

Riverside Health Care**Visitor Restrictions and Cancellation of Elective/Non-Emergent Services**

Riverside's Emergency Planning Team activated its pandemic plan last week in response to COVID-19 and is taking increased precautions to ensure the safety of our patients, residents, clients, staff, professional staff and volunteers. While the risk of contracting COVID-19 remains low, we are taking increased precautions as a preventative measure.

Screening Procedures

All Riverside locations have implemented mandatory screening procedures. Anyone entering a Riverside location will be asked a series of screening questions. Please be aware this may cause some time delays.

As of Monday, March 16 Riverside Health Care is taking the following temporary measures:

Hospital & Long Term Care Services**Long Term Care - Fort Frances, Emo and Rainy River**

- Visitor Restrictions - Only essential visitors (exception - dying or critically ill resident).

Hospital Acute (inpatients) - Fort Frances, Emo and Rainy River

- Visitor Restrictions - Only essential visitors (exception - dying or critically ill patient or 1 pediatric/obstetrical support).

Emo Health Centre

- Urgent Care Clinic closed.

Emergency Departments - Fort Frances and Rainy River

- Visitor Restrictions - Only essential visitors (exceptions - dying or critically ill patient, 1 pediatric support).

Entrance - La Verendrye General Hospital

- Front street doors open 6am to 4pm daily. After 4pm essential visitors and patients must enter the building via the emergency entrance.

Entrance - Rainy River Health Centre

- Main entrance to be used for long term care only.
- Rear entrance to be used for emergency and acute services.

Cancelled or Postponed Elective & Non-Emergent Services

- Elective procedures (Pre booked cancer related excisions are not cancelled)
- Outpatient Physiotherapy (La Verendrye General Hospital only)
- Outpatient Occupational Therapy
- Outpatient Speech-Language Pathology
- Breast Health Program & Education
- Colorectal Cancer Screening

- Cardiac Stress Testing
- Visiting Specialist Clinic
- Stroke Prevention Clinic & Programming
- Clinical Nutrition/Dietitian
- Club Day Away (Rainycrest)
- Pastoral Care

Community Services

Supportive Housing – Front Street Location

- Visitor Restrictions - Only essential visitors (dying or critically ill clients).
- Front Street Manor - Nelson House - Church Street Complex - 8th Street Complex

Community Counselling (Mental Health & Addictions)

- When possible telephone appointments will be held with clients.
- Clients attending session in person at Community Counselling must use the garage entrance off of Sinclair Street.

Diabetes Education and Management Centre

- All appointments will be performed over the phone or rescheduled unless deemed critical.

Handi-Van

- All users will be pre-screened via telephone by driver.

Meals- On-Wheels

- Service continues across the district with additional screening processes in place.

Patients will be contacted by Riverside staff to cancel appointments and/or procedures. If you are not contacted, please present as scheduled. However, if you wish to electively cancel an appointment and/or procedure feel free to contact the department.

“At Riverside, our team is remaining vigilant, recognizing that a highly proactive approach is central to mitigating the risk of COVID-19. We appreciate the support of patients, residents, clients, families and the public as we implement these increased measures.” said President and CEO, Henry Gauthier.

If you are concerned you have COVID-19, Riverside recommends you contact the Northwestern Public Health Unit at 1-807-468-7109 or call Telehealth Ontario at 1-866-797-0000. For information regarding COVID-19, visit the [Canada.ca](https://www.canada.ca)

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FOR MORE INFORMATION:

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Reference:

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Riverside Health Care is a fully accredited multi-site, multi-function health care system serving the residents of the Rainy River District. Riverside Health Care operates hospitals in Fort Frances, Emo and Rainy River, and Rainycrest Long-Term Care Home and La Verendrye Non Profit Supportive Housing in Fort Frances. Each community is also served by Riverside Community Counselling which provides mental health and addictions services, Community Support Services through Rainycrest and Riverside Valley Diabetes Education Centre which provides important chronic disease management programming. For more information, please visit [riversidehealthcare.ca](https://www.riversidehealthcare.ca)