

## Important Change Notice - Extension 77744

As a result of the voice mail system changes to Avaya, CSS voice mailboxes are no longer able to page out a notification of a voice mail message. The week of June 24, 2019, when you dial 77744 you will receive a voice message notifying the caller of the change and how to contact CSS & Crothall at the sites via a 24/7 pager.

Please use the priority menu when sending the page so we can ensure the appropriate response. \*1...STAT, \*2 ASAP but not urgent \*3 whenever possible.

Customer Support Services will continue to provide prompt, efficient service for your Portering, Linen, Pest Control and In-patient service requests. Please contact the sites:

General Site – Pager # 4991

Juravinski Site – Pager # 8039

McMaster Site – Pager # 7333

St. Peter's – Pager # 1044 weekdays until 1530. All other times, Pager # 7333

West Lincoln – Pager # 905 317-2977

In the event you are not getting a reasonable response time outside of 0600-2100 weekdays and 0600-1400 weekends/STAT days, please contact the CSS leader on call cell number via switchboard.

Should you need to reach Crothall Housekeeping for any Waste issues, Moves & Set-ups, or concerns in our Ambulatory areas such as: labs, clinics, offices, public areas, here's the new Pager Information by Site.

General Site – Pager # 1338

Juravinski Site – Pager # 1444

McMaster Site – Pager # 4981

We thank you for your patience as we transition through this change, and please reach-out to your respective management teams at the sites (listed on other side) should you have any additional questions or concerns.