

COMMUNICATIONS STRATEGY

COVID-19 Assessment Centres at Unity Health – St. Michael’s and St. Joseph’s sites

Updated: March 24, 2020 at 6:34 PM

Background

Since January 2020, there has been sustained global spread of the coronavirus known as COVID-19. Unity Health Toronto has taken a number of steps to prepare for the potential presentation of COVID-19 at one of our sites including refresher education on appropriate use of PPE and hand hygiene as well as routine practices and procedures.

As the outbreak continues to evolve globally and locally within Toronto, the St. Joseph’s and St. Michael’s sites at Unity Health have opened COVID-19 Assessment Centre in the Sunnyside Building and in the Li Ka Shing Knowledge Institute, where those with suspected cases of COVID-19 will go for assessment and testing.

As new directives have been released by Toronto Public Health, the materials in this plan have been updated accordingly and some communications materials have been added to announce directive changes.

Communication Objectives

1. Reassure stakeholders that Unity Health is capable in providing effective, safe care to patients presenting with COVID-19
2. Reassure staff, physicians, learners and volunteers of their safety in providing care to patients presenting with COVID-19
 - a. Reassure those who will continue to work and learn in the Sunnyside building of their safety
3. Reassure patients they will continue to receive the same excellent care regardless of whether patients with COVID-19 are present or have presented at Unity Health
 - a. Reassure those who will continue to receive care/see physicians in the Sunnyside building of their safety
4. Recognize teams for following appropriate guidelines and practices
5. Share resources for internal stakeholders needing additional support
6. Direct external stakeholders to appropriate resources (i.e. Toronto Public Health)
7. Stay connected with TAHSN colleagues to ensure consistent messaging

Key Audiences

- Leaders
- Staff, physicians, learners and volunteers
- Board
- Patients/families
- External

Key Messages

- See messages in materials below

Cascade Timeline

1. **Friday, March 13:** Share internal, all-staff emailed information about SJHC Assessment Centre (will be coordinated with information from SMH Assessment Centre and additional information about COVID-19)
2. **Friday, March 13 (or weekend, depending on completion of construction):** Signage posted inside Assessment Centre
3. **Friday, March 13:** VP of Research and VP of Education to send message to research staff in LKSKI re: Assessment Centre, Site VP at SJHC to send to Sunnyside physicians
4. **Friday, March 13:** Patient Relations and Switchboard messaging
5. **Monday, March 16:** Post messaging on external website regarding information and criteria for visiting COVID-19 Assessment Centre
6. **Monday, March 16:** Ensure signage in rest of hospital is posted to point people to Sunnyside building for COVID-19 Assessment Centre
7. **Monday, March 16 and onwards:** Ensure website, speaking notes and signage is updated to reflect any changing directives re: Assessment Centres

Tactics

Audience	Tactic	Description	Responsible	Status
Leaders	Messaging in email from comms with toolkit	Further emails about COVID-19 should include information about COVID-19 Assessment Centres	Communications	Drafted below
	Speaking points for leaders	Further toolkits from leaders about COVID-19 should include information about COVID-19 Assessment Centres	Communications	Drafted below

Staff, physicians, learners, researchers and volunteers	Email from CEO that bundles in all new COVID-19 information (if appropriate)	Use messaging as drafted below in future emails from Tim	Communications	Drafted below (Sent Friday March 13)
	Update on internal Unity Health Staff content	Update internal-facing Unity Health page	Communications	Drafted below
	Talking points for St. Joseph's staff, physicians who may be asked about the centres	Talking points about COVID-19 Assessment Centres should be included in future toolkits for staff and sent via all-staff email, can also be shared by leaders to staff	Communications	Drafted below
	Email to physicians in Sunnyside Building	Sent from SJHC Site VP	Communications	Drafted below Sent
	Email to researchers	Reassure researchers that their work will not be affected (assessment centre is in their building)	Communications, Office of Research Administration to send	Drafted below (Sent Mar 13)
	Email to Education staff and learners	Reassure that their work will not be affected (assessment centre is in their building)	Communications, Education	Drafted below (Sent Mar 13)
	Virtual Town Hall	IPAC and clinical leaders will answer questions re: assessment centres – questions can be sent in advance to questions@unityhealth.to . Calendar invite to be sent to all staff.	Communications and IT to help support	Scheduled for March 12, 2020 – questions likely to come up
	Signage for staff at SJHC in Sunnyside building	Gym will be closed from first floor, staff redirected via basement	Communications and Planning	Drafted below
	Signage in LKSKI (both digital and print) for SMH staff	Entrance off Shuter will be closed, entry to Sim Centre will be closed	Communications and Planning	Drafted below
Patients/families	Talking points for staff at St. Joseph's talking to patients	Can be sent by email or shared by managers	Communications	Drafted below
	Talking points for staff at St. Michael's talking to patients	Can be sent by email or shared by managers	Communications	Drafted below
	Signage in Sunnyside building at entrance re: physician offices and appointments	Patients will continue to use main entrance that is used for COVID-19 Assessment Centre	Communications and Planning	Drafted below

