



**COMPASSION** is our  
**PASSION**

**OUR VISION:** OUTSTANDING CARE - NO EXCEPTIONS!

**OUR MISSION:** DELIVER AN OUTSTANDING PATIENT CARE EXPERIENCE BY A PASSIONATE COMMITMENT TO EXCELLENCE

## Media Release

October 20, 2020

For Immediate Release

### WRH ADJUSTS ST CLAIR COLLEGE COVID-19 ASSESSMENT CENTRE HOURS

**WINDSOR, ON.** \_ As part of continuing and ongoing efforts to periodically adjust the hours of operation for our COVID-19 Assessment Centres, WRH has changed the scheduled hours for testing at the St. Clair College Sportsplex to better reflect recent reductions in volumes of those accessing testing.

As announced on October 2, 2020, WRH, along with all Ontario hospitals and in compliance with new provincial requirements, moved from an open “walk-in” system for individuals seeking COVID-19 tests at our Assessment Centres to a revised system where it is necessary to schedule an appointment.

For the two weeks prior to this change WRH averaged approximately 447 persons a day receiving testing. Since the change this daily average being tested at a WRH COVID-19 Assessment Centre has dropped to 274 a day.

Hours at the Sportsplex have changed effective today to 8 am to 4 pm Monday thru Friday. Also, weekend hours have been eliminated starting this weekend October 24, 2020.

Hours at the Ouellette Campus COVID-19 Assessment Centre remain unchanged – 8 am to 7 pm on weekdays and 9 am to 4 pm on weekends and statutory holidays.

**Note that we will continue to adjust hours – up or down – to reflect changes in volumes and have the capacity to expand hours of operation at any time.**

In order to schedule a COVID-19 assessment appointment you can go on-line to <https://www.wrh.on.ca/OnlineBooking> on your mobile device or computer (using Safari or Chrome) and select a certain date/time for your appointment or by “first available time.” The schedule has been adjusted for the latest changes in hours of operation. Please have your health card in hand when booking on-line or calling in.

As announced by the province individuals should ONLY seek an appointment at a WRH COVID-19 Assessment Centre if the individual:

- Is showing COVID-19 symptoms;
- Has been exposed to a confirmed case of the virus, as informed by your public health unit or exposure notification through the COVID Alert app;
- Is a resident or works in a setting that has a COVID-19 outbreak, as identified and informed by your local public health unit; and
- Is eligible for testing as part of a targeted testing initiative directed by the Ministry of Health or the Ministry of Long-Term Care.

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For details on whether you qualify for a COVID-19 test please go to <https://www.wrh.on.ca/COVID19AssessmentCentre>.

If you are **asymptomatic** and meet certain criteria you can book an appointment at a local Shoppers Drug Mart for COVID-19 testing. <https://www1.shoppersdrugmart.ca/en/health-and-pharmacy/covid-19>

- Residents or workers in long-term care home
- Visitors to a long-term care home
- Residents or workers in homeless shelter
- International students that have passed their 14-day quarantine period
- Farm workers
- Individuals who require a COVID-19 test for international travel clearance
- Self-Identified Indigenous
- Resident or worker in other congregate living settings and institutions

Please note, if you are tested at the COVID-19 Assessment Centre, someone will contact you directly if the results are positive for COVID-19.

You will also be able to access your results online at <https://covid19results.ehealthontario.ca:4443/agree> and remember to download the COVID-19 Alert App: <https://www.canada.ca/en/public-health/services/publications/diseases-conditions/covid-alert-app.html>.

As a reminder, if someone has mild to moderate respiratory symptoms or other symptoms that may be related to COVID-19, they should contact their primary care provider first. If the symptoms are serious, such as severe difficulty breathing, severe chest pain, feeling confused or losing consciousness, please call 9-11.

For children having difficulty breathing, making crowing/high pitched breathing sounds, bluish discoloration around the mouth, lethargy (very sleepy), not responding or having seizures, please call 9-11.

If symptoms are not serious and you do not have a primary care provider, here are some resources to find a primary health care provider or obtain support at home:

- Windsor Essex Community Health Centre (WECHC): Call 519-997-2824
- Windsor Family Health Team: <https://www.windsorfht.ca/> or call 519-250-5656
- eHealth Windsor Essex: <https://ehealthwindsoressex.ca/>
- Essex County Medical Society: <https://ecms.org/dir-search/>
- Windsor Essex County Health Unit: <https://www.wechu.org/your-health/find-doctor>
- Ontario Health: <https://www.ontario.ca/page/find-family-doctor-or-nurse-practitioner>
- Telehealth: Toll-free: 1-866-797-0000 Toll-free TTY: 1-866-797-0007
- LHIN Home and Community Care: <http://healthcareathome.ca/eriestclair/en> or call 1-888-447-4468

Another option is to complete an online assessment. If you are worried that you may have COVID-19 or may have been in contact with someone who has COVID-19, go to <https://covid-19.ontario.ca/self-assessment/> to complete the assessment.

Please continue to visit [www.ontario.ca/coronavirus](http://www.ontario.ca/coronavirus) or [www.wrh.on.ca](http://www.wrh.on.ca) for regular updates on COVID-19.

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**For further information, contact:**

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