



Hay River Health and Social Services Authority Service Level Update

September 17, 2023 - We trust this message finds you well and safe. As we continue our journey toward a safe and resilient community, we are excited to share important updates regarding Phase 2 of our return to essential services.

Upon the Town of Hay River's recent announcement that it is safe to proceed, and the fire risk allows for the reopening of essential services, Phase 2 will commence. This phase marks another significant step toward the restoration of vital services within our community.

In Phase 2, we will see the resumption of several HRHSSA programs and services over the coming days, with a focus on safety as our top priority. The Hay River Health and Social Services Authority is providing notice to residents about service levels in Hay River and preparations that are ongoing as community re-entry begins.

As we return to services, increased use of surgical facemasks may be required temporarily in HRHSSA Clinical Areas. HRHSSA will be encouraging masking in facilities for a period of time after return in an effort to reduce the impacts of respiratory viruses on our workforce and ability to deliver services. It is expected that respiratory viruses will be on the increase heading into fall and a mass migration of residents from areas in southern Canada makes masking a smart choice and a simple thing we can do to assist in preserving healthcare capacity as we ramp up services. People may see more healthcare providers masking and asking for masking in the next few weeks to achieve this goal.

This update is intended to show service levels as of September 18th. It is important to check back often for service levels. Services are positioned to ramp up with changes to levels expected daily.

Service	Status
Emergency Department	Regular service levels have been established
Inpatient Care	Reduced
Midwifery	Reduced - women with urgent concerns can present to the emergency department
Lab and Diagnostic Imaging	Reduced - emergency services
Medical Travel	Residents needing to confirm appointments please call 867-874-8160
Medical Clinic/Primary Care	Closed
Outpatients Department	Same Day Access Monday thru Friday 8:30 am- 4:30 pm
Public Health	Closed



Service	Status
Home Care	Closed
Community Counselling	Closed – remote support available.
Rehabilitation (occupational therapy, physiotherapy, speech-language)	Closed
Child and Family Services	Reduced - emergency services
Healthy Families	Closed
Dialysis Unit	Closed
Woodland Manor and Supportive Living Services	Closed - the facility requires physical preparation and health services must be fully operational for the safe return of residents

Families of those who normally reside in Woodland Manor and Supportive Living Services will be contacted when plans are finalized about repatriation of these residents.

We remain committed to keeping residents informed and will continue to assess our service levels daily as the situation unfolds. Any service changes will be announced on the HRHSSA website and via our Facebook.

We appreciate your continued understanding and cooperation during Phase 2. Our phased approach is meticulously designed to prioritize your safety and well-being. Every step is taken to guarantee that our services and facilities are prepared to meet your needs effectively and safely.

If you have any questions or concerns, please do not hesitate to reach out to us at hrhssa_clientrelations@gov.nt.ca. Your input and feedback are valued as we work together to provide the best possible care and services.

Stay well.