

## NEWS RELEASE

August 28, 2020

For Immediate Release

### CONTACT NORTH | CONTACT NORD REOPENS ITS THUNDER BAY OPERATIONS CENTRE FOR STUDENTS AND STAFF ON AUGUST 28, 2020

Thunder Bay, ON – Contact North | Contact Nord is pleased to announce the reopening of its Thunder Bay Operations Centre for students and staff on Friday, August 28, 2020.

With the reopening, students can access on-site services available from Contact North | Contact Nord, including:

- Free use of computer workstations and high-speed Internet access to complete online courses
- Free use of web conferencing and videoconferencing distance learning platforms to connect to and participate in online programs and courses
- Supervision of written and online exams and tests

For more information on services available to students, please call 807-344-1616 or 1-800-561-2222, option 2.

“We are delighted to welcome students back to the Thunder Bay Operations Centre and provide them with on-site services they need to complete their online programs and courses,” stated Maxim Jean-Louis, President – Chief Executive Officer, Contact North | Contact Nord.

“Contact North | Contact Nord’s top priority is the health and safety of students and staff accessing the Thunder Bay Operations Centre and is taking all necessary precautions,” noted David Perron, Director, Operations & Development, Thunder Bay Operations Centre. “Students and staff will experience new processes when arriving at the operations centre, and we ask everyone for their patience and understanding as we adapt to these new processes designed to ensure their health and safety.”

To maintain physical distancing requirements, Contact North | Contact Nord may limit the number of students using the operations centre for their health and safety. Staff will work with students to accommodate their needs.

As part of the reopening, Contact North | Contact Nord staff return to the operations centre, which also serves as Contact North | Contact Nord's corporate headquarters, in a phased approach to support physical distancing and to provide any opportunity for staff to adjust to the new processes.

All necessary precautions are in place to protect the health and safety of students and staff using the operations centre, including a deep cleaning of all areas, cleaning of high touch surfaces four times daily, temperature checks for staff and students, availability of hand sanitizer, and measures to ensure physical distancing. In accordance with the directive from Thunder Bay District Health Unit, masks must be worn at all times when visiting the operations centre.

Contact North | Contact Nord's 116 local online learning centres across Ontario are reopening in a phased approach based on local requirements and the priority to protect the health and safety of students and staff. Visit our [online learning centre locator tool](#) to check the status of all locations. While the physical locations may be closed, local virtual services continue to be available by phone, e-mail, Zoom, and Facebook Messenger.

- 30 -

**For more information:**

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