

COVID-19 Hay River EMO Meeting Notes

Attendance

Name	ID #	Organization	2-Apr	7-Apr	9-Apr	14-Apr	16-Apr
Anderson, Steve		THR					
Auge, Mike		THR	x	x	x	x	
Blake- Moore, Mary		S/Slave				x	
Bouchard, Robert		THR	x	x	x	x	
Bourke, Albert		ENR	x	x	x		
Chambers, Emily		THR					
Colosimo, Tom		ITI			x		
Dohey, Keith		THR					
Duford, Linda		THR					
Gill, Mike		INF					
Goucher, Judy		THR	x	x		x	
Grant, Paul		NTPC	x	x		x	
Griffiths, Erin		Health		x		x	
Groenewegen, Jeff		THR	x	x			
Harris, Mark		DEA			x		
Humbke, Brandon		RCMP	x	x	x	x	
Jameson, Kandis		THR	x	x		x	
Larocque, Joletta		Housing			x	x	
Lester, Sandra		Seniors	x	x	x	x	
Martel, April		KFN					
McCowan, Norm		Lands		x	x	x	
McKay, Martine						x	
Miller, Debbie		KFN		x			
Neil, Tammy		Enterprise				x	
Olvera, Gavin		S/Slave					
Piwowar, Terry		Housing					
Potter, Ross		THR	x	x	x	x	
Rohit, Chirag		PHO					
Ross, Wendy		WPFN	x	x	x	x	
Schaefer, Allan		INF	x	x			

COVID-19 Hay River EMO Meeting Notes

Smith, Glen		THR	x	x	x	x	
Soucy, Jean		S/Slave	x	x			
Stanley, Ross		NUL		x	x	x	
Tybring, Heather		NTPC		x	x		
Whitlock, Greg		Infrastructure	x		x	x	
Wilkins, Rob		Rangers, CCGA	x	x	x	x	
Willows, Brian		THR	x	x		x	
Wright, Travis		S/Slave					

#	Risk Category	Risk Description	Meeting Notes
1	Medical Services	Inadequate supply of PPE for medical personnel	<ul style="list-style-type: none"> Federal Government investigation the reuse/sterilization of N95 masks If endorsed by the Federal CMHO, DHSS will discuss implementation for the NWT HRF Department to safely store used mask for possible reuse Risk ratings for medical services will be reviewed on a weekly basis
		Inadequate supply of medical equipment to meet patient demand	<ul style="list-style-type: none"> Two ventilators at the HRRHC All clinical staff are trained on the one portable ventilator Second ventilator requires a Respiratory Therapist or an Anesthesiologist to operate Will transport second vent to YK if requested Ordered 7 testing machines and will be able to do same day testing for anyone with symptoms (approx. May) no antibodies testing available for NWT at this time.
2		Inadequate human resources capacity to meet patient demand	<ul style="list-style-type: none"> All Aurora College nursing students to be deployed at STH HRHSSA has employees currently self-isolating at home and/or self-monitoring at work HRHSSA is providing the option for employees to work from home, wherever possible

