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## NEWS

# TESTING TIMES FILLING UP QUICKLY

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three assessment centres have completed almost 55,000 COVID-19 tests.

The facilities are currently operating for 12 hours daily, including weekends. Joan Jickling, who oversees operations at the testing centres, said they made a number of changes to prepare for the increased demand, including longer operating hours and recruitment of additional staff.

"We will continue to reassess the need for additional testing capacity based on provincial directive and approvals," she said.

The provincial government recently decided to make all Ontario testing

centres run on an appointment-only basis, but HHC's centres have operated this way all along—a decision officials say was made to prevent long line-ups and crowding.

While this style of system has caused some frustration among local residents looking for an immediate test for their children so that they can return to school, Jickling said the centres are doing their best to meet the demand and have been able to offer some appointments within 24 to 48 hours.

"There is some flexibility in the schedule and cancellations do occur," she noted.

Those looking to visit an HHC testing centre can

book an appointment by phone or online, with the virtual system allowing time slots to be reserved up to seven days in advance.

"These spots fill up quickly, and it can appear that there are no available appointments," Jickling said, going on to encourage people to phone the booking line at 905-203-7963 if they can't find a timely appointment online.

Then comes the next wait — for test results, which are facing significant delays across Ontario due to a massive backlog at provincial labs.

"The backlog, combined with the recent intermittent failure of the provincial results website, has understandably been very frustrating for many people waiting for their results," said Jickling. "The timeliness of the results that come from a provincial lab are beyond our control."

## legal matters | COVID19

### ASK THE PROFESSIONAL

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We work  
for you.

How is our Law Office functioning during the COVID-19 Crisis?

A

As an essential service, our office continues to operate at full capacity with our doors locked and without physically being with clients. The Law Society of Ontario now allows lawyers to virtually witness the signing of documents. Ontario Legislation that specifically required all Wills and Powers of Attorney needed to be witnessed in person has now changed to allow virtual witnessing. Welcome to the World of Zoom.

We maintain a strict protocol to combat the virus and keep staff and clients safe. All documents coming into the office from outside are handled with gloves and placed in isolation for 7 days. If documents need to be processed prior to 7 days then with gloves we copy them on a printer dedicated to only documents received from outside our office. We deal with the copies and put the originals back in isolation. No-one touches an original document from outside without gloves or prior to a 7 day isolation period. Clients that have to come into the office because they have no computer to video conference come to our lobby where social distancing is strictly followed. After the meeting all surfaces touched by our clients are sanitized. We are also keeping our Georgetown and Acton offices separated. No staff or Lawyers from one office go to the other office. All documents going between offices are treated as if they have come from outside using full protocols. Be safe.

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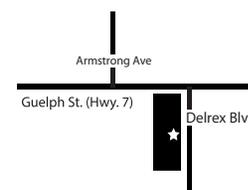


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