



PUBLIC NOTICE: Service Level Update – Fort Smith, September 15, 2023

(Fort Smith, September 15, 2023) – The Northwest Territories Health and Social Services Authority is providing notice to residents about service levels in Fort Smith and preparations that are ongoing as community re-entry begins.

As we return to services, increased use of surgical face masks may be required temporarily in NTHSSA Clinical Areas: NTHSSA will be encouraging masking in facilities for a period of time after return in an effort to reduce the impacts of respiratory viruses on our workforce and ability to deliver services. It is expected that respiratory viruses will be on the increase heading into fall and a mass-migration of residents from areas in southern Canada makes masking a smart choice and simple thing we can do to assist in preserving health care capacity as we ramp up services. People may see more health care providers masking and asking for masking in the next few weeks to achieve this goal.

This update is intended to show service levels as of September 14th. Service capacity percentages are being provided where we are able as an expectation setting measures for the public. These numbers are based on best estimates of service levels from before evacuation to current services and are informed by staffing levels, appointment volumes, or bed counts.

It is important to check back often for service levels. Services are positioned to ramp up with changes to levels expected often.

SERVICE LEVELS AS OF SEPTEMBER 15 TH 2023				EXPECTED SERVICE LEVELS AS OF SEPTEMBER 18 TH , 2023	
REGION	SERVICE	STATUS	CAPACITY	STATUS	CAPACITY
Territorial	Medical Travel Appointments Scheduled for Edmonton	<p>Residents who are currently evacuated and have a scheduled Medical Travel appointment outside of the NWT during the week of September 11-15th should contact the clinic where their appointment referral originated to confirm their appointment and review evacuee supports and/or initiate medical travel benefits.</p> <p>For Fort Smith needing to confirm appointments please call: 867-621-0415 or 867-621-2868</p>		<p>Fort Smith residents who are currently evacuated and have a scheduled Medical Travel appointment outside of the NWT during the week of September 18-22nd should contact the clinic where their appointment referral originated to confirm their appointment and review evacuee supports and/or initiate medical travel benefits.</p> <p>For Fort Smith residents needing to confirm appointments please call: 867-621-0415 or 867-621-2868</p>	
Territorial	Office of Client Experience, System Navigation, and Indigenous Patient	<p>Navigation services are available and providing service territory-wide. Contact the Office of Client Experience at: HSS_Clientexperience@gov.nt.ca or call our toll free line at (1-855- 846- 9601) for more</p>		<p>Navigation services are available and providing service territory-wide. Contact the Office of Client Experience at: HSS_Clientexperience@gov.nt.ca or call our toll free line at (1-855- 846- 9601) for</p>	

Advocates		information.		more information.
Fort Smith	Emergency Department	Reduced - Service levels will be maintained as a priority service, however almost all patients requiring admission will be stabilized for likely transfer to another facility where appropriate services are available.	60%	Reduced – 24-hour on-site service to resume, however as auxiliary supports will remain limited some patients requiring admission may be stabilized for likely transfer to another facility where appropriate services are available. 85%
Fort Smith	Inpatient Care Unit	Closed – Inpatients are not being admitted. Transfer to another facility may be required if the patient care needs or volume surpass capacity.	0/5 beds	Reduced - Some inpatients will be admitted. Transfer to another facility may be required if the patient care needs or volume surpass capacity. 4/5 beds
Fort Smith	Midwifery	Closed		Reduced Services - Between Sept 18- Sept 21st in the morning, women with urgent concerns can present to the ER. From the 21st on, services will return to pre-evacuation status with pre and post natal care provided in the community but planned births taking place in Yellowknife
Fort Smith	Lab and Diagnostic Imaging	Reduced - Emergency services only and limited urgent exams. No Outpatient Services for Laboratory or Diagnostic Imaging at this time.	35%	Regular - Out-patient collections and digital imaging at full capacity. 100%
Fort Smith	Primary Care	Reduced – Same day access only. Urgent care walk-in is available via the emergency	25%	Reduced – Urgent care walk-in will be available from September 18 to September 50%

		department Thursday September 14 to Sunday September 17 from 0800 to 2000. No scheduled appointments.		22. Limited scheduled appointments based on priority.
Fort Smith	Public Health	Closed	0%	Reduced: Services available include: Well Women’s Clinic, STI screening/treatment, and dietician services. No immunizations available. 75%
Fort Smith	Home Care	Closed	0%	Reduced - gradual return to full capacity as clients return 50%
Fort Smith	Community Counseling (Adult, Child and Youth & Mental Health Nursing)	Closed - Remote support available. Details on supports available here .	0%	Reduced - limited same day appointments available beginning September 20. Remote support available. Details on supports available here . Specialized on-site post-evacuation support available to community members upon request 35%
Fort Smith	Rehab (occupational therapy, physiotherapy, audiology, and speech language)	Closed	0%	Reduced – limited physiotherapy appointments available based on priority. 50%

	pathology)		
Fort Smith	Child and Family Services	Reduced: emergency services until staffing stabilizes in community.	Reduced: emergency services until staffing stabilizes in community.
Fort Smith	Northern Lights Special Care Home	Closed: facility requires physical preparation and health services must be fully operational for safe return of residents. 0%	Closed: facility requires physical preparation and health services must be fully operational for safe return of residents. 0%

Patient/Client Notification

Families of those who normally reside in the Northern Lights Special Care Home will be contacted when plans are finalized about repatriation of these residents.

Further Updates

We remain committed to keeping residents informed and will continue to assess our service levels daily as the situation unfolds. Any service changes will be announced on the NTHSSA website and via our Facebook.

Related links:

- [NWTFire Updates](#)
- [GNWT Public Safety Emergency Response Information](#)