

# Ontario COVID-19 Assessment Centres:

*As at March 19, 2020- The Ontario Health Coalition has compiled this list from trusted media sources, hospital and public health websites, and by calling hospitals directly to confirm information. Please note things are changing rapidly. Different assessment centres have different criteria for access. Some do testing on site, some do not. This information is correct as of end-of-day yesterday/this morning but may change. Please call or visit the websites of the hospital/assessment centres or public health units indicated below to check current status. As tests become more available they may be able to test more people. New assessment centres are being added daily.*

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People are wondering how and where to get tested. Many hospitals, Public Health Units and/or the Ontario government have set up assessment centres that are in separated areas of the hospital, or are drive-through, in trailers on hospital property, are offsite. This is to minimize the risk of transmission to other patients. Here is a list of the Assessment Centres in Ontario that we have been able to find and the testing criteria at this moment. Please note: information is changing quickly. Please confirm all information on your local public health unit website if you can. If the Ministry of Health puts together a comprehensive list for the province we will send out the link.

Please note:

- On Friday the Ontario government announced only those with the most serious cases would be tested as they are rationing tests. The government of Ontario has directed hospitals to test only those with severe symptoms. The following groups have been prioritized for testing<sup>[1]</sup>:
  - Symptomatic contacts of confirmed cases, until community transmission is established
  - Individuals admitted to hospital with acute respiratory illness
  - Health care workers with acute respiratory illness
  - Individuals with acute respiratory illness who reside in long term care homes and retirement homes
  - Individuals with acute respiratory illness who reside in other institutions and as directed by local public health officials
  - Health care workers as part of a health care institutional outbreak and as directed by local public health officials
  - First Nations community members living on-reserve with acute respiratory illness
- Some hospitals are telling patients not to come in directly so that they do not get overwhelmed, they are asking for patients to get a referral. Some hospitals are telling patients that they can go to the assessment centre to be assessed as to whether they meet the criteria for a test. Some assessment centres are doing the tests (by that we mean taking the nasal swabs of patients) and some are not.
- In some areas, such as Ottawa, Public Health is telling people not to call Public Health. However, the government of Ontario is reporting that Telehealth phone lines are experiencing technical issues. While they are working on the problem, the government is telling people to call Public Health.

We have included information where we can find it, about what the instructions are for each town. Generally information is available on your local public health website under “COVID-19 updates” or similar heading. [Here](#) is the list of public health units/locations/contact.

The Ministry of Health in Ontario is asking people who have symptoms of COVID-19 (new dry cough, fever, difficulty breathing, potentially some other flu-like symptoms) to use a self-assessment tool – link is [here](#) -- *first*, then *after you have used the self-assessment tool*, call:

- your primary care provider (family doctor, nurse practitioner, community health centre) or
- call Telehealth Ontario at [1-866-797-0000](tel:1-866-797-0000) or
- call your local Public Health Unit (list is [here](#)). (Note: it seems that some Public Health Units are overwhelmed and asking people not to call, but to call their primary care provider first.

If you are seriously sick please don't let the attempts to ration tests and reduce overload on the system prevent you from getting the care you need. Everyone is simply trying to get the care to those who need it the most first.

## Northern Ontario:

**North Bay:** A media report states that an assessment centre is set up outside the emergency department entrance of North Bay Regional Health Centre (NBRHC). We cannot find any specific information. When we called the hospital, the phone message directed patients to call the Public Health Unit for instructions if you feel you have symptoms at 1-800-563-2808 x5229. As noted above, please use the Ministry of Health COVID-19 self-assessment tool [here](#).

**Sault Ste. Marie:** Assessments and testing are being done at the former Kal Tire location at 165 Drive In Road, near the Sault Area Hospital. Patients must call first and be screened by phone. Walk-ins are prohibited. You must have symptoms (fever over 38 degrees Celsius) and/or cough (new or worsening) and have been exposed in the last 14 days prior to the onset of symptoms to be tested. People in the Algoma region experiencing symptoms are encouraged to call the COVID-19 Assessment Centre at 705-759-3434 ext. 7152 between the hours of 8 a.m. – 8 p.m., 7 days per week. People will be assessed by phone and scheduled to go in if they meet the criteria. Individuals with general questions should not call Sault Area Hospital. Instead, please contact Algoma Public Health at (705) 759-5404 (toll-free 1-866-892-0172 ext. 5404) or visit their [website](#).