COVID-19 Hay River EMO Meeting Notes

		HRRHC reaches inpatient capacity	<ul style="list-style-type: none"> Based on Territorial Pandemic Response Plan, HRHSSA may also receive additional Dialysis patients and AHS repatriations
		Patient demand exceeds morgue capacity	<ul style="list-style-type: none"> 4 spaces at the HRRHC 4 spaces at HHWMH Additional space options within the community?
		Cancellation of routine services (<i>this risk added 04/09/20</i>)	<ul style="list-style-type: none"> Each Phase will dictate service availability This is a marathon, not a sprint – need to ensure health and social services continue to be provided and people can access the services they require Availability of Specialist services determined by STH
2	Public Health	Public infection through exposure at local businesses	<ul style="list-style-type: none"> Many businesses still open; are they essential? Businesses are taking safety measures but how do we enforce compliance? Are they following proper protocol re: gloves/masks etc WSCC not doing inspections EHO responsible for this however only 1 in Hay River Town is compiling list of essential vs non-essential and what safety protocols are in place Waiting for Dr. Kandolas office to hear about enforcement. Erin will pass on to the EHO in regard to the grocery stores not having a standard on sanitization and running out of sanitizer. The NWT health officer is recommending the use of cloth face coverings and Erin recommends following the health Canada recommendations. Important to continue to educate businesses on protecting staff and public WSCC contacted re: Northmart. Mary to find out if the task force is in operation yet Mayor Jameson to contact Dr. Kandola's office to request EHO rep to attend meetings
		Public infection through community spread	<ul style="list-style-type: none"> Reinforce the importance everyone follows self-isolation protocols Some communication on social media/bulletin boards OCPHO recommending the general public to wear cloth face coverings OCPHO press conference April 10th re: enforcement OCPHO order dated April 10th re: social gatherings 0 cases in Hay River The five confirmed cases to date were travel related and confined Erin to confirm self-isolation process from Dr. Kandola's office and report back at Apr. 16 meeting
		Out of town / Territory workers transmit COVID into community	<ul style="list-style-type: none"> OCPHO order dated April 10th re: southern transient workforce entering the Territory

COVID-19 Hay River EMO Meeting Notes

		Public infection through travel (international, interprovincial)	<ul style="list-style-type: none"> • Borders closed and working reasonably well so far • Concerns raised around incorrect info on social media – should admins be contacted to monitor pages and remove incorrect info? • Advise for everyone to refer to current/reliable sources i.e. GNWT/Fed Gov't • Risk rating reduced to 2; closure of borders helping
	Seniors/ Vulnerable Population	Access to essential goods/services as well as COVID-19 information	<ul style="list-style-type: none"> • Seniors experiencing food shortages have been directed to appropriate organizations in territory for assistance • Anglican Church holding food drive on April 4 to assist vulnerable families in need • Whispering Willows has prepped some food and handed out to those in need • Receiving approx. 60 dz eggs from Polar eggs for distribution to seniors • Still require guidance/communication on how to support seniors/vulnerable persons • Strongly recommend a local group to address the senior and at-risk population. • Erin will add new risk category, <i>long term care clients</i> for Apr. 16th mtg. • HR Senior Society will receive \$3-5K from the United Way. Sandra open to suggestions on how best to spend this money.
3	Protective Services (Medical / Fire)	Unable to meet first response demands due to limited personnel capacity	<ul style="list-style-type: none"> • 65% available staff – 21 staff • Temps and medical questionnaires completed daily by staff • Treating each call as though they were exposed to virus • FD members practicing extreme hygiene processes • Obtained 300 additional simple face masks. Provided inventory to MACA
		Inadequate supply of PPE for first responders leads to reduce ability to respond to calls	<ul style="list-style-type: none"> • Have approx. 1-month supply of PPE • Concerned re: getting more from fed gov't; have back up resources; Travis will also look into and keep them updated • Also monitoring the landfill because of fire last year
4	Electrical Power/NTPC	Reliable supply of electrical power not maintained due to supply chain restrictions	<ul style="list-style-type: none"> • NUL/NTPC/ and CEA have mutual agreements in place to pull resources from outside or within the territory as needed. • Currently have 2 days of fuel in the tank reserve and there is enough in storage to run for quite a while.
		Reliable supply of electrical power not maintained due to insufficient human resources	

