



Notice of Northern Health Service Interruption

Northern Haida Gwaii Hospital, Masset – Emergency Department Services

December 19, 2023

Masset and Old Massett area residents are advised of upcoming Emergency Department service reductions at Northern Haida Gwaii Hospital due to ongoing nursing staffing challenges.

Northern Health continues to plan carefully and work with medical staff and nurses to maintain services as several communities experience the impacts of a widespread shortages of health care staff, and particular challenges with staff availability in December and early January. Scheduled emergency department closures at Northern Haida Gwaii Hospital are necessary to focus available staff resources on long-term care, primary care, and other services.

The NHGH Emergency Department will be unavailable beginning at 7:00 am December 21 through 7:00 am December 25. Patients requiring emergency or urgent care will be redirected to Haida Gwaii Hospital & Health Centre in Daajing Giids. Masset and area residents who need life-threatening emergency care (i.e. chest pains, difficulty breathing, or severe bleeding) should call BC Emergency Health Services (ambulance) at 1-800-461-9911 for assessment and transport to the nearest available facility.

For non-emergency care needs, the NHGH Primary Care Clinic will have walk-in appointment opportunities on various dates when emergency department services are unavailable (including December 21).

Transportation services between Masset and Daajing Giids are available to support patients accessing services in Daajing Giids, their families and support persons, and for staff travel between communities. Same-day return service will be available **seven days per week between** between December 21 and January 8, 2024 and is available to all Haida Gwaii residents. Travel can be booked by calling (250) 559 4461.

We appreciate your continued patience and understanding, and your support for our dedicated health care providers and staff on Haida Gwaii.

NH Media Line: 877-961-7724