

Hawthorne Place Care Centre Town Hall Summary of Presentations and Discussions

Hosted by North York General Hospital (NYGH)

June 22, 2020 4 p.m. – 5 p.m.

June 23, 2020 10 a.m. – 11 a.m.

Welcome message: Dr. Joshua Tepper, President and CEO, North York General Hospital

Dr. Joshua Tepper, President and CEO of North York General Hospital (NYGH) welcomed staff to the virtual town hall and thanked everyone for taking the time to participate. A moment of silence was held to reflect and pay respect to the residents of Hawthorne Place who died due to COVID-19. Following this, Dr. Tepper started the discussion by acknowledging how extraordinarily difficult the last few months have been for the staff, residents and all their respective families as a result of the pandemic.

With North York General overseeing temporary management operations at Hawthorne, staff were provided an overview of the hospital's experience in long-term care (LTC). In addition to owning Seniors' Health Centre, a 192-bed LTC home, NYGH has been working with 22 LTC homes, retirement homes and congregate homes throughout the pandemic to provide testing and infection prevention and control support. The hospital will be bringing this experience to Hawthorne Place. It is currently anticipated that NYGH will be working with Hawthorne Place for 90 days, but this could be shortened or extended.

Since June 4, NYGH has worked alongside Responsive Group management, the Canadian Armed Forces, Hawthorne Place management and front-line staff to become acquainted with the home, operations and needs. This is a collaborative effort with Responsive Group, as well as Hawthorne residents and families.

Before introducing Dr. Kevin Katz, Medical Director of Infection Prevention and Control at NYGH, Dr. Tepper concluded his remarks by noting the virtual town hall represents NYGH's commitment to open and transparent communications and that this townhall was just one way that communication would be maintained.

**Infection Control and Prevention (IPAC) and Environmental Cleaning:
Dr. Kevin Katz, Medical Director, Infection Prevention and Control, NYGH**

Dr. Kevin Katz, an infectious disease expert and NYGH's Medical Director of Infection Prevention and Control, provided staff participating in the town hall with an overview of his team's involvement since arriving at Hawthorne on June 4.

The NYGH team at Hawthorne is a dedicated group specializing in Infection Prevention and Control (IPAC) and has extensive experience managing outbreaks in other facilities. Over the last few weeks, we have implementing necessary measures to prevent the spread of COVID-19

and protect the health of those who live and work at Hawthorne. Our priorities include, establishing proper use of personal protective equipment (PPE), ensuring proper cleaning practices of rooms and medical equipment, and quickly identifying potential symptoms in residents and staff to quickly test and implement necessary measures to prevent the spread of COVID-19 are key elements to protecting the health those who live and work at Hawthorne.

NYGH has been working closely with Public Health to ensure consistent and unified messages. Dr. Katz highlighted the good news that Hawthorne is off outbreak and the City of Toronto is moving to Phase 2 of reopening. These positive developments allow us to look at reopening to visitors again at Hawthorne and turn our attention to developing a process to do so safely.

NYGH onsite management: Susan Kwolek, Executive Lead, NYGH

On June 22, Susan Kwolek, NYGH Executive Lead, started her role leading operations management at Hawthorne. As part of her introduction to staff, she shared her plans to meet staff and residents in the days that follow.

She explained NYGH has submitted a management recovery plan to the Ministry of Health and over the next 90 days will develop action plans focused on quality of care (clinical and physician), leadership and management (occupational health, culture, and engagement) and communication.

Sue informed staff that there will be weekly progress updates and committed to sharing these updates with staff, residents and families. She reiterated the over arching goal of making improvements at Hawthorne to ensure quality care while working collaboratively with staff, residents and families to move forward.

Questions and Answer Session

We have a COVID positive resident who uses the smoking room. What are some of the IPAC strategies we should be using when residents are moving between their room and common areas?

It is important that there is a plan in place for residents who move between their room and common areas. With the IPAC team on site we will be able to work through different scenarios to keep residents and staff safe.

Staff should wear a procedure mask at all times and a visor when providing direct care to residents. Gowns are not required if there is no physical contact with a resident. When escorting residents to other areas of the home there is typically no physical contact so additional PPE is not recommended. The more PPE worn continuously in common areas, the more potential there is for contamination. Sanitizing hand frequently is an essential precaution throughout your workday.

Can we be provided with more access to staff washrooms?

Staff need access to washrooms. Susan will address this to ensure that units and floors are separated as much as possible, as precaution to reduce the spread of COVID-19, while ensuring staff have access to the facilities they need throughout the day.

Closing Comments: Dr. Joshua Tepper

Dr. Tepper thanked everyone who took time to call in. He reaffirmed how difficult the last several months have been and added that he is hopeful the virtual town hall was the start of a path forward with communication, transparency and accountability.