

**Service Level Update**

*September 19, 2023* – The Hay River Health and Social Services Authority is providing notice to residents about service levels in Hay River and preparations that are ongoing for further service ramp-up post-evacuation as part of our recovery and resumption of services.

This update is intended to show service levels as of September 19th. HRHSSA anticipates that the majority of our service capacity will be in place by Monday, September 25th. It is important to check back often for service levels. Services are positioned to ramp up with service levels changing daily.

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| ***SERVICE*** | ***STATUS*** |
| Emergency Department | Resumed normal operations |
| Inpatient Care | Closed |
| Outpatient Department | Resumed normal operations |
| Midwifery | Reduced – women with urgent concerns can present to the emergency department |
| Laboratory and Diagnostic Imaging | Reduced – emergency services – 874-8312 |
| Medical Travel | Resumed normal operations |
| Medical Clinic/Primary Care | Reduced – call 874-8100 for services*Prescription Clinic scheduled for Monday, September 25* |
| Public Health | Closed |
| Home Care & Diabetes Program | Closed |
| Community Counselling Services | Closed – remote support available *(details on remote support here)* |
| Rehabilitation (occupational therapy, physiotherapy, speech-language therapy) | Closed |
| Child and Family Services | Resumed normal services: 874-8430/2696 after hours |
| Healthy Families Program | Closed |
| Dialysis Program | Closed |
| Woodland Manor | Closed – facility requires preparation and health services must be fully operational for the safe return of residents *(families will be contacted about repatriation)* |
| Supportive Living Services |

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 this time. 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.