



Switch Health

2022 Temporary Foreign Worker Program:
Complete Guide for Employers



Welcome Back!

At Switch Health, we are excited to begin our second year servicing the Temporary Foreign Worker Program. We continue to have dedicated bilingual support for operations that employ Temporary Foreign Workers (TFWs) via phone and email:



tfw-canada@switchhealth.ca



1-888-511-4501

Monday to Friday: 8:30AM – 6:30PM EST

Saturday to Sunday: 10AM – 4PM EST

Account Managers

This year, all employers **must** contact an Account Manager before February 26, 2022, to receive a **Corporate Code**, and unique login link to **Corporate ASMO**.

Account Managers can be reached at tfw-canada@switchhealth.ca

If you do not have a **Corporate Code**, this means you do not have a Corporate Account yet and must request one.



Corporate ASMO

Corporate ASMO is the reconstructed ASMO experience for corporate use. To guarantee the best experience this season, on February 26, 2022, we are incorporating the Temporary Foreign Worker Program into this platform. Our Account Managers will be responsible for creating a Corporate ASMO Account for your operation and providing you with all registration and login instructions.

Corporate ASMO will allow those involved with the management of TFWs in your organization to easily access, oversee, and store workers' results in one secure account, using a unique Corporate Code as your identifier. Even if your email address or phone number changes, this code will remain the same, ensuring your workers' results are always posted under the correct account.



Requesting a Corporate Account and Receiving a Corporate Code:

To begin the process:

1 Please email tfw-canada@switchhealth.ca to request your Corporate Account and provide the following information:

- Name of your operation
- First and last names
- Emails
- Cell phone numbers

*Provide **up to 3 complete names, emails, and cell phone numbers.**

*Corporate ASMO allows for up to 3 members of your operation to manage the account. Clearly indicate which of the 3 individuals is the Operation Lead.

*If your organization has several operations, but the same management staff, they will only need 1 Corporate Account under the umbrella name of your organization.

*If your organization has several operations, each with their own management staff, you will need to request a Corporate Account/ Corporate Code for each operation and their respective staff.

2 An Account Manager will create your Corporate ASMO account based on the information you provide. The 3 individuals will each receive separate emails with their temporary password within 15-20 minutes of the account setup. They will also receive emails with the Corporate Code and an attachment with instructions to register into the account. Requests for Corporate Accounts will be responded to within 24 hours (Monday-Friday).

3 You will receive a confirmation email with a unique link to your corporate account.

4 Complete registration to your newly created Corporate ASMO account using the link and password provided.

5 All real-time results reporting will be communicated through Corporate ASMO under the "Patient" tab. Corporate ASMO does not have a "Dependent" tab.

6 If your Operation Lead changes, or there are any changes to their cell phone number, please email us at tfw-canada@switchhealth.ca

On February 26, 2022, all employers must start using their Corporate Accounts.

Creating Personal Accounts for your Temporary Foreign Workers:

All Day-1 swabbing for TFWs selected for testing, will be performed onsite at Pearson International Airport.

Switch Health is committed to creating personal ASMO accounts for arriving workers who require testing; TFWs will receive dedicated support to ensure they are able to create individual profiles onsite, and consent to their results being released to their employers.

Our staff will create each worker's ASMO account using their personal information, email address, and the Operation Lead's cell phone number.

We are unable to use employer's emails to create these accounts.

Workers will no longer be added as dependents* in their employer's accounts.

