

**CORPORATE UPDATE**  
**Bulletin #6 a: COVID-19 Updates**  
March 20, 2020

**Infection, Prevention and Control: Gloves are a single-use item**

This is a gentle reminder that gloves are a single use item and are to be disposed of after use. They are not to be washed with soap and water or cleaned with Alcohol Based Hand Rinse. Gloves are not required unless you are in contact with a suspect/confirmed case or their patient space/belongings.

Remember... one of the best lines of defense against any illness is to clean your hands and keep your hands away from your face. By wearing gloves instead of cleaning your hands, you may be contributing to the spread of Covid-19, not protecting yourself or others.

Also we need to preserve our stock of PPE in our facility. Therefore, isolation gowns should not be worn as a source to keep warm. Please help us keep PPE available for when it is truly required.

**Issues with phone calls to toll-free numbers**

Bell Mobility has reported they are experiencing an issue with cell phone calls to toll-free numbers due to network congestion. This may have an impact on our toll-free IT Service Desk phone number.

If you are experiencing a busy signal / no answer when calling the IT Service Desk from a cell phone, please use a landline as a workaround.

Thank you for your collaboration and we will keep you posted.

**Vendors accessing Horizon sites**

All Horizon vendors are required to enter our facilities through Restricted Access Points just like our patients and staff as we take measures to prevent the spread of COVID-19.

Only vendors who are participating in patient care or hospital environmental maintenance will be allowed to enter. At our larger facilities, vendors delivering goods including bread, dairy products and additional food supplies, need to come to a



receiving dock.

### **Physician and primary health care offices are open**

A reminder that physician and primary health care offices are open.

If you have Coronavirus (COVID-19) symptoms, self-isolate and call Tele-Care 811 or your family doctor or primary health care provider or use [GNB's new self-assessment tool](#).

### **Megamation work requests unavailable**

Until further notice please submit all maintenance related work requests via phone. Monday through Friday 7:30 a.m. to 3:30 p.m. please call: 648-6300. After hours and weekends please call: 648-7531. See specific location numbers below.

#### Fredericton and Upper River Valley Area

- Dr. Everett Chalmers Regional Hospital: 452-5292
- Perth Andover: 273-7120
- Upper River Valley Hospital: 375-2500
- Oromocto Public Hospital: 375-2588

#### Miramichi Area:

- Regular business hours: 623-3030
- After hours and weekends: 626-1292

#### Moncton Area:

- Regular business hours: 857-5600
- After hours and weekends: 857-5740

#### Saint John Area:

- St Joseph's Hospital: 632-5501
- Charlotte County Hospital:
  - Regular business hours: 465-4489
  - After Hours and weekends: 465-4444
- Grand Manan: 660-0027
- Sussex:
  - Regular business hours: 432-3210
  - After hours and weekends: 432-3100
- Centracare:



- Regular business hours: 649-2729
- After hours and weekends: 649-2550
- Ridgewood Addiction Services:
  - Regular business hours: 649-2508
  - After hours and weekends: 643-1024
- Ridgewood Veterans Wing: 647-7995

We understand a similar issue may be affecting other regions as well. Please contact your local maintenance supervisor if you have issues or questions.

### **Virtual news conference**

On Friday morning, Dr. Ken Gillespie, Chief of Staff at The Moncton Hospital (TMH); Dr. Gordon Dow, Infectious Disease Specialist at TMH; and Dr. Jody Enright, Medical Director for the Moncton area held a virtual media availability with reporters from across the province on Horizon's response to the COVID-19 outbreak.

We have recorded videos with each of these physicians, and we will share these messages with you in tomorrow's bulletin.