COVID-19 Hay River EMO Meeting Notes

		NTPC Update	<ul style="list-style-type: none"> • Critical projects ongoing • Majority of external contracts have left NWT • Mutual Assistance agreement signed if required • Taltson shutdown planned for next year
5	Food and Supplies Security	Inadequate food supply due to supply chain restrictions	<ul style="list-style-type: none"> • Grocers should have min 30-day supplies in warehouse • Recommend speaking to grocers re: extra water in case of sudden water demand due to river breakup • The town could offer space for non-refrigerated items • Reached out to the grocers about their supply and stock in regard to break up • Ensure town food supply is not impacted by food re-supply for MTS and Coast Guard
		Unable to meet public food supply demand due to hoarding purchases	<ul style="list-style-type: none"> • Mary to look into whether bulk buying is an issue; will also check GNWT and Gov't Canada websites re: preparedness material
6	Policing and Enforcement	Not enough capacity to enforce orders and public security	<ul style="list-style-type: none"> • Contingency plans in place; additional members in division can be redeployed if needed • Working with Public Health Officer re: Quarantine Orders • RCMP can only offer assistance and this limited • To date: RCMP has assisted with 1 inspection • Brought in a relief member from Yellowknife • New inspectors recruited but currently no update or plan on increasing enforcement in smaller communities
		Inadequate supply of PPE for law enforcement leading to inability to respond	<ul style="list-style-type: none"> • Currently have a good supply of PPE; headquarters in YK managing the inventory for HR detachment
		ENR Update	<ul style="list-style-type: none"> • Business as usual – is an essential service • Preparing for fire season • Available to address any wildlife concerns • Office is closed to public • Activating emergency call line May 1 • Developing safe work practices for workers during fire season. • Enforcement work will continue through the summer. • ENR to be part of new enforcement team
7	Transportation	Airport and highways operational but with checkpoints in place to	<ul style="list-style-type: none"> • NWT borders closed a few weeks ago

COVID-19 Hay River EMO Meeting Notes

		restrict access and document incoming traffic to community while ensuring self-isolation protocols are followed.	<ul style="list-style-type: none"> • Checkpoints in place and working well – Info is being relayed to health groups re: self-isolation forms etc... • Concerns surrounding border control at Fort Chipewyan after river breakup • Winter schedule in place that offers social distancing – will most likely continue schedule through pandemic • Airport is still operational • Checkpoints still going well at borders, as well as firm self-isolation protocols in place at airport
8	Emergency Services	High water levels associated with river break-up force evacuation of Vale Island Residents	<ul style="list-style-type: none"> • Meeting today at town office to discuss evacuation procedures etc. • Identifying resources and working through processes; planning to have more information for the plan end of next week and ready to execute • Is arena an option to house people in the event of an emergency? • Had an internal planning committee and ensure safe practices are in place. • Beginning to execute the plan. Updating information packages and options for circulating. Planned public communication for later this week. • Identified back up for planning team members. Setting up a virtual command center. • Setting up monitoring equipment • Urgent need to have accommodations in place between April 25 – May 15; working with MACA, Rangers, National Defense for solutions • Communication sent out to the public this week re: evacuation scenarios • Hope to have survey completed by end of the week • Ross keeping an eye on water levels; will have ice readings today or tomorrow
9	Water and Waste Services	Not able to provide safe delivery of water due to human resource restrictions	<ul style="list-style-type: none"> • Business as usual while practicing safety protocols • Back-up available if needed due to staffing shortages
		Unable to provide garbage collection due to human resource restrictions	<ul style="list-style-type: none"> • Re-iterated planned mitigation points
		Unable to provide road clearing and maintenance services due to human resource restrictions	<ul style="list-style-type: none"> • Same safety protocols in places as noted above
10	Fuel Supply	Inadequate local fuel inventory may impact	<ul style="list-style-type: none"> • No issues currently, fuel trucks still delivering • Ross Stanley noted we have fuel in storage in the case the trucks stop.

COVID-19 Hay River EMO Meeting Notes

		essential service operations	<ul style="list-style-type: none"> • Sufficient supply of fuel in storage; Ross Stanley to confirm local fuel supply and provide update at Apr 16 mtg.
11	Economic Stability	Businesses experience operational cashflow issues impacting sustainability	<ul style="list-style-type: none"> • Fed Gov't have economic initiatives in place • Need to communicate info to public via social media/bulletin boards • Direction from INF – how do we create work in communities for our local businesses? HR – some work to be completed in schools now that they are vacant • How can we communicate to help people who need assistance and can't afford food? Kandis will touch base with Michelle Stephens (the new head of the soup kitchen) and possibly the friendship center to look into this. • Two local community groups involved with soup kitchens/food drives for the vulnerable sector • Glenn to ensure these programs are well communicated to the vulnerable population • Glen to work with housing re: access to extra cots
		Employees are laid off and cannot afford to cover personal expenses	<ul style="list-style-type: none"> • HR Property tax bills: No immediate financial pressure. Not issued until late May with pymt required end of July. To be revisited if becomes an issue

