



For Immediate Release

September 25, 2020

COVID-19 Assessment Centre moving to Brantford Civic Centre September 28 – Expanded hours, additional staff

Brantford – Brant Community Healthcare System is shifting COVID-19 testing operations from Brantford General Hospital to the Brantford Civic Centre beginning Monday, September 28.

In the meantime, testing will continue at the BGH D-Wing COVID-19 Assessment Centre from 8am to 4pm until Sunday, September 27, with no walk-ins accepted past 4pm. Assessment centre staff will continue to schedule patients who arrive without a scheduled appointment.

The current assessment centre located at Brantford General Hospital has been under enormous pressure due to extremely high demand for COVID testing and appointment bookings.

“We are doing everything possible to ensure individuals who come to the BGH assessment centre can receive testing in a timely manner, and we understand the frustration people are experiencing caused by lengthy line ups and wait times,” said Dr. David McNeil, president and CEO of BCHS. “There are contingencies in place to assist in our pandemic response, but sharp increases in demand for testing over the past number of days have put pressure on BCHS and hospitals all across Ontario.”

To address the growing demand and to ensure everyone’s safety, BCHS is moving all COVID-19 testing operations to the civic centre with extended hours, additional assessment staff and email appointment bookings which should help increase testing capacity and lessen wait times.

“We have been testing entire families and a large influx of people from other municipalities and that has put more pressure on our ability to serve the community,” McNeil added. “We have put additional staff in place and extended the assessment hours to help deal with the increased demand.”

Dr. McNeil acknowledges the deep frustration felt by many people who have faced long lineups and wait times for testing, and points out relocating the assessment operation to the civic centre is the right thing to do for the community.

“We know it has been frustrating for people waiting in line and trying to book appointments – on behalf of everyone at BCHS, I would like to offer a most sincere apology, and extend our thanks to the community for their patience and understanding. These times are difficult for everyone but we want people to know, BCHS is here for you.”

To reduce wait times, people are strongly encouraged to book COVID-19 testing appointments in advance by emailing Covid.assessment@bchsys.org with their name and telephone number, or by calling the **hotline** at **519-751-5818**.

Beginning Monday, September 28, the BCHS COVID-19 Assessment Centre will be located at the Brantford Civic Centre, 79 Market Street South, Brantford, ON, N3S 2E4. Expanded hours for COVID testing will be from 8am to 10pm daily Monday to Friday and from 8am to 6pm on weekends. For more information, please visit www.bchsys.org/en/covid-19.aspx

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