	Signage at entrances of main hospital	Signs redirecting people to the COVID-19 Assessment Centre	Communications and Planning	Drafted below
External	Website	Update existing COVID page	Communications	Drafted below
	Q&A for patients	For external page	Communications	Drafted below
	Social media	Provide quick update on assessment centres once they are open	Communications	Drafted below
	Wayfinding imagery	To be used as posters throughout campuses	Communications	Drafted below
	Media messages	Prepared in case media inquire	Communications	Drafted below
Messaging pertaining specifically to new directives	Social media post with updated directives	All other materials updated to reflect directives, specific messaging about shared only via social	Communications	Drafted below
	Updated signage	Signage that alludes to the new city-wide criteria	Communications	Drafted below

COMMUNICATIONS MATERIALS

Messaging for future COVID-19 emails that integrate updates about COVID-19 Assessment Centres

- It is our primary goal to ensure the safety of our people, patients and communities at Unity Health.
- To help protect our patients, staff, learners and volunteers, we have opened two COVID-19 Assessment Centres – one at St. Michael's and one at St. Joseph's in partnership with Public Health.
 - We are collaborating with our partner hospitals across the city to unify in our approach to the COVID-19 outbreak through the opening of these centres.
- The COVID-19 Assessment Centre at St. Joseph's is located on the first floor of the Sunnyside building, with its entrance coming from Sunnyside Ave.
 - Staff and patients who use this building and entrance will continue to do so for outpatient appointments.
 - Proper precautions, such as hand hygiene stations and isolated spaces for those who are being assessed for COVID-19, have been put in place to ensure the safety of those who are not accessing the assessment centre.
 - Access to the gym will be available through the basement.
- The COVID-19 Assessment Centre at St. Michael's is located in the Li Ka Shing Knowledge Institute, in and right outside room 136.
 - Staff, learners and researchers will continue to use the building.
 - The Shuter entrance will be used only by those accessing the COVID-19 Assessment Centre.
 - The space will be closed off from the rest of the building with doors and semi-permanent walls to ensure the safety of those in the building who are not accessing the centre.
 - Access to the Simulation Centre in the basement will be limited.
 - The elevators on the east side of the building will not stop on the first floor or the basement from the upper levels.
- The goal of the assessment centres is to provide comprehensive screening, assessment and testing for patients who are symptomatic and either live or work in vulnerable settings where they have the potential to infect many others (such as health-care settings, shelters, etc.)
- These assessment centres will be open 12 hours a day to help manage flow and reduce pressure in our Emergency Departments
 - Once patients are screened and assessed, any who test positive will receive directives from clinicians and will be cared for appropriately.
- An enormous amount of work has gone into the development of these assessment centres from nearly every area in our hospital and we are grateful to your commitment and dedication to this ever-evolving situation.

