

MEMO

Date: November 03, 2021

To: Municipal Partners, Southwestern Public Health Region

Re: Change to Service Model

Dear Colleagues,

Southwestern Public Health is proud to have responded to hundreds of emails and thousands of phone calls with quality COVID-19 related information over the past 19 months. We've provided excellent service to partners and the public over the course of the pandemic.

Due to our current health human resources capacity, and our current focus on delivering COVID-19 vaccines to those eligible for third doses and children ages 5 – 11 (following Health Canada approval), we can no longer respond to every phone call and email we receive.

Starting next week, the priority and primary focus of our **COVID-19 Response Centre (1-800-922-0096 x 9)** will be COVID-19 case and contact management and vaccine booking appointments. Should you or any of your colleagues require assistance, please consider the following resources:

- For current information on COVID-19 vaccine eligibility, safety, bookings, and mass vaccination clinics in the SWPH region, please visit www.swpublichealth.ca/covid19vaccine
- If you have been tested for COVID-19 and are looking for test results, please visit the provincial [test results portal](#) to access your test results with your Ontario health card number. If you don't have a health card or internet access, call the [Assessment Centre](#) where you were tested. See our [Self-Isolation Order](#) if you are a confirmed case or a high-risk contact of a case. You can also review our [self-isolation fact sheet](#).
- To obtain your [digital vaccine certificate with QR code](#), visit the Ministry of Health, or contact the Provincial Vaccine Contact Centre at 1-833-943-3900. Have your Ontario health card ready.
- To learn more about the current rules and restrictions based on Ontario's Reopening Plan, visit <https://www.ontario.ca/page/reopening-ontario> or call 1-888-444-3659.
- As previously articulated, people will be instructed to contact local municipal by-law office or police services for enforcement of the Reopening Ontario Act
- Please visit our SWPH website for [resources for workplaces and employers](#) or visit the Ontario Ministry of Labour, Training and Skills Development website for COVID-19 and [workplace health and safety information](#).
- If you are looking for free rapid testing kits, please check with your local [Chamber of Commerce](#).

We would appreciate it if you could circulate this information broadly across your organization as well as to the public as you see appropriate. With your support, we can direct people to the best source of information as quickly as possible.

Thank you for your ongoing support as we enter the final leg of the COVID-19 vaccination marathon.

Sincerely,

Derek McDonald

Director, Corporate Services & Human Resources