



## Important information about the COVID-19 CHEO Assessment Centre

11/30/2021

The COVID-19 CHEO Assessment Centre at Brewer Park Arena is an out-of-hospital testing site where children and youth (over two months old and under 18 years of age) can get tested for COVID-19 by a health-care provider. It is operated by CHEO, in partnership with The Ottawa Hospital (TOH), Ottawa Public Health (OPH), and the City of Ottawa.

The COVID-19 CHEO Assessment Centre at Brewer Park Arena for children and youth (2 months to up to the day before their 18th birthday) is primarily available by appointment only, but does keep some very limited capacity for walk-ups.

Important: You do NOT need to contact Ottawa Public Health before going to an assessment centre.

Please read the following before booking an appointment at the COVID-19 CHEO Assessment Centre at Brewer Park Arena

### **Important information about booking an appointment:**

The majority of appointments for children and youth at the Brewer site are reserved for online bookings. Scheduled appointments help minimize a family's time on site and allow crowd size to be reduced and physical distancing to be maintained.

Very few walk-ups will be accepted, as daily capacity allows. This walk-up capacity is reserved for situations that include people who need to be tested as an urgent follow-up for public health contact tracing as well as for anyone who may not have the ability to access to the online booking system.

Please ensure the information you are providing at the time of booking is correct before booking your appointment. \*\* Please note that you must enter your child's information exactly as it appears on their health card.

Parents and caregivers who are accompanying children and youth and require a test should [book their own appointment at the COVID-19 assessment centre for adults at Brewer Park Arena](#) (this is located at the same location).

Parents and caregivers may book appointments for multiple children under 18 years of age in any available slot, but each child must have a separate booking. In this case, please show up for the earliest appointment and all will be tested at the same time.

Appointments will become available for booking every evening at 8:30 p.m. for the next day.

### **Important information about attending your appointment:**

Please bring the email confirmation of your appointment, either printed or displayed on your phone.

Please plan to arrive in the parking lot at Brewer Park Arena or alternate parking sites (see location map on next page) no more than 20 minutes before your scheduled time and then make your way to the CHEO tent for your scheduled time.

Those arriving more than 15 minutes late for their appointment may not be able to be tested and may have to re-book.

Please bring your health card or proof of health coverage. Those without health coverage can still be seen.

Please only book one appointment at a single site and cancel your appointment if you plan on no longer attending.

[Book your appointment at the COVID-19 CHEO Assessment Centre at Brewer Park Arena](#)

CHEO manages the online appointment booking system and the above booking form.

If you have difficulties accessing the form, please email: [testinginquiries@cheo.on.ca](mailto:testinginquiries@cheo.on.ca)

If you need to cancel your appointment, please email your appointment confirmation to: [testinginquiries@cheo.on.ca](mailto:testinginquiries@cheo.on.ca) and notify CHEO as soon as possible.

If you have concerns or compliments, please contact [CHEO's Patient Experience team](#).

For those requiring extra support for accessibility reasons, please contact CHEO's Patient Experience team at 613-737-7600 x6720.

### Location and hours:

Brewer Park Arena  
151 Brewer Way  
Hours of operation:

- Monday to Friday: 8:00 am to 5:50 pm
- Saturday and Sunday: 8:30 am to 3:30 pm



Note: Accessed from Bronson Avenue opposite Carleton University. Parking is available at the Brewer Park Arena. Overflow parking is also available on the south side of the Brewer Park baseball

diamonds and in parking lot P5 at Carleton University where fees have been temporarily waived (see map). Parking on neighbourhood streets may result in ticketing.

## Frequently asked questions about the COVID-19 CHEO Assessment Centre at Brewer Park Arena

### **Who can be tested? Does my child need to have symptoms?**

At this time, we are focused on testing individuals who:

- have symptoms of COVID-19, or
- are a close (high-risk) contact of an individual who tested positive for COVID-19 and have been directed by Ottawa Public Health (OPH) to be tested.
- People will not be tested if they do not qualify, even if they have an appointment, so please ensure you meet the criteria for testing before booking an appointment.

### **How young can my child be?**

Children two months of age and older can be tested and assessed at the CHEO AC at Brewer. Children less than two months of age need to be taken to CHEO's Emergency Department.

### **Can I book an appointment for my 18-year-old?**

No. The booking system only allows appointments to be made for children and youth under 18 years of age. The booking system will accept appointments for children and youth aged two months to the day before their 18th birthday. Children under two months of age must visit CHEO's Emergency Department.

### **Do I need to book an appointment?**

Yes. The majority of the appointments each day are reserved for online booking. It is recommended that you book an appointment. A very limited number of spots will be reserved for walk-ups. This small amount of walk-up capacity is for situations that include people who need urgent contact tracing for public health and anyone who may not have access to the online booking system. [Click here to book.](#)

### **How do I book an appointment?**

[Click here to book an appointment.](#) Please read the information carefully and follow all instructions closely to ensure you have a smooth experience.

### **How do I cancel an appointment?**

As soon as you know, please forward your confirmation email to [testinginquiries@cheo.on.ca](mailto:testinginquiries@cheo.on.ca) and tell us you want to cancel your appointment.

