



## MEET OUR SCREENERS

On March 11, 2020, the World Health Organization declared a worldwide pandemic of a virus called "COVID-19" – a term we know all too well by now.

Shortly after the pandemic was declared, Norfolk County received its first COVID-19 case locally.

This was the start of what would become known as the pandemic's "first wave."

However, before the global pandemic arrived locally, Norfolk General Hospital was preparing an action plan. Our leadership teams began sharing information about the coronavirus with staff and worked closely with infection prevention and control team members.

Since day one of the pandemic, NGH has worked tirelessly to keep our community safe by opening up a COVID-19 assessment center, creating a specialized COVID unit for COVID positive patients, hunting down personal protective equipment, and so much more.

We also added screening at our hospital entrances, and that is where we would like to shift our focus today.

Before COVID-19, anyone could walk into our hospital without having to answer screening questions, being asked to wear a hospital-grade mask, and or using hand sanitizer.

But as Bob Dylan once said – "The times, they are a-changing."

Since March, NGH screeners are the first face you see when stepping inside the hospital or vaccine clinic.

Their roles are critical to limiting the spread of COVID-19 at our facilities.

When you enter the hospital, there will be a screener ready to ask you some questions. The screeners ask patients and visitors about symptoms, particularly respiratory symptoms, and contact with others. The Screeners help people to alleviate fears and anxiety related to COVID-19.

"The Screeners are required to know policies related to the Covid 19," said Supervisor of Screeners, Jayn Szpakowski. "Our Screeners ensure that people entering the hospital are provided with the appropriate hospital personal protective equipment (PPE) before entering. The Screener also provides an opportunity for educating the public regarding the importance of wearing PPE and related risks of transmission."

For the safety of our staff and patients, NGH responds by following the Colour Zone regulations. Visitor restrictions as a result of COVID-19 can be distressing for patients and their loved ones. The Screeners are sensitive to situations that can be heartbreaking for families.

"The Screeners are kind and empathic. We are so fortunate to have such a devoted, caring team. The Screeners are a true reflection of the values of Norfolk General Hospital. I am proud and grateful to be working with such a remarkable team."

NGH would like to thank our screeners for everything they do every day to make our hospital a safe place for all. You are very much appreciated.

**"THE  
SCREENERS  
ARE KIND AND  
EMPATHIC. WE  
ARE SO  
FORTUNATE TO  
HAVE SUCH A  
DEVOTED,  
CARING TEAM."**

