

HUMAN TISSUE CUSTOMER SERVICE HOURS HOLIDAY SCHEDULE 05-12-2025

**TO PROCUREMENT MANAGERS
TO NURSING STAFF AND OPERATING SUITE STAFF MEMBERS
TO BUYERS AND/OR PROCUREMENT OFFICERS**

Greetings,

Please note that Héma-Québec's Human Tissue Team customer service will be closed on the following days during the holiday season

- December 25 and 26, 2025
- January 1 and 2, 2026

We therefore invite you to plan your security inventory accordingly for the period from December 22, 2025, to January 4, 2026. Please anticipate your needs and place your orders as soon as possible.

Human Tissue order

- If you place your order **before December 22 before 12 p.m.** you will receive it by December 24 at the latest.
- If you place your order **before December 26 before 12 p.m.** you will receive it by December 30 at the latest.
- Normal operation will resume on **January 5th, 2026.**

Happy Holidays

The Héma-Québec Human Tissue Customer Service Team

Original signed by:

Claudie-Ann Michaud Tremblay, Supervisor, Customer Service – Human Tissue

c. c. Marie-France Champigny, Head of Human Tissue Processing