



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 17, 2020) – In response to the COVID-19 pandemic the Hay River Health and Social Services Authority (HRHSSA) continues to adjust our operations. 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.

Starting today:

- Non-essential medical travel to Alberta and within the NWT will be ramped down over the coming days. Travel for essential care and services will continue on a case-by-case basis. We will be replacing as many appointments as possible with virtual appointments where possible.
- Travel of specialist physicians to specialist clinics delivered in communities across the Northwest Territories will be cancelled and replaced with virtual appointments where possible.
- Non-urgent and non-emergent endoscopy procedures will be cancelled.
- Sick notes will no longer be issued. Employers need to support public health efforts by allowing staff who are sick to stay home or staff returning from travel to isolate based on advice from the [Chief Public Health Officer](#) of the Northwest Territories.
- Visitation to long-term care will be immediately cancelled.
- Visitation to acute care sites will be limited to one person per visit.

Additional Hay River specific measures:

- All visitation at Woodland Manor long term care facility will be immediately cancelled and no visitors will be permitted.
- The Emergency doors at the Hay River Regional Health Center will be locked 24/7. Signage will be posted to instruct visitors and patients to ring the buzzer, at which time a staff member will greet and assess them prior to entry. All visitors and patients must be screened prior to entry.
- Clients accessing the Hay River Regional Health Centre for routine services during regular working hours will be screened upon arrival at the main entrance.
- Supportive Living Services visitors are advised to go to the Day Program Building between the hours of 9:00 AM and 4:00 PM to be screened.

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 Department of Health and Social Services website (www.hss.gov.nt.ca/en/services/coronavirus-disease-covid-19). We appreciate your understanding and cooperation.

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

- **Hay River:** 867-874-7201 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.