**Sudbury:** Assessments and testing are being done a block from the hospital at Health Sciences North Research Institute at 56 Walford Rd in Sudbury. This screening is by appointment only. Walk-ins are prohibited. For an appointment at the assessment centre the following criteria must be met: Fever (over 38 degrees Celsius) and/or cough (new or worsening) and exposure history within the last 14 days prior to the onset of symptoms. For patients who may have difficulty going in for an assessment, arrangements will be made for an assessment at home from an employee of the Greater Sudbury Community Paramedicine Program. An individual who meets the criteria above must call the assessment centre at 705-671-7373 between 9 a.m. and 5 p.m. rather than going to the hospital's emergency department. Basic intake information will be taken and a clinician will call them back for the next steps. Anyone with general questions should call Public Health Sudbury & Districts at 705-522-9200 or toll-free 1-866-522-9200 and not the hospital.

**Thunder Bay:** The assessment centre is located in a series of trailers just outside the emergency department at Thunder Bay Regional Health Sciences Centre. It is meant to serve only those directed there for screening by Telehealth Ontario or the Thunder Bay District Health Unit. Patients must have a referral. Walk-ins are prohibited. Anyone concerned they may be experiencing symptoms of the virus should call the health unit at (807) 625-5900 or Telehealth at 1-866-797-0000.

## Southwestern Ontario:

**Chatham:** The Chatham-Kent Health Alliance (CKHA) has a COVID-19 Assessment Centre at 47 Emma Street in Chatham in partnership with the Chatham-Kent Public Health Unit. Hours of operation will be between 9 a.m. to 5 p.m., seven days a week with potential to expand based on need. The hospital is telling patients not to walk in. Call family doctor, telehealth or the Health Unit first. Phone number for Chatham Public Health: 519-355-1071 ext 1900.

**London:** An assessment centre has opened at Oakridge Arena, 825 Valetta Street. It is an assessment centre but does not actually conduct the tests for COVID-19. Hours: 11:00 a.m. to 7:00 p.m. This assessment centre is an out-of-hospital clinic where people can be seen by a healthcare provider for COVID-19 related concerns, rather than have them visit an Emergency Department, Urgent Care Centre or their family doctor's office. It is intended to educate and provide further medical guidance as well as to triage individuals and determine the next steps in their care. There will be no medication or treatment onsite at the COVID-19 Assessment Centre. There is no testing done at this centre.

A second assessment centre in London is open at the Carling Heights Optimist Community Centre at 656 Elizabeth St. Hours are from 11 a.m. to 7 p.m. seven days a week. This assessment centre, run by the Public Health Unit, is not currently doing the tests at that site, they are assessing people for testing. The Health Unit recommends anyone concerned first consider a self-assessment, under guidelines provided by the [here](#). People can also contact Telehealth at 1-866-797-0000.

**Windsor:** An assessment centre has been opened at the Windsor Regional Hospital at the former outpatient clinic entrance (off Goyeau St.). It is a segregated area next to the Ouellette campus emergency department. It is open 9:00 am - 4:00 pm, seven days a week, and expanded based on demand. Please note, there will be no access into the main hospital from this area or access into the COVID-19 Assessment Centre from the main hospital. All-access will be from the entrance off of Goyeau Street. Only those who meet the case definition for COVID-19 will be tested. Right now, that includes: people with symptoms including a fever, dry cough and shortness of breath and people who have been exposed. Before going to the assessment centre, people who are concerned about potential exposure are asked first call their primary care provider (family doctor/nurse practitioner or equivalent), or the Windsor-Essex County Health Unit 519-258-2146 ext. 1420 or Telehealth 1-866-797-0000. The hospital asks that you check their dedicated [COVID-19 webpage](#) for updates as this information is subject to change at any time.

## Hamilton/Niagara:

**Hamilton:** Assessment centres are at the St. Joseph's Healthcare King Campus Urgent Care centre at 2757 King St. E. and in the west end at the West End Clinic at 690 Main St. W. The St. Joseph's Healthcare King Campus Urgent Care Centre will be open from 4:00 pm to 8:00 pm Monday to Friday and from 10:00 am to 4:00 pm on Saturday and Sunday. The West End Clinic is open from 5:00 pm to 8:00 pm Monday to

Friday and from 9:00 am to 5:00 pm on Saturday and Sunday. Hamilton test centres will only see people by appointment who have a referral from their doctor or public health. A potential third centre on standby is the Stonechurch Family Health Centre. The centres will only test those who have symptoms and meet certain criteria.

