



LifeLabs Temporary Foreign Worker Support Program

LifeLabs' COVID-19 Testing Service for International Travelers to Ontario

LifeLabs' Federal Borders COVID-19 testing program supports on-arrival and Home Collection COVID-19 testing for international travelers, including Temporary Foreign Workers (TFWs). We are committed to providing timely, accurate, and convenient COVID-19 testing to support businesses employing TFWs.

Upon entering Ontario:

Fully vaccinated TFWs may be selected for **Mandatory Random Testing (MRT)** and will only be required to undergo Day 1 testing at Toronto Pearson International Airport.

Unvaccinated TFWs are required to undergo mandatory testing on the first day of arrival (**Day 1**) and eight days after arrival (**Day 8**).

At Toronto Pearson International Airport:

1. Day 1 sample collection will be taken on-site.
2. For Day 8 testing, TFWs will receive a LifeLabs COVID-19 Home Collection kit from LifeLabs.

FIRST STEPS FOR EMPLOYERS

The employers **MUST** create an account in the FlyClear MyCareCompass portal to tie Temporary Foreign Worker's (TFW) registration to the parent (employer's) account to view details and access results.

FlyClear is LifeLabs' COVID-19 testing program for travelers, offering both pre-departure and on-arrival testing.

Note: Consent will be obtained at Toronto Pearson Airport from the TFWs. If a TFW declines, the TFW will be required to create an account within FlyClear MyCareCompass portal and the order will be tied to the TFW's account. This means the employer will not have access to TFW's results. It is at the discretion of the TFW to provide log in details to the Employer for support in accessing results.

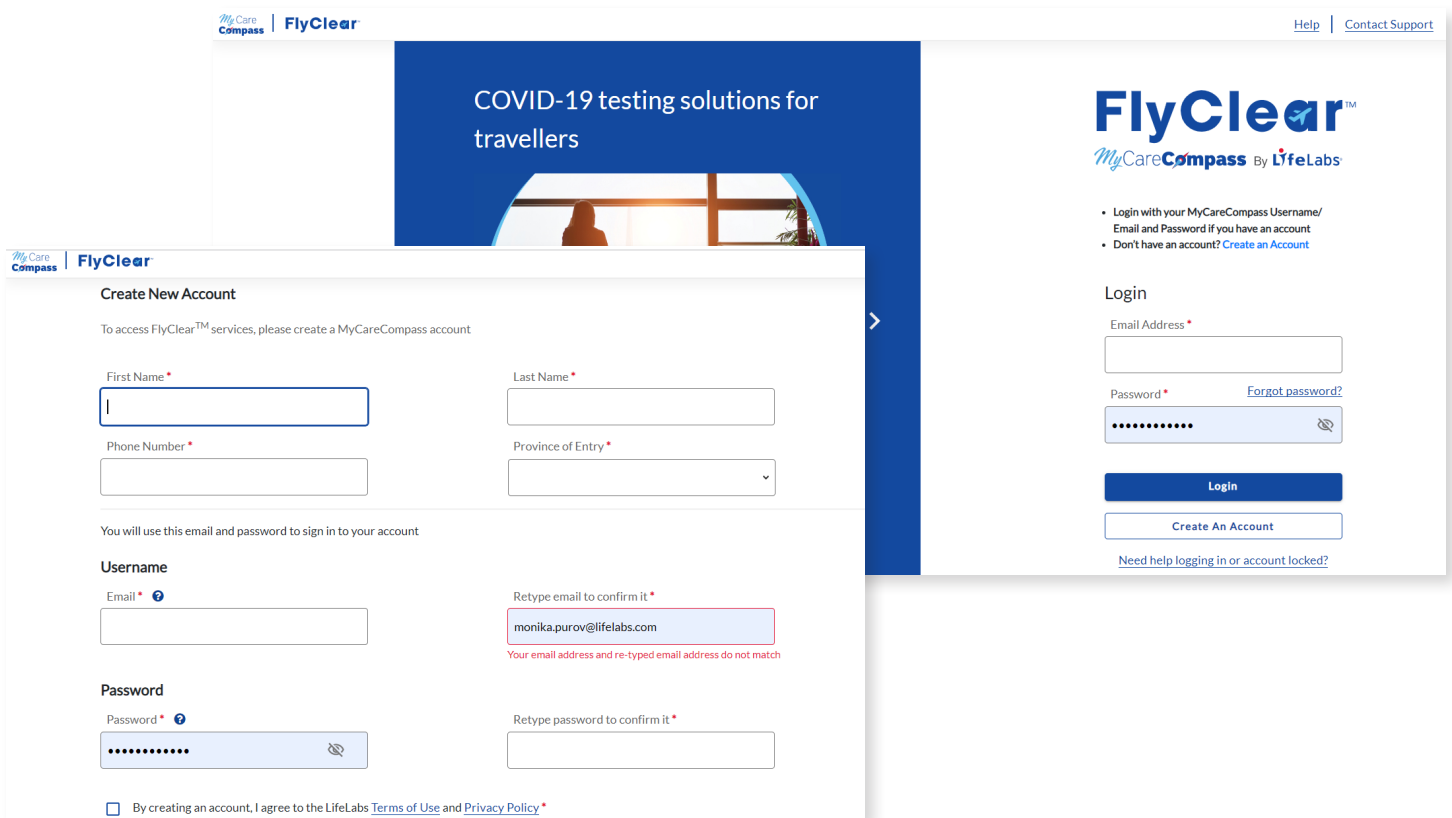
Account Creation in the FlyClear MyCareCompass Portal

