



Excellent care, for everyone,
everywhere, every time.

COVID-19 UPDATE

Thursday April 2, 2020

Over the last several weeks Island Health leaders, staff, and physicians have been working hard to plan for the arrival of COVID-19. Work has been focused on the prevention and slowing of transmission and planning to care for patients who are diagnosed with COVID-19.

Aboriginal Health is following the guidance of Provincial Health Officer, Dr Bonnie Henry, and Island Health's Leadership, and have made adjustments to how we work. To reduce the risk of spreading COVID in the hospital setting and in community, all Aboriginal Health staff are working remotely, including Aboriginal Liaison Nurses. Nurse Practitioners, Aboriginal Liaison Nurses and Diabetes Nurse Educator are limiting in person visits and are exploring virtual care options where possible. This includes telephone, face time or skype visits.

As you can imagine, things are changing quite often. During this time we will make every effort to respond to requests for support. However, as things change and get busier; and as we face potential staff shortages due to illness, there may be times it will take longer for team members to follow up on referrals or return phone calls and email. Please know we are doing everything we can to get back to you.

Please see the following important information for you to be aware of:

Visitor Restrictions – Keeping staff and patients safe

In keeping with Provincial Health Officer, Dr Bonnie Henry's direction and in further effort to keep you, patients, and staff safe, Island Health has implemented visitor restrictions. For the next while, essential visits will be considered for patients who are:

- critically ill
- receiving end-of-life care
- frail and need an escort or family member for their safety

Please see this link for more the New Visitor Restrictions:

<https://www.islandhealth.ca/news/news-releases/only-essential-visits-allowed-island-health-facilities>

If you need to visit the hospital you will be greeted at the entrance by an Ambassador who will ask you some screening questions to determine if you have any concerning symptoms. Please know the Ambassadors are doing what they can to prevent the spread of the virus in the hospital setting. If you need help arranging to visit a loved one please contact the Aboriginal Liaison Nurse (ALN) at the hospital you need to visit.

*If you are not able to reach an ALN, please contact the manager for that area. Please see the next page for contact information.

Aboriginal Health Contacts			
Penny Cooper,	Interim Director	penelope.cooper@viha.ca	250-380-8764
Dr. Troy Mcleod	Medical Director	troy.mcleod@viha.ca	250-732-7901
South Island			
Yvette Ringham Cowan	SI Manager	yvette.ringhamcowan@viha.ca	778-678-2166
Aboriginal Liaison Nurse	Hospital Site	Availability	Contact
Monique Pat	VGH / RJH	Mon – Fri	250-480-8333
Cathy Condy	RJH / VGH	Weekends	250-812-1464
Jane Fox	Saanich Peninsula	Mon – Fri	778-677-0774
Central Island			
Cody Caruso	Central Island Manager	cody.caruso@viha.ca	250-713-6739
Aboriginal Liaison Nurse	Hospital Site	Availability	Contact
Hillary Cole-Volke	Cowichan District	Tues – Fri	250-709-5091
Carla Young	Nanaimo Regional	Tues – Sat	250-741-4234
Sharon Thoms	Nanaimo Regional	Sun – Mon	250-741-4234
Deb Melvin	West Coast General	Mon – Fri	250-720-5974
Gerri Thoms	West Coast General	Weekends	250-720-5974
Cynthia Fitton	Tofino General	Weds – Sat	250-735-1014
April Nelson	Tofino General	Sun – Weds	250-735-1014
North Island			
Michelle McClain	North Island Manager	irene.mcclain@viha.ca	250-202-2414
Aboriginal Liaison Nurse	Hospital Site	Availability	Contact
Laurel Anderson	Comox, NIH	Mon – Fri	250-650-5714
Nadine Kruger	Campbell River, NIH	Mon – Fri	250-830-8865
Nicole James	Cormorant Island	Mon - Fri	250-974-7126

If the Aboriginal Liaison Nurse is not available, please call the respective Aboriginal Health Manager for assistance.

If you need help arranging an after-hours visit with a loved one that may be

- critically ill,
- receiving palliative care or
- require an escort or family member for their safety

Please call the general access line and ask for the Site Director of the hospital you are visiting at **250-370-8111**.

Thank you for your patience and understanding as we find our way through this new way of working.



Penny Cooper, Interim Director
Aboriginal Health
Island Health