

## MEDIA RELEASE

### Headwaters Health Care Centre's COVID-19 Assessment Centre Transitioning to Scheduled Testing

#### Readiness is a testament to true collaboration in Dufferin County

**Orangeville, ON – Oct. 5, 2020** – To try to curb the spread of COVID-19, on October 2, Ontario announced additional measures that include transitioning all assessment centres to scheduled appointments beginning on Tuesday, October 6. Half of Ontario's assessment centres already operate as appointment-based centres.

In order to plan for this change, the COVID-19 Assessment Centre at 140 Rolling Hills Drive closed for two days, Sunday, October 4 and Monday, October 5.

In a matter of three days, staff, leaders, physicians, contracted service providers and the County of Dufferin worked together to make it happen.

"Our partners at the County of Dufferin stepped in right away, offering any and all support, to make this change happen by Tuesday," said Kim Delahunt, President & CEO, Headwaters Health Care Centre. "We know how lucky we are here in Dufferin County and we do not take that for granted."

Dufferin County is providing the call centre support, including staff for an interim period.

"I'm so proud of our hospital staff and County staff that have come together over the weekend to set up a call centre. We live and work in a community that cares and we all want to keep everyone safe," said Warden Darren White.

The COVID-19 Assessment Centre's call centre is now accepting calls to book appointments, during its hours of operation 8:30 am to 4:30 pm. People can book an appointment by calling 519-941-0001. A high volume of calls is expected, and we ask that people be patient should they need to call back.

Plans are underway to develop an automated booking system that will make it possible for people to conveniently also book an appointment online at the Assessment Centre. More information about the booking process and what to expect can be found online at [headwatershealth.ca](http://headwatershealth.ca).

During the temporary closure today, the hospital asks that community members follow local public health guidelines, wait for further details on how to schedule an appointment locally, or to make an appointment at one of the other [Assessment Centres](#) already operating under an appointment-based system or to book an appointment at one of the select [pharmacies](#).

With the upcoming winter season approaching, plans are also underway to transition the current COVID-19 Assessment Centre to a more seasonally appropriate location while adhering to the Province's directions on the accountabilities of hospitals. More information will be shared well in advance when those plans are finalized.

**For More Information:**

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