



May 07, 2020

To our Valued Volunteers:

We sincerely hope you and your families are staying safe and healthy during this challenging time. Western Health would like to take this opportunity to share updates as there have been many operational changes happening in response to the pandemic. Although we need to maintain physical distancing, we are exploring ways to continue working with you in other ways. In the meantime, we hope this newsletter provides valuable information, and answers any questions you may have.

Sincerely,

Beverly Tetford
Regional Manager of Volunteer
Resources/Student On-boarding

To stay up to date with the latest information, follow Western Health on Facebook and Twitter.

The Government of Newfoundland and Labrador has a comprehensive [website](#) for COVID-19. Up to date information about cases in the province can be found on the Pandemic Update section [here](#).

Western Health's [website](#) provides COVID-19 information and links to other valuable resources.

Western Health's Client Relations Office is available as a resource for patients and families:
1-833-784-6802
clientrelations@westernhealth.nl.ca

Volunteer Programs During COVID-19

Volunteer Programs in facilities throughout Western Health have been postponed at this time. However, we recognize the important role our volunteers play in the well-being of our clients, residents and patients. We have been exploring various ways that volunteers can assist us during this time. If you have any suggestions or would like to be involved, please email beverlytetford@westernhealth.nl.ca

During these times of restricted face to face contact, we are so pleased that several of our volunteers have been able to maintain contact through telephone calls with residents they would normally visit on a regular basis.

We recognize and express our sincere thanks to the many dedicated volunteers within our organization who assist us in meeting our Vision "Our People, Our Communities ~ Healthy Together". The volunteer engagement in Western Health's programs is invaluable and very much appreciated. On behalf of our clients, patients, residents, staff, management, and Board of Trustees we would like to thank our dedicated volunteers for all they do!

As well, through our foundations we are able to purchase important medical technology and equipment which improves the services we are able to offer throughout the Western Region. There are three foundations that help support Western Health: Sir Thomas Roddick Hospital Foundation, Dr. Charles LeGrow Health Centre Foundation and the Western Regional Hospital Foundation.

Visitor Restrictions

Visitor restrictions are in place at all Western Health facilities in order to protect those with weakened immune systems or underlying conditions. Please visit Western Health's [website](#) for further details. Western Health is committed to support family presence through alternate means such as virtual visitation and virtual team conferences.

Mobile Testing and Flu Assessment Clinics

Western Health has opened two appointment-based flu assessment and treatment clinics at the Corner Brook Civic Centre Studio and at the Bay St. George Medical Clinic. These clinics are established to divert people with flu or respiratory symptoms from family practice offices and emergency departments. We will continue to monitor the need for primary care in other areas of the region and make adjustments as necessary. In addition, Western Health opened two drive through appointment-based COVID-19 testing sites in Stephenville and Corner Brook. Western Health continues to offer in home testing in communities throughout the region.

Wellness Resources

- If you are finding it difficult to cope or feel anxious, Bridge the gapp offers many services to support you and your well-being: www.bridgethegapp.ca
- If you are feeling isolated and alone during COVID-19, you are encouraged to reach out and speak with a trained mental health peer supporter. Call the Provincial CHANNAL Warm Line at **1-855-753-2560**.
- Supporting Children: [online resource](#)
- Managing Stress During the Pandemic: [online resources](#)