

## **How do I book an appointment for the vaccine?**

Beginning Monday, March 8, at 8 a.m., online bookings will be available for adults 80 years or older, or who will be turning 80 in 2021. As more priority groups are identified, more clinic dates will be provided. We will notify the community as other priority groups are eligible for vaccine and additional clinic dates become available.

We want people coming to the clinics to know that they are accessible and following all public health measures to help ensure people feel comfortable and safe.

These measures include:

1. The online booking system encourages clients to bring a support person with them to the clinic, if needed, as well as any mobility devices.
2. A call centre for seniors to book appointments, as an alternative to booking through the online portal is available. The call centre booking line phone number is 1-800-841-2729.
3. If needed, staffing “ambassadors” are available to escort seniors through the clinics if seniors do not have an assistive device, or are not accompanied by a support person.
4. Chairs will be available and offered to seniors at the clinic, and clinical and administrative float staff will be monitoring lines and supporting seniors, as needed.
5. Assistive devices will be available at clinics and offered to seniors, if needed.

### **Availability and distribution**

The provincial government is leading the distribution of COVID-19 vaccines in Ontario through a three-phased distribution implementation plan. In Durham Region, the COVID-19 Vaccine Steering Table (with

representation from Durham Region Health Department, Lakeridge Hospital, and local primary care physicians) is planning and implementing COVID-19 vaccine distribution and administration for Durham residents according to the provincial plan, vaccine availability, and the provincial ethical framework.

### **Current priority groups**

Currently, we are in Phase 1 of the Provincial plan and are focusing on the current priority groups:

- Adults 80 years of age and older, or who will be turning 80 in 2021.
- Staff, residents and caregivers in retirement homes and other congregate care settings\* for seniors.
- Health care workers in the High Priority level, and in accordance with the Ministry of Health's guidance on Health Care Worker Prioritization.
- All Indigenous adults.
- Adult recipients of chronic home care.

\*Congregate care settings include those with shared amenities (including shared rooms, bathrooms, kitchen, dining area, etc.)

### **Vaccine clinic locations**

COVID-19 vaccination clinics will be operating the first week of March for priority populations at the following locations:

- The Garnet B. Rickard Recreation Complex in Clarington.
- Chestnut Hill Developments Recreation Complex Arena (entrance at back of building) - formerly known as Pickering Recreation Complex

- Municipal vaccine locations
- Municipal vaccination clinic locations

Through our partnerships with local area municipalities, area residents will have access to community-based COVID-19 vaccination clinics in all municipalities in Durham Region. Additional information on when these clinics will be open will be provided as more details become available. Implementation dates for clinic openings will vary; population groups will be notified when they may register for clinics.

<b>Municipality</b>	<b>Clinic location</b>	<b>Opening date</b>
Ajax	Audley Recreation Centre	March 16
Brock	Rick MacLeish Memorial Community Centre Arena	March 15*
Clarington	Garnet B. Rickard Recreation Complex	March 9
Oshawa	Durham College and Ontario Tech University	March 1

Pickering	Chestnut Hill Developments Recreation Complex Arena (entrance at back of building) - formerly known as Pickering Recreation Complex	March 4
Scugog	Scugog Arena	March 15*
Uxbridge	Uxbridge Arena	March 15*
Whitby	McKinney Centre	March 15

\*Durham North clinics opening on a rotating basis on March 15.

**Who is currently eligible to book a COVID-19 vaccination appointment?**

Currently, Durham Region Health Department is preparing to begin offering the COVID-19 vaccine to members of the community who are adults 80 years or older or who will be turning 80 in 2021. Call your health care provider.

**When and how will residents in senior retirement homes be informed? Will they have access to mobile units?**

The Health Department has a vaccine working group that is currently planning for delivering mobile clinics to individuals who cannot attend stationary vaccination clinic sites.

## **Will residents have a choice in vaccines?**

No. Residents will be provided vaccine based on Health Department supply.

## **How and where will the public receive information about vaccine clinics?**

The Health Department has developed a vaccine communications strategy. This is a very fluid plan that will allow for a flexible approach to ensure communications can be targeted based on current situations/issues.

- Current activities include ads in all local newspapers (both online and print publications).
- News releases were issued on March 2 and 3.
- Region's website, [www.durham.ca](http://www.durham.ca) has been updated with current vaccine messaging; dedicated COVID-19 web pages with vaccine information include [www.durham.ca/novelcoronavirus](http://www.durham.ca/novelcoronavirus) and [www.durham.ca/covidvaccine](http://www.durham.ca/covidvaccine).
- Social media will be used to deliver messaging to the community, and we will engage with our community partners to help with delivering messaging to area residents.

## **When residents book an appointment, will they book for their first and second vaccination?**

Clients only book an appointment for their first dose. When they complete their first dose at a clinic, a second dose booking is sent to them by email upon check-out from the clinic.