

Bulletin #123: COVID-19 Information

February 26, 2021



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Key messages for Orange Level Visitor Guidelines are available [here](#). Visitor Guidelines posters are available on Skyline, [here](#).

[Accessing Your Horizon Email Account](#)

Horizon is making access and use of Horizon email easier and safer for ALL employees and physicians – even those that don't currently require email for daily work and / or don't have a corporate cell phone.

All employees, salaried physicians and fee-for-service physicians are now "licensed" with a Microsoft (MS) Office 365 account. That means all Horizon employees and physicians can access MS Outlook (Horizon email account) and MS Teams

online (through Google Chrome or Microsoft Edge) and on personal devices.

Quick and easy way to access email:

If you want to use your own personal mobile device or computer and you are checking your Horizon email infrequently:

1. Go to <https://outlook.office.com> access your Horizonnb.ca mailbox.
2. Log on by entering your Horizon email address and password.

After Mar. 31, 2021, if you are accessing MS Outlook or MS Teams Online from outside of our GNB Networks and the Virtual Private Network (VPN), you will be prompted to approve the logon with the "MFA" Authenticator App on your mobile device.

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Multifactor Authentication (MFA) is a simple app that is installed on your cell phone that validates that it is actually you logging into your Horizon account, by prompting you to approve. This approval is only required when logging on from outside of our GNB networks and not on the VPN.

If you have already enrolled in MFA, we thank you for helping us keep our systems secure. After March 31, 2021 you will not be able to access your Horizon account email online without being enrolled. Instructions for enrolling can be found [here](#).

Installing Outlook and Teams on your personal device

Enabling "Bring Your Own Device" (BYOD) on your personal device allows the installation of Outlook, MS Teams, and other office apps on your personal phone while keeping your Horizon Outlook and Teams account separate from your personal information.

This allows Service New Brunswick (SNB) to remotely wipe your Horizon information should your device be lost or stolen ensuring your Horizon information does not get into the wrong hands.

Here's how:

1. Request access to "Bring Your Own Device" (BYOD) by sending an email to HorizonMobilityRequests@Horizonnb.ca.



2. You will receive an email with instructions for setting up your device.

3. Open the App Store on your personal device and download the MS Outlook App and the Multifactor Authenticator App.

4. Log on by entering your Horizon email address and password. (You may have multiple accounts set up in the one app, and you can easily switch between accounts.)

5. Contact the Service Desk if you have any questions or require help: service@snb.ca or 1-844-354-4357.

Note: Service Desk support is for MS Office 365 account only and cannot provide support for other personal device issues.

For more information about accessing MS Outlook and/or MS Teams online and/or on your personal device, please visit the Horizon Email and MS Teams Page on [Skyline](#).

Palliative Care Visitation in All Phases

This memo replaces memos #22 and #33.

Measures around restricting visitation in facilities have been put in place to limit the spread of COVID-19. Policy around

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visitation must balance compassion and safety by carefully weighing the risks and the benefits of doing so.

The visitation policy has been reviewed and amended to allow additional family members to visit during the palliative care period, as well as to allow visitors time to cross interprovincial borders and self-isolate, if required. These directives apply in all phases of recovery.

In order for such visits to occur in an RHA facility, the patient will need to have a Palliative Performance Scale (PPS) value of 60 per cent or less, the patient's time to death is within 3 months, based on a clinical prognostic, and the patient is not likely to be discharged home. Residents located in a long-term care facility would need to have a PPS of 40 per cent or less, with the resident on palliative care and having become completely bed ridden.

One visitor at a time will be permitted to enter, unless associated support is required, or a patient is at a PPS of 20 per cent or less, in which case 2 visitors will be allowed at a time.

The patient or person of authority can designate up to 10 members of their immediate family, close friends or partners in care who can take turns visiting. The facility should be provided with the list of individuals in advance.

Also, one additional visitor (pastoral/spiritual care), per palliative care patient at the end of life, will now be allowed to



enter the facility to provide comfort to the patient, family and loved ones during the end of life period.

If a designated visitor is from out of province, they must apply for an exemption to cross the inter-provincial border for compassionate reasons by calling 1-800-863-6582.

Once approved to enter New Brunswick for compassionate reasons, the visitor would self-isolate for 14 days before visiting their loved one in palliative care.

If the patient could die within 7-14 days, the out-of-province visitor will be permitted to self-isolate for a minimum of 5 days and then be tested for COVID 19. The patient's care team would arrange for this testing by contacting the attending physician. If the day 5 test is negative, the visitor would then be allowed to visit provided they agree only to go to and from the place where they will self-isolate and the patient's room in the facility. This visiting plan would need prior approval from the facility to ensure feasibility. If approved, the visitor would need to show his / her test result to gain entrance or the result could be validated with the facility by the requesting physician. The individual or requesting physician would be expected to provide the day 10 test result should the visits continue to occur.

If the patient's death is imminent (within 5 days) and a test is required urgently, the attending physician shall consult with the medical microbiologist on call. If rapid testing can be arranged, the visitor will be permitted one visit in the 24 hours from the time a negative test result was obtained. The visitor

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will not be permitted to visit again before their negative day 5 test.

The process for out-of-province visitors also applies when the visitor has travelled from a higher risk zone within the province.

All visitors are required to comply with the public health measures that are in place and to adhere to the institutions' policies and practices for infection prevention and control during their visit, including wearing personal protective equipment throughout the visit.

Having the patient's attending physician involved in the testing process ensures a holistic approach to end of life care.

Where a facility is experiencing an outbreak, a risk assessment shall be completed to determine if the visitation policy needs to be changed.

GNB: Reporting Adverse Events Following Immunization

We are all responsible for demonstrating Horizon's values in As per the Public Health Act, all adverse events following immunization (AEFIs) must be reported to the regional medical officer of health.

To assist in clarifying the process and timelines a poster has been developed.



The poster is intended for all Health Care Providers who administer vaccines and/or provide clinical care for clients. It summarizes the reporting requirements and timeline, the criteria for reporting and how to report.

The surveillance forms for reporting AEFI have also been updated.

These documents have been posted on the "Immunization program guide" page of the GNB website and can be accessed at the following links:

https://www2.gnb.ca/content/dam/gnb/Departments/h-s/pdf/en/CDC/HealthProfessionals/AEFI_poster.pdf

AEFI report Form:

<https://www2.gnb.ca/content/dam/gnb/Departments/h-s/pdf/en/CDC/Epidemiology/NBAEFIFormE.pdf>

Thank you for your continued collaboration.

GNB updates

Public Health reported one new case of COVID-19 today in Zone 1 (Moncton Area).

The provincial government introduced changes to the Orange and Yellow levels under the province's mandatory order.

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The changes to the Orange level, effective at midnight tonight, include:

- Travel between Orange zones will be permitted and residents may include people from other Orange zones in their steady 10 contacts.
- Visits will be allowed in hospitals, as per regional health authority policy and guidance.
- Compassionate travel exemptions will be extended to people living outside New Brunswick who are entering the province to attend a funeral, with public health guidelines in place, including a mandatory five-day self-isolation and a negative COVID-19 test upon arrival.

All zones remain in the Orange level. Further details about the updated Orange level [are available online](#).

Public Health has also recommended an updated Yellow level. It is expected that all zones will move to Yellow at 11:59 p.m. on Sunday, March 7, as long as the situation remains stable and cases continue to decline.

A complete list of the updated Yellow level guidelines [are available online](#).

The full GNB news release can be accessed [here](#).

