

Frequently Asked Questions

Middlesex-London Health Unit
50 King Street (at Ridout), London, ON N6A 5L7
Phone: 519-663-5317
Email: Health@mlhu.on.ca
Website: www.healthunit.com
Twitter / Instagram: [@MLHealthUnit](https://twitter.com/MLHealthUnit)
Facebook: [@middlesex.london.health.unit](https://facebook.com/middlesex.london.health.unit)

Where is the Middlesex-London Health Unit located?

The Middlesex-London Health Unit provides services and programs at its offices in downtown London and Strathroy. The downtown London office is located at 50 King Street (at Ridout). The Strathroy office is located at 51 Front Street East, Strathroy.
Learn more by visiting: <https://www.healthunit.com/about-mlhu>

What are the Health Unit's hours of operation?

Office hours are Monday to Friday, 8:30 a.m. to 4:30 p.m.
The Health Unit is closed on Civic and Statutory holidays.

After hours, call: 519-663-5317 and follow menu prompts to reach staff on-call regarding public health emergencies or outbreaks (press option 2 immediately).

**Please note that the hours of clinics and classes may vary and go into evenings.*

View the Health Unit's directory to learn more about clinic hours of operation:
<https://www.healthunit.com/contact-mlhu#directory>

How do I contact the Health Unit?

You can reach the Health Unit by calling: 519-663-5317 or emailing: health@mlhu.on.ca
View the Health Unit's directory to contact a specific program or service:
<https://www.healthunit.com/contact-mlhu>

If you are contacting the Health Unit after hours regarding a public health emergency, such as an animal bite, food poisoning, a disease outbreak or natural disaster, please call 519-663-5317 and press option 2 immediately.

How can I request information from the Health Unit in different languages?

To request information in different languages, email: health@mlhu.on.ca

I have questions or concerns about caring for an infant or child:

Call Health Connection at 519-663-5317 ext. 2280 to speak to a Public Health Nurse from Monday to Friday, 8:30 a.m. to 4:30 p.m.

What services does the Middlesex-London Health Unit provide?

The Health Unit is mandated under the *Health Protection and Promotion Act* (HPPA) to deliver public health programs and services to prevent the spread of disease and to promote and protect the health of people in London and Middlesex County. Boards of Health, which govern health units like the Middlesex-London Health Unit, may also deliver additional services in response to local needs and as directed by federal, provincial and municipal legislation, other than the HPPA. Health Unit programs and services focus on individuals (e.g., clients in our dental or immunization clinics), families (e.g., families with a new baby; newcomers), the community (e.g., food safety and personal service setting inspections, school health and injury prevention initiatives) and the population as a whole (e.g., advocating for evidence-informed public health policy, assessment, planning, research, evaluation and delivery of programs, that lead to healthier communities).

The Health Unit provides a variety of clinics, classes and services at different dates, times and locations for Middlesex-London residents. Read more about clinics and classes here:

<https://www.healthunit.com/clinics-and-classes>

Clinics and classes include, but are not limited to:

Clinic	Class
Birth Control	Community Emergency Response Volunteer
Breastfeeding Home Visits	Food Handler Certification
Dental	Parents
Healthy Start Infant Drop-ins	Pool and Spa training
Immunization	Prenatal Health
Needle Exchange	Sexual Health Presentations
Sexually Transmitted Infections	Tobacco Retailer Information Sessions
Travel Health	Tuberculosis

View the Health Unit's directory to learn more about clinics and services: <https://www.healthunit.com/contact/mlhu#directory>

Is parking available at the Health Unit?

The main office of the Middlesex-London Health Unit is located at 50 King Street in London Ontario (at the corner of King and Ridout). Limited visitor parking is available at this location; 15 marked parking spots are located on the upper level of the parking lot and are available on a first come, first served basis. Visitors must push the "visitors" button to gain entry to the lot. Visitors must obtain a parking token from reception or clinic areas to exit the parking lot.

Read more about parking here: <https://www.healthunit.com/parking>

I have questions or concerns about my child's school:

Public health services are available in London and Middlesex County schools. The school teams consist of public health nurses, dietitians, a health promoter and support staff.

Call the school team at 519-663-5317, extension 3060, Monday to Friday from 8:30 a.m. to 4:30 p.m. to learn more about public health services at your child's school.

