



COVID-19 Hotline Services Suspended at Peterborough Public Health

Due to the recent surge in COVID-19 cases across the Peterborough Public Health region, we are suspending our COVID-19 hotline, which includes our generic COVID-19 phone line and email address. I have attached a press release that provides more details. If your websites refer your residents to our generic COVID-19 hotline, you can update with the following resources:

- For COVID-19 information you can refer your residents to www.peterboroughpublichealth.ca as there is a significant amount of information on this site.
- For business owners and operators, they can use the Stop The Spread Line at 1 888 444-3659.
- Medical or COVID-19 symptom related questions can be directed to Telehealth at 1-866-797-0000 <https://www.ontario.ca/page/get-medical-advice-telehealth-ontario>
- For COVID-19 complaints, residents can still use our online form available here: <https://www.peterboroughpublichealth.ca/for-professionals/health-professionals/novel-coronavirus-2019-ncov-health-professionals/reporting-complaints/>



MEDIA RELEASE

FOR IMMEDIATE RELEASE

Monday, April 19, 2021, Peterborough

COVID-19 Hotline Services Suspended at Peterborough Public Health

*Staff Redeployed to Case Management and Contact Tracing Teams to
Support Local COVID-19 Outbreak Surge*

Peterborough Public Health announced today that it is suspending its COVID-19 hotline phone and email services until further notice as staff are redeployed to manage the local COVID-19 outbreak in our community.

“It is ‘all hands on deck’ now that the surge in local cases and high-risk contacts has reached record levels,” said Dr. Rosana Salvaterra, Medical Officer of Health. “All COVID-19 hotline staff have now been reassigned to help us manage cases and complete contact-tracing as these efforts are vital in containing the further spread of the virus by ensuring people get tested and know how to self-isolate.”

Dr. Salvaterra apologized that PPH is unable to answer residents’ questions directly at the moment, but noted additional resources have been added to its website and that its phone system now offers pre-recorded voice greetings that address frequently asked questions. Residents looking to cancel vaccination appointments are asked to contact the local call centre at 249-494-5631.

Dr. Salvaterra noted that she hopes to see hotline services resume once the third wave starts to subside. “The more closely residents follow the stay at home order, the faster we’ll see case counts decrease, and the sooner we’ll be able to reinstate the hotline and other public health services,” she added.

Those seeking information about current public health measures, vaccination, or wanting to lodge a complaint, are asked to visit www.peterboroughpublichealth.ca.

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For further information, please contact:

Brittany Cadence
Communications Manager
705-743-1000, ext. 391