



PUBLIC MESSAGE

COVID-19 Assessment Centre and Dufferin Cold & Flu Clinic combine and relocate to the Orangeville Pharmacy

June 20, 2022

As the pandemic is entering a more stable phase, our COVID-19 response continues but significant milestones have been achieved.

Since the first half of 2022, there has been a decline in testing at the COVID-19 Assessment Centre as a result of changes in criteria from the province and an increase in vaccination rates. To best serve our patients, families, and caregivers the decision has been made to amalgamate the COVID-19 Assessment Centre and the Dufferin Cold & Flu Clinic.

As a reminder, most people in the community with symptoms are not eligible for COVID-19 testing. Testing is being prioritized for those at increased risk to severe outcomes and those living and working in high-risk settings.

Details about the new location:

The COVID-19 Assessment Centre at Headwaters Health Care Centre and the Dufferin Cold & Flu Clinic will be amalgamating and relocating to the Orangeville Pharmacy at Unit 5-50 Rolling Hills Drive for appointments beginning on July 4, 2022.

Appointments will be available Monday – Thursday from 5:00 p.m. – 8:00 p.m. and can be made by calling 1-888-530-1319. The phone line opens at 8:30 am Monday- Thursday to book appointments and will close once all appointments are filled for the evening. Patients are encouraged to contact their family doctor first for an appointment. We anticipate a reduction in our hours of operation over the summer months as fewer people have cold or flu symptoms.

COVID-19 testing for Headwaters Health Care Centre pre-operative patients:

Hospital patients coming for surgery will continue to complete pre-operative COVID-19 testing at the hospital. Instruction will be provided by their Surgeon's Office when arrangements are being made for surgery.

About the COVID-19 Assessment Centre at Headwaters:

Over the past two and a half years, the COVID-19 Assessment Centre at Headwaters has adapted to meet the changing nature of the virus and subsequent needs of the general public and staff. This has included an original outdoor location in the hospital's parking lot, moving inside the Ambulatory Care wing, setting up a booking system and call centre, and adapting to changes in testing guidance from the

province. At the peak of the pandemic, traffic to our area was greatly affected and we are especially grateful to our neighbours for their patience and understanding.

About the Dufferin Cold & Flu Clinic:

In October 2020 the Dufferin Area Family Health Team, in cooperation with the Hills of Headwaters Collaborative Ontario Health Team partners, opened the Dufferin Cold & Flu Clinic to provide clinical assessments for symptomatic patients. During that time, clinic physicians and staff assessed over 5,000 patients in three different locations.

We greatly appreciate the heroic and dedicated efforts of the many staff who have been involved with setting up, relocating, managing, and operating both the COVID-19 Assessment Centre and the Dufferin Cold & Flu Clinic over the past two years to ensure our community has received the best care possible.

We will continue to monitor the impacts of COVID-19 both in the community and hospital and will be ready to mobilize and ramp up our collective response if needed at any point.

Thank you.

Kim Delahunt, President & CEO, Headwaters Health Care Centre and Lianne Barbour, Executive Director,
Dufferin Area Family Health Team



Public Message

Changes in the COVID-19 restrictions at Headwaters Health Care Centre

June 29, 2022

As we continue to experience a significant decrease in hospital as well as community COVID-19 infections, we are pleased to share that we will be easing some of the restrictions we have in place. These changes will be effective as of July 6, 2022.

Moving to passive screening

We will be moving to a passive screening model. Screeners will no longer be located at any of our entrances. Designated Care Partners are asked to self-screen before entering our facility. A Designated Care Partner is a person who has been identified by the patient or substitute decision maker, who can provide support to a patient during their visit with us (e.g. a patient under 18 years of age).

Designated Care Partners will not be allowed in if any of the symptoms listed below are present.

- fever
- new or unexplained cough
- unexplained shortness of breath and/or difficulty breathing
- diarrhea or vomiting
- runny nose/sneezing
- rash

While we strongly encourage vaccinations, proof will no longer be required as a condition of entry for Designated Care Partners.

Anyone seeking medical attention does not need to self-screen.

You will find signage at our entrances to support this new process.

Opening our entrances

We will be opening the main entrance as an entrance and exit to our facility. Our Ambulatory Care entrance will change to an exit only.

Entrances to our facility are locked from 9 p.m. – 6 a.m. We ask that you enter through the Emergency Department during this time. There is an intercom system located at the main entrance if you experience any difficulty entering the hospital.

Masking mandate remains in place

Patients and Designated Care Partners are required to put on a hospital provided surgical mask following self-screening at entrances and wear the mask for the duration of their time in the hospital.

Access changes for Designated Care Partners

While we will not be moving to open visitation at this time, we do plan to further expand access for Designated Care Partners.

All inpatients will be permitted two Designated Care Partners with the exception of end-of-life patients who are permitted four family members with only two at the bedside at a time. For those that qualify as a Designated Care Partner, visits must be pre-scheduled by calling the inpatient unit no later than 4:30pm the day before the visit.

All Emergency Department and Ambulatory Care patients will be permitted one Designated Care Partner.

COVID-19 testing

As a reminder, the [COVID-19 Assessment Centre at Headwaters Health Care Centre and the Dufferin Cold & Flu Clinic will be amalgamating and relocating to the Orangeville Pharmacy](#) at Unit 5 – 50 Rolling Hills Drive for appointments beginning on July 4, 2022. Hospital patients coming for surgery will continue to complete pre-operative COVID-19 testing at the hospital.

These changes are welcomed news and we are grateful to each member of our team that helped bring us to this milestone. We will continue to navigate the impacts of COVID-19 and remain ready to mobilize and ramp up our collective response if needed at any point.

Thank you.

Kim Delahunt, President & CEO and Dr. Peter Cino, Chief of Staff & Vice President, Medical Affairs