COVID-19 Hay River EMO Risk Management Matrix

#	Risk Category	Risk Description	Planned Mitigation	Current Risk Rating
1	Medical Services	Inadequate supply of PPE for medical personnel	<ul style="list-style-type: none"> • Maintain separate pandemic stock from stores – a stockpile of PPE, plus 20% as per HRHSSA Pandemic Plan • Continue to maintain open standing orders with vendors with weekly follow-up • Participating in a daily touchpoint to review Federal stockpile, Territorial stockpile levels and burn rate with DHSS, NTHSSA and TCSA • Following Territorial PPE practices – due diligent acquisitioning and management of PPE 	1
		Inadequate supply of medical equipment to meet patient demand	<ul style="list-style-type: none"> • All medical equipment/supplies are in place and accounted for • Reach out to Territorial/ Provincial partners for additional support 	1
2		Inadequate human resources capacity to meet patient demand	<ul style="list-style-type: none"> • Full staffing compliment currently within RN positions, Support Services, Diagnostic Imaging, Mental Health, Child and Family Services, Medical Staff & Medical Clinic • Continue to recruit for locum physicians and nurse practitioners for the upcoming months • Engage recruitment firms • Contract with AMS for NPs • Implementation of Virtual Care for Primary Care • Promote volunteer workforce • Redeploy HRHSSA staff • Deploy GNWT employees 	2
		HRRHC reaches inpatient capacity	<ul style="list-style-type: none"> • All Active COVID patients will be held for transfer and admission to STH • Increase of inpatient beds from 12 to 18 possible with current resources • Utilize the Hay River Recreation Centre for additional capacity 	3

COVID-19 Hay River EMO Risk Management Matrix

		Patient demand exceeds morgue capacity	<ul style="list-style-type: none"> • Reactivated the morgue at HHWMH • Can repurpose the biohazard fridge to accommodate 10 -15 spaces • Securing a refrigerated trailer 	1
		Cancellation of routine services (<i>this risk added 04/09/20</i>)	<ul style="list-style-type: none"> • Triageing urgent/emergent clients • Developing and reviewing waitlists regularly • Based on Territorial Pandemic Response Plan minimal services will be maintained 	4
2	Public Health	Public infection through exposure at local businesses	<ul style="list-style-type: none"> • Plexiglass barriers in place at local retailers and HRRHC • Social distancing controls in place • Proper cleaning and disinfecting processes • Non-Essential businesses recommended by OCPHO to close – order April 10th • NWT State of Emergency declared giving powers to enforce closure to public 	3
		Public infection through community spread	<ul style="list-style-type: none"> • Self-isolation requirements • Social distancing messaging communicated • No gatherings ordered, enforced and communicated • Screening is happening with volunteers and ambulance staff before arrival at the hospitals. 	3
		Out of town / Territory workers transmit COVID into community	<ul style="list-style-type: none"> • Do not permit non-essential workers into the NWT • Develop and enforce restrictions for out of town / territory essential services employees. Work only allowances. • All Medical essential services are coming in and going straight to work but they are self-monitoring with masks and self-isolating when not at work. 	4
		Public infection through travel (international, interprovincial)	<ul style="list-style-type: none"> • Close NWT borders to visitors and non-essential business 	2
	Seniors/ Vulnerable Population	Access to essential goods/services as well as COVID-19 information	<ul style="list-style-type: none"> • Ensure networking is available for food supply • Regular communication in place for COVID-19 • All HRHSSA updates are emailed to Senior Society representative and Regional Wellness Council members • Recommend a local community group takes the lead in establishing a support system for seniors • Working group established to discuss Hay River's vulnerable population – Brian Kolback, NTHSSA organizing 	4

