

Frequently Asked Questions

COVID-19 Testing Service at Holland Bloorview

Updated: May 19, 2021

Holland Bloorview, in partnership with SickKids, supported by Ontario Health and Toronto Public Health launched a COVID-19 testing service specifically for children with disabilities and complex medical needs in December 2020.

Below are a series of questions and answers to address questions related to the service and the eligibility expansion to staff and caregivers beginning on May 25, 2021.

Why is Holland Bloorview expanding eligibility its COVID-19 testing service?

We currently have capacity to be able to offer testing for Holland Bloorview staff, students, volunteers, BSA staff, and inpatient caregivers due to a decreased demand from the broader community. We had always hoped to be able to offer this added convenience to families and team members, and we are happy to be able to do so at this time.

Will this reduce access for children and youth with disabilities or medical complexity and Holland Bloorview alumni?

No, the priority for our testing service will continue to be children, youth and Holland Bloorview alumni with disabilities or medical complexities. In the unlikely scenario that we have capacity constraints at Holland Bloorview, our testing partner SickKids Hospital is also able to provide testing to children and youth with disabilities and medical complexities.

Can students and volunteers access the testing service?

Yes, students and volunteers who meet the guidelines for provincial testing (have COVID-19 symptoms or have been exposed to a person who has tested positive for 15 minutes or longer) can access testing. Appointments are required.

Holland Bloorview Kids Rehabilitation Hospital

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A teaching hospital fully affiliated with the University of Toronto.

How do I book an appointment?

Please call 647-298-3862 (open Monday – Saturday) or email covidtesting@hollandbloorview.ca.

Phone line hours of operation:

Monday -Thursday	8 am - 8 pm
Friday	8 am - 4 pm
Saturday	9 am - 4 pm

What are the hours of operation for the testing service?

Monday to Thursday from 5 pm - 7 pm and Saturday from 9 am - 4 pm. Appointments are required to access testing. Staff (including BSA staff), students, trainees, volunteers and inpatient caregivers can book appointments starting Tuesday, May 25, 2021.

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Phone line hours of operation:

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Friday	8 am - 4 pm
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How long will it take to get my test results and how will I be notified?

Results are typically available within 48 - 72 hours.

For Holland Bloorview staff, students/trainees, and volunteers, you will only be contacted by Holland Bloorview's Occupational Health team if your test result is positive. Otherwise, please check the Ontario government website for your result. Government website:

<https://covid19results.ehealthontario.ca>

Inpatient caregivers, BSA staff, and family/household members of Holland Bloorview staff, you will only be contacted by Holland Bloorview's COVID-19 Testing Centre team if your result is positive. Otherwise, please check the Ontario Government website for test result. Ontario government website

How will the process be kept confidential?

As a staff member, by choosing to complete a COVID-19 test at Holland Bloorview you will be registered as a client in the Meditech system, where the order will be recorded and processed to show that you have received a COVID-19 swab here. Once the test is completed, the specimen will be couriered to SickKids lab where it will be analyzed. Within 48-72 hours, the result will securely transmitted to Holland Bloorview accessed only by authorized staff in order to facilitate the

communication of results to the occupational health department.

Only staff processing your information will have access to your results. Occupational health will only call Holland Bloorview staff, students/trainees, or volunteers if the test has a positive result. Otherwise, please check the [Ontario government website for results](#). Results will not be uploaded into the Meditech chart file and will only be shared with occupational health. Access to test results for inpatient caregivers, BSA staff, and family/household will be limited to testing centre staff for reporting of positive results. Otherwise, results can be found on the [Ontario government website](#).

How many family or household members of staff can access testing?

Up to 2 family or household members in addition to yourself who also meet the provincial testing guidelines for eligibility (they have COVID-19 symptoms or have been exposed to a person who has tested positive for 15 minutes or longer) can access testing at Holland Bloorview. At this time we are offering family or household member testing for Holland Bloorview staff only.

Do I have to get tested at Holland Bloorview?

You are not required to complete your COVID-19 test at the Holland Bloorview testing service. This is an option of convenience. You can choose to access a test at another COVID-19 assessment centre. Find your local testing location here: [COVID-19 testing locations](#)

Why is Holland Bloorview offering a COVID-19 testing service?

