TORONTO

City of Toronto Response to COVID-19

To help slow the rate of COVID-19 infection, the City of Toronto has cancelled programs and closed a number of facilities. The tentative date for services to resume is April 5. Learn about affected City services and closures online (https://www.toronto.ca/home/covid-19/) or by calling 311.

Toronto Region COVID-19 Assessment Centres

Last updated: March 17, 2020 at 7:40 a.m.

To rapidly expand screening and ease pressures on hospital emergency departments, a number of dedicated assessment centres have been established across Toronto. Toronto Public Health (TPH) is not an assessment centre and testing is not provided at TPH offices.

Who Should Not Visit an Assessment Centre

People with no symptoms of an upper respiratory tract infection (cough, sore throat, headache, muscle aches, fatigue, runny nose, and joint aches, and may also include nausea, diarrhea and stomach pains). These people do not need to call Telehealth Ontario, or be assessed for COVID-19, regardless of their travel history.

Who Should Visit an Assessment Centre

- People with mild symptoms of upper respiratory tract infection (cough, sore throat, headache, muscle aches, fatigue, runny nose, and joint aches, and may also include nausea, diarrhea and stomach pains)
- and any of the following:
  - Fever of 38°C or higher
  - Underlying health condition(s) of concern. Includes: cardiovascular disease, chronic lung disease, cerebrovascular disease (e.g. previous stroke), hypertension, diabetes, cancer, immunosuppression, current smoking
  - Age 60 years or older

Symptomatic patients should **self-isolate (https://www.toronto.ca/home/covid-19/covid-19-health-advice/?accordion=self-isolation)** while waiting to reach Telehealth Ontario or seeking medical attention.

Who Should Go to Their Nearest Emergency Department

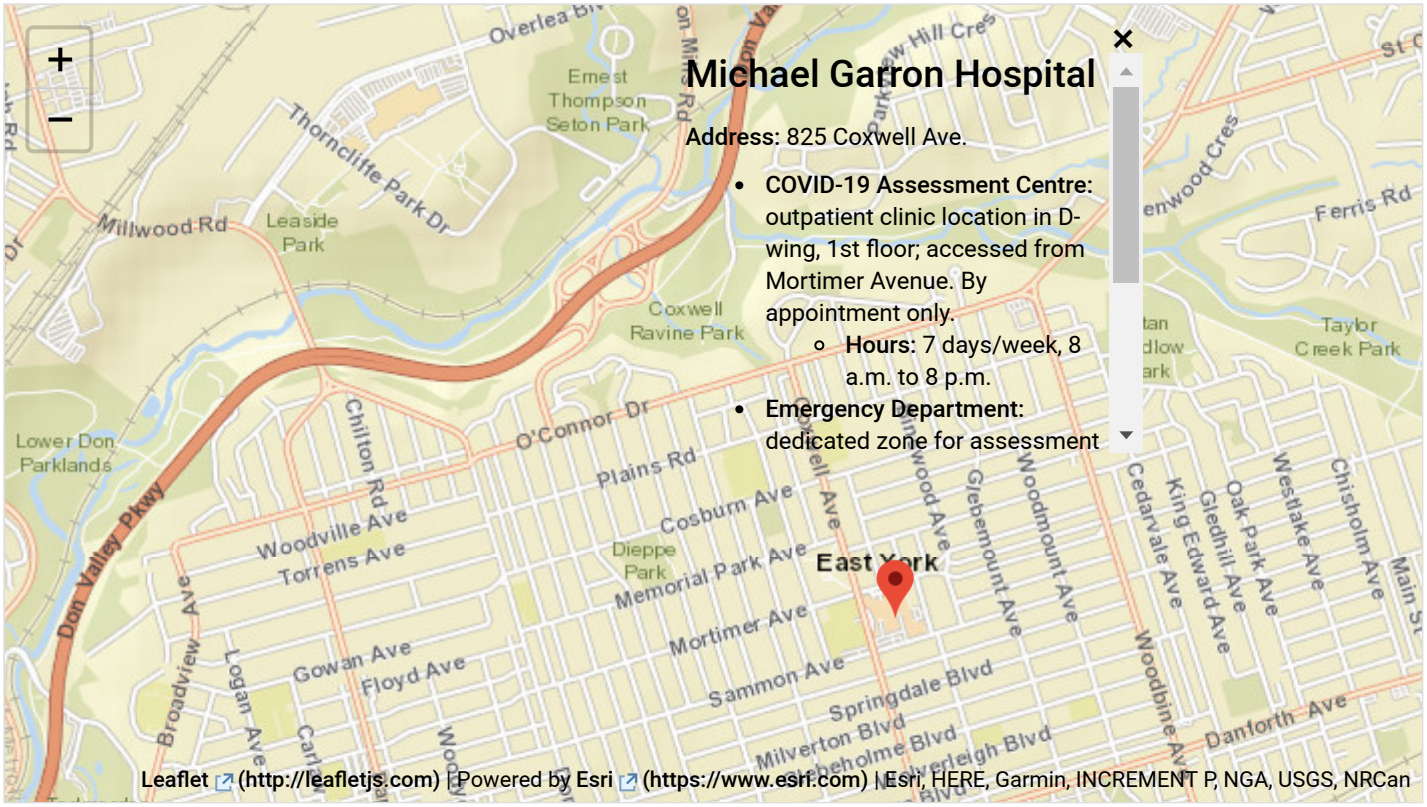
People who have more severe symptoms (shortness of breath; chest discomfort; lethargy or drowsiness; weakness; dizziness). If you are not well enough to take personal transportation, call 911.

