



Eastern Health

March 24, 2020

To whom it may concern,

As you are no doubt aware, on March 11, 2020, the World Health Organization (WHO) declared COVID-19 (commonly known as 'coronavirus') a pandemic. On March 18, the Government of Newfoundland and Labrador declared the COVID-19 outbreak a public health state of emergency.

I would like to assure the members of our community that Eastern Health, along with its provincial and federal partners, has been monitoring this situation closely since it began several months ago, and we continue to do so. The safety and health of the people in our communities is of utmost importance. Our expert public health professionals and other teams at Eastern Health are working around the clock to put measures in place to protect you and your loved ones from the spread of COVID-19.

We are living in unprecedented times, and we recognize that this is stressful and confusing for many people. There is a lot of information being shared through various news outlets, on social media and in the general public. It can be difficult to determine what information is reliable, recent and relevant.

To this end, I would like to share with you a list of credible sources of information and resources related to COVID-19 as it pertains to Newfoundland and Labrador. You are encouraged to use these resources and to share them with your colleagues, clients, community partners and other networks as necessary.

I would like to take this opportunity to remind you that everyone has a role to play in reducing the spread of COVID-19. Preventative measures that you can take include:

- washing your hands;
- covering your cough/sneeze;
- avoiding touching your eyes, nose and mouth;
- maintaining social distancing; and
- staying at home if you are sick.

If you are experiencing COVID-19 symptoms or have come in contact with someone who has: fever, cough or difficulty breathing, please complete the online self-assessment available at www.811healthline.ca before calling NL Health Line 811.

Finally, please note that any updates pertaining to Eastern Health's ongoing services and impact to operations will be posted on Eastern Health's [Facebook page](#) and [Twitter feed](#), and on the [Eastern Health's News Centre](#). For the latest information on COVID-19, including number of cases and criteria on self-isolation, please visit the Provincial Government's website at: www.gov.nl.ca/covid-19/.

I would like to sincerely thank you for doing your part in helping to keep everyone safe.

David Diamond
President and Chief Executive Officer
Eastern Health

Judy O'Keefe
Vice President with responsibility for population
and public health
Eastern Health



COVID-19 Information

- Government of Newfoundland and Labrador: www.gov.nl.ca/covid-19
Up-to-date COVID-19 information from the Provincial Government. This page includes general information about COVID-19, links to resources, downloadable posters and more.
- Public Health Agency of Canada: www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19
Up-to-date Information about the [current COVID-19 situation](#), including statistics, news releases and federal government statements. Also, general COVID-19 information, [frequently asked questions](#), [travel advice](#), [preparedness tips](#) for individuals, communities, schools and daycares, and workplaces, and [downloadable resources](#), including posters.
- World Health Organization (WHO): www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public
Information about protecting yourself and others from the coronavirus disease (COVID-19). Also, you can find explanations of protective measures against COVID-19, including videos and graphics.
- World Health Organization (WHO) – Myth busters: www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/myth-busters
Information debunking various myths associated with COVID-19 outbreak, as well as downloadable graphics.

COVID-19 Self-Assessment Tool

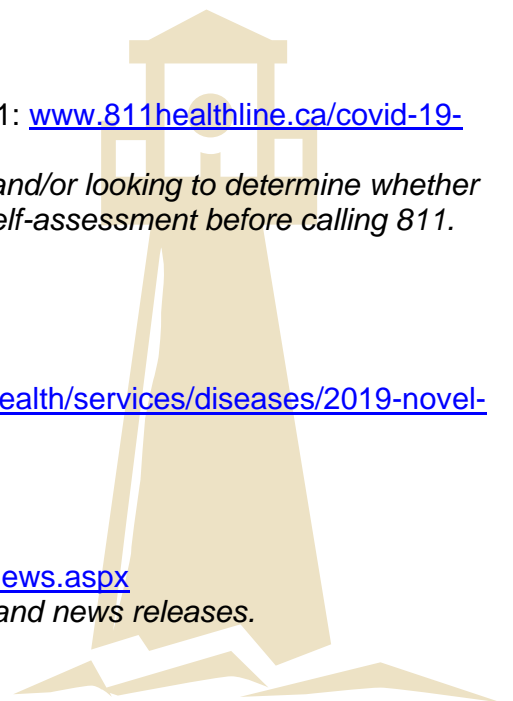
- Government of Newfoundland and Labrador – Health Line 811: www.811healthline.ca/covid-19-self-assessment/
Online tool for anyone experiencing symptoms of COVID-19 and/or looking to determine whether COVID-19 testing is necessary, should complete the online self-assessment before calling 811.

COVID-19 Symptoms and Prevention

- Public Health Agency of Canada: www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/symptoms.html?topic=tilelink

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- Changes in services and operations: www.easternhealth.ca/News.aspx
Listing of the most up-to-date public service announcements and news releases.



List of Downloadable Resources

COVID-19 Posters for download

- Prevention (Eastern Health): ([letter size PDF](#)) or ([tabloid size PDF](#))
- [Taking care during difficult times, stress related to pandemic PDF](#) (Eastern Health)
- [How to self-isolate PDF](#) (Government of Newfoundland and Labrador)
- [Self-isolation: Guide for caregivers, household members and close contacts PDF](#) (Government of Newfoundland and Labrador)
- [Hand Washing PDF](#) (Government of Newfoundland and Labrador)

Mental Health and Addictions Resources

- **Bridge the Gapp**, (Government of Newfoundland and Labrador): www.bridgethegapp.ca
Newfoundland and Labrador's go-to mental health and addictions website, including self-help resources, information and links to resources and services for both adults and youth.
- **Mental Health and the COVID-19 Pandemic** (The Centre for Addiction and Mental Health (CAMH))
www.camh.ca/en/health-info/mental-health-and-covid-19
Website designed to help people with concerns and questions about the impact of the COVID-19 pandemic on their lives and mental wellbeing.
- **COVID-19 - Kids Help Phone** (Kids Help Phone)
<https://kidshelpphone.ca/get-info/were-here-for-you-during-covid-19-novel-coronavirus/>
Information about contacting Kids Help Phone for support during the COVID-19 outbreak.

Mental Health and Addictions Contacts

- **Mental Health Crisis Line (1-888-737-4668/737-4668) and TTY: 1-888-709-3555)**
Available 24 hours per day / 7 days per week.
- **Crisis Text Line Text "Talk" to 68686**
- **CHANNAL Warm Line (1-855-753-2560 or 753-2560)**
Non-emergency, non-crisis telephone support between 10:00 a.m. and 12:00 p.m., 7 days a week.
- **Kids Help Phone (1-800-668-6868 or kidshelpphone.ca)**
Available 24 hours per day / 7 days per week, in French and English.
- **Hope for Wellness Help Line (1-855-242-3310): www.hopeforwellness.ca**