Learn more about the role of public health in schools by visiting: <https://www.healthunit.com/public-health-at-your-school>

I have questions or concerns about immunizations and need to visit the immunization clinic:

If you have questions related to vaccines or immunizations, call 519-663-5317 ext. 2330 to speak to a Public Health Nurse Monday to Friday, from 8:30 a.m. to 4:30 p.m.

Visit the Health Unit's website to learn more about immunization clinic hours of operation:
<https://www.healthunit.com/immunization-clinic>

I have questions or concerns about immunization records:

The Health Unit is part of a network that contributes information to an electronic database that holds immunization records for every student who attends day care and school in Ontario.

You can now submit, view and download your current immunization record online. The new [Immunization Connect Ontario \(ICON\) System](#) helps you keep track of immunizations by reporting them to the Health Unit. Every time you or your child gets a vaccine, submit it to ICON so that you have a complete record of immunizations.

View and submit immunizations online at: <https://mlhu.icon.ehealthontario.ca/>

If you have additional questions related to immunization records, call 519-663-5317 ext. 2330 to speak to a Public Health Nurse, Monday to Friday, from 8:30 a.m. to 4:30 p.m.

Visit the Health Unit's website to learn more about immunization records and reporting:
<https://www.healthunit.com/immunization-records>

I have questions or concerns about the environment, drinking water, mold, air quality, vector-borne diseases or rabies and would like to speak to a health professional:

If you have questions related to environmental health, call 519-663-5317 ext. 2300 to speak to a Public Health Inspector, Monday to Friday, from 8:30 a.m. to 4:30 p.m.

Visit the Health Unit's website to learn more about Environmental Health:
<https://www.healthunit.com/environment>

I have questions or concerns about food safety, a food-borne illness or food-handling practices observed at a restaurant:

In Ontario, food safety is one of the mandatory programs under the [Ontario Public Health Standards](#), which health units are required to deliver to the public. Public Health Inspectors and nurses at the Middlesex-London Health Unit carry out these programs to help prevent and reduce foodborne illnesses in the community.

If you have questions related to food safety, call 519-663-5317 ext. 2300 to speak to a Public Health Inspector, Monday to Friday, from 8:30 a.m. to 4:30 p.m.

Visit the Health Unit's website to learn more about food safety: <https://www.healthunit.com/food-safety>. You can also visit the Health Unit's website to view inspection reports from food premises inspections conducted in London and Middlesex County: <https://www.healthunit.com/inspections>

I have questions about a reportable or infectious disease and would like to speak to a health professional:

If you have questions about infectious diseases, call 519-663-5317 ext. 2330 to speak to a Public Health Inspector or health professional, Monday to Friday, from 8:30 a.m. to 4:30 p.m.

Visit the Health Unit's website to learn more about Infectious Disease Control:

<https://www.healthunit.com/infectious-diseases>

I have questions or concerns about a personal service setting, such as hair and aesthetic services, or tattoo and body piercing facilities.

The Middlesex-London Health Unit inspects a variety of businesses and facilities in Middlesex and London, such as pools and spas, tattoo and body piercing facilities, restaurants and businesses that sell food.

Call 519-663-5317 ext. 2330 to speak to a health professional, Monday to Friday, from 8:30 a.m. to 4:30 p.m.

Visit the Health Unit's website to view inspection reports and results:

<https://www.healthunit.com/inspections>

I have questions about the opioid crisis and want to learn more about the Temporary Overdose Prevention Site and/or Supervised Consumption Facilities:

London has multiple overlapping drug-related crises. Representatives from across our community have committed to working together in an effort to find ways to address this crisis.

Learn more about the opioid crisis by visiting the Health Unit's website:

<https://www.healthunit.com/opioids-middlesex-london>

If you have questions about the Temporary Overdose Prevention Site (TOPS) or Supervised Consumption Facilities (SCFs), visit the Frequently Asked Questions web page:

<https://www.healthunit.com/opioids-faqs>

To access the Temporary Overdose Prevention Site:

TOPS is located at 186 King Street, London.

The hours of the site are:

- Monday to Friday, 10:00 a.m. to 4:00 p.m.
- Saturday and Sunday, 11:00 a.m. to 4:00 p.m.

The TOPS can be accessed through the rear door of 186 King Street, which is located on the North side of the building facing Dundas Street. This is also the door that all clients who access TOPS leave from.

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