Talking points for leaders to use with staff re: COVID-19 Assessment Centres

- It is our primary goal to ensure the safety of our people, patients and communities at Unity Health.
- To help protect our patients, staff, learners and volunteers, we have opened two COVID-19 Assessment Centres – one at St. Michael’s and one at St. Joseph’s in partnership with Public Health.
 - We are collaborating with our partner hospitals across the city to unify in our approach to the COVID-19 outbreak through the opening of these centres.
- The COVID-19 Assessment Centre at St. Joseph’s is located on the first floor of the Sunnyside building, with its entrance coming from Sunnyside Ave.
 - Staff and patients who use this building and entrance will continue to do so.
 - Proper precautions, such as hand hygiene stations and isolated spaces for those who are being assessed for COVID-19, have been put in place to ensure the safety of those who are not accessing the assessment centre.
 - Access to the gym will be available through the basement.
- The COVID-19 Assessment Centre at St. Michael’s is located in the Li Ka Shing Knowledge Institute, in and right outside room 136.
 - Staff, learners and researchers will continue to use the building.
 - The Shuter entrance will be used only by those accessing the COVID-19 Assessment Centre.
 - The space will be closed off from the rest of the building with doors and semi-permanent walls to ensure the safety of those in the building who are not accessing the centre.
 - Research will not be affected in any way.
 - Access to the Simulation Centre in the basement will be limited.
 - The elevators on the east side of the building will not stop on the first floor or the basement from the upper levels.
- The goal of the assessment centres is to provide comprehensive screening, assessment and testing for patients who are symptomatic and either live or work in vulnerable settings where they have the potential to infect many others (such as health-care settings, shelters, etc.)
- These assessment centres will be open 10 to 12 hours a day to help manage flow and reduce pressure in our Emergency Departments
 - Once patients are screened and assessed, any who test positive will receive directives from clinicians and will be cared for appropriately.
- For the latest information on COVID-19 for staff, please visit [our staff page](#) and continue to monitor your Unity Health email – the COVID-19 outbreak continues to evolve and leadership will continue to send frequent updates.

Email from SJHC site VP to Sunnyside physicians announcing the opening of the Assessment Centre

Dear physicians,

As you know, the COVID-19 situation continues to evolve. To help protect our patients, people and communities, we are opening two COVID-19 Assessment Centres – one at St. Joseph's and one at St. Michael's in partnership with Public Health.

The Assessment Centre at St. Joseph's Health Centre will be located on the first floor of the Sunnyside building on the east side. As the Sunnyside building is an area you work and practice in, we are connecting with you and reassure you that steps have been taken so that this will not impact your safety or the safety of your patients in any way.

Starting on Monday, March 16, we will ask you to please use the west entrance to Sunnyside when possible and encourage your patients to do the same. The east entrance, off Sunnyside Ave., will be the entrance for those being screened for COVID-19. We will have staff in place at the east entrance to ensure patients are streamed appropriately. We are keeping everyone safe while operating this assessment centre – there are proper precautions in place for those who are being assessed for COVID-19 in place. Please note that consistent, terminal, and deep cleans of the Assessment Centre will be conducted regularly as well.

We are finalizing hours – the centre will be open from 10 to 12 hours a day based on volumes and need to help manage flow and reduce pressure in our Emergency Departments. Once patients are screened and assessed, any who test positive will receive directives from clinicians and will be cared for appropriately. This location will provide a safe and isolated environment for screening of patients and was chosen because we are able to seal the space off safely to protect our people and other patients who will be entering the building. Should your office identify any patients with a positive travel history and or symptoms please direct them to the assessment centre.

I want to reassure you that your practice will not be impacted by this centre. Should you have any questions or concerns, please contact the Coronavirus Management Team at questions@unityhealth.to.

I know this will cause some inconvenience in accessing our space, and I want to thank you all for your patience and commitment to our work as we all work together to ensure the safety of our people and our communities during the COVID-19 outbreak.

Thank you,
Dale Clement

Email from VP of Research and Innovation to researchers in LKS building

Subject: COVID-19 Assessment Centre opening in LKS 136

Dear researchers, staff, volunteers and students,

As you know, the COVID-19 situation continues to evolve. To help protect our patients, people and communities, we are opening two COVID-19 Assessment Centres – one at St. Michael's and one at St. Joseph's in partnership with Public Health.

The Assessment Centre at St. Michael's Hospital will be located in LKS 136. As this is our research building, I wanted to connect with you all directly and reassure you that this will not impact your safety or our research in any way, and labs and specimens will remain safe and clean.

