

Dear Friend,

We know this is an uncertain time. And given recent developments in the rapidly evolving COVID-19 situation, there is understandably some anxiety among our community.

If there's one thing I know, however, it's that St. Michael's Hospital always comes together in times of challenge. And that's exactly what we're doing. Our world-class health-care teams have jumped into action. Our relentless scientists are already working on solutions to the pandemic. And the diligence and positivity of our staff and volunteers are reinforcing our efforts.

Keeping you and your families safe, healthy and informed is our top priority. An incredible amount of planning has gone into making sure we are ready for COVID-19. This has truly been a team effort.

Here are some of the measures St. Michael's Hospital and the Foundation are taking in response. (Please note: These measures are current as of March 16. For the latest news, continue to visit our [COVID-19 information page](#).)

- **Assessment:** As of Monday, March 16, we are opening a COVID-19 Assessment Centre, where anyone in our community who has concerns about their symptoms can be screened and assessed, easily and safely. The Assessment Centre is equipped with proper precautions such as hand hygiene stations and isolated spaces.
 - **Location:** Li Ka Shing Knowledge Institute, 38 Shuter St., 1st floor
 - **Time:** 9 a.m.-7 p.m.
- **Entrance Screening:** Also as of Monday, March 16, we are actively screening all visitors for potential risk of COVID-19. Please allow extra time if you are visiting the hospital. Visitors will be required to enter and exit the building through the doors of the Queen Street entrance (24 hours) or the Bond Street entrance (6:30-10:30 a.m., and 3-8 p.m.). If you are visiting the Li Ka Shing Knowledge Institute, please use the Victoria Street entrance (7 a.m.-8 p.m.). All other doors will be locked.
- **One Visitor Per Patient Room:** Effective Tuesday, March 17, we will be restricting the number of visitors to one visitor in a patient room at a time until further notice. Only patients who require end-of-life care will be allowed to have more than one visitor at a time. This update is out of an abundance of caution to keep our people, patients and visitors safe and healthy.
- **Patients with Clinic Appointments:** If you have a clinic appointment, test or other procedure scheduled, and have travelled outside of Canada in the last 14 days and/or any of the following symptoms — fever, cough or shortness of breath — please call your clinic to see if you should still come. Clinic staff will advise you on whether you should go to the Emergency Department and the safety protocol in place there.
- **Travel:** Anyone who has visited a country with an active government advisory is prohibited from returning to work for 14 days. No international travellers (from anywhere outside of Canada, including the U.S.) can visit a St. Michael's site for any reason, including delegations, meetings, conferences or external student/observer placements, until further notice.
- **Events at St. Michael's Hospital:** All gatherings of over 50 people — either at the hospital or at St. Michael's external locations — have been postponed, cancelled or changed to virtual meetings or telephone conferences. This applies to meetings, events, conferences and rounds involving staff, guests, volunteers, donors, families and/or patients. Meetings of smaller groups may also be cancelled to free up capacity to refocus on other important hospital priorities.
- **Events/Staffing at St. Michael's Hospital Foundation:** All Foundation events and gatherings scheduled to occur now until April 30 will be postponed, cancelled or held virtually. We have also shifted from in-person to virtual meetings and have implemented temporary work-from-home measures for our staff. We will continue to assess the situation as it unfolds and keep you informed.

Stay Informed

What are the symptoms? How does it spread? What can you do to protect yourself?

[Click here to listen](#) to our special COVID-19 Q&A featuring Dr. Matthew Muller, Medical Director of Infection, Prevention and Control, at St. Michael's Hospital and Dr. Bob Howard, Former President and CEO of St. Michael's Hospital. If you have any questions about COVID-19 in the meantime, please email [Melanie Anderson](#) and we will do our best to answer them on our [website](#), through our [newsletter](#), or via podcasts featuring special guests.

Follow our social channels ([@stmichaelsfdn](#)) and visit our website ([stmichaelsfoundation.com](#)) for regular updates.

Visit [unityhealth.to](#) for updates and the latest information on St. Michael's response to the COVID-19 situation.

Stay Safe

To reduce exposure to and transmission of a range of illnesses, including COVID-19, you should follow the below health precautions:

- washing your hands often using an alcohol-based hand sanitizer or soap and water
- avoiding touching your eyes, nose and mouth with unwashed hands
- avoiding contact with people who are sick
- covering your cough with a tissue or sneezing in your elbow
- staying home when you are sick
- frequently cleaning and disinfecting touched objects and surfaces
- minimizing close contact with others (social distancing)

As always, thank you so much for your support. Together, we will get through this challenge.

Sincerely,

Lili Litwin
President, St. Michael's Hospital Foundation

Additional Resources

If you are a patient or visitor, please continue to visit [unityhealth.to](#) for frequently asked questions and regular updates on Unity Health Toronto's policies.

For more detailed information on the status of the virus and risk to Canadians, please visit the [Public Health Agency of Canada or Ontario Ministry of Health](#) websites.

As a reminder, if you are concerned about your symptoms and/or worried about potential exposure to COVID-19, we encourage you to connect with Toronto Public Health and your primary health care providers close to home; this will help keep our Emergency Department resources available for trauma and emergent care patients.

You can call [Toronto Public Health's](#) Hotline at 416-338-7600, Monday to Friday from 8:30 a.m. to 4:30 p.m. After hours, call 311 and ask for Toronto Public Health.



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