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**Memo No.** 2020-020  
**Date:** 13-Mar-2020  
**Memo To:** ICL Clients and Reference Testing Laboratories  
**Re:** COVID-19 Pandemic Management - Update

As your partner in reference lab testing during this challenging period, ICL wishes to assure you that we are well prepared to continue providing you the high-quality services you expect for your patients, clinicians and staff.

National and provincial public health announcements should be monitored carefully to ensure we remain compliant with guidelines as they are implemented.

Packaging and shipping of specimens from patients with suspected or confirmed COVID-19 is subject to the Transportation of Dangerous Goods Regulations, which include the packaging requirements stipulated in the standard CAN/CGSB-43.125. Follow shipping regulations for UN 3373 Biological Substance Category B. ICL's small and large transport boxes are suitable for shipping Category B specimens.

(PHAC Biosafety Advisory: [SARS-CoV-2 \(Severe acute respiratory syndrome-related coronavirus 2\)](#))

For added safety, many of ICL's reference labs are requesting that you please identify and label affected specimens "COVID-19" or "2019-nCov".

In order to ensure affected specimens are properly identified, please ensure that your specimen referral processes capture this information. If a patient's COVID-19 status is revised following specimen shipment, you should inform ICL to ensure that the specimen labeling is revised.

If specimen drop off or pick up locations change within your facility, please let us know.

If you have further questions don't hesitate to contact Client Care at (416) 422-3000 Ext. 300 or [info@iclabs.ca](mailto:info@iclabs.ca)

Sincerely,

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