



Hay River Health & Social Services Authority | Administration des services de santé et des services sociaux de Hay River
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PUBLIC NOTICE – HRHSSA Operational Update for COVID-19 Response

(March 21, 2020) – As we shared earlier this week the Hay River Health and Social Services Authority (HRHSSA) continues to adjust our operations in response to the COVID-19 pandemic. Our goal at this time is to ensure we have the right level of services in place to reserve and reallocate limited resources, protect vulnerable populations, and reduce unnecessary travel to reduce the potential for spread and exposure for our staff and the public. Below is a list of updated programs and service availability at the Hay River Health and Social Services Authority:

- Emergency Department (Available - no change in service) Entrance doors will be monitored, visitors and patients will require screening prior to entry.
- Endoscopy procedures, non-urgent and non-emergent (Cancelled)
- Medical travel
 - Essential (Available – no change in service)
 - Non-essential (Available – altered or limited service)
- Sick notes (Cancelled) Employers need to support public health efforts by allowing staff who are sick or who have recently returned from travelling to stay home.
- Specialty clinics in the community (Cancelled) Replaced with virtual appointments where possible
- Visitor Restrictions
 - Hay River Regional Health Centre Inpatients visitation (Available) Limited to one person per visit. Screening upon arrival at the main entrance of Hay River Regional Health Centre during regular hours.
 - Woodland Manor visitation (Cancelled)
 - Supportive Living Services visitation (Cancelled)
 - Dialysis Unit visitation (Cancelled)
- Public Health (Available – limited services)
- Hay River Regional Health Centre cafeteria will be closed to the public starting Tuesday March 24, 2020

As this situation continues to evolve, the HRHSSA will continue to complete overarching reviews of services. We encourage everyone keep apprised of the most up-to-date information via the Hay River Health and Social Services Authority Facebook page and the GNWT website (<https://www.gov.nt.ca/en/program-and-service-availability-during-covid-19>). We appreciate your understanding and cooperation.

In the interest of transparency, we would also like to share information with our community about some of the questions that we are receiving about Hay River's capacity to act in response to this situation.

The Hay River Regional Health Center and its staff are equipped and trained to treat a wide variety of both chronic and acute medical conditions and emergencies including respiratory diseases such as COVID-19. If someone were to require hospitalization due to COVID-19, depending on the individual's condition they may be able to remain in Hay River. There are situations that may not be able to be handled in Hay River and for those an individual may be to be transported to Yellowknife. If it were something that Yellowknife is unable to manage, that individual would be transported to Edmonton. We have 2 ventilators at the Hay River Regional Health Centre.

In light of the pandemic, the Hay River Health and Social Services Authority has been diligently preparing to allow us to act in the best interest of our clients, staff and the community. A number of those preparations are listed on the previous page, which includes changes to availability and delivery of various services. Just a few of the other preparations we have taken include:

- Frontline staff and management are ensuring protections and protocols are in place for workers and others within health facilities to reduce the spread of the virus in those settings. This includes ensuring sufficient stockpile of personal protective equipment for workers and testing supplies.
- Planning and preparation for a possible surge in cases that may affect regular delivery of health services
- Our staff are routinely trained and orientated to infectious disease protocols and equipment such as donning and doffing of PPE, proper hand washing and Mask Fit testing. We recently reviewed our staff lists to ensure they are up to date with all requirements.

With that said, the measures outlined by the Chief Public Health Officer and other senior government officials are in place to help protect our communities. The intention is to promote consciousness not fear and to provide us the best chance to deal with this pandemic, taking into consideration the capacity of our healthcare system. We are pleading with community members to stay in your homes so that our healthcare workers can stay at work.

If you are experiencing flu like symptoms (fever, cough, and shortness of breath) please call before you come to a health facility:

- **Hay River:** Call Public Health at (867) 874-7201 between 08:30 to 16:30. After hours, please contact our Emergency Department at (867) 874-8050
- **Yellowknife:** 867-767-9120
- **Inuvik:** 867-490 –2225
- **Fort Smith:** 867-872-6219 or 867-872-6221
- Other Communities can call the local health centre, www.hss.gov.nt.ca/health-centres

If you need immediate medical care, please call 9-1-1.