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### **Appreciation for COVID-19 Efforts**

I know that many of you have been working long hours to ensure systems, supplies and human resources are in place to manage the COVID-19 threat and instill confidence that patients receive safe and quality care. As well, efforts to disseminate clear communication to our staff, physicians and the public have been exemplary.

While much uncertainty persists, your work gives assurance to colleagues, family and the entire community that Horizon's patients are protected and continue to be well cared for. All while without hesitation you are assessing, diagnosing and treating COVID-19 cases as they present.

Over my many years working with Horizon, I had the opportunity to personally work with the many dedicated people who confidently and effectively lead us through a crisis. The Horizon Board certainly agrees that this is the case today.

On behalf of all members of Horizon's Board, I extend my sincere gratitude to our committed staff and physicians for your efforts during this complex and everchanging situation.

Sincerely,

John McGarry, Horizon Board Chair

# Bulletin #6: COVID-19

## March 21, 2020



### **Infection, Prevention and Control: Gloves are a single-use item**

Gloves are a single use item and are to be disposed of after use. They are not to be washed with soap and water or cleaned with Alcohol Based Hand Rinse.

Gloves are not required unless you are in contact with a suspect or confirmed case or their patient space or belongings. By wearing gloves instead of cleaning your hands, you may be contributing to the spread of Covid-19.

To preserve our stock of PPE in our facilities, isolation gowns should not be worn as a source to keep warm. Please help us keep PPE available for when it is truly required.

### **Issues with phone calls to toll-free numbers**

Bell Mobility has reported they are experiencing an issue with cell phone calls to toll-free numbers due to network congestion. This may have an impact on our toll-free IT Service Desk phone number.

If you are experiencing a busy signal or no answer when calling the IT Service Desk from a cell phone, please use a landline.

### **Vendors accessing Horizon sites**

All Horizon vendors are required to enter our facilities through Restricted Access Points just like our patients and staff.

Only vendors who are participating in patient care or hospital environmental maintenance will be allowed to enter. At our larger facilities, vendors delivering goods including bread, dairy products and additional food supplies, need to come to a receiving dock.

### **Physician and primary health care offices are open**

Physician and primary health care offices are open.

If you have Coronavirus symptoms, self-isolate and call Tele-Care 811 or your family doctor or primary health care provider or use GNB's new [self-assessment tool](#).

### **Megamation work requests unavailable**

Until further notice please submit all maintenance-related work requests via phone. Monday through Friday 7:30 a.m. to 3:30 p.m. please call 648-6300. After hours and weekends please call 648-7531.

### **Virtual news conference**

On Friday morning, Dr. Ken Gillespie, Chief of Staff at The Moncton Hospital (TMH); Dr. Gordon Dow, Infectious Disease Specialist at TMH; and Dr. Jody Enright, Medical Director for the Moncton area held a virtual media availability with reporters from across the province on Horizon's response to the COVID-19 outbreak.

We have recorded videos with each of these physicians, and we will share these messages with you in tomorrow's bulletin.

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### **Suspension of Classroom-Based Learning**

Effective immediately, delivery of all Workforce Development classroom-based learning programs is suspended. CaRES orientation and nursing orientation will be delivered through e-learning.

Delivery of MLD programs, French Language training, NVCI, BLS and all classroom-based clinical programs is suspended for at least the next six weeks. E-learning programs and recorded webinars remain available through Skyline.

Hiring managers will be notified regarding how to direct new hires to required CaRES and Nursing Orientation e-learning.

MLD leadership programs are suspended until further notice.

### **EFAP is available for staff and family members**

We understand that the uncertainties surrounding COVID-19 can cause anxiety and stress. Support is available to you and your eligible dependents through Horizon's Employee Health and Wellness [site](#) and other resources available 24/7 through Horizon's EFAP by calling inConfidence toll-free at 1-866-721-1738. These services are free and confidential.

We encourage you to take a moment to look through the [inConfidence](#) online resources, such as Protecting Your Well-being During the COVID-19 Outbreak, by using the following log in credentials: Username: **gnb**, Password: **inconfidence**.

We also encourage you to stay informed by checking Horizon's coronavirus [website](#) regularly for up to date information.

### **Horizon Retirees and Students: We need your help!**

Horizon is looking to our retirees and students to assist with the current COVID-19 outbreak, should the need arise.

Horizon's Human Resource team is working on a re-employment strategy which will allow students and retired health care professionals to get back to work as soon as possible when they are needed. Horizon is in the process of collecting information of those interested and able to support and providing information on next steps as required.

Additionally, those interested are encouraged to e-mail [Careers@HorizonNB.ca](mailto:Careers@HorizonNB.ca) with their expression to support.

For retired physicians, a process has been put in place between the College of Physicians and Surgeons, the New Brunswick Medical Society, the Department of Health and the Regional Health Authorities to facilitate their return and to allow them to work within their capacity.

### **Job postings on Skyline**

All but priority postings will be removed from Skyline. The removed postings will be republished once the COVID-19 measures cease, and any interested employee is encouraged to apply at that time.

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### **GNB Self-Assessment Tool**

In an effort to allow 811 healthcare professionals to support more people who are experiencing COVID-19 symptoms, a [new online tool](#) to assess symptoms is available.

Using this tool will help New Brunswickers determine when they should call the 811 line, which will reduce the volume of calls we have seen from people seeking basic information.

No new presumptive cases of COVID-19 were reported in the province. There are still 11 cases in New Brunswick: seven confirmed; and four presumptive.

### **Work travel to the United States**

Federal and provincial public health leaders have recommended that all travellers from outside of Canada self-isolate for 14 days. At this time exceptions are being made for certain individuals travelling to the United States from New Brunswick, but this is subject to change.

The continued global movement of goods and the ongoing delivery of essential services will be important for Canada's response to COVID-19.

Consequently, an exemption to the request to self-isolate for 14 days should be provided to workers who are essential to the movement of goods and people.