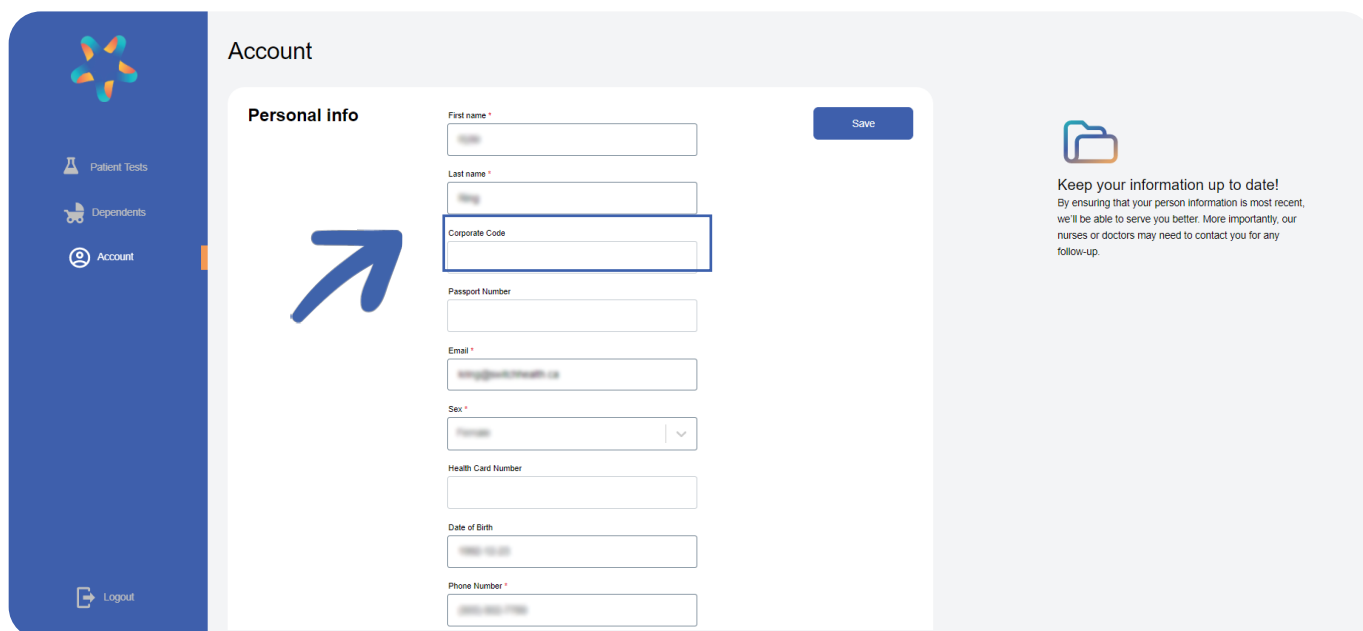
* If your workers arrived before February 26, 2022, and have a personal ASMO account, your Corporate Code can be added to their profile upon their arrival in Canada, or by calling 1-888-511-4501. They do not need to register again on ASMO. This applies to returning workers.



Assigning a Corporate Code to a TFW profile:

Immediately after a worker's personal ASMO account is created, our staff will ensure their employer's Corporate Code is added to the profile.

Corporate Codes eliminate the need to add dependents to your operation's account.



Account

Personal info

First name *

Last name *

Corporate Code

Passport Number

Email *

Sex *

Health Card Number

Date of Birth

Phone Number *

Save

Keep your information up to date!
By ensuring that your person information is most recent, we'll be able to serve you better. More importantly, our nurses or doctors may need to contact you for any follow-up.

When a Corporate Code is added to a TFW's personal account and they consent to their information being released to an employer, **any tests completed, and their complete profile information** will be visible on the Corporate Account the code is affiliated with.

If your workers arrive and you have not reached out to an Account Manager to receive your Corporate Code, we will still proceed to create your TFWs' personal ASMO accounts. After you receive a Corporate Code, workers can contact one of our TFW Customer Experience Associates at 1-888-511-4501 to request the code be added to their personal accounts and consent to having their information released to you.

[Download Patient Tests](#)

Personal ASMO Accounts for TFWs

Temporary Foreign Workers will continue to be serviced through our dedicated TFW line and telehealth services. In addition to bilingual support for operations that employ Temporary Foreign Workers via phone and email, we have added support in Spanish for workers who might need assistance.

Our staff will be responsible for creating your workers' personal ASMO accounts and adding your Corporate Code to their profile upon their arrival at Pearson International Airport.

However, in the rare event this does not happen, follow the link below to create an account for your TFW: <https://portal.switchhealth.ca/register> and click "Airports & border crossing" to begin.

Workers can then contact one of our TFW Customer Experience Associates at 1-888-511-4501 to request the Corporate Code be added to their personal accounts and consent to having their information released to you.



Adding Serial Numbers for Day-8 testing or retesting:

If your workers require Day-8 testing, **the serial numbers on the tubes associated with their RT-PCR Home Collection Kits will now be added to their personal ASMO accounts onsite at Pearson International Airport, upon their arrival in Canada.**

You will no longer be responsible for completing this step for TFWs requiring Day-8 testing. However, this step must still be completed for workers who require retesting.

Workers must sign into their personal ASMO accounts to complete their Day-8 testing or retesting. When a Corporate Code is assigned to their profile, **any tests they complete will automatically appear on your Corporate ASMO account.**

Our telehealth specialists are also able to add the Corporate Code in cases where a code has not been previously added.

To ensure accurate result reporting, we recommend registering the serial numbers on the TFW's personal accounts within 24 hours of a telehealth appointment.