## **Niagara:**

Niagara Falls: An assessment centre is open at 5673 North St. in Niagara Falls behind Greater Niagara General Hospital, it will be used as a hub to assess and test people who are suspected of having the infection. The centre is accessible only by referral from the Public Health Unit. Walk-ins are prohibited.

A St. Catharines assessment centre is expected to be ready by the end of the week. It will be located behind St. Catharines hospital near the mental health wing of the building.

## **Toronto:**

Assessment centres are open at the following sites. They have different rules and criteria.

**Humber River Regional Hospital** – An assessment centre is open at 2111 Finch Avenue West. Hours: Monday to Friday from 12:00 pm to 8:00 pm. Use the west entrance for assessments. People are asked to do a self-assessment before showing up at the centre. For more information call the centre at 416-744-2500. The hospital is advising patients to call Telehealth Ontario first to be screened at 1-866-797-0000 or use the self-assessment tool prior to going to the assessment centre.

**Michael Garron Hospital (East Toronto)** -- An assessment centre is open at the hospital at 825 Coxwell Avenue, outpatient clinic location in D-wing, 1st floor; accessed from Mortimer Avenue. No walk-ins. By appointment only. Hours: 7 days/week, 8 a.m. to 8 p.m. The COVID-19 Assessment Centre provides screening, assessment and testing for individuals in East Toronto who are experiencing possible symptoms of COVID-19. Community members with potential COVID-19 symptoms (e.g. fever, new or worsening cough, sore throat, headache, muscle aches, fatigue, runny nose and joint aches) who feel they need to be assessed for COVID-19 should phone the Assessment Centre. On the call, patients will be screened for travel and contact history and symptoms, and guided to self-monitor, self-isolate at home, come to the Assessment Centre, or go to the Emergency Department. The Assessment Centre is not open for walk-in visits. Please call ahead to book an appointment: 416-469-6858. Patients who need to go to the Assessment Centre will be offered a booked appointment. The hospital's 24-hour emergency department has a dedicated zone for assessment also.

**Mount Sinai Hospital (downtown)** – The assessment centre is not open yet. (It may be open on Friday, but this is not confirmed) When it is open, the hospital is listed as having a COVID-19 assessment centre at the hospital at 600 University Avenue on the ground floor, open Monday to Friday 11 a.m. – 6 p.m. The link to the website does not provide any additional information. You can reach the hospital at 416-586-4800. Again, please note, at the time of writing this list the assessment centre is not open yet.

**North York General Hospital (Leslie St. just north of the 401)** – An assessment centre is located in the emergency department is open from 11:00 am to 11:00 pm seven days a week. The hospital is encouraging people to do a pre-assessment by calling Telehealth Ontario (1-866-797-0000) or by using the Toronto COVID-19 Self-Assessment Tool at <https://covid19toronto.ca/>. There are no further requirements at this time. For more information call the main line at 416-756-6000.

**Scarborough Hospital– Birchmount Road site** – An assessment centre is located in front of the hospital. At this time, patients will not be tested unless they are demonstrating serious symptoms. The hours of operation 9:00 am to 6:00 pm seven days a week. The hospital is encouraging people to do self-assessment first online by visiting [www.shn.ca/covid-19](http://www.shn.ca/covid-19). For more information call the main line at 416-495-2400.

**Sunnybrook Health Sciences Centre (Blythwood Rd. North of Eglinton Ave. E. and Bayview Ave.)** – An assessment centre is now open at the hospital. Walk-ins are prohibited. Patients must call Toronto Public Health first before coming to their assessment centre. Toronto Public Health will decide whether or not to direct you to Sunnybrook. Hours of operation: 11:00 am to 9:00 pm seven days per week. For more information call the main line at 416-480-6100.

**UHN Toronto Western Hospital (Dundas & Bathurst)**– This hospital is listed on the Toronto list for assessment centres but we called and the hospital says that there is no assessment centre set up at the hospital as of now. The closest assessment centre is at Women’s College Hospital.