Starting on Monday, March 16, we will not be able to access the building from the 38 Shuter Ave. entrance (East Building) and we ask that you please do not use the east elevator to access the ground or basement levels from the upper floors. Access to LKS 136 via the stairwell will also be blocked and access to the Sim Centre will be limited. You will still be able to get where you need to go – you just may need to take a slightly modified route to get there. We are keeping everyone safe while operating this assessment centre – there are proper precautions such as hand hygiene stations and isolated spaces for those who are being assessed for COVID-19 in place.

This assessment centre will be open 12 hours a day to help manage flow and reduce pressure in our Emergency Departments. Once patients are screened and assessed, any who test positive will receive directives from clinicians and will be cared for appropriately. This location is perfect as it is close to the hospital and provides a safe and isolated environment for screening of patients. We were able to build barriers to seal the space off safely to protect our staff and researchers as well as patients who will be entering the building.

I want to reassure you that your safety is our top priority and your work will not be impacted by this centre. Should you have any questions or concerns, please contact the Coronavirus Management Team at questions@unityhealth.to.

I know this will cause some inconvenience in accessing our space, and I want to thank you all for your patience and commitment to our work as we all work together to ensure the safety of our people and our communities during the COVID-19 outbreak.

Thank you,
Ori

Email from VP of Education to learners and education staff in LKS building

Subject: COVID-19 Assessment Centre opening in LKS 136

Dear staff and learners,

As you know, the COVID-19 situation continues to evolve. To help protect our patients, people and communities, we are opening two COVID-19 Assessment Centres – one at St. Michael's and one at St. Joseph's in partnership with Public Health.

The Assessment Centre at St. Michael's Hospital will be located in LKS 136. As this is our education building, I wanted to connect with you all directly and reassure you that this will not impact your safety or our work in any way.

Starting on Monday, March 16, we will not be able to access the building from the 38 Shuter Ave. entrance (East Building) and we ask that you please do not use the east elevator to access the ground or basement levels from the upper floors. Access to LKS 136 via the stairwell will also be blocked and access to the Sim Centre will be limited. You will still be able to get where you need to go – you just may need to take a slightly modified route to get there. We are keeping everyone safe while operating this assessment centre – there are proper precautions such as hand hygiene stations and isolated spaces for those who are being assessed for COVID-19 in place.

We are finalizing hours – the centre will be open from 10 to 12 hours a day based on volumes and need to help manage flow and reduce pressure in our Emergency Departments. Once patients are screened and assessed, any who test positive will receive directives from clinicians and will be cared for appropriately. This location is perfect as it is close to the hospital and provides a safe and isolated environment for screening of patients. We were able to build barriers to seal the space off safely to protect our staff and researchers as well as patients who will be entering the building.

I want to reassure you that your safety is our top priority and your work will not be impacted by this centre. Should you have any questions or concerns, please contact the Coronavirus Management Team at questions@unityhealth.to.

I know this will cause some inconvenience in accessing our space, and I want to thank you all for your patience and commitment to our work as we all work together to ensure the safety of our people and our communities during the COVID-19 outbreak.

Thank you,
Bev

Talking points for staff to use with patients at St. Joseph's

For patients not in the building (can be shared in pre-appointment calls, on website, etc.)

- When coming to your appointment, please use the entrance closer to the main hospital building off the East Driveway (ie. not the building entrance off of Sunnyside Ave.)

- The Sunnyside Ave. entrance is being used as the entrance to our COVID-19 Assessment Centre, where anyone in our community who has concerns about their symptoms can be assessed.
- We opened this centre to help ease the pressure in our Emergency Department by making sure people are receiving the care they need in the right place.
- You can still come to your appointment and your care will not be impacted, just please clean your hands when you arrive in the building
- For more information about the COVID-19 Assessment Centre, please visit our website

For patients in the building (i.e. asking about assessment centres at appointments)

- Our COVID-19 Assessment Centre on the first floor of this building was opened to help assess those in our community concerned about their symptoms
- This is helping us ease the pressure in our Emergency Department by making sure people are receiving the care they need in the right place.
- This location was chosen because it is a safe and isolated space for patient screening and we have been able to seal the space off safely from all other activities in the building.
- Your care will not be impacted by this centre.
- For more information about the COVID-19 Assessment Centre, please visit our website

