



March 17, 2020

Health Centre Service Reduction Plan – COVID 19

The health centre has been developing a community response plan over the past week taking into considerations the CMOH recommendations along with the unique needs of our community. In the early stages there was no need to be reducing services. As recommendations change and we gain a better understanding of nursing staff available and personal protective equipment on hand, the Health Centre needs to reducing services in order to ensure we are able to support the community if there is an outbreak in the near future.

Effective Thursday March 19th, the KDFN Health Center will be closed to the public and all non essential staff. We will keep this measure until April 1st at which time we will reassess. All Health Centre staff (except those on sick leave, vacation or quarantine) will rotate through various roles throughout the next 2 weeks to try and give everyone equal time working from home. Staff over 65 will not be asked to come in until further notice but will be asked to work from home where possible.

Our responsibilities lay with having a measured response to the safety of the community and that of staff. As a result the following alterations to programming will be in place. Staff will respond to client needs as best we can. Some citizen's requests will have to be dealt with at a later date. All urgent and emergency situations will be addressed as they arise. If the staff feel it is necessary, some clients may be asked to come to the health centre for a specific treatment. This will be determined on a case by case basis.

- 1. The Health Centre building is closed to the public.**
- 2. Reception** will be covered Monday – Friday 8:30 to 4:30 p.m.
- 3. Clinic** – Closed
- 4. COVID Nursing Assessment** – 2 Registered Nurses available daily to answer the nursing line and assess clients in their home when appropriate. This will not be used for non-urgent matters.
- 5. Meals** - Meals on Wheels will continue for this week. We will continue to prepare food and keep frozen to ensure we have an adequate amount of food to support any citizens who may be quarantined / isolated as per medical advice and do not have other means to access food. This services will not be available to citizens choosing to not leave their homes.

6. **Medical Office Assistant**- working full-time in office.
7. **Physician Services** – By phone and in-person if deemed appropriate.
8. **Driving** – Driver will be in-house for emergency transportation as deemed necessary by nursing staff. All other driving services are suspended.
9. **Home Support** – No home cleaning, however staff are available to support elders who need groceries and hygiene supplies. Protocols will be developed to address discuss how payment will be taken care of.
10. **NIHB Navigator** - services will continue remotely.
11. **Immunizations** – RN will continue to immunize children and adults in the clinic on a schedule that ensures safety and precautions.
12. **Family Support Workers** – Will remain available by phone to support families in their program.
13. **Jackson Lake Wellness Team** – Will remain available by phone to support clients remotely.
14. **Managers** – work from home

Staff will fill the above responsibilities on a rotational bases M-F 8:30 to 4:30 and this will be managed directly by the Director.

Christina Sim, RN

Director, Health & Wellness