To create an account in the FlyClear MyCareCompass (MCC) portal, the employer should follow the steps below:

1. Visit **LifeLabs.com/YYZtest** or scan the QR code below to create an account.

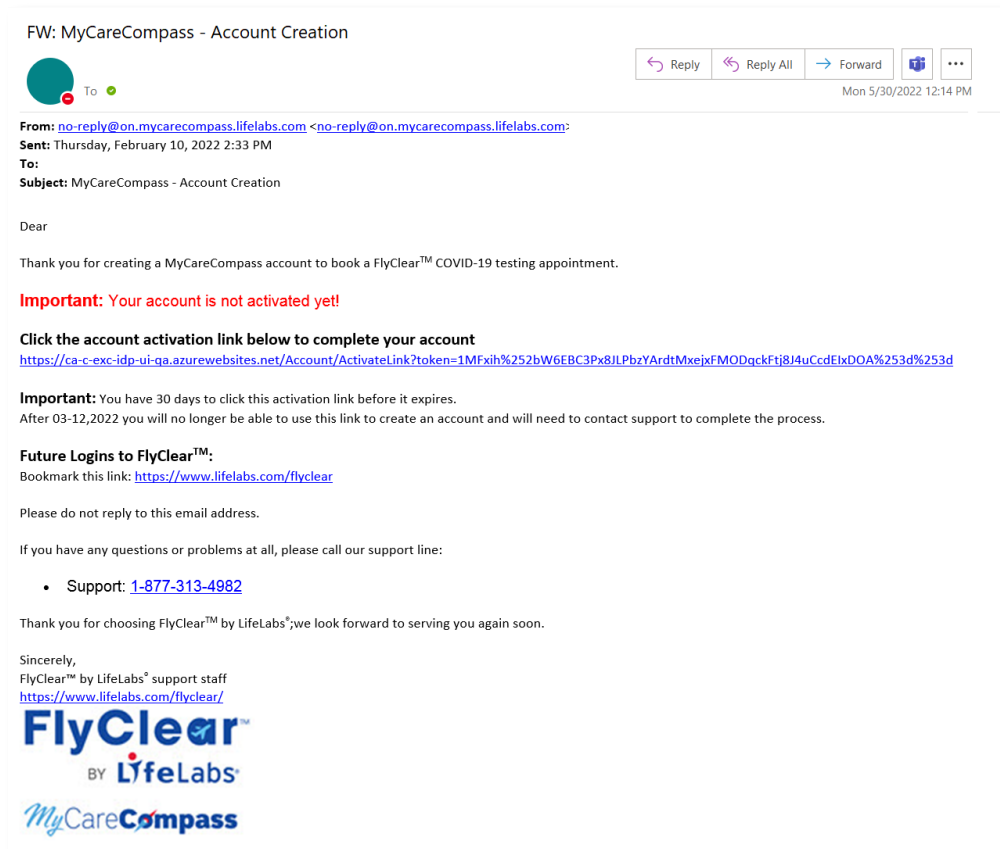


2. Click on **Create an Account** and enter details on the registration form.



The screenshot displays the FlyClear MyCareCompass portal interface. At the top, there is a navigation bar with the MyCareCompass and FlyClear logos, and links for Help and Contact Support. The main header features the text "COVID-19 testing solutions for travellers" above an image of a person at a testing station. Below this, the "Create New Account" form is visible, with fields for First Name, Last Name, Phone Number, Province of Entry, Username (Email), and Password. A red error message indicates that the email address and re-typed email address do not match. The form also includes a checkbox for agreeing to the Terms of Use and Privacy Policy. To the right, the "Login" section is shown, with fields for Email Address and Password, and buttons for Login and Create An Account. A link for "Forgot password?" is also present.

