



Hay River Health & Social Services Authority | Administration des services de santé et des services sociaux de Hay River  
37911 MacKenzie Highway | 37911 route Mackenzie  
Hay River, NT X0E 0R6 | ☎ (867) 874-8000 📠 (867) 874-8141

## HRHSSA Programs and Services Re-opening Plan

---

May 24, 2023

Recognizing that the residents of Hay River are returning to our community, HRHSSA has launched our plan for reopening programs and services.

As the initial part of the plan, HRHSSA will increase resources to support the continued operation of our emergency department. Other services, including laboratory collections, diagnostic imaging and various other appointments will follow in coming days.

Home Care clients returning to the community are asked to contact the Home Care office after May 29<sup>th</sup> so that appointments can be scheduled once clients are settled.

Residents of Woodland Manor, Supportive Living Services and dialysis clients will remain safe in alternative facilities at this time. Their move back to Hay River will be coordinated over the coming weeks. We encourage individuals who are looking for updates on evacuated residents to reach out to the next-of-kin listed on the respective resident's patient/client file.

We ask that everyone with an appointment time that was missed due to the Evacuation Order **please call 874-8000**. This includes appointments at the medical clinic, specialty clinic, x-ray, laboratory, rehab, midwifery, public health, diabetes program, and community counselling.

All other appointments scheduled after May 29<sup>th</sup> will proceed as scheduled.

Below please find our phased reopening plan:

### **PHASE 1 (within 48 hours of community re-entry)**

#### *Hay River Regional Health Centre – **limited services available***

- Diagnostic Imaging (laboratory/xray/ultrasound/mammography)
- Dietary/Housekeeping/Laundry
- Human Resources
- Quality and Risk Management
- Payroll
- Information & Communications Technology
- Emergency department (*\*\*increase service level*)
- Outpatient department

#### *Gensen Building – **limited services available***

- Child and Family Services
- Community Counselling Services



Hay River Health & Social Services Authority | Administration des services de  
santé et des services sociaux de Hay River  
37911 MacKenzie Highway | 37911 route Mackenzie  
Hay River, NT X0E 0R6 | ☎ (867) 874-8000 📠 (867) 874-8141

## **PHASE 2 (within 72 hours of community re-entry)**

### *Hay River Regional Health Centre – **limited services available***

- Medical Clinic
- Community Support Beds/Inpatient Beds
- Rehabilitation
- Public Health
- Home Care/Diabetes Program
- Medical Device Reprocessing
- Finance
- Health Records/EMR
- Maintenance
- Materials Management
- Midwifery
- Ambulatory Care
- Medical Travel

### *Gensen Building – **limited services available***

- Healthy Families Program

## **PHASE 3 (dependent on Evacuation Order/Alert status)**

Hay River Regional Health Centre

- Dialysis Program

Woodland Manor

Supportive Living Services

**We would like to thank the residents of Hay River and K'atl'odeeche First Nation for your patience and understanding while our staff work to re-establish our services and support our staff and residents who were impacted by the wildfire.**