

**To:** All Employees  
**From:** Jennifer Sheils, Chief Information Officer  
**Date:** March 17, 2020  
**Re:** **Bulletin #3e – COVID-19 - Prioritization of Videoconference Resources**

**Effective Tuesday March 17, 2020**

As we prioritize our staff and resources to maintain critical operations, at this time our Telehealth- Video Conference resources will also be prioritized to support Telehealth patient consultations and COVID-19 Emergency Operations Centers. As such we will not book new requests outside of these priority areas.

For all other administrative meetings please considering using one of the following meeting collaboration options:

**Skype for Business:**

Skype for Business is deployed to most laptop devices supported by Service New Brunswick and will accommodate ~50 users on one call for audio and sharing of documents. Skype for Business also allows for sharing of desktop video collaboration. If you require more than 50 participants, please contact SNB by submitting a ticket to the Provincial Service Desk to have this change made to your account.

**Bell Audio Conferencing:**

Horizon Health Network is currently set up on the Bell Reservation-less Audio-Conferencing platform.

There are a few ways to set up a new account;

1. You can call the conference operator at 1-800-667-3678 and provide the Account Name: Horizon Health Network. They will require your name, email & address, and contact phone number.
2. Once the Account is created, you will receive by email a permanent dial-in Toll Free number, Conference ID, as well as their moderator PIN

Alternatively you may submit a request for a new account on-line.

3. Submit your request on line to [https://business.bell.ca/shop/enterprise/forms/reservationless-audio-conferencing-signup?INT=SMB>ContactUs\\_AudioConf\\_09102019\\_RS](https://business.bell.ca/shop/enterprise/forms/reservationless-audio-conferencing-signup?INT=SMB>ContactUs_AudioConf_09102019_RS)  
This is the fastest method available to set up a new account at this time.

If you already have a video conference scheduled we will do our best to support you, however please consider moving this to a Skype or an Audio conference where possible. Please advise your area Video Conference Operations Coordinator of any cancellation so that all possible resources are available where needed.

