

Alert: Potential Canada Post Strike - Public Health Laboratory Contingency Plans May 19, 2011

In the event of a Canada Post Strike, the Public Health Laboratories (PHL) has developed contingency plans to ensure customers receive laboratory reports in a timely fashion.

Medical Reports

Medical reports will be delivered to the submitter by courier or other available options. If your service for your lab reports is by autofax, the postal strike will not have an impact on you receiving your reports.

Autofax enables the PHL to provide you with PHL reports by fax directly from our laboratory information system as soon as they are released. If you are not currently registered for autofax and would like to register, please contact the Toronto public health laboratory at 1-877-604-4567.

Official Water Reports

Official OAHPP water reports, including regulated drinking water, will also be couriered or arrangements will be made by your local public health laboratory.

Private Citizen Drinking Water Results

1. We encourage all water sample submitters to use the fast and convenient PHL Interactive Voice Response (IVR) system to track results. Full instructions are provided with the sample kit. Have the barcode number from your sample bottle ready and call the IVR at 1-877-723-3426 (TTY 1-866-828-2238). Follow the instructions to hear the results.
2. *E. coli* positive results and Overgrown results will be communicated as follows:
 - if the submitter has provided a street address, the results will be couriered.
 - if a street address has not been provided (e.g. a P.O. Box), or the submission form has indicated that the customer will pick up the results, water test results can be picked up at the laboratory between 8 am - 5 pm Monday to Friday with photo ID. A Potability of Water release form <http://www.oahpp.ca/services/water-testing.html> signed by the person whose name appears on the submission, is required for pick-up by individuals other than the submitter.

Updated information on the Canada Post strike can be found at www.infopost.ca.

If you have any other questions or require further assistance, please contact the PHL Customer Service Centre at 1-877-604-4567 (Toronto 416-235-6556)