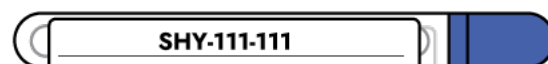
- Begin by asking your worker to log into his personal ASMO

profile. If they are having difficulty logging into their account, please connect with one of TFW Customer Experience Associates at 1-888-511-4501 and we will be happy to assist them.

- Ask your TFW to carefully and with clean hands, open the home kit.
- Locate the biohazard bag.



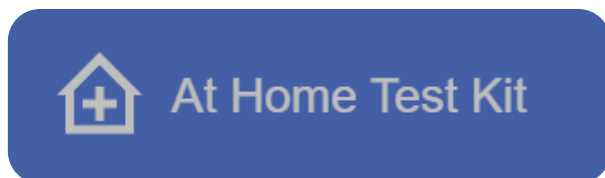
- Inside the biohazard bag is the Collection Tube.
- On the RT-PCR Home Collection Kit Tube, there is a nine- or twelve-character serial number composed of letters and numbers.



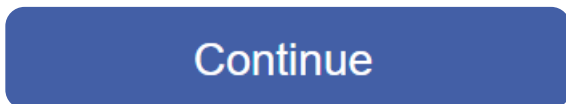
- Login to your worker's personal ASMO account at <https://portal.switchhealth.ca>



- On the left-hand side, click “At Home Test Kit”.



- Click “Continue”.



- Select the kind of kit you have: “RT-PCR/At Home Specimen Collection Kit”.

Let's get started!

First, tell us what kind of kit you have.

If you received a kit entering Canada, please select the first option.

RT-PCR / At Home Specimen Collection Kit

RT-LAMP Kit (requires mobile device)

Antigen Kit (requires mobile device)

We are only able to perform one type of test per session. If you have multiple kits, you will have to start a new session for each kit type.

[Continue](#)

- Review the “Preparation Checklist.”

Tap on each requirement to continue.

Yes, I have a stable internet connection

Yes, I am using a supported browser

- Desktop or laptops - Chrome/Safari
- Android devices - Chrome/Safari
- iPhone/iPad - Safari

Yes, my kit contents are unopened and laid out in front of me

Yes, I have blown my nose and have a tissue ready

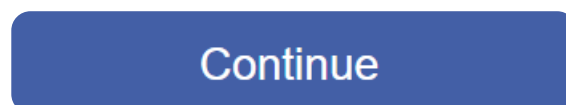
Yes, I have government issued photo identification

Yes, I have washed and sanitized my hands

I understand that not following the above requirements may delay my appointment and results.

[Go back](#)
[Continue](#)

- Click “Continue”.



- Select the name of the person being tested and add the serial number from their Home Kit.

Who will be getting tested today?

Please select who will be tested in today's session. Only the people selected will be able to proceed.


Don't see a dependent listed? [Add them now.](#)

Thomas Smith

[Go back](#) [Continue](#)

Thomas

Confirm what kit Thomas has.



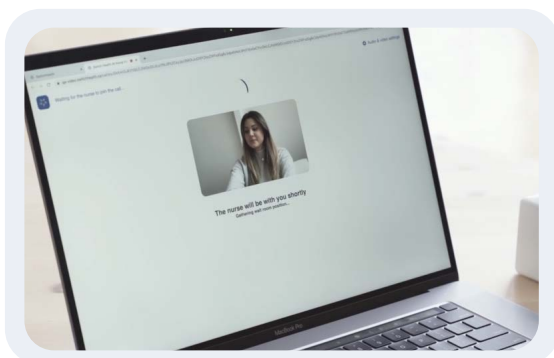
The serial number can be found on the collection tube.

Serial number

Confirm serial number

[Go back](#) [Continue](#)

- Click "Continue".
- Click "start test", this will take you into the virtual telehealth portal.



Your worker is now ready for their appointment with a Switch Health telehealth specialist.

If you choose to add the serial number before the day of the test, **DO NOT CLICK START TEST.**

- Click "Try again later."
- If you click start test, this will take you into the virtual telehealth portal. **Please do not do this.**
- Go back to "Patient Tests".

Patient Tests

Kyle

Testing Kit #SHK-342-124
March 26, 2021

NEXT STEP
Take the test with a nurse
Your Serial Has Been Registered

[Take test with a nurse](#) [Requisition](#)

Testing Kit #SHC-014-221
March 24, 2021


NEXT STEP
View result
Result submitted March 25, 2021

[Result](#) [Requisition](#)

- The date you enter the serial number will show as the date the specimen/test was completed. This will be adjusted by Switch Health on your appointment date.

Have an At-Home testing kit?

Enter in the serial number that appears on the specimen container to activate your kit.