3. Complete account creation and check inbox for a “no-reply” email from **mycarecompass@lifelabs.com**. You **MUST** follow the link within the email to activate your account.



4. After completing the above steps, the employer can sign into the portal to view existing registrations, register TFWs for on-arrival testing and access results.

Scenario 1: Employer Pre-registers Unvaccinated TFWs

The employer should follow the steps below to pre-register unvaccinated TFWs for on-arrival testing:

1. Visit **LifeLabs.com/YYZtest** to sign into FlyClear MyCareCompass account.
2. Select the mode of arrival and port of entry.
3. Enter details on the registration form and select **Test Type** – Day 1 and Day 8.
4. Review TFW details and accept terms and conditions.
5. Submit the registration and make a note of the order ID.

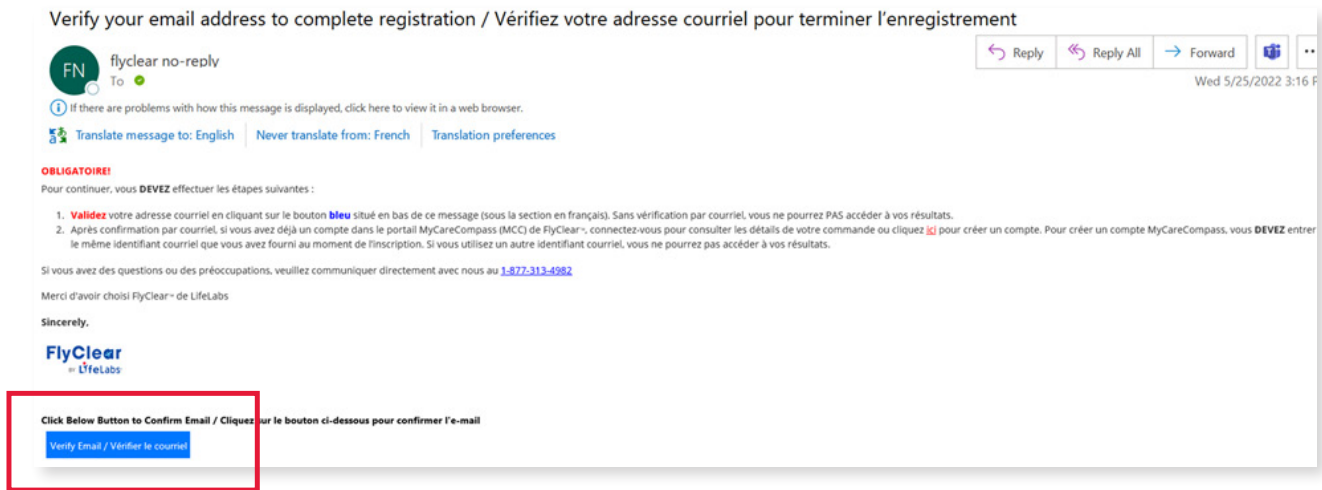
Note: The employer **MUST** provide email address and order ID to the TFWs before they arrive in Canada.

Scenario 2: TFW is fully vaccinated and selected for MRT

The employer **MUST** provide their email address used for creating an account in FlyClear MyCareCompass portal to TFWs before they arrive in Canada. If TFW gets selected for MRT (Mandatory Random Testing), the employer's email address will be entered at the time of registration to link the TFW registration to the employer's account.

LINKING TFW'S REGISTRATION TO YOUR ACCOUNT

1. After LifeLabs staff submit a registration for on-arrival testing at the airport, the employer will receive an email from **flyclear.no-reply@lifelabs.com** to verify their email address.
2. The employer **MUST** complete email verification by clicking on the blue button located at the bottom of the email (below the French section) to later access results of TFWs. The employers can complete the verification step closely after arrival.



