

“AGH COVID-19 Protocol for Community Information”

(Also on our website at www.aghospital.on.ca.)

With Wave 2 of COVID-19 in full swing, Atikokan General Hospital will be posting updates regarding our response to the pandemic and any other pertinent information that we can share with our community. **Please note that any new case announcements in our community will be through Northwestern Health Unit.**

In the event of an AGH outbreak, we will be notifying the public as soon as it is confirmed, and in coordination with public health, we will share

- the number of cases,
- and actions that we are taking to address the outbreak.

We will never share the identity of the person for privacy reasons. Please continue to assume that it is in our community and take the necessary precautions. We will continue to hope for the best and prepare for the worst.

In the meantime, here's what you might find useful when accessing our services at this time:

- **If you have an emergency, dial 911 or go to our Emergency Department.** Our Emergency Department is now fully accessible. You will be asked the regular screening questions and have your temperature checked. You will also be provided with a hospital procedure mask upon entry. The screening will help us determine where to direct the patient and the level of Personal Protective Equipment that we are going to use.
- **Screening Protocols in entrances other than the Emergency Department.** You will be asked if you have symptoms related to COVID-19. You will fail the screening if you answer yes to any of the symptoms and you will be given further directions.
 - **If you travel outside Northwestern Ontario within the last 14 days, you will also fail the screening**
 - Your temperature will be checked
 - You will be provided with a procedure mask upon entry
 - Our screeners are instructed to read every question so please be patient with us especially when you have to wait longer.
- **Outpatient Services- Laboratory, Diagnostic Imaging (X-Ray), Telehealth, and Rehabilitation – are provided via appointment only.** We have discontinued the “first come first serve” practice due to COVID-19 to ensure appropriate spacing in between patients. This practice will continue beyond the pandemic requirements. Please call ahead.
 - After you are screened, you will have to wait in the lobby until the staff is available to walk you to your appointment.

- **Atikokan Community Counselling and Addiction Services.** Call 807-597-2724 to book a confidential appointment with any of our counsellors. A virtual appointment will be offered as much as possible but if this is not going to work for you, we will do our best to make other arrangements. Please remember that there is no shame in seeking help. **If you are in a crisis, call 1-866-8888988 at any time.**

| Department | 5974215 Extension | Screening Entrance | Holiday Schedule |
|---|-------------------|--------------------|---|
| Community Counselling | 5972724 | 123 Marks St | Closed on: December 25 th (Friday) December 28 th (Monday) January 1 st (Friday) |
| Diagnostic Imaging (X-Ray) | 310 | Main Door | |
| Laboratory (<i>note that outpatients with blood work ordered by Family Health Team or Medical Clinic, lab staff calls patients</i>) | 359 | Main Door | |
| Rehabilitation | 355 | Rehab Entrance | |
| Telehealth | 362 | Main Door | |

- **ECW Resident Visitors.** Effective December 26, 2020, only visitors for actively palliating residents will be allowed until further notice. For inquiries, **call 807-597-4215 ext. 343**
- **Acute Care Patient Visitors.** Visitors are only allowed if patient is actively palliating or is dependent on another caregiver in determining care needs. If you have questions, **call 807-597-4215 ext. 312 or 313**
- **In-person volunteering is still not permitted but virtual volunteers are welcome.** Some ideas include: reading, creating and showing community videos or picture galleries, playing instruments, one-on-one call or video call, or sending cards / letters to our residents. Please contact our **ECW Volunteer Coordinator at 807-597-4215 ext. 345.**
- **Parcels Delivered at the Hospital.**
 - Call in advance, especially after hours when there are no designated screeners, and drop it off at the main entrance vestibule
 - Please make sure it is in a plastic bag and labeled to whom the parcel is for.
 - You are not entering the building so you will not be required to be screened. But please do not come if you have any COVID-19 symptoms.
- **Donations to AGH Foundation** (We provide charitable receipt for every dollar donated)
 - In-person donation requires screening at the main entrance. A mask will be provided.
 - You can also send cheques to AGH Foundation or call the business office with your credit card information (**ext. 301**)
 - You can donate through CanadaHelps.org, enter Atikokan General Hospital, and it will give you directions on how to donate online.
 - Go to AGH website at www.aghospital.on.ca/foundation and click DONATE

“There is no power for change greater than a community discovering what it cares about.” – Margaret J. Wheatley