of frozen meals anywhere in the district Pay \$5.50 per frozen meal	Service for the Frail Elderly and disabled Must be on service or apply to Community Support Services- Intake form and privacy agreement attached. They will do this over the phone if needed.
Salvation Army 705-746-5391	By appointment only Tuesday to Friday 1pm – 3pm	No delivery service yet.
Harvest Share 705-774-911	Open Tuesday 9am to 3pm	Discussing delivery- hopefully next week

Medication

Contact	Service	Other
Ben's Pharmacy 705-746-4811	Delivery in town between 3-4 pm Mon, Tues, Wed, Fri	No out of town delivery
PharmaSave 705-746-2187	Delivery in town Monday to Friday	Will deliver to some outlying communities on a customer by customer basis
Pollards 705-746-2581	Delivery in town Monday to Friday	Delivery once a week to Britt/Moose Deer Point
Shoppers 705-746-2932	Delivery in town Monday to Friday	Will deliver out of town on set days- Arrange with pharmacist ahead of time

ROTARY

March 24,2020

Thank you for your support of the Rotary Club of West Parry Sound. We currently have enough monies for this program - However, since our fund raising events for the spring are in question - we would greatly appreciate donations to our other programs. Rotary aims to serve the Community's Greatest Needs.

Goal - to ensure that shut ins have access to food which they pay for.

For those who need this service:

- Email rotaryclubofparrysound@gmail.com for a form or visit www.parrysound.ca/help
- Sobeys will call regarding payment information - credit card only
- Send us your grocery list by email or we can have one of our volunteers call you and write down your list - we need to receive the order by noon on the day before for in town delivery or curb side pickup.

Once a file is set up - grocery lists can also be emailed to: rotaryclubofparrysound@gmail.com and if the list is received by noon on Monday to Thursday we will attempt to deliver by the next day in the Town of Parry Sound. Within the week if out of Town as we will be grouping orders to keep the costs down.

We are asking for a \$10 payment to cover the cost of delivery but if customers are unable to pay for delivery - Rotary will cover through fundraising.

Curb Side Delivery

For those who are returning home - we have a "curb side" delivery program.

- Rotarians and volunteers do the shopping (wearing gloves)
- Sobeys takes payment
- Cart is set out on the curb away from the doors
- You load your car
- We wipe down the cart and return it to service

Email - rotaryclubofparrysound@gmail.com if you need this service.

Volunteers

We need people to "shop" "pick" groceries from 8 am to 10 am - 6 days a week (Sunday only if it is urgent). You will be supplied with gloves and are asked not to come if you are not feeling well

If you would like to volunteer please email rotaryclubofparrysound@gmail.com

March 24,2020