Unsure

People who are unsure should:

- call their primary care provider, or
- call Telehealth Ontario at 1-866-797-0000 and speak with a registered nurse who will guide whether you will require further care or potential testing in person, or
- check the **online assessment tool** **(https://www.ontario.ca/page/2019-novel-coronavirus-covid-19-self-assessment)**

OHIP coverage is not required to be seen at a COVID-19 Assessment Centre. The assessment is provided at no cost to the individual.



Title	Description
Humber River Hospital	**Address:** 2111 Finch Ave. W. **Hours:** Monday to Friday; 12 p.m. (noon) to 8 p.m. **Telephone:** 416-747-6740 For more information, visit the **Humber River Hospital website (https://www.hrh.ca/covid-19/)**.

Michael Garron Hospital	**Address:** 825 Coxwell Ave.
	• **COVID-19 Assessment Centre:** outpatient clinic location in D-wing, 1st floor; accessed from Mortimer Avenue. By appointment only.
	  ◦ **Hours:** 7 days/week, 8 a.m. to 8 p.m.
	• **Emergency Department:** dedicated zone for assessment
	  ◦ **Hours:** 7 days/week; 24 hours
	
	Telephone: 416-469-6858
	
	For more information, visit the **Michael Garron Hospital website (https://www.tehn.ca/programs-services/covid-19-assessment-centre)**.

North York General Hospital	**Address:** Hospital Emergency Department, Ambulance Bay, 4001 Leslie St. **Hours:** 7 days/week; 11 a.m. to 11 p.m. For more information, visit the **North York General Hospital website (https://nygh.on.ca/covid-19-updates)**.
Scarborough Health Network - Birchmount Hospital	**Address:** 3030 Birchmount Rd. **Hours:** 7 days/week; 9:00 a.m. to 5:00 p.m. For more information, visit the **Scarborough Health Network – Birchmount Hospital COVID-19 Assessment Centre website (https://www.shn.ca/covid19-assess/)**.

Title	Description
Unity - St. Joseph's Health Centre	**Address:** 30 The Queensway, Sunnyside Building, Main Floor East. Entrance off Sunnyside Avenue **Hours:** 7 days/week; 9 a.m. to 9 p.m. (last patient registered at 8:30 p.m.) For more information, visit the **Unity – St. Joseph's Hospital website (https://unityhealth.to/patients-and-families/coronavirus-information-for-patients-and-families/)**.
Unity - St. Michael's Hospital	Li Ka Shing Knowledge Institute **Address:** 209 Victoria St. Enter from the Shuter Street Door on the North East corner of the building **Hours:** 7 days/week; 9 a.m. to 7 p.m. For more information, visit the **Unity – St. Michael's Hospital website (https://unityhealth.to/patients-and-families/coronavirus-information-for-patients-and-families/)**.
Women's College Hospital	**Address:** 76 Grenville St. Use the North East entrance located on Grosvenor Street. **Hours:** • Open seven days a week • On March 15, hours are 9 a.m. to 5 p.m. • As of March 16, hours will be 9 a.m. to 8 p.m. **Please note:** Children under the age of two cannot be seen at the Women's College Hospital Assessment Centre For more information, visit the **Women's College Hospital website (https://www.womenscollegehospital.ca/patients-and-caregivers/updates-on-the-coronavirus-(2019-ncov))**.

Contact Information

Telehealth Ontario
Call if you develop symptoms.
Telephone: 1-866-797-0000

Toronto Public Health Hotline
Monday to Friday: 8:30 a.m. – 8 p.m.
Saturday and Sunday: 10 a.m. – 6 p.m.
Telephone: 416-338-7600
TTY: 416-392-0658
Email: PublicHealth@toronto.ca (mailto:PublicHealth@toronto.ca)

311 Toronto
Outside City limits: 416-392-2489
Call if you have questions about City services.
Telephone: 311
TTY: 416-338-0889
Email: 311@toronto.ca (mailto:311@toronto.ca)

Emergency Services
Call if you're having difficulty breathing or experiencing other severe symptoms.
Telephone: 911

@CityofToronto (https://twitter.com/cityoftoronto)

@TOPublicHealth (https://twitter.com/TOPublicHealth)

@311Toronto (https://twitter.com/311Toronto)

Related Information

Ontario Ministry of Health (https://www.ontario.ca/page/2019-novel-coronavirus)

Public Health Ontario (https://www.publichealthontario.ca/en/diseases-and-conditions/infectious-diseases/respiratory-diseases/novel-coronavirus)

Public Health Agency of Canada (https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html)

U.S. Centers of Disease Control (https://www.cdc.gov/coronavirus/2019-ncov/index.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2Fnovel-coronavirus-2019.html)

World Health Organization (https://www.who.int/emergencies/diseases/novel-coronavirus-2019)