





PLEASE REMEMBER TO...

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Return your blood sample on the same day or within 24 hours of collection if possible or as soon as you are able.
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If you are completing the study questionnaire by phone, please ensure that you do not complete blood collection until you have completed the questionnaire by phone.
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Ship the package Monday to Thursday if possible.
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If you are completing the study questionnaire online, you will have received an email with a link to the CLSA Antibody Study Questionnaire. Please complete it on the same day you take your blood sample. If this is not possible, complete it as soon as you can.

PACKAGING YOUR SAMPLE

- 1) Place the **plastic bag** that contains the blood collection device into the cardboard box.
- 2) Close the cardboard box and place it in the courier return envelope. This envelope is pre-addressed to the Canadian Longitudinal Study on Aging (CLSA).
- 3) Seal the courier return envelope. **Depending on whether the courier is FedEx or Canada Post, follow the appropriate instructions below.**

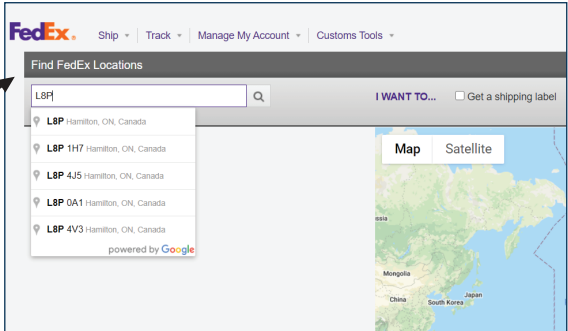
SHIPPING INSTRUCTIONS — FEDEX



Due to the volume of kits the CLSA is sending and receiving, we ask you to drop off your package at a FedEx shipping location. If you cannot bring the package to a FedEx office or drop box, or if you do not have a FedEx location near you, please follow the instructions on the next page to arrange a pick-up by phone.

OPTION 1: FEDEX WEBSITE INSTRUCTIONS

- 1) Once packaged, please visit the FedEx website at: [www.fedex.ca](http://www.fedex.ca)
- 2) Select “Locations” in the middle of the homepage.
- 3) Select “Find a Location.”
- 4) Enter your postal code in the “Find FedEx locations” box on the left side of the browser. Once entered, it will bring up all the locations close to you where your shipment can be dropped off.
- 5) Remember: Drop off your package Monday to Thursday, and if possible, within 24 hours of blood sample collection.
- 6) If there are no locations near to you, please follow the steps under “Arranging a Pick-up by Phone.”



**OPTION 2: FEDEX PHONE INSTRUCTIONS**

- 1) If you do not have access to a computer, please call FedEx (1-800-463-3339) and follow the prompts below:
- a. Welcome to FedEx – say **“English”** or say **“French,”** or press the corresponding number.
  - b. Say **“Find Locations.”**
  - c. Follow the instructions and provide your postal code. Don’t worry if you make a mistake, you will be transferred to a FedEx customer service representative who can assist.
- 2) Remember: Drop off your package Monday to Thursday, and if possible, within 24 hours of blood sample collection.

**OPTION 3: ARRANGING A FEDEX PICK-UP BY PHONE**

- 1) If you are unable to drop off the package, please call FedEx (1-800-463-3339) and follow the prompts below:
- a. Welcome to FedEx – say **“English”** or say **“French,”** or press the corresponding number.
  - b. Say **“Schedule a pick-up.”**
  - c. Say **“No”** to a weight of more than 150 lbs (your package is under 1 lb).
  - d. You will NOT be using an account number to book the pick-up but rather say **“I am using a label.”**
  - e. Enter the 12-digit tracking number from the return label on your package.
  - f. Record the confirmation number for the shipment.
  - g. Follow pick-up instructions. Remember to have your package picked up Monday to Thursday, and within 24 hours of blood sample collection.

**If you are having trouble, or wish to speak to a FedEx customer service representative, press the “0” button several times. You may need to repeat this action a few times to be connected.**

**If you speak with a representative, please remind them that you are shipping EXPRESS, not Ground.**

**SHIPPING INSTRUCTIONS — CANADA POST**



Due to the volume of kits the CLSA is sending and receiving, we ask you to drop off your package at a Canada Post office shipping location. If you cannot bring the package to a Canada Post office, you can place the package in a mailbox for pick-up. You can reference the Canada Post website to find the closest post office for drop off and to track your shipment: [www.canadapost.ca](http://www.canadapost.ca)

**THANK YOU FOR YOUR  
PARTICIPATION  
IN THE CLSA COVID-19  
ANTIBODY STUDY**

**Contact us**  
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1-866-999-8303  
[www.clsa-elcv.ca](http://www.clsa-elcv.ca)

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