[Continue](#)

Booking at Home Testing and Retesting

If you are in Ontario, you may book testing appointments for your Temporary Foreign Workers via **Telehealth** or **Mobile Rapid Testing Units (MRTU)** using Switch Health's online booking tool or MRTU Ontario only booking site.

To book a **Telehealth or Phone** appointment, please visit:

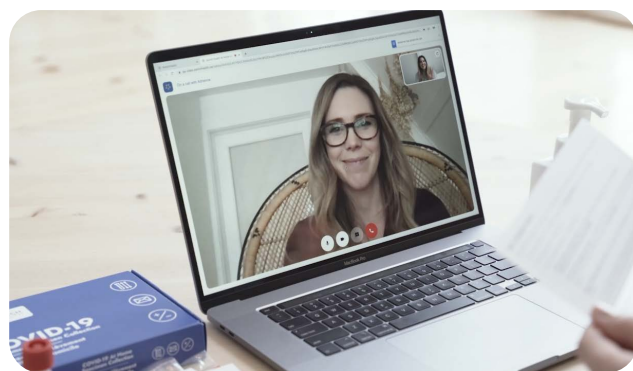
<https://outlook.office365.com/owa/calendar/SwitchHealth2@switchhealth.ca/bookings/>

Here, you will have the option to select between a video appointment or a phone only appointment.

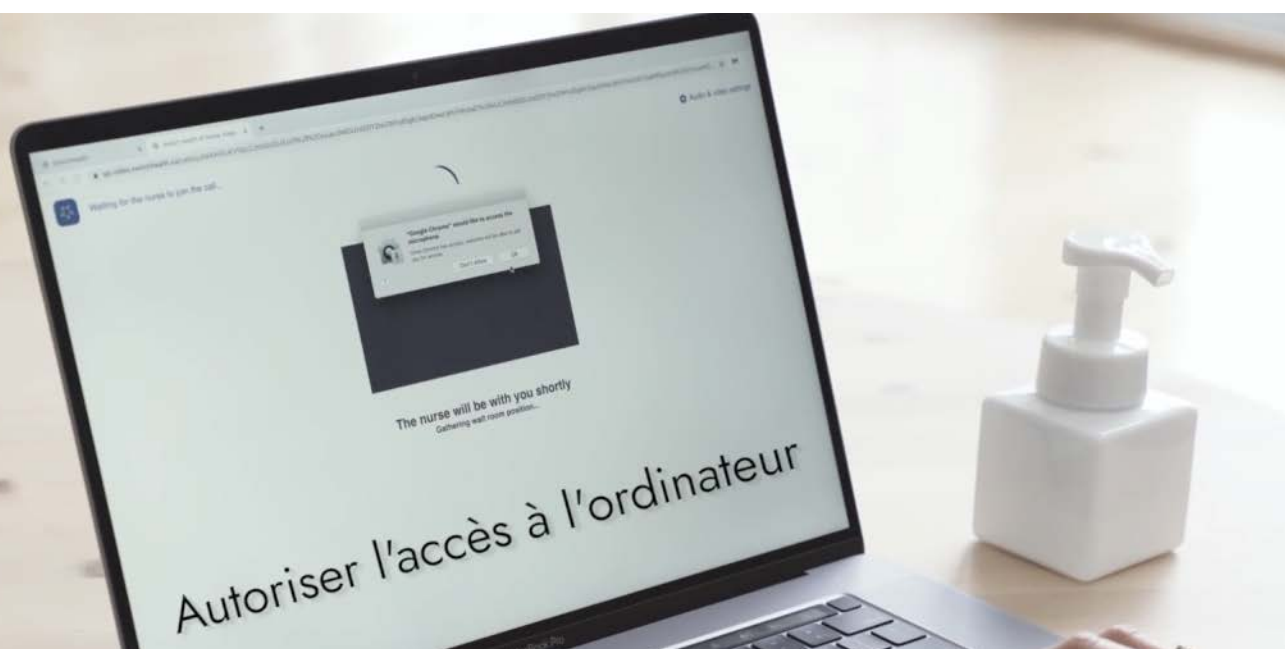
A phone-only option is useful for areas where internet access is not available or not reliable. With this booking tool, you may select the preferred date, time, and language for your appointment.

This reduces wait times and creates a more efficient process.

If the time requested is not available, you may contact Switch Health at tfw-canada@switchhealth.ca where one of our TFW Customer Experience Associates will work with you to find an alternate solution.



If your workers require day-8 testing or retesting for day-1 or day-8, please use the **Telehealth** booking link above to schedule an appointment; new testing kits will automatically be sent to your address.





We are only able to send kits for workers who need retesting, have received a damaged kit, or need replacement kits.

