

Frequently Asked Questions – Surrey Place strike action impact to Universal Newborn Hearing Screening -May 2026

We know that newborn hearing screening is an important step for your baby's health, and we understand that cancelling appointments can be worrying. We want to reassure you that all affected appointments are being tracked, and every family will be followed up with when services resume. In the meantime, we will do our best to respond to your questions and keep you informed.

1. Why was my baby's hearing screening appointment cancelled?

Due to strike action at Surrey Place, we will be operating at significantly reduced clinical capacity. This means we are unable to deliver services on our usual schedule. Our priority will always be to support safe, ethical service delivery, and we are monitoring the situation closely. We will share updates as they become available. All cancelled appointments are tracked in our booking system so we can follow up with you when services resume.

2. Can I request a new hearing screening appointment for my baby?

At this time all appointments have been cancelled, and we are not accepting new bookings. You are still welcome to submit an appointment request through our booking system. When services fully resume, we will use that information to schedule your baby's appointment based on eligibility at that time, taking into account factors such as age and risk factors.

3. Will I be contacted?

We are doing our best to respond to all inquiries from families and referring providers. Due to limited clinical and administrative capacity during the strike, outbound contact will be limited to families whose babies meet priority criteria, including eligibility factors such as age and risk factors.

4. Are there other options for newborn hearing screening? I'm concerned that my baby is close to 2 months old and may age out during the strike at Surrey Place. What do I do?

We understand this is a stressful situation, and we want to make sure your baby gets the care they need.

If you are concerned about timing, you have the option to access private audiology services in your community. Fees are typically in the range of \$50–\$200, though costs vary by clinic — we recommend contacting the clinic directly to confirm current fees before booking.

To find an Audiologist with experience working with children, visit the [College of Audiologists and Speech-Language Pathologists of Ontario website](#)