**Unity – St. Joseph’s Health Centre (near Parkdale/High Park)** –An assessment centre is open on the first floor of the Sunnyside building. Enter from Sunnyside Avenue beside the parking lot. The centre is open from 9:00 am to 9:00 pm seven days a week (for now). Must arrive before 8:30 pm to be seen. For more information call the hospital’s main line at 416-530-6000.

**Unity – St. Michael’s Hospital (downtown)** – An assessment centre is across the street from the hospital on the first floor of the Li Ka Shing building (209 Victoria). Hours: from 9 am to 7 pm seven days a week. Must do a pre-assessment over the phone first before visiting the assessment centre. To do the pre-assessment over the phone call 416-360-4000.

**Women’s College Hospital (downtown)** – A walk-in assessment centre is at the hospital, 76 Grenville Street. To get to the assessment center enter through the [back entrance of the hospital](#). Hours of operation from 9 am to 8 pm. seven days a week. For more information call 416-323-6400.

## **GTA:**

**Georgetown:** An assessment centre is open at Georgetown hospital at 1 Princess Anne Dr., Georgetown, Ontario. Patients are seen by appointment only. To make an appointment call the Halton Health Care COVID-19 telephone hotline 905-203-7963.

**Milton:** An assessment centre is open at Milton District Hospital at 725 Bronte Street South, Milton. Patients are seen by appointment only. To make an appointment call the Halton Health Care COVID-19 telephone hotline 905-203-7963.

**Oakville:** An assessment centre is open at Trafalgar Memorial Hospital, 3001 Hospital Gate, Oakville. Patients are seen by appointment only. To make an appointment call the Halton Health Care COVID-19 telephone hotline 905-203-7963.

**Markham/Stouffville:** An assessment centre is located at the Markham site. The COVID-19 Assessment Centre cannot be accessed from inside of the hospital. The entrance is located on the south side of the hospital, east of the Emergency Department, see [map](#). COVID-19 Assessment Centre parking is in lot #7. Hours: 10 a.m. – 6 p.m., daily (Hours may change based on community need and volume). The assessment centre provides screening, assessment and testing for individuals in Markham, Stouffville, Uxbridge and surrounding area who are experiencing possible symptoms of COVID-19. Before coming to the COVID-19 Assessment Centre, patients should call Telehealth 1-866-797-0000, York Region Public Health 1-877-464-9675, or their family doctor. They will advise on the best course of action, and whether or not to go to the Assessment Centre.

### **Peel:**

The Credit Valley Hospital has an assessment centre located at the hospital at 2200 Erin Mills Parkway. Hours of operation are between 8:00 am to 9:00 pm, seven days a week. To get tested, the hospital is telling patients to go to the Emergency Department at the hospital where they will conduct preliminary screening and direct you to get further testing done if necessary. For more information call the main line of the hospital at 905-813-2200.

The Mississauga Hospital has an assessment centre located on the premises of the hospital. The address of the hospital is 100 Queensway West. Hours of operation are between 8:00 am to 9:30 pm. Walk-ins, are prohibited. Patients must call Peel Public Health first 905-799-7700, or alternatively can visit the Emergency Department.

William Osler Health System has an assessment centred located at Peel Memorial Centre at 20 Lynch Street, Brampton. Hours of operation are between 10:00 am to 8:00 pm, seven days a week. No referral necessary.

**Richmond Hill:** An assessment centre is open at Mackenzie Health at 15 Trench St., Richmond Hill. Walk ins are prohibited. Referrals must be from Public Health at 1-800-361-5653 or Telehealth Ontario at 1-866-797-0000.

## **Central Ontario/Grey Bruce:**

**Barrie:** An assessment centre is open, located at the back of the Eagle Ridge complex at 490 Huronia Road, not directly at the urgent care clinic. Hours: 8 a.m. to 8 p.m. Tuesday to Sunday. Currently, tests are not being done at this centre. Patients are being assessed and referred for testing according to criteria. Patients are asked to first do a self-assessment, under guidelines provided by the [here](#).

**Collingwood:** An assessment centre is open, located in a tent set up in front of the emergency entrance in the Collingwood General and Marine Hospital (CGMH) parking lot. The assessment centre is not a testing centre, as no swab tests will be given. Those who believe they have symptoms of the virus can be assessed at the centre and will then be "directed to the appropriate area for treatment." CGMH has an online COVID-19 self-assessment tool [here](#) to help patients better understand if it's necessary to seek medical attention.

