

Transcript – Keeping Us All Safe at the Princess Margaret During the COVID-19 Pandemic

TEXT: Keeping Us All Safe at Princess Margaret During the COVID-19 Pandemic.

Narrator: Our first priority at the Princess Margaret Cancer Centre is to provide you with the best cancer care possible.

TEXT and Narrator: Because of the COVID-19 pandemic there are many changes to the hospital. These changes are put in place to stop the spread of COVID-19 and to keep you, other patients, and health care staff safe.

Narrator: These changes involve physical distancing, a focus on hand washing, wearing masks and limiting the number of people in the hospital.

Mary Elliott, Staff Psychiatrist, Princess Margaret Cancer Centre: It is critical that everybody does their best to keep themselves and others around them safe so that we can continue to deliver as much cancer care as possible. This video will explain what you can do to keep yourself and others safe while you're at the hospital.

Narrator: We know that this may be a stressful time for you and your family. It is always challenging to cope with cancer but these are exceptional times where you are coping with the added stress of the COVID-19 pandemic.

Mary Elliott, Staff Psychiatrist, Princess Margaret Cancer Centre: We want you to know that Princess Margaret staff are here for you and dedicated to giving you the best care possible.

TEXT: COVID-19 Screening

TEXT and Narrator: When you arrive at the hospital you will be screened by a staff member called a screener before you can enter.

Narrator: Screening for this purpose means that you will be asked some questions about how you are feeling, whether you have traveled recently, and if you have been in contact with anyone who has COVID-19.

TEXT and Narrator: Screening questions change from time to time as we are following Ministry of Health guidance.

If you answer yes to any of the screening questions, even if your symptoms are cancer related, you will have a quick 10 to 15 minute assessment by a nurse and might be tested for COVID-19. Testing for COVID-19 happens in a specialized COVID clinic with single patient rooms and extra infection control practices to keep you safe.

Mary Elliott, Staff Psychiatrist, Princess Margaret Cancer Centre: If you have to be tested, you will not miss your clinic appointment even if you're running late due to the COVID-19 assessment. The COVID clinic staff will contact your health care team to ensure you get the best care possible.

Narrator: Depending on your clinical needs, you may have received a telephone call from Princess Margaret staff to tell you to go to the pre-treatment COVID clinic to get tested. Tell the screeners at the hospital doors that you are here to go to the pre-treatment COVID clinic. They will escort you up to the clinic.

TEXT and Narrator: If you are wearing gloves when you are being screened, the screeners will ask you to remove your gloves and clean your hands with hand sanitizer.

Narrator: You will not be allowed to wear your gloves in the hospital.

TEXT and Narrator: You will be asked to put your gloves in the garbage, or if they are not disposable, you can put them away.

For your safety, if you decide to keep the gloves, they should be stored in a sealed package and washed with warm water and soap as soon as you get home. Do not put them back on before they are washed.

Wash your hands right away after handling your gloves. Never attempt to wash or reuse disposable gloves.

Narrator: Washing your hands is the best way to prevent getting sick.

TEXT and Narrator: People are being carefully screened at Princess Margaret hospital entrances. Entrance screening staff will ask you to wash your hands using hand sanitizer. You will have to take off the mask you have on when you arrive. Put the mask you brought with you to the hospital into a plastic bag with a seal. You will not be allowed to wear this mask inside the hospital. Screening staff will give you a medical mask and explain how to put it on safely. Follow these steps when putting on your mask:

1. Use hand sanitizer first.
2. Put on the mask.
3. Use hand sanitizer again.

Only remove the mask when you are eating and drinking. Make sure the mask covers your nose and is pulled under your chin. Never touch the front of the mask and only touch the ear loops. Wear the mask the whole time you are at the hospital. More information about masks and why you need to wear one is discussed later in the video.

Mary Elliott, Staff Psychiatrist, Princess Margaret Cancer Centre: There may be lineups of patients waiting to speak with screeners when you arrive. Come 15 to 20 minutes before your appointment to be sure you have time to speak with a screener and get to your appointment.

Do not come an hour or more early as you will not be permitted into the hospital until it is closer to the time of your appointment.

TEXT and Narrator: If you are coming to the hospital for many days in a row, you will need to answer the questions each time you come, as your health condition may have changed.

Narrator: You can speak with an entrance screener or self-screen using an online tool www.uhnpatientscreen.ca.

TEXT and Narrator: No personal information is collected or stored through this online tool.

Follow three easy steps to use the screening tool. One; Open your browser on your mobile device, tablet or desktop computer and go to www.uhnpatientscreen.ca within two hours of your appointment. Two; Click begin and answer the questions honestly. Three; Show the final page to the entrance screener.

TEXT and Narrator: When You Arrive at Princess Margaret Cancer Centre. The hospital has had to limit the number of people allowed in the hospital due to COVID-19.

Narrator: This has meant that visitors have not been allowed to enter the hospital.

TEXT and Narrator: The visitor policy changes based on what is known about COVID-19. If you have any questions, call the Princess Margaret Information Line at: 416-946-4559.

Narrator: Please call the Princess Margaret information line to get the most up to date information about whether you are able to bring a visitor with you to your appointment, or visit you in the hospital.

TEXT and Narrator: There are a few situations where someone may be able to come with you to your appointment or visit you. These special visitors are called Essential Care Partners. They need to be approved by your clinic or unit manager ahead of time, and will receive an approval letter. They will also need to pass screening at the entrance to be admitted. When you arrive at the hospital, your Essential Care Partner will be allowed to enter if there is space in the clinic. If there is limited space or other safety measures in place, your Essential Care Partner may not be allowed to enter the hospital with you.

