

MEDIA RELEASE

Wednesday, October 5, 2022

Staffing shortage leads to 16-hour overnight temporary closure of Port Colborne Urgent Care Centre

Due to a staffing shortage, the Port Colborne Urgent Care Centre (UCC) is required to **temporarily close on Saturday, Oct. 8, at 4 p.m., and will reopen on Sunday, Oct. 9, at 8 a.m.**

As with other hospitals across the province, this temporary closure is the result of physician shortages and is a measure of last resort. Despite exhaustive efforts, including seeking assistance from our partners outside of Niagara, we have been unable to safely staff the Port Colborne UCC during this time period.

More than ever, it is important to only visit the Emergency Departments when in need of serious medical attention. For all other health concerns, members of the public are asked to:

- Contact their primary care provider or go to a walk-in clinic
- Call Health Connect Ontario at 8-1-1 to chat with a registered nurse 24/7
- Visit the Fort Erie UCC, which remains open 24/7 at 230 Bertie Street

As a reminder, our new virtual urgent care service operates Monday to Friday from 9 a.m. to 4:30 p.m. Visit [UrgentCareOntario.ca](https://www.urgentcareontario.ca) to make an appointment. Please note the virtual service will be closed on Monday, Oct. 10.

Niagara Health continues to face immense pressures, and like hospitals across the province, we are aligning our services to our available staffing levels. We are looking at all options to prioritize the delivery of safe, quality care for patients while supporting the wellness of our staff and physicians.

We understand the inconvenience this temporary closure may cause and ask for the public's understanding and patience.

Learn more about healthcare options in the community at [niagarahealth.on.ca/site/emergency-and-urgent-care](https://www.niagarahealth.on.ca/site/emergency-and-urgent-care)

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