

CORPORATE UPDATE
Bulletin #4 b: COVID-19 Updates
March 18, 2020

Thefts

It has again been brought to our attention that supplies are being stolen from Horizon facilities. As New Brunswickers begin to experience the impacts of COVID-19, it is imperative that Horizon has the required stock of supplies to provide the quality and safe patient care for which we are known.

Employees who remove supplies from Horizon facilities will be disciplined, up to and including termination, reported to local law enforcement and professional associations, where applicable.

Employees who have information about the theft of supplies are encouraged to speak with their managers. Your assistance is greatly appreciated.

Upper River Valley Temporary Community Assessment Centre

A temporary COVID-19 Community Assessment Centre (by appointment) has been set up in the Upper River Valley at the Tobique Valley Community Health Centre, 20 Main St., Plaster Rock.

Clarification: COVID-19 and Daycare Access

As previously communicated, special arrangements have been made through Education and Early Childhood Development (EECD) to ensure that essential services employees (**ALL Horizon employees**) are able to access daycare services.

To request daycare through this program, please call **1-833-221-9339**.

Horizon has confirmed with EECD that **all essential services employees are encouraged to call this number** and that the employment status of an essential services employee's spouse/partner will not impact access to these designated daycares.



Horizon elevated visitor restrictions to a complete ban

Due to the Covid-19 Pandemic, no visitors are allowed in Horizon facilities.

Except ONE healthy visitor in the following areas:

- Palliative Care
- Intensive Care / Critical Care / Neonatal Intensive Care
- Obstetrics and Pediatrics

Discharge (ONE healthy individual allowed to pick up discharged patients.)

For Emergency Departments:

ONE support person ONLY for patients requiring assistance.

Only ONE person per pediatric patient is allowed. (Parent or caregiver only.)

For Out-patient Departments:

ONE support person ONLY for patients requiring assistance.

We reserve the right to further restrict visitation as the COVID-19 situation evolves.


Privacy

Horizon Health Network and its employees are subject to and must comply with the *Personal Health Information Privacy and Access Act* (the PHIPAA) and the regulations under that Act. As a custodian of health information, Horizon and all of its employees have an ethical and legal obligation to protect the confidentiality of personal health information and the privacy of all patients.

When talking about COVID-19, please remember Horizon's [Privacy](#) and [Confidentiality](#) policies, and the Privacy education you have received. Discussing patients with others or accessing patient information with no work-related "need to know" may result in a privacy breach.

To ensure the privacy of our patients and staff is protected, we are asking staff and patients to avoid going to our Community Assessment Centres, unless they have a legitimate health-related or work-related reason to be there. Pictures of each site are, or will be, available on [our website](#) and we will do our best to answer any questions you have about the centres.

If you have any questions or concerns about your privacy obligations, please reach out to our Chief Privacy Officer. We are committed to being as open as possible while complying with privacy laws and protecting patient and staff privacy.



Women and Children's Health Prenatal and Breastfeeding class cancellation

Horizon Health Network Prenatal and Breastfeeding classes are cancelled until further notice.

Breastfeeding Support

For breastfeeding questions please contact:

- **The Moncton Hospital:** 506-857 5537 for the clinic, or 857-5111 for general information
- **Saint John Regional Hospital:** 506-648-6198
- **Dr. Everett Chalmers Regional Hospital:** 506-452-5878
- **Upper River Valley Hospital:** 506-375-2611 for the Labour and Delivery Unit, available 24 hours per day, or 506-375-2610 for the Prenatal Clinic, available Monday to Friday, 8 a.m. to 4 p.m.
- **Miramichi Regional Hospital:** 506-623-3205

Prenatal Education

Horizon is pleased to provide prenatal education videos on Horizon's [website](#).

Saint John Area – Message from the Brighton Group

To: The staff at the Saint John Regional Hospital

From: The Brighton Group

During this time of uncertainty, we want to ensure that our hospital staff is getting all of the support possible. As such, our gift shop will remain open and fully operational at this time for your convenience.

We will however, be temporarily closing our other service & retail venues including:

- The Uniform Shop
- Trinket and Treasures
- Hair Salon

We apologize for any inconvenience but felt it was the best decision at this time as we attempt to do our part towards minimizing risk for our staff, patrons and of course our patients.

BRIGHTEN GROUP - ADDITIONAL SERVICES

Online shopping is still available for all of your uniform needs. Please log on to brightengroupshop.com to shop from the comfort of your home or office.



ZESTY LEMON PRE-ORDERS:

We will continue to carry a full stock of Zesty Lemon meals in our gift shop and in addition, we will be offering you a pre-order option.

This will ensure everyone has a healthy, homemade food option and after a long day, you can take home to your family if you wish!

Simply pre-order your meal by filling out an order form (attached separately), The Zesty Lemon will prepare your meal, deliver it to the Gift Shop, you pick up your meal and enjoy!

We sincerely hope that our efforts make your day a little “Brighter” during these challenging times.

From your friends at...
The Brighten Group

Remember...

**100% of Proceeds generated by the Brighten Group fund Patient Comfort Programs
at the Saint John Regional Hospital**