Mary Elliott, Staff Psychiatrist, Princess Margaret Cancer Centre: If you need a family member or a friend to help you get around, don't worry. Staff are at entrance doors ready to help you.

TEXT and Narrator: Staff members can help you get to your appointment, carry heavy bags if you are staying overnight, pick up medicines from the pharmacy, help you use the interpretation support phone line if you need an interpreter. Interpreters for most languages are available and at no cost to you. If you want a family member or friend to hear what is said in your appointment or take notes to help you remember details, call them and use the speaker function on your

phone, or video chat them on your phone or tablet. If you use your tablet, it must have data or be wi-fi enabled so that you can use the internet. Bring your charger in case your device runs low on battery.

TEXT and Narrator: For patients When You Enter Princess Margaret Cancer Centre. When you enter the hospital it is important that you do four things the whole time you are at the hospital. These four things help stop the spread of COVID-19. They are: One – Wash your hands, especially after touching any surfaces; Two – Avoid touching your face, especially your mouth, nose and eyes; Three – Practise physical distancing; Four – Wear a mask.

Mary Elliott, Staff Psychiatrist, Princess Margaret Cancer Centre: The hospital has practices in place to help you do these four things. If we all do our best we can stop the spread of COVID-19 and keep each other safe.

TEXT: 1. Wash your hands

Narrator: One – Wash your hands especially after touching any surfaces. Having clean hands helps to stop the spread of COVID-19. Wash your hands with soap and warm water for 20 seconds or use hand sanitizer after you have touched any surfaces. Surfaces can have the COVID-19 virus on them. Washing your hands after touching any surface will help to ensure germs are not spread throughout the hospital.

TEXT: 2. Avoid touching your face, especially your mouth, nose and eyes

Narrator: Two – Avoid touching your face, especially your mouth nose and eyes. When you avoid touching your face, it helps keep you from infecting yourself if the virus is on your hands. Not touching your face will also prevent you from spreading germs on surfaces you might touch while at the hospital.

TEXT: 3. Practise physical distancing

Narrator: Three – Practise physical distancing. When at the hospital, you must practise physical distancing. This means keeping two metres or six feet apart from other people to prevent COVID-19 from spreading.

While at the hospital do your best to keep two meters apart from other people. Staying two meters apart prevents the COVID-19 virus from spreading between people. We know it is not always possible to practise physical distancing, but do your best at all times.

TEXT and Narrator: Physical distancing is the main reason we have to limit the number of people who come into the hospital. If every patient brought a family member or friend with them to their appointment, the hospital would be very crowded. This would make it hard to stay two meters apart from each other. To help with physical distancing, only a few people are allowed to use the elevator at a time.

Narrator: This means you may have to wait for an elevator longer than normal. You will notice that seating areas around the hospital have the chairs spaced apart. This is to help you practise physical distancing.

TEXT and Narrator: Four – Wear a mask.

Narrator: You will get a mask to wear from screeners at the hospital.

TEXT and Narrator: You will need to wear a mask at all times while you are in the hospital. Your mask must always cover your nose, mouth and chin. Pinch the top of your mask near your nose to make sure it is firmly fitted over your face. Remember, put the mask you brought with you to the hospital into a plastic bag with a seal after removing it. You will not be allowed to wear this mask inside the hospital.

Mary Elliott, Staff Psychiatrist, Princess Margaret Cancer Centre: Wearing a mask is important because some people who have COVID-19 do not show symptoms. Because they don't have symptoms, they may not realize they have COVID-19 and spread it without knowing it. Wearing a mask protects others in case you have COVID-19 and don't know it. Other people wearing masks protect you in case they have COVID-19 and do not know it.

TEXT and Narrator: Wearing a mask will also help to keep you safe in areas where it is not possible to stay two metres apart from other people.

Narrator: Here are some other things to know about masking and keeping safe.

TEXT and Narrator: Do not touch the outside of your mask as it could have COVID-19 virus on it. If you need to remove your mask to eat or drink, clean your hands first before taking it off and remove it by grasping the ear loops of the mask. Do not touch your face, eyes, mouth or nose. Clean your hands again before you put your mask back on.

Narrator: Having to receive cancer care during a pandemic is very difficult and we are here for you. Staff at Princess Margaret understand this can be a challenging time for you and your loved ones but your safety and the safety of healthcare staff has to be the main priority for all of us. Keeping you, those around you, and healthcare staff safe is important to ensuring you get the cancer care you need.

Mary Elliott, Staff Psychiatrist, Princess Margaret Cancer Centre: Remember, there are four key things you can do to keep yourself and others safe and stop the spread of COVID-19.

TEXT and Mary Elliott: One, wash your hands often, especially after touching surfaces. Two, avoid touching your face, especially your eyes nose and mouth. Three, practise physical distancing. Four, wear a mask.

TEXT and Narrator: Where to Get Updates

Narrator: As we learn more about COVID-19, and what this means for your visits at the hospital, we will pass this information on to you.

TEXT and Narrator: Check www.uhn.ca for more information. If you have any questions, call the Princess Margaret Information Line at 416-946-4559.

Mary Elliott, Staff Psychiatrist, Princess Margaret Cancer Centre: If we all do our best we can do this together.

TEXT: We can do this together.