



Labrador-Grenfell  
**Health**

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August 26, 2016

***PUBLIC SERVICE ANNOUNCEMENT***

**Labrador-Grenfell Health Outlines Plans  
for Potential Canada Post Disruption**

**(Happy Valley-Goose Bay, NL)** Labrador-Grenfell Health has put in place measures to maintain the continued delivery of mail to clients, physicians, employees and vendors in the event of a mail disruption at Canada Post.

Should a postal disruption occur, Labrador-Grenfell Health will make continue to make payments, issue reports, and notify clients of appointments and other time-sensitive correspondence through the appropriate means as quickly as possible. While some delays are anticipated, Labrador-Grenfell Health will work towards a minimal interruption in service. A number of measures are in place:

**Client Cheques**

Clients who receive payments from Labrador-Grenfell Health can pick up their cheques at their nearest health care facility, Monday to Friday, during regular business hours. Clients will be asked to provide a suitable form of identification in order to receive their cheque. If an individual is picking up a cheque on a client's behalf, they will have to present a signed note from the client authorizing them to do this. Labrador-Grenfell Health will make every effort to contact clients to notify them of this alternate service delivery and advises that there may be some delays.

**Prescription Medications**

The current process of clients picking up prescription medications at community clinics will not change. Labrador-Grenfell Health will continue to use the chartered and commercial air services to ensure that the community clinics in Labrador receive prescription medications for clients as per normal processes.

**Patient Reports**

Labrador-Grenfell Health will ensure that patient reports will be sent to referring physicians and others in the most appropriate and expedient manner.

**Appointment Notices**

Labrador-Grenfell Health will refrain from using the postal service to deliver appointment notices until the service disruption is averted or concluded. Telephone calls to clients will be used for any appointment notices typically sent through the mail.

**Vendors**

Vendors who conduct business with Labrador-Grenfell Health can pick up their payments at the Labrador Health Centre in Happy Valley-Goose Bay, Charles S. Curtis Memorial Hospital in St. Anthony, or the Labrador West Health Centre in Labrador City. Payments can also be made available at health centres in Forteau, Flower's Cove and Roddickton by request. Vendors who wish to make alternate arrangements should contact the Accounts Payable personnel in the Finance Department. If an individual is picking up a cheque on a vendor's behalf, they will have to present a signed note from the vendor authorizing them to do this and they will be asked to provide a suitable form of identification.

**Employee Cheques**

Labrador-Grenfell Health employees who typically receive their pay cheques via postal delivery will be able to pick up their pay cheques at the site where they work. Expense/travel claim cheques will also be held for pick-up at the local site or sent through internal mail.

**Questions?**

If you have a question about the delivery of a particular item not listed above, please call toll-free 855-897-2267.

**Media Contact:**

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