Note: The employer **MUST** complete the verification step for **all orders** submitted under their account. E.g., If 10 TFWs are registered and the employer's email address was provided on the registration form, the employer will receive 10 different emails to verify their email address, in order to tie all 10 TFW registrations to the employer's FlyClear MyCareCompass account.

Scenario 3: The TFW does not have employer's contact information OR Scenario 4: TFWs refuse to provide consent

The TFWs will be required to create their own account within the FlyClear MyCareCompass portal by following the steps listed in Scenario 1.

When test results are ready, the TFW will receive a secure link to access test results via the email provided at registration. Results can also be accessed through the FlyClear MCC account by the TFW.

If the TFW does not have a personal email address, a member of the LifeLabs clinical team will contact them and provide them with their results.

Note: In both scenarios 3 and 4, the TFW will not be tied to employer's account. This means the employer will not have access to TFW's results.

If employers do not create an account in the portal, the employee will be registered under the employee's account.

WHAT IS A LIFELABS COVID-19 HOME COLLECTION KIT?

Under the supervision of a virtual collection coach, the traveler performs a nasal and buccal swab using materials in the kit provided on arrival. The test is then sealed, packaged, and shipped off to be tested at a LifeLabs laboratory.

Samples can be dropped off the same day or within the next day at any **one** of the participating locations listed on this page: <https://www.lifelabs.com/pickup-or-drop-off-of-collection/> **OR** the TFW may arrange for FedEx pickup.

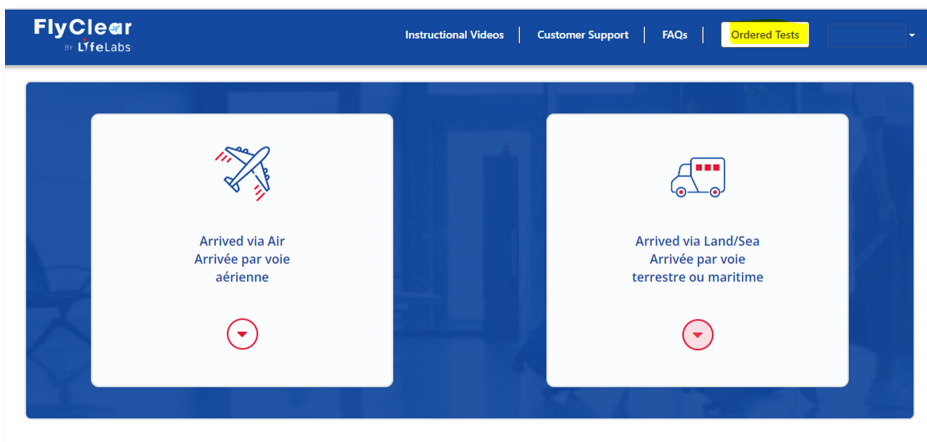
Note: The sample drop off and FedEx services are available at no cost to TFWs.

HOW TO BOOK AN APPOINTMENT AFTER RECEIVING A COVID-19 HOME COLLECTION KIT?

a. Virtual observation with a trained technician (video)

To book a virtual observation for TFWs, the employer should follow the steps below:

1. Visit **LifeLabs.com/YYZtest** to sign-in to the FlyClear MyCareCompass account.
2. Click on **Ordered tests**

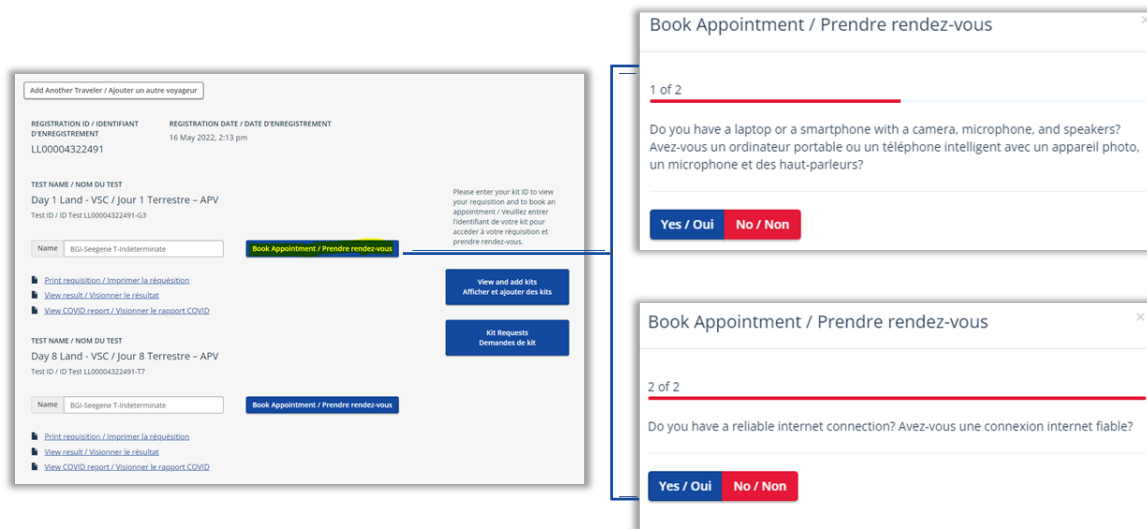


3. Find the order and Click on **View details**

The screenshot shows the FlyClear website interface with a list of COVID-19 test orders. At the top, there is a navigation bar with 'FlyClear by LifeLabs' on the left and 'Instructional Videos', 'Customer Support', 'FAQs', 'Ordered Tests', and 'Monika Purov' on the right. Below the navigation bar, there is a button labeled 'Order COVID-19 Test'. A message box states: 'FlyClear™ is proud to offer pre-departure and arrival COVID-19 testing services. Start a new order by clicking the "Order COVID-19 Test" button.' Below the message box, there is a search bar and a table of orders.

Order Type	Name	Created On	Travel Information	Tests - Appointments	
On-Arrival		20 May 2022, 12:52 PM	Flight time: 23 May 2022, 7:58 PM Airport: Vancouver International Airport	Onsite Test Day 1 - MS Booking Virtual Test Day 8 - MS Booking	View Details
On-Arrival		12 May 2022, 3:20 PM	Flight time: 16 May 2022, 7:59 PM Airport: Vancouver International Airport	Onsite Test Day 1 - MS Booking Virtual Test Day 8 - MS Booking	View Details
On-Arrival		22 Mar 2022, 1:37 PM	Flight time: 03 Mar 2022, 7:01 PM Airport: Vancouver International Airport	Virtual Test Day 1 - MS Booking	View Details
On-Arrival		03 Feb 2022, 2:39 PM	Flight time: 07 Feb 2022, 7:01 PM Airport: Vancouver International Airport	Virtual Test Day 8 - MS Booking	View Details

4. Click on **Book appointment** and answer the eligibility questions



5. Follow the steps to complete appointment booking.

If TFW does not qualify for a video consultation or employer was unable to find any suitable time slot to meet the collection deadline, LifeLabs has alternate options to assist TFWs with specimen collection. For more information, visit <https://www.lifelabs.com/alternate-collection-options>

b. For in-person collection at a participating location

On the day and time of the appointment, TFWs are required to bring the COVID-19 Home collection kit received at the airport for in-person collection appointment. The sample will be collected at the participating location and shipped to the lab for processing.

ACCESSING RESULTS

Within 72 hours of receiving the sample, LifeLabs will send a secure link to access test results to the email provided at registration. Results can also be accessed through FlyClear MCC account.

TFW registered under employer's account – Employer can access results online and TFWs can call LifeLabs customer support to request for a hard copy of results.

TFW registered under TFW's account – TFW can access results online. If the TFW provides consent, the employer can request LifeLabs customer support for a hard copy of results.

Note: If the TFW does not provide consent, it is at the discretion of the TFW to provide log in details to the employer for support in accessing results.

RESOURCES & SUPPORT

More information can be found in the resources below:

COVID kit information: www.lifelabs.com/COVIDKit

If you have further questions or require support, please contact our team:

General Inquiries (results, account set-up, missed appts, virtual appt assistance etc.)

Call: 1-877-313-4982 (24/7)

Choose **option 1** for FlyClear. Follow the prompts for Ontario, then Temporary Foreign Workers.

Email: flyclearcccescalations.ccc@lifelabs.com (7 days/week, 7am-11pm)

Subject line: TFW

Note: If your matter is urgent and outside of the 7am-11pm window, please call as noted above.

To book Day 8 in person appointment

Email: TFWEscalationsON@lifelabs.com

This email is monitored Monday to Friday 7am-5pm. Please note that appointments are available 7 days per week.