COVID-19 Hay River EMO Risk Management Matrix

3	Protective Services (Medical / Fire)	Unable to meet first response demands due to limited personnel capacity	<ul style="list-style-type: none"> Maintain personnel schedule Discuss support allowances with employers Are there past members that could assist if needed? Reduce isolations through access to COVID testing 	4
		Inadequate supply of PPE for first responders leads to reduce ability to respond to calls	1. Tapping into the Federal Government supplies that was announced	3
4	Electrical Power/NTPC	Reliable supply of electrical power not maintained due to supply chain restrictions	<ul style="list-style-type: none"> All NUL employees are working from home. Only flying via charter 	2
		Reliable supply of electrical power not maintained due to insufficient human resources	<ul style="list-style-type: none"> 	2
		NTPC Update	<ul style="list-style-type: none"> NTPC has all staff working remotely from home Work crews following social distancing/isolation protocols 	
5	Food and Supplies Security	Inadequate food supply due to supply chain restrictions	<ul style="list-style-type: none"> Secure local food supply through NIFTI, Polar Eggs, Gardens Reached out to ITI to lift bands to come across the border – They are running with food security including discussion with commercial fishers 	2
		Unable to meet public food supply demand due to hoarding purchases	<ul style="list-style-type: none"> Grocers limit purchases have been lifted, will put back in place if required 	2
6	Policing and Enforcement	Not enough capacity to enforce orders and public security	<ul style="list-style-type: none"> Continue working with EHC, WSCC & MACA to ensure enforcing can in fact be done – Lobby resources if needed 	4
		Inadequate supply of PPE for law enforcement	<ul style="list-style-type: none"> 	2

COVID-19 Hay River EMO Risk Management Matrix

		leading to inability to respond		
		ENR Update	•	2
7	Transportation	Airport and highways operational but with checkpoints in place to restrict access and document incoming traffic to community while ensuring self-isolation protocols are followed.	<ul style="list-style-type: none"> Resources at checkpoints enforcing self-isolation protocols, confirming essential service transients and any associated protocols for essential service personnel. Airports continue to operate supported by business continuity planning. Other measures put in place to support compliance with PHO orders. 	4
8	Emergency Services	High water levels associated with river break-up force evacuation of Vale Island Residents	<ul style="list-style-type: none"> Form committee to develop evacuation plan that considers COVID requirements Evacuee transportation services in place Evacuee dedicated accommodations established Food and goods supply services in place Help from the National Defense Early Communications to residents to make a plan in case of evacuation 	6
9	Water and Waste Services	Not able to provide safe delivery of water due to human resource restrictions	<ul style="list-style-type: none"> Train additional Town Staff on water treatment Recreation Staff with past experience 	3
		Unable to provide garbage collection due to human resource restrictions	<ul style="list-style-type: none"> Train additional workers on required equipment Install drop-off bins around town Open landfill to allow residents to drop off at no charge 	2
		Unable to provide road clearing and maintenance services due to human resource restrictions	<ul style="list-style-type: none"> Train additional Town Staff on equipment Perform only minimal work to ensure safe passage for emergency vehicles 	2
10	Fuel Supply	Inadequate local fuel inventory may impact essential service operations	<ul style="list-style-type: none"> Discussions with local fuel suppliers quarantine fuel supply for emergency purposes 	2
11	Economic Stability	Businesses experience operational cashflow issues impacting sustainability	<ul style="list-style-type: none"> Communications re: what federal plans are available Have a meeting with Chamber to understand needs and options - ITI to attend There are federal and territorial programs in place. 	6

COVID-19 Hay River EMO Risk Management Matrix

	Employees are laid off and cannot afford to cover personal expenses	<ul style="list-style-type: none"> Communications re: what federal plans are available 	9
--	---	---	---

Risk = Severity * Likelihood		Severity		
		1: Minimal	2: Moderate	3: Serious
Likelihood	1. Possible	1	2	3
	2. Probable	2	4	6
	3. Likely	3	6	9