Talking points for staff to use with patients at St. Michael's

- To help keep our patients, staff and visitors safe, we have opened a COVID-19 Assessment Centre in our Li Ka Shing Knowledge Institute, where anyone in our community who has concerns about their symptoms can be assessed
 - o Accessing our COVID-19 Assessment Centre is the easiest and safest way for you to receive screening and assessment for COVID-19 at St. Michael's Hospital.
 - o We are keeping everyone safe while operating this assessment centre – there are proper precautions such as hand hygiene stations and isolated spaces for those who are being assessed for COVID-19 in place
- Those who are determined to require self-isolation will also be provided instructions and support materials.
- These spaces will be exclusively reserved for assessing anyone who has symptoms consistent with COVID-19.
- The goal of the assessment centres is to provide comprehensive screening, assessment and testing for patients who are symptomatic and either live or work in vulnerable settings where they have the potential to infect many others (such as health-care settings, shelters, etc.)
- For more information about the COVID-19 Assessment Centre, please visit the Unity Health website.

Update on internal Unity Health staff content page

Under date, add:

- As part of our ongoing COVID-19 response, we have opened two COVID-19 Assessment Centres – one at St. Michael’s and one at St. Joseph’s – in partnership with Public Health.
 - We are collaborating with our partner hospitals across the city to unify in our approach to the COVID-19 outbreak through the opening of these centres.
 - These will help protect our patients, people and communities and also reduce pressure on our Emergency Departments
- The COVID-19 Assessment Centre at St. Joseph’s is located on the first floor of the Sunnyside building, with its entrance coming from Sunnyside Ave.
- The COVID-19 Assessment Centre at St. Michael’s is located in the Li Ka Shing Knowledge Institute, in and right outside room 136.
- The goal of the assessment centres is to provide comprehensive screening, assessment and testing for patients who are symptomatic and either live or work in vulnerable settings where they have the potential to infect many others (such as health-care settings, shelters, etc.)
- Those who are determined to require self-isolation will also be provided instructions and support materials.
- These spaces will be exclusively reserved for assessing anyone who has symptoms consistent with COVID-19.

Signage in Sunnyside building (based on information from Redevelopment team)

Message on sign	Sizing
<p><u>COVID-19 ASSESSMENT CENTRE INSIDE</u></p> <p>Please register at front desk</p> <p>Note: All other access permitted, follow signage inside</p>	11 by 17
<p>COVID-19 Assessment Centre this way (with arrow)</p>	36 by 24

All other traffic (with an arrow)	
Registration desk for COVID-19 Assessment Centre Please register before proceeding	36 by 24
Please clean hands upon entry Take ticket and register at front desk	11 by 17
No access to Gym Please use basement entrance	36 by 24
<u>While in screening area:</u> <ul style="list-style-type: none"> - Wear a mask - Limit contact - Keep 2 metre distance from others - Clean hands frequently 	24 by 36
Looking for the COVID-19 Assessment Centre at St. Joseph's? It is located in the Sunnyside Building on the first floor – entrance is off Sunnyside Ave.	8 ½ by 11

Signage for SMH

Message on sign	Sizing
<u>COVID-19 ASSESSMENT CENTRE</u>	36 by 24

<p>Entry limited to patients who require COVID-19 screening, all others please use 209 Victoria St. entrance.</p> <p>No visitors permitted.</p>	
<p>Registration</p>	<p>36 by 24</p>
<p>Please clean hands upon entry. No food or drinks permitted.</p>	<p>11 by 17</p>
<p><u>While waiting for screening:</u></p> <ul style="list-style-type: none"> - Wear a mask - Limit contact - Keep 2 metre distance from others 	<p>11 by 17</p>
<p><u>While in screening area:</u></p> <ul style="list-style-type: none"> - Wear a mask - Limit contact - Keep 2 metre distance from others - Clean hands frequently - Please do not touch walls 	<p>24 by 36</p>
<p>Looking for the COVID-19 Assessment Centre at St. Michael's?</p> <p>It is located in the Li Ka Shing building at 38 Shuter St., across the street from the hospital.</p>	<p>8 ½ by 11</p>

Please do not use this elevator to access the 1 st floor – this area is the COVID-19 Assessment Centre	8 ½ by 11
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Draft Social Media Post(s) to announce Assessment Centres opening

To help keep our people, patients and communities safe, we have opened two COVID-19 Assessment Centres (St. Joseph's and St. Michael's) in partnership with Public Health. Learn more about these centres: [\(LINK\)](#)

Draft Patient Messaging for external website and Switchboard/Patient Relations

To help keep our patients, staff and visitors safe, we have opened a COVID-19 Assessment Centre at our St. Michael's and St. Joseph's sites, where anyone in our community who has concerns about their symptoms can be assessed.

