

# Temporary Foreign Worker (TFW) Support Program



## What Services Do We Offer?

Switch Health is currently offering support in facilitating day-10 COVID-19 testing for Canadian operations employing temporary foreign workers (TFW). As each operation's needs are somewhat different, Switch Health is offering the services below to ensure the testing of TFWs is processed as quickly and efficiently as possible:

- Video teleconferencing with Switch Health medical support staff;
- Telephone appointments for those without access to video-enabled devices or limited internet connectivity;
- Dedicated help line and email inbox for general questions, help with results, and registration issues.

## First Steps

**The operation lead (e.g., owner, supervisor) must login to their Switch Health account [ <https://portal.switchhealth.ca/login> ] to begin the process. *If you do not already have an account, please create one by referring to Appendix A (Account Setup). If you require assistance accessing your previously created account, please contact your account manager or the general helpline below.***

**All TFW's are to be added as dependants under the operation lead's account.** For additional support with day 10 testing or to book an appointment, please contact Switch Health through email or phone at:

[TFW-Canada@Switchhealth.ca](mailto:TFW-Canada@Switchhealth.ca)

OR

[888-511-4501](tel:888-511-4501)

Once a request has been received, a Switch Health representative will be in contact within 24 hours and will be able to assist you. In addition, a Switch Health Account Manager will be assigned to your account as a lead point of contact for all inquiries moving forward.

### [How to book an appointment for testing](#)

Each operation lead that is assigned a dedicated Account Manager will receive a link to a simple online booking form. Please ensure this form is completed for each testing date/location needed. For example, if your TFWs require testing on Monday and Tuesday, please submit two separate forms.

Once the request form has been submitted, you will receive an email confirmation with more information on the testing process.. The day before the appointment, you will receive an email to confirm the appointment time and provide next steps.

**Please ensure you reach out to schedule an appointment as early as possible (on the day after workers arrive in Canada, where possible).**

**While appointments are available 7 days a week, please submit your requests Monday to Friday.**

### [Day Before the Appointment](#)

To ensure each TFW is tested as efficiently as possible during the scheduled appointment time, please ensure that the following steps are completed prior to connecting with the Switch Health medical staff:

- All dependents (workers) added to the primary account (operation lead) holder profile in the Switch Health online portal;
- Add the Home Kit serial number to corresponding dependent (worker);
- Prepare the specimen collection vial label (TFW full name & date of birth);
- Place the label on the vial, ensuring it does not cover the barcode or serial number.

***Note: Please refer to the attached document for how to correctly apply the label.***

If you experience any issues with the list above, please reach out to your Switch Health Account Manager as soon as possible.

### [On Appointment Day](#)

We recommend that you log onto the primary Switch Health online account 10 minutes in advance of your scheduled appointment time to ensure everything is working correctly and the appointment can begin at the scheduled time. Video conferencing requires internet access and a device with a functioning camera.

If video conferencing, please use the link provided in the appointment confirmation to join your appointment.

### Results

All results will be delivered through the Switch Health online portal. An email and text message will be sent to the account holder when each of the results are ready.

If you have any issues with accessing results or are missing a result, please contact [TFW-Canada@Switchhealth.ca](mailto:TFW-Canada@Switchhealth.ca)

*\*Please note that results could take 48 hours to process once the samples **arrive at the lab**. Courier partner delivery times may vary depending on your location*

### Key Contacts

For general inquiries or to book an appointment, please email us at:

[TFW-Canada@Switchhealth.ca](mailto:TFW-Canada@Switchhealth.ca)

*\*Appointment requests and general inquiries will be managed Monday to Friday, 9am-5pm EDT.*

For Immediate support with the Switch Health online portal, results or IT issues, please phone us toll-free on the dedicated TFW Line at:

[888-511-4501](tel:888-511-4501) (8:30am-6:30pm EDT Monday-Friday and 10am-4pm Sat and Sun)

**OR**

Call our regular line at [888-966-6531](tel:888-966-6531) (available 24/7).