

# Memo

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

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

**Date: March 16, 2022**

**Re: Haldimand Norfolk Health Unit moving to a 5-day schedule**

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

As of March 18, 2022, the Haldimand Norfolk Health Unit (HNHU) will be moving back to a 5-day schedule (Monday – Friday, 8.30am - 4.30pm). We will continue to offer a 24/7 response with our on-call service covering after hours and all day Saturday, Sunday and holidays.

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

- On weeknights and weekends, any new positive cases in residents and staff will need to be reported via our on-call services at 1-877-298-5888.
- HNHU courier for specimen pick-up will no longer be available on weekends. HNHU staff will try to arrange specimen pick-up for weekdays where possible. When a LTC/RH/Congregate Living Setting is in outbreak and requires specimen pick-up, HNHU will work with our on-call staff to arrange a specimen pick-up. However, if the LTC/RH has another option for delivering specimens to the lab (e.g., LifeLabs), please use that option.
- Please continue to order respiratory virus kits (swabs) directly from your regional distribution source and ensure that you have enough on hand. HNHU will provide swab kits in the event of an emergency (i.e., home is unable to get necessary swabs delivered in order to conduct swabs for outbreak management, HNHU has a small stock on hand to deliver).
  - Respiratory virus kit (swab) deliveries will not occur on weekends. If you require swabs to be delivered prior to the weekend, please let HNHU know by Thursday at 4:30pm so we can arrange to have these delivered on Friday.
  - Any requests for swabs received after Thursday will not be processed and delivered until Monday.

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

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