

FREQUENTLY ASKED QUESTIONS
North York General and North York Toronto Health Partners
Vaccination Roll Out
Updated March 11, 2021

VACCINE ELIGIBILITY

Who is eligible to be vaccinated?

Most people must be pre-registered to book a vaccination appointment.

Pre-registration through North York General and North York Toronto Health Partners is now open to:

- Health care workers (starting with those in high priority and very high priority according to the provincial vaccination distribution plan).
- People aged 80 and over (born in 1941 or earlier).
- Indigenous adults (16 and over)
- Adult recipients of chronic home care

In addition to making appointments at hospital and Ontario Health Team community clinics, mobile clinics and other approaches are being used to vaccinate vulnerable populations who are unable to travel to clinics. This includes residents of long-term care and high-risk retirement homes (which started in January) and those experiencing homelessness. Planning is underway for vaccinating people who are homebound and receiving homecare.

The community vaccination clinics are strictly by appointment only and there are no walk-in clinics at this time. Once at the appointment, your eligibility will be validated (e.g., date of birth verified). Those who do not meet current eligibility requirements will not be able to attend their vaccination appointment and will be asked to rebook an appointment when they are eligible.

I don't have OHIP. Can I still get the vaccine?

Yes.

I'm moving to a different province prior to my second shot. Can I still receive my first shot here?

Yes. However, we recommend receiving both vaccines once you arrive in the other province.

I am not currently eligible to be vaccinated. When will I be?

We understand that you are eager to be vaccinated. With four vaccines approved in Canada, vaccine supply is expected to increase significantly, allowing Ontario to expand vaccination to other groups in the coming weeks, including seniors under 80 and adult recipients of chronic home care. Most people will have to be patient for a while longer—every adult will have a turn soon. Please pay attention to the local news, updates from the City of Toronto and Ontario Government, and check the websites and social media accounts of North York General Hospital and the [North York Toronto Health Partners](https://www.nygh.on.ca/covid19vaccination) for updates on the local vaccination program.

REGISTRATING FOR THE VACCINE

How do I sign up for vaccination?

Pre-registration for people living in North York and health care workers working in North York is done by visiting North York General Hospital's website: nygh.on.ca/covid19vaccination.

You can also call the COVID-19 Vaccination Call Centre at 1-888-385-1910 to speak with an agent who can help connect you to a vaccine clinic near you. The Call Centre can also support you with the pre-registration process. Once you are pre-registered for vaccination in North York, you will be contacted to book an appointment time. You will be contacted as soon as possible, depending on when the supply of vaccine is received.

We strongly encourage community members from North York and area who are pre-registering with us to not book appointments elsewhere. This can lead to wasted vaccine doses that could have been used to vaccinate someone else.

What happens once I have pre-registered?

You will be contacted by your preferred method—email, text or phone—to book a vaccination appointment time.

Will I get a confirmation after booking my appointment by phone?

A confirmation email will be sent to the email address you provided. If you do not have email and the Call Centre or someone else booked your appointment for you, they will contact you with your appointment details.

If you don't receive an email, check your spam. If you can't find your confirmation, call the Toronto COVID Vaccination Call Centre for support at 1-888-385-1910.

Where are the vaccination sites located?

Vaccination clinics can be accessed by appointment only. The clinics do not take walk-in appointments. Appointments are currently being booked for eligible populations at North York General Hospital, Seneca College, which will start vaccinating those with appointments on March 15, and the North York Family Health Team is currently vaccinating eligible health care workers in our area. The City of Toronto will also be opening mass vaccination clinics, including one in North York. The opening date for the City-run clinic is being confirmed.

What about the City of Toronto's mass vaccination sites?

According to the City of Toronto, on March 17, the following City-operated COVID-19 immunization clinics will begin vaccinating Toronto residents who were born in 1941 or earlier: the Metro Toronto Convention Centre, Scarborough Town Centre, and the Toronto Congress Centre. More City of Toronto mass vaccination clinics will be opened at a later date, including one in the North York area.

For more information, visit vaccineto.ca.

What if I need to reschedule/I can't make my appointment?

You can call the Toronto COVID-19 Vaccination Call Centre at 1-888-385-1910 to cancel, or use the confirmation email you received. Bear in mind that all appointments are pre-booked and there may be limited availability.