### **How many people in my family can I have tested?**

There is no limit to how many people in a family can be tested, as long as each child or youth qualifies for testing and has a valid online booking.

Please ensure that everyone meets the testing criteria. People will not be tested if they do not qualify, even if they have an appointment.

## **Do I need to make an appointment if I, as the parent or caregiver, need testing too?**

Yes. Parents and caregivers who are accompanying children and youth and require a test should [book their own appointment at the COVID-19 assessment centre for adults at Brewer Park Arena](#) (this is located at the same location).

## **What if my family members have different appointment times?**

All family members with appointments are asked to show up for the earliest appointment and all will be tested then.

## **Can I bring other people in my family if they are not getting tested?**

A parent or caregiver should only bring the children and youth who need testing.

## **What can I expect when I arrive for my appointment?**

In total, you can expect to be in the arena for around 90 minutes. These are the steps you will go through when you are at Brewer:

Before entering the arena, we confirm your appointment and put you in line according to your appointment time. We ask for symptoms and some other information, to determine who meets criteria for testing.

You enter the arena, where you wait your turn to register.

You register with one of our clerks, who asks for and verifies the important information we need.

You are assessed by a nurse or a physician. At this point we will ask for symptoms, again, a public health tracking number (if you have one) and get a history related to any potential COVID-19 contact.

You go to an area where the swab is done.

You receive additional education about what happens next.

## **What do I need to bring with me?**

Please bring a valid health card, email confirmation of your appointment, the tracking number from public health (if public health has given you one) and anything else that you might need while you wait to be tested.

## **How will I access my results?**

All test results will be made available through the provincial COVID-19 Test Results site, and can be accessed using a valid health card. If you are signed up for CHEO's MyChart (which is different than the MyChart for patients of The Ottawa Hospital), your results will also be emailed to you. At the time of your appointment, you will be given information about how to sign up for CHEO's MyChart. If the result is positive, a member of CHEO's staff will notify you by calling the phone number provided when you registered for your appointment. Ottawa Public Health (OPH) will also be contacting you if your test result is positive, to complete contact tracing and advise you further.

## **What type of swabbing method is used at the CHEO Assessment Centre at Brewer**

A nasopharyngeal swab (NP swab) is done on all children, unless there are medical reasons that make it unsafe. NP swabbing is the most accurate testing approach.

## **Do I need to be referred by my family physician or public health?**

No, you do not need a referral for this test. However, if you have been contacted directly by public health and told to be tested as a close contact of a known case, you will be given a tracking number. You must bring this tracking number with you to ensure your results are tracked back to the case you were exposed to.

### **Is the centre accessible? What about for children with developmental and behavioral exceptionalities?**

Yes, it is accessible for people with physical disabilities. We also have some expert staff onsite to work with children and youth with developmental and/or behavioral exceptionalities. They will work with you to minimize your time at the centre and address the unique needs of your child or youth. When you arrive, please indicate to staff at Brewer that you would like additional support.

### **Do I need to wear a mask?**

The safety of all patients, their loved ones, staff and physicians is our highest priority. All patients and accompanying adults visiting the COVID-19 CHEO Assessment Centre at Brewer will be asked to wear a mask through the visit (while waiting in line, when interacting with health-care providers and during testing). Exceptions are made for young children and those with health conditions making it impossible to wear a mask.

### **Can I still be tested if I'm late to my appointment?**

Staff at the COVID-19 CHEO Assessment Centre at Brewer will do their very best to accommodate everyone with a pre-booked appointment. If you are more than 15 minutes late to your appointment, there is no guarantee that you will be tested and you may be asked to re-book.

### **How long will it take to get tested once I arrive for my appointment?**

We aim to complete your testing appointment within 90 minutes of your arrival. There may be delays due to unforeseen circumstances.

### **When should I plan to arrive for my appointment?**

Please plan to arrive a few minutes earlier than your appointment time to find parking and walk to the entrance. You will not be admitted to the testing facility early.

### **Can I book an appointment at the CHEO Assessment Centre at Brewer over the phone?**

No. All appointments for the CHEO Assessment Centre at Brewer must be booked through the online booking system.

There aren't any appointments available online. How do I book an appointment to be tested?

Most appointments are released every evening at 8:30 p.m. for testing slots available the next day. If there aren't any available when you're looking online, you can check back later or on the following day, when more appointments have been released. Please be sure to maintaining appropriate isolation and distancing measures until you can be seen.

### **I booked an appointment but didn't receive a confirmation email or number. How do I know if my appointment went through?**

Please check in your junk mail. If you can't find the email confirmation there, please contact [testinginquiries@cheo.on.ca](mailto:testinginquiries@cheo.on.ca).

I'm having issues booking an appointment through the online booking system. What should I do?

Please contact [testinginquiries@cheo.on.ca](mailto:testinginquiries@cheo.on.ca) with details of your problem and your contact information, including a number you can be reached at. A member of our team will contact you as soon as they can, usually within 24 hours.