

To: All employees

From: Janet Hogan, Corporate Director of Communications and Community Relations

Date: March 16, 2020

Re: **Bulletin 2 a: COVID-19 Communications Update**

This bulletin provides important updates on the ongoing Coronavirus (COVID-19) situation that you may begin seeing in the media today.

Elevated Visitor Restrictions

Effective today, March 16, all patient visits are restricted within Horizon facilities. Exceptions apply for **Palliative Care, Intensive Care, Neonatal Intensive Care, Obstetric and Pediatric units**. In these units, only **ONE** designated visitor is permitted – a member of the patient’s immediate family OR their care partner within all Horizon facilities. Anyone who has travelled outside of Canada is restricted from visiting patients for 14 days following their return.

The updated poster will be available on Skyline later today by searching for form HHN-1057 (12 x 18) or HHN-1058 (2 x 3).

Horizon’s COVID-19 Community Assessment Centres By Appointment

COVID-19 Community Assessment Centres across Horizon offer appointments for patients exhibiting mild to moderate symptoms of Coronavirus (COVID-19). **Appointments** are provided following a triage completed by Tele-Care 811.

Community Assessment Centres will help to reduce visits to emergency departments and minimize the risk of transmission. These are **not** walk-in clinics. They will complete COVID-19 screening and testing by appointment only.

For locations of the COVID-19 Community Assessment Centres please visit [HorizonNB.ca](https://www.horizonnb.ca)

New Brunswickers are asked to only call Tele-Care 811 if they are displaying mild or moderate symptoms. In an emergency, or if there are severe symptoms, they are being advised to call 911 or call ahead to their local Emergency Department so our staff can prepare for their arrival.



COVID-19: Cancellation of surgeries and ambulatory care clinics

As of Monday, March 16 Horizon has begun cancelling elective surgeries and ambulatory care clinics. This will affect elective surgeries and procedures, outpatient clinics, diagnostic imaging, therapeutics, and blood collection centres at all of our hospitals.

Emergency surgeries and other specialty surgeries will continue.

This will help us allocate and sustain our staffing resources and prioritize services as part of our response to the global Coronavirus (COVID-19) outbreak.

Horizon will contact all patients and clients if their surgery or appointment is cancelled.

Volunteer Services

For the safety of our patients, clients and volunteers, Horizon has cancelled all volunteering until further notice, including Spiritual and Religious care. We thank all of our volunteers for the important work they do every day to support our patients, clients and families but at this time, we all have a role to play in preventing the spread of COVID-19.

Please continue to monitor updates to [Skyline](#), [HorizonNB.ca](#) and Horizon's social media channels for updates.

