

COVID-19 UPDATE

Keeping You Safe



Thunder Bay Regional
Health Sciences
Centre

To: All Staff, Professional Staff, Learners and Volunteers

From: Dr. Peter Voros, EVP In-Patient Care Programs

Date: July 28, 2021

RE: **COVID-19 Call Centre Closure and Assessment Centre Ramp Down**

Our Hospital's COVID-19 Assessment Centre and Call Centre have played a vital role in protecting the health and safety of our staff, professional staff, patients and community members. As the pandemic evolves with few to no cases locally, along with the increase in fully vaccinated individuals, swabbing needs are decreasing significantly. As such, **the COVID-19 Call Centre will be closed effective August 1st, 2021**, at which time call taking duties will be assumed at the Assessment Centre.

The Assessment Centre will also decrease hours, effective August 16th, 2021, to the following:

- Monday to Friday: 0800-1600
- Saturday: 1000-1400
- Sunday: Closed

The health and safety of all remains our top priority. In the event that cases of COVID-19 in the community rise again, the Assessment Centre will respond accordingly.

Thank you to all staff, professional staff and community partners who contributed to the successful operations of both the Call Centre and the Assessment Centre over the past many months. Your commitment, dedication, and flexibility have not gone unnoticed.

All Hospital COVID-19 updates and resources are also available on the iNtranet at <https://comms.tbrhsc.net/covid-19-information/>.