Accessing our COVID-19 Assessment Centre is the easiest and safest way for you to receive screening and assessment for COVID-19 at St. Michael's Hospital and St. Joseph's Health Centre. These Assessment Centres are equipped with proper precautions such as hand hygiene stations and isolated spaces for those who are being assessed for COVID-19.

How do I access the Assessment Centre?

- **At St. Michael's:** The Assessment Centre is located in the Li Ka Shing Knowledge Institute on 38 Shuter St. (East building). Patients accessing the Assessment Centre will be asked to line up at this entrance. Please note no visitors are to accompany those who require screening.
- **At St. Joseph's:** The Assessment Centre is located in the Sunnyside Building on the 1st floor, through the entrance off of Sunnyside Ave. (east side of the building). Please note no visitors are to accompany those who require screening.

What are the hours?

At St. Joseph's, the Assessment Centre is open from 9 a.m. to 9 p.m. and at St. Michael's the Assessment Centre is open from 9 a.m. to 7 p.m.

When should I come to an assessment centre?

In alignment with new Toronto Region COVID-19 Hospital Operations group guidelines, COVID-19 Assessment Centres will now focus on symptoms, and testing in the assessment centres will be limited to those who have mild symptoms **and** are at risk of transmitting COVID-19 to large groups of people, including:

- Those who work in at-risk settings (i.e. hospitals, long-term care)
- Those who reside in vulnerable settings (i.e. homeless, prison, retirement home)
- Those who have been sent by Toronto Public Health (i.e. from areas with active cluster outbreaks)

Everyone else, including those with mild symptoms who have returned from travel, does not need testing unless they get sick enough to go to the Emergency Department.

APPENDIX B - TORONTO REGION COVID-19 TRIAGE DOCUMENT

Who will be tested?				
	Self-Monitor	Self-Isolate at Home	COVID-19 Assessment Centre	Emergency Department
Patient Pathway Criteria	<ul style="list-style-type: none"> Asymptomatic people who are not subject to Toronto Public Health (TPH) quarantine recommendations (i.e., those who have not travelled outside of Canada). [Note: Healthcare workers should follow their hospital-specific policy related to return to work after travel]. 	<ul style="list-style-type: none"> Asymptomatic people who are subject to Toronto Public Health quarantine recommendations related to travel outside of Canada. People with mild symptoms of URTI¹ or fever 	<ul style="list-style-type: none"> People who have mild symptoms of URTI¹ or fever AND are at high risk of transmission to larger groups of people including: <ul style="list-style-type: none"> Those who work within at-risk settings² Those who reside in vulnerable settings³ (e.g., homeless shelter, prison, retirement home) Those who have been sent by Toronto Public Health (i.e., settings with an outbreak) 	<ul style="list-style-type: none"> Acute medical illness with symptoms of a URTI¹ AND any clinical signs of severity: <ul style="list-style-type: none"> Shortness of breath⁴ Chest pain Weakness⁵ Lethargy or drowsiness Dizziness Symptomatic infants refer to Appendix A on when to go to the Emergency Department.
Key Actions	<p>Do not test.</p> <p>Advise to self monitor for at least 14 days (healthcare workers included).</p>	<p>Do not test.</p> <p>Return home and self-isolate for at least 14 days upon return, for those who have traveled outside of Canada and are asymptomatic.</p> <p>If mildly symptomatic, return home and self isolate for at least 7 days, and until symptom-free for at least 48 hrs. If you develop any of the signs or symptoms outlined in the ED Patient Pathway Criteria⁶, follow pathways of care for directing to ED.</p>	<p>Test in Assessment Centre.</p> <p>Advise patient to self isolate until results provided and further advice given by TPH.</p>	<p>Send to Emergency Department.</p> <p>Test all patients presenting to ED with acute medical illness with symptoms of a URTI AND any clinical sign of severity</p> <p>Test all ED patients with mild URTI symptoms being admitted to hospital for any reason.</p> <p>Isolate all persons under investigation under droplet and contact precautions and report to TPH.</p>
Discharge Instruction	<p>Provide handout "How to Self-Monitor Fact Sheet" https://www.toronto.ca/wp-content/uploads/2020/03/8ea0-How-to-Self-Monitor_EN.pdf</p>	<p>Provide handout "How to Self-Isolate With No Symptoms" Fact Sheet: https://www.toronto.ca/wp-content/uploads/2020/03/95f0-How-to-Self-Isolate-No-Symptoms_EN.pdf OR Provide handout "How to Self-Isolate With Symptoms" Fact Sheet: https://www.toronto.ca/wp-content/uploads/2020/03/960f-How-to-Self-Isolate-with-Symptoms_EN.pdf</p>	<p>Provide handout "How to Self-Isolate With Symptoms" Fact Sheet: https://www.toronto.ca/wp-content/uploads/2020/03/960f-How-to-Self-Isolate-with-Symptoms_EN.pdf</p> <p>If symptoms worsen, go to ED.</p>	<p>Provide handout "How to Self-Isolate With Symptoms" Fact Sheet: https://www.toronto.ca/wp-content/uploads/2020/03/960f-How-to-Self-Isolate-with-Symptoms_EN.pdf</p>

