

Ontario Farmer Journey

Ontario farmers have the option to book the COVID-19 Day-8 appointments for their Temporary Foreign Workers via Telehealth or Mobile Rapid Testing Units (MRTU) using Switch Health's online booking tool or MRTU Ontario only, booking site.

To book a **Telehealth** appointment, farmers must visit:

<https://outlook.office365.com/owa/calendar/SwitchHealth2@switchhealth.ca/bookings/>

Here they will have the option to select between a video appointment or a phone only appointment. This option is useful for areas where internet access is not available or not reliable. With this booking tool, farmers may select the date and preferred time for their appointment. This reduces wait times and creates a more efficient process. The tool also allows for the preferred language to be selected. If the time requested is not available, farmers may contact Switch Health at tfw-canada@switchhealth.ca where one of our customer service agents will work with them to find an acceptable solution.

In Ontario only, farmers may request a **Mobile Rapid Testing Unit (MRTU)**, by accessing the following link:

<https://outlook.office365.com/owa/calendar/MRTUTFWSchedule@switchhealth.ca/bookings/>

All Day-8 tests collected by MRTU Services are taken directly to our laboratory partner in Windsor, Ontario.

When an MRTU service is booked, a Switch Health testing team arrives directly on-site at the designated farm or location of the dependent TFWs. Switch Health MRTU teams are responsible for ensuring all workers are properly registered on our ASMO portal, all serial numbers are properly assigned, and all testing is conducted in accordance with Public Health standards.

For additional inquiries regarding MRTUs, farmers may contact our customer service agents at tfw-mrtu@switchhealth.ca.

General TFW inquiries and questions related to regular telehealth booking, all services, test results and arranging courier services must continue to be made through: tfw-canada@switchhealth.ca or calling 1-888-511-4501.

Shipping Options

After completing the Day-8 tests using Telehealth services, farmers may choose from a variety of options to ensure their TFWs' tests reach our lab partners in a safe and efficient manner:

Switch Health has placed dedicated TFW drop boxes across Southern, and South-Western Ontario for expedited delivery to the Medical Laboratories of Windsor. These boxes are located at:

- Niagara Region
 - Best Western Hotel & Conference Centre
2 North Service Road
St. Catharines, ON
L2N 4G9
- Haldimand – Norfolk
 - Hampton Inn & Suites
20 Fen Ridge Ct.
Brantford, ON
N3V 1G2
- Windsor - Essex
 - Leamington & Area Family Health Team
197 Talbot St. W
Leamington, ON
N8H 3X2

These drop boxes are collected daily in the late afternoons to allow farmers to drop their samples throughout the day.

Alternatively, farmers may contact our dedicated TFW customer service agents at tfw-canada@switchhealth.ca or by calling 1-888-511-4501 to request third party pick up of their samples. This service is also available on weekends and on holidays.

Each Switch Health COVID-19 at home testing kit also comes with a Purolator pre-paid label that may be used at any moment by scheduling a pick-up. Farmers must call Purolator at 1-888-744-7123

Keeping Canadians and visiting workers safe during COVID-19 is our top priority.

Sincerely,

Switch Health