

# Memo

**To: Long Term Care Homes and Retirement Homes and Congregate Living Settings**

**From: Sarah Titmus: Program Manager – COVID Response**

**Date: January 21, 2022**

**Re: Haldimand Norfolk Health Unit moving to a 6-day schedule**

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Dear Long-Term Care Home, Retirement Home and Congregate Living Setting Colleagues:

As of January 22, 2022, the Haldimand Norfolk Health Unit (HNHU) will be moving to a 6-day schedule (Monday – Saturday, 8.30am - 4.30pm). We will continue to offer a 24/7 response with our on-call service covering after hours and all day Sunday.

Due to this change in schedule, please note the following changes in processes:

- On Sundays, any new positive cases in residents and staff will need to be reported via our on-call services at 1-877-298-5888.
- Pre-arranged specimen pick-ups via the HNHU courier for Sundays will continue until further notice.
- Respiratory virus kit (swab) deliveries will not occur on Sundays. If you require swabs to be delivered on the weekend, please let us know by Friday at noon so we can arrange to have these delivered on Saturday.
  - Any requests for swabs received after Friday at noon will not be processed and delivered until Monday.

For questions, please contact our COVID-19 hotline at 519-426-6170 ext. 9999.