



BULLETIN #17 – May 26, 2007

SAMPLE SHIPMENT VIA XPRESSPOST

As you know, currently all samples submitted to the NBS Program are to be sent via Canada Post Xpresspost.

Some submitters have expressed concern regarding delayed delivery times of samples to the NBS Program. So that you are aware, when the delay results in the NBS Program requesting repeat samples, we generate an incident report and bring the issue to the attention of Canada Post for further investigation.

Please be aware that:

- Delivery timeframes are calculated from the day of deposit (considered day 0) plus the number of business days required for delivery
 - Major urban centres to NBS Program: Next day delivery
 - Non-major urban centres to NBS Program: Delivered within 2-3 days
 - Remote locations to NBS Program: Delivered within 5 days
 - It is important to note that:
 - The above time frames are averages and there will be exceptions.
 - You can determine your centre's classification (eg. major urban, non-major urban) by visiting www.canadapost.ca
- Deposits on days other than business days (eg. Saturday, Sunday and holidays) are considered as being deposited the next business day
- Items deposited after the last collection time specified by the postal facility or letter box, as applicable, are considered as being deposited the next business day.

To try and ensure optimal delivery time of samples to the NBS program via Xpresspost we suggest the following:

- Determine your institution's internal process regarding mail send out, especially with regard to daily pick-up cutoff times.
- Please record and log the barcode number on the envelopes you submit to us (according to Canada Post there is a sticker you can remove and keep

Additional information about the Ontario Newborn Screening Program can be found at:
http://www.health.gov.on.ca/english/providers/program/child/screening/screen_sum.html

These bulletins are being circulated to keep you abreast of changes to the Ontario Newborn Screening program. Please share this information with any relevant personnel in your hospital / clinic. If there is someone who would like to be added to this list, contact:
Shelley Kennedy or Sari Zelenietz, Genetic Counsellors
(613) 738-3222, option #1; NewbornScreening@cheo.on.ca



Ontario Newborn Screening Laboratory

Children's Hospital of Eastern Ontario

Department of Genetics

401 Smyth, Ottawa Ont. K1H 8L1

for your records). If a problem occurs in transit, this number will help us further investigate the possible cause.

- Given that samples are not transported on Saturday or Sunday, submitters may wish to ship Saturday and Sunday's samples together on Monday am. Samples being shipped Monday through Friday should continue to be sent daily.
- Date stamp the OUTSIDE of the envelopes you send to us with the date of shipment. This will help us identify, upon receipt, envelopes that have been delayed in transit.

For further assistance with delivery concerns please contact your local Canada post representative. Contact information can be found at www.canadapost.ca or Customer service at 1 888 550 6333.

Please continue to contact us with feedback regarding the Xpresspost service so that we may assess the process and communicate any concerns to Canada Post.

Again, thank you for your cooperation and assistance in making the Ontario Newborn Screening Program the most effective and efficient that it can be.

*Additional information about the Ontario Newborn Screening Program can be found at:
http://www.health.gov.on.ca/english/providers/program/child/screening/screen_sum.html*

*These bulletins are being circulated to keep you abreast of changes to the Ontario Newborn Screening program. Please share this information with any relevant personnel in your hospital / clinic. If there is someone who would like to be added to this list, contact:
Shelley Kennedy or Sari Zelenietz, Genetic Counsellors
(613) 738-3222, option #1; NewbornScreening@cheo.on.ca*