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Thank you from Karen, President and CEO

Dear Staff and Physicians:

Every day, for 13,000 people in this organization, our values serve as the north star for decision making. Why? Because Horizon's values are our foundation, and our foundation is strong.

We:

- Act with integrity and are accountable
- Show empathy, compassion and respect
- Are all leaders, yet work as a team
- Strive for excellence

I believe that at times like this, in the midst of a crisis, we need these shared values to guide our actions.

I see the work you are doing and so does the entire leadership team. You are dedicated and passionate about health care. I'd like to

acknowledge that even though many people in our communities are home with their families, you continue to show up – for them and for Horizon.

Quite frankly, it makes me proud because we are working toward a common goal. We are ensuring our communities are as healthy and safe as possible. You are doing everything you can for our patients, clients, friends, family and for each other – your colleagues in health care and all those on the front lines.

With the worst of Coronavirus (COVID-19) yet to come, we can't stop there. You all play a significant role in paving our path forward to a time when we can look back and applaud how well we came together to handle this unprecedented global pandemic in New Brunswick.

Until then we need to lead by example. Our communities look to us at times like this. They watch how we act, how we react and what we do. Please follow the advice of Public Health, live Horizon's values

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and take advantage of the resources available to you – from childcare to redeployment opportunities to mental health services. Take a moment to remind yourself: we are everyone's family right now. Our communities are relying on us, but this is not a burden, it is a reminder that in health care we are weathering this storm together.

Sincerely,

Karen McGrath
President and CEO

Consent to record patients, clients, visitors, employees, and non-employees

In recent weeks we've observed an increase in the number of employees, media and the public taking photos or recordings without consent. This is occurring at our facilities and at COVID-19 Assessment Centres.

When photos, videos or audio recordings of a health care setting are captured without consent and are shared publicly, it is a potential privacy breach. Furthermore, we need everyone to feel as safe as possible when they attend an appointment at an assessment centre, or they simply won't go. They should have no fear of having their photo taken and appearing on social media or a news site.

The [Photography, Audio and Video Recording by Patients Clients, Visitors, Employees, and Non-Employees Policy \(HHN-CO-009\)](#) was put in place to support us in protecting the privacy and confidentiality of our patients and clients.

Please make sure posters are visible in waiting rooms or onsite at assessment centres. To order from the print shop, use form number [HHN-0875](#).

We are asking everyone to avoid going to our COVID-19 Assessment Centres unless they have a legitimate health-related or work-related reason to be there. Pictures of each site are, available on [our website](#).

More information on this policy is available in the *Communications Guidelines & Policies* section of the [Communication Resource Centre \(CRC\)](#) on Skyline.

Visitor Restrictions Apply to Staff

As previously shared in [Bulletin #4 – COVID-19 – Corporate Update – Mar 18 2020](#), Horizon facilities are under strict [visitor restrictions](#). These rules apply to all staff. Staff are not permitted to visit patients within any Horizon facility, unless they are the patient's designated visitor.

Staff should not be on any unit for any reason, unless it is the unit where they're assigned to work.

Visitor Restriction Posters Updated

New posters for visitor restrictions have been uploaded to [Skyline](#).

The visitor restriction poster is available for order on repositionable (sticky back) paper from Horizon's print shops by quoting HHN-1057.

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Accessing Controlled Service Elevators

A review on regular etiquette for controlled service elevators is below, as well as how to best maintain physical distance in elevators within Horizon facilities.

Patient and patient services are priority in controlled service elevators.

This includes:

- Emergency Code response
- Emergency patient transport needs
- Operating room needs
- Time sensitive patient needs (Food cart delivery)
- Patient transport

Remember to close the elevator door behind you. Do not offer service elevators to groups not included in the standard operating practice. Unnecessary use can slow down accessibility in an urgent situation. If a patient transfer is in progress, please do not enter.

During COVID-19, we are limiting access on all elevators to a maximum of four people at a time to help prevent the spread of illness.

Moncton: New COVID-19 Assessment Centre

A new COVID-19 Assessment Centre location for Moncton is now open. The centre is located at the Moncton Coliseum, 377 Killam Dr., in Bay 6. This site at Horizon's The Moncton Hospital is now closed.

A reminder: These are not walk-in clinics; they are by appointment only.

Moncton: COVID-19 Care Fund

The Friends of The Moncton Hospital Foundation has established the COVID-19 Care Fund to help The Moncton Hospital meet the immediate and evolving requirements during this challenging time. Donations will give the Foundation the financial flexibility to respond quickly to emerging needs, and any remaining funds will be reallocated to on-going patient care priorities.

To donate visit www.FriendsFoundation.ca/donate; choose Covid-19 Care Fund in dropdown box.

Saint John: Need Scrubs? Message from the Brighton Group

The Brighton Group wishes to share that it is taking precautions to ensure that employees still have access to buy scrubs.

For more information and to view available items, visit BrightenGroupShop.com or email mail@brightengroup.ca.

Megamation Requests

Megamation returned to service last week after some unfortunate and untimely software attacks.

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All work requests should be through Megamation. Any COVID-19 request should use the new work order type "COVID-19 Related Request."

Please note all COVID-19 related work orders will take priority; other requests may be delayed as our resources are extremely busy at the moment.

Any request received which requires major modification to a department, space or building system, and will have significant impact on resources will be reviewed and directed for appropriate approvals.

[GNB Updates](#)

Two new cases of COVID-19 have been identified, bringing the total number of confirmed cases in New Brunswick to 70. Nine of those people have since recovered from the virus and one person remains in hospital.

The new cases are travel-related or contacts of travel-related cases:

- An individual aged 60-69 in Zone 3 (Fredericton region)
- An individual aged 20-29 in Zone 4 (Edmundston region)

"Just because we have had a couple days of low new-case numbers, now is not the time to be complacent," said Dr. Jennifer Russell, chief medical officer of health. "We will have good days and bad days, but we cannot lose focus."

Russell reminded New Brunswickers that much more must be done to stop the spread of the pandemic in the province.

"Everyone needs to act as if people around them have COVID-19," said Russell. "Flattening the curve and protecting those who are most in need of protection requires continued and constant vigilance by every New Brunswicker."