Why aren't you testing everyone?

Our aim, with this approach of testing, is to have a more measured, targeted use of existing resources and to limit exposure in testing centres to those who are medically frail or immunocompromised.

What will happen to those who show up to the assessment centre but don't match the new criteria?

Those who arrive at our assessment centres but do not match the guidelines from the Toronto Region COVID-19 Hospital Operations group (i.e. they do not work in at-risk settings, live in vulnerable settings or have been referred by Toronto Public Health) will be asked to either return home and self-isolate or go to the Emergency Department if their symptoms are severe.

Is it safe to come into the hospital?

Your safety is our priority. It is safe to access the main hospital and we ask that while you are here you clean your hands frequently. Our Assessment Centres are sealed off and isolated from other areas in the hospital. They will not impact the care you receive regularly at Unity Health.

How will I get my test results?

Toronto Public Health will follow up with those who are screened in the Assessment Centres.

When should I go to the Emergency Department (ED)?

Currently, the recommendation is that those who have symptoms of coughing or upper respiratory illness AND severe symptoms of the following – regardless of severity – go to your nearest ED:

- Shortness of breath
- Chest pain
- Weakness
- Lethargy
- Dizziness

Note: symptomatic infants less than six months old should always be assessed in the ED.

Will you test children in the assessment centres?

We will screen children who fall under the guidelines. For example, if a child presents to the assessment centre with mild symptoms of COVID-19 and they live in a vulnerable setting, they will be tested at the assessment centre.

Are visitors allowed to accompany people who are coming in to be screened in the assessment centres?

Please do not bring visitors into the assessment centre unless needed because the person being screened requires assistance or is a minor. This will help reduce traffic in these spaces.

Draft social media post(s) with updated directives

In accordance with new guidelines from the Toronto Region COVID-19 Hospital Operations, Assessment Centres will test only those with mild symptoms of COVID-19 who also work in at-risk settings (such as hospitals, long-term care homes), those who live in vulnerable settings (such as homeless shelters) or those who have been sent by Toronto Public Health. Learn more: <https://unityhealth.to/patients-and-families/coronavirus-information-for-patients-and-families/>

Draft signage alluding to city-wide directives

An updated sign alluding to city-wide criteria:

PLEASE NOTE

We are following city-wide criteria for testing.

Even if you have symptoms, you may not be tested for COVID-19 based on the criteria.

Wayfinding imagery

8.5 x 11 GRAPHIC

ST. JOSEPH'S UNITY HEALTH TORONTO

COVID-19 ASSESSMENT CENTRE

COVID-19 ASSESSMENT CENTRE
LOCATION: Sunnyside Building Entrance

ST. JOSEPH'S UNITY HEALTH TORONTO

Looking for the COVID-19 Assessment Centre at St. Joseph's?