**Hanover:** An assessment centre is located at the Hanover and District Hospital at 90 7th Avenue, Hanover. Hours: open daily from 10:00 am to 4:00 pm. Drive up to the main entrance of the hospital. A nurse will do a pre-assessment at the patient's car. For more information call 519-364-2340.

**Kincardine:** An assessment centre is open at the Kincardine Hospital at 1199 Queen Street N, Kincardine. Hours: daily from 9:00 am to 5:00 pm. The portable facility is located between the hospital and the medical clinic. For more information call 519-396-3331.

**Orillia:** An assessment centre is open in the Kiwanis building on Orillia Soldiers' Memorial Hospital campus. Please enter the assessment centre on Volunteer Drive from Mississauga Street – Volunteer Drive has temporarily been designated as a one-way street. Hours: 11 a.m. – 7 p.m. The last patient will be seen at 6:30 p.m. You will be assessed by a nurse from your vehicle to determine the next steps. Walk up patients will be asked to wait outside in line until they are assessed by a nurse. The hospital is asking patients who think they have symptoms or have been in close contact with someone who has COVID-19, to please review the COVID-19 self-assessment tool to help determine if they need to come to the Assessment Centre.

**Owen Sound Regional Hospital:** An assessment centre is located at 1800 8th Street E, Owen Sound. Hours: open daily from 12:00 pm to 8:00 pm. The portable facility is just outside of the emergency department of the Owen Sound Hospital. For more information call 519-376-2121.

## Eastern Ontario and Southeastern Ontario, Peterborough and the Kawarthas:

**Kingston:** An assessment centre is open at Hotel Dieu at 194 Brock Street. It is operated by the Kingston, Frontenac, and Lennox & Addington Health Unit. No pre-assessment required. Hours of operation from 1:00 pm to 8:00 pm daily.

**Lindsay/Kawartha Lakes:** An assessment centre is open at the Lindsay Exhibition. Walk-ins are prohibited. Patients should contact the assessment centre only if referred by Telehealth, Public Health or a care provider. If a person has symptoms as indicated by their self-assessment results, contact your primary care provider (family doctor/nurse practitioner/equivalent) or Telehealth at 1-866-797-0000 or the HKPR District Health Unit ([www.hkpr.on.ca](http://www.hkpr.on.ca)) at 1-866-888-4577 ext. 5020. Again, patients should contact the RMH COVID-19 Assessment Centre only if referred by Telehealth, Public Health, or other care provider. The assessment centre can be reached at 705-328-6217. The hours of operation are Monday-Friday, 8a.m.-4p.m.

**Northumberland Hills:** An assessment centre is open at Northumberland Hills in the Ambulatory Care Clinic area of the hospital at 1000 DePalma Drive (immediately inside the main front entrance). Hours: 8 a.m. to 8 p.m., with hours of operation changing as needed. The centre provides assessment and testing. Walk-ins are permitted at this time. Individuals may also call the Assessment Centre directly during its 8AM to 8PM operating hours to determine in advance if they are not sure if they should be assessed at 905-377-7783. People can also call: HKPR District Health Unit – 1-866-888-4577 ext. 5020 or Telehealth Ontario – 1-866-797-0000.

**Ottawa:** An assessment centre is open at Brewer Park Arena, 151 Brewer Way, accessed from Bronson Avenue opposite Carleton University, open 9 a.m. to 8 p.m. daily. It is an out-of-hospital clinic where people will be assessed by a health-care provider and tested for COVID-19 if required. It is operated by The Ottawa Hospital (TOH) and CHEO, in partnership with Ottawa Public Health (OPH) and the City of Ottawa. They are telling patients to go to the Assessment Centre, not the Emergency Department, if: you have a new or worsening cough and/or fever and have been exposed in the past 14 days. Patients who meet the criteria will be tested.

**Peterborough:** An assessment centre is open at Peterborough Regional Health Centre at 1 Hospital Drive. Assessments are available by appointment only after completion of a self-assessment ([click here for link](#)). Patients are being directed to call Peterborough Public Health at 705-743-1000 ext. 401 to get a referral to the assessment centre if they meet the criteria.

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<https://www.regionofwaterloo.ca/en/health-and-wellness/2019-novel-coronavirus.aspx>