Please note: Using **Telehealth** services for testing or retesting, will no longer impact or extend your workers' quarantine. Please contact Public Health authorities for more information about updated quarantine guidelines.

In Ontario only, you may request **Mobile Rapid Testing Unit Services (MRTU)** by accessing the following link:

<https://outlook.office365.com/owa/calendar/MRTUTFWSchedule@switchhealth.ca/bookings/>

When an MRTU service is booked and confirmed, a Switch Health testing team arrives directly on-site at the designated location of the TFWs. Switch Health MRTU teams are responsible for ensuring all workers are properly registered on our ASMO portal, all serial numbers are properly assigned, and all testing is conducted in accordance with Public Health standards.

You should book an MRTU if your operation employs a large number of workers that require simultaneous testing or if your workers will not have access to a phone or internet on the day of their appointment.

For more information about MRTU bookings, please call 1-888-511-4501 or email us at: tfw-canada@switchhealth.ca

Shipping Alternatives and Drop Boxes



After completing appointments on our Telehealth platform, we provide a variety of options to ensure your TFWs' samples reach our lab partners in a safe and efficient manner:

1. Use the Purolator pre-paid label inside the Switch Health COVID-19 At Home Specimen Collection Kit. Schedule a pick-up by calling Purolator at 1-888-744-7123.

2. Use the Switch Health TFW drop boxes.

Starting March 1, 2022, Switch Health will have dedicated TFW drop boxes across Southern and South-Western Ontario for expedited delivery to our laboratory partners. These drop boxes will be collected Monday-Saturday in the late afternoon to allow you to drop samples throughout the day.

NIAGARA REGION

- Best Western Hotel & Conference Centre
North Service Road, St.
Catharines, ON, L2N 4G9

HALDIMAND – NORFOLK

- Hampton Inn & Suites
20 Fen Ridge Ct., Brantford,
ON, N3V 1G2

WINDSOR - ESSEX

- Leamington & Area Family Health Team
197 Talbot St. W, Leamington,
ON, N8H 3X2

WINDSOR

- 1428 Ouellette Ave., Windsor,
ON, N8X 1K4

3. Use the Purolator drop boxes* in South-Western Ontario, collected Monday-Friday.

ST. THOMAS

- Ross St. Coin Laundry
71 Ross Street, Unit 1, St.
Thomas, ON, N5R 3X6

LONDON

- 1 Cuddy Ct., London, ON,
N5V 4N4



4. Use the Switch Health drop boxes** located at:

- 2600 Matheson Blvd. E, Mississauga, ON, L4W 4J1
- Sherwoodtowne Clinic, 100 - 4230 Sherwoodtowne Blvd., Mississauga, ON, L4Z 2G6
- Scarborough Clinic, 102 - 2251 Lawrence Ave. E, Scarborough, ON, M1P 2P5
- Oakville CHS, 2810 Coventry Rd., Oakville, ON, L6H 6R1
- Oakville Legion Branch 114, 36 Upper Middle Rd. E, Oakville, ON, L6H 7M1
- Bio-Test Ottawa Decon, 2006 Robertson Rd., Nepean, ON, K2H 1A5
- Scarborough Legion Branch, 45 Lawson Rd. S, Scarborough, ON, M1C 2J1
- 101 Atwood Ave., Rainy River, ON, POW 1L0

*Please contact Purolator at 1-888-744-7123 for information on additional drop box locations near you.

**Collected daily. Please note these drop box locations are subject to change.

5. Schedule third party pickups by contacting our dedicated TFW Customer Experience Associates at tfw-canada@switchhealth.ca or by calling 1-888-511-4501. This service is available on weekends and on holidays.



Receiving your Workers' Results

With Corporate ASMO, you can find your workers' results under the "Patient" tab. To avoid delays in receiving results, please ensure you have requested a Corporate Account and received a Corporate Code prior to your workers' arrival. Results processing times differ depending on where the testing was conducted. You will be notified by text message when the results are ready to view.

Use your unique link to log into your Corporate Account and view the results.

Please review the information below carefully:

- If your workers were tested at home using a Switch Health collection kit, results are generally available within 3-5 days after pick-up.
- If your workers were tested at the airport, results are generally available within 24-48 hours but could take up to 72 hours during periods of high volume.
- If your workers were tested upon arrival, but their tests/profiles are not visible on your Corporate Account, please contact us so we can assist them in adding your Corporate Code to their personal account.



Keeping Canadians and visiting workers safe during COVID-19 is our top priority. We know how important your operations are to ensuring Canada's food supply is maintained, and we look forward to working with you this season.





SWITCH
HEALTH