I have a first dose booking at one of the hospitals, but I would like to change my booking to one of the mass vaccination sites/drug store vaccinations centres/etc. Can I change my original appointment?

We strongly encourage you to keep your existing appointment. However, if re-scheduling is absolutely necessary, please contact the Toronto COVID-19 Vaccination Call Centre.

RECEIVING YOUR VACCINE

What do I need to bring with me on the day of my appointment?

On the day of your vaccination, please bring with you:

- your proof of address for North York
- one piece of valid (government issued) ID with your address
- your health card (includes CPP, t4, EI, Tax assessment)
- Proof of occupation (for eligible healthcare workers only)

Also please wear a short-sleeved shirt.

Do I need to wear a mask to the appointment?

Yes, you must wear a mask.

What happens when I arrive at the site to get my vaccine?

Please arrive 10 minutes before your scheduled appointment, and no earlier.

When you arrive, you'll be asked a series of screening questions, and to show your health card, another government-issued piece of photo ID, and proof of residency in Toronto.

After you have passed the screening process, you will be asked to check in and consent to the vaccination. You will then receive your vaccination and wait 15 minutes following vaccination as per guidelines.

After the 15-minute wait, you can check out. Before you leave, you will be given an information sheet with appointment details for your second dose.

Can I bring someone along to be vaccinated at the same time as me, such as a family member or caregiver, or can I transfer my appointment to someone else?

No. To be vaccinated, you need an appointment under your own name.

Can I bring a support person with me to the appointment?

If you require assistance you may bring a family member or caregiver with you. Please remember they will not be vaccinated with you. Only eligible people with appointments will receive the vaccination.

Is there a drop-off area located at the entrance?

Yes.

Is there parking?

There is parking at each clinic. Instructions will be provided when you receive your booking information.

Will the vaccine clinics be accessible for seniors?

Yes, the clinics are accessible for seniors and others with a range of needs. The Toronto COVID-19 Vaccination Website and Call Centre is providing support in French and additional languages over time.

What if I'm running late to my appointment?

It is essential that you be on time. We do not want to waste any doses if people miss their slot.

I require transportation to/from the vaccination site. Can you provide it?

If you need assistance please speak with your family doctor or primary care provider, or a local community agency that provides transportation support. The North York Seniors Support Line at (416) 447-5200 can also assist you with transportation to appointments and other supports to help you receive a vaccination.

Are service animals allowed to accompany me to the vaccination site?

Yes.

ABOUT THE SECOND DOSE

How long will I have to wait to receive my second dose?

The National Advisory Committee on Immunization (NACI) recommended that a 16-week interval between doses is effective. Ontario hospitals are awaiting further instruction about what this means in terms of booking second doses going forward. We will provide an update as soon as possible. Please continue to plan on receiving your second dose at the time it has been booked until you hear otherwise directly from NYGH-North York Toronto Health Partners.

Do I need the second dose?

To get the best protection against COVID-19, it is important you receive the second dose at the appropriate time, even if you experience mild side effects after the first dose.

If you miss your second dose, schedule another appointment as soon as possible.

Are both doses booked at the same time?

At this time, first and second doses are booked separately. In some cases, you will have your first and second doses booked at the same time or you will receive a email or call to select a time within the appropriate time period of the second dose.

Will I get an email regarding my second dose booking with details?

You will receive an email or text to confirm details about your second dose booking. Those who prefer a phone call will be contacted by phone.

If I receive my first dose vaccine and I move to a different region of Ontario, can I still receive my second dose here?

Yes.

ABOUT THE VACCINE

Which vaccine is being administered?

The Pfizer vaccine at this time.

Is the vaccine safe?

Yes. COVID-19 vaccines are safe, effective and have been rigorously evaluated. Vaccination, together with continued vigilance including wearing masks and physical distancing with those

outside of your home, is our best hope to prevent people from getting ill, hospitalized, and potentially dying from COVID-19.

Are there any side effects?

Most people don't experience any side effects at all. As with any vaccine, some people (less than 10%) will experience mild to moderate symptoms such as pain from the injection, fatigue and headache. These are expected and should resolve in a few days. In very rare cases, allergic reactions can occur, but these are usually temporary and can be treated.

Is there any cost for the vaccine?

No. The vaccine is free of charge.

Can I be vaccinated if I'm pregnant?

Pregnant women can receive the COVID-19 vaccine. Please speak with your family physician or specialist before getting vaccinated.