COVID-19 ASSESSMENT CENTRE
LOCATION: Sunnyside Building Entrance

ST. JOSEPH'S UNITY HEALTH TORONTO

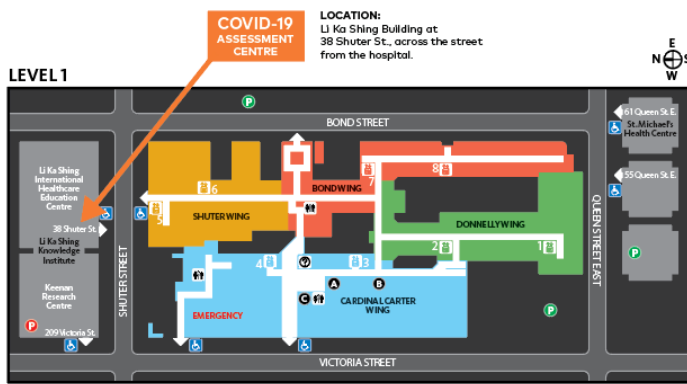
Legend:
▶ Entrance Ⓟ Parking Lot Ⓟ Surface Parking ⓘ Information
☺ Cafeteria 🚑 Emergency Entrance 🚏 TTC Stop ♿ Wheel Trans

8.5 x 11

Looking for the COVID-19 Assessment Centre at St. Michael's?

LEGEND

- Information
- 1 Donnelly Wing South Elevator
- 2 Donnelly Wing North Elevator
- 3 Cardinal Center Wing South Elevator
- 4 Cardinal Center Wing North Elevator
- 5 Shuter Wing North Elevator
- 6 Shuter Wing South Elevator
- 7 Bond Wing Central Elevator
- 8 Bond Wing South Elevator
- Accessible Washroom
- Washroom
- Parking
- Parking
- Wheelchair Accessible
- Entrance Exit



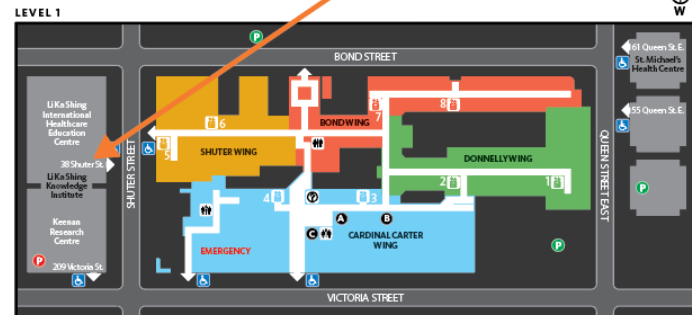
GRAPHIC

Looking for the COVID-19 Assessment Centre at St. Michael's?



COVID-19 ASSESSMENT CENTRE

LOCATION: Li Ka Shing Building at 38 Shuter St., across the street from the hospital.



Key messages for media

As part of our ongoing COVID-19 response, we are opening two COVID-19 Assessment Centres on Monday, March 16 – one at St. Michael's and one at St. Joseph's – in partnership with Public Health.

The goal of the assessment centre is to provide comprehensive screening, assessment and testing for mildly symptomatic members of the public who either self-present or are referred for assessment by Toronto Public Health. In alignment with new Toronto Region COVID-19 Hospital Operations group guidelines, COVID-19 Assessment Centres will now focus on symptoms, and testing in the assessment centres will be limited to those who have mild symptoms **and** are at risk of transmitting COVID-19 to large groups of people, including:

- Those who work in at-risk settings (i.e. hospitals, long-term care)
- Those who reside in vulnerable settings (i.e. homeless, prison, retirement home)
- Those who have been sent by Toronto Public Health (i.e. from areas with active cluster outbreaks)

Everyone else, including those with mild symptoms who have returned from travel, does not need testing unless they get sick enough to go to the Emergency Department.

For more information about when to visit an Assessment Centre or the Emergency Department, all info can be found here:

www.unityhealth.to/coronavirus

St. Michael's Hospital

Address: Li Ka Shing Knowledge Institute, 38 Shuter St. 1st floor

Hours of operation: 9 a.m. to 7 p.m.

St. Joseph's Health Centre

Address: Sunnyside Building, 1st floor – enter through the Sunnyside Avenue entrance

Hours of operation: 9 a.m. to 9 p.m.