Holland Bloorview's expertise working with children with physical, developmental and complex medical conditions gives us a unique perspective in being able to create a comfortable and safe COVID-19 testing environment for this population.

Families of children with disabilities have been vocal about unsatisfactory experiences accessing COVID-19 testing for their children. By launching a COVID-19 testing service specifically designed to meet the needs of this population, we are fulfilling an important and much needed community resource.

When will the service be operational?

All appointments will need to be made through the Toronto Public Health website, who will triage between Holland Bloorview and SickKids depending on where they typically access care, where clinically appropriate, or distance to location.

- The clinic will only be available to Holland Bloorview clients and families during the first two days of operations, after which it will begin accepting children with disabilities who meet the criteria for testing who may not be our clients.

What is the criteria to access the clinic?

Holland Bloorview staff, students, trainees, volunteers, caregivers and Bloorview School Authority (BSA) team members can access testing if they:

- Meet the guidelines for provincial testing (have COVID-19 symptoms or have been exposed to a person who has tested positive for 15 minutes or longer).

For a child or youth to be referred to us for testing, they must have one of the following:

- Highly challenging behaviours due to neurodevelopmental disorders (e.g. autism, developmental delay).
- Active use of medical technology due to medical complexity, including aerosol generating medical procedures (e.g. tracheostomy).
- Severe immunocompromise or bleeding disorders due to haematological or other conditions (e.g. childhood cancer, anticoagulation therapy).
 - Extreme procedural anxiety due to mental health disorders (e.g. panic attacks)
- Upper airway anomalies or open wound in the area of the nose or mouth, congenital or other (e.g. nasal stents/tumours, mucositis).

Does having a testing service on site not increase the risk of more positive COVID-19 cases?

Safety is always our top priority and every effort to reduce crossover between staff, clients, families and members of the community accessing the COVID-19 testing service was a priority when planning the logistics and operations of the service.

Since the beginning of the pandemic, we have followed all public health guidelines to ensure the safety of our community. We have received additional clinical guidelines related specifically to the safe operations of a COVID-19 testing service, which we are also following closely.

A reminder that the best way to prevent the spread of COVID-19 is by becoming vaccinated, wearing mask, physical distancing and washing your hands. We are grateful for all of your efforts to keep our community safe. Please continue to do your part to reduce potential spread of the virus.

What are we doing to reduce crossover of clients/team members with individuals on site for testing?

The COVID-19 testing service operates during off-peak hours in the entrance of the Bloorview School Authority (BSA) on Monday and Wednesday evenings, from 5 p.m. to 9 p.m. and Saturdays from 8 a.m. to 4 p.m.

We are prioritizing the safety of everyone in our community in executing this service, including the staff providing the testing and families who access it. Specific safety measures:

- testing by appointment only
- ample time for testing and cleaning between clients
- hosting the testing service after-hours
- physical location away from in-patient clients and families with a separate entrance
- use of appropriate personal protective equipment (PPE) by our staff members

Families are also able to drive-up to the BSA entrance and exit the building as quickly as possible. Families accessing the testing service are not be permitted to use any facilities on-site, with the exception of one bathroom in the BSA.

Are Holland Bloorview staff providing the testing?

Yes, the testing service is operated by Holland Bloorview staff, as we are uniquely qualified to provide this essential service to kids living with disabilities. The swabs are sent to SickKids for analysis. Staff members operating the clinic are provided with all of the essential personal protective equipment (PPE) to do their job confidently and safely, while also continuing to provide care in their home positions.

Are Holland Bloorview staff providing testing allowed to continue in their roles in outpatient/inpatient units?

Yes, the staff who are conducting the COVID-19 tests continue to provide care in the inpatient and outpatient units, depending on their role. A reminder that staff members operating the clinic are provided with all of the essential personal protective equipment (PPE) to do their job confidently and safely, while also continuing to provide care in their home positions.

How are the screening stations being sanitized and kept clean?

As part of our agreement to operate the COVID-19 testing service, we received additional clinical guidelines specifically to ensure the safe operations of a COVID-19 testing service from Toronto Public Health, which we are following closely. This includes disinfecting the area between appointments, as well as end-of-day sanitation.

If I have a question about Holland Bloorview's testing service that is not answered in this document, who can I contact?

Please call 647-298-3862 or email covidtesting@hollandbloorview.ca if you have any additional questions.