

 **Last Update: Friday, May 14, 2021**
Answers within this document are based on the current information available. As the situation remains dynamic, please visit the [Government of Ontario's website](#) for the latest updates.

The following questions were those most frequently asked by residents and Members of Council from January 4th to present regarding vaccine distribution. These FAQs will be updated as new details emerge from all levels of government.

For answers to health-related vaccine questions, please visit [Ottawa Public Health's COVID-19 Vaccine FAQs](#).

Contents

Click on the question to be taken to the response.

Eligibility & Booking	2
1. Who is determining who can get a COVID-19 vaccine and when?	2
2. Who is currently eligible to book an appointment to receive the COVID-19 vaccine?.....	2
3. What is the vaccination booking process for Indigenous individuals?.....	3
5. How do I book an appointment if I do not have an Ontario health card or have a red and white card?.....	4
6. I have tried calling the Ottawa Public Health COVID-19 vaccine registration line but could not get through. What should I do?.....	4
7. When will I be eligible to get a COVID-19 vaccine, and who comes next in Ottawa?.....	4
8. I am concerned that I am more at risk for COVID-19 due to a medical condition. When will I be able to receive the vaccine?	4
9. What do I do if when I enter my postal code into the provincial booking system to book an appointment at a community clinic, I receive an error?.....	5
10. How do I cancel or reschedule my vaccine appointment?.....	5
11. I have tried to book an appointment using the provincial booking system but was not able to. What should I do?	6
12. How do I confirm that I have successfully reserved an appointment through the provincial booking system?	6
13. Who is currently eligible to receive an expedited second dose booking?	6
Vaccine Distribution, Logistics & Planning	6
14. Where will I be able to get a vaccine when I am eligible to receive one?	6

15.	Is parking available at the community clinics?.....	7
16.	What transportation options are available to those eligible to receive a vaccine?.....	7
17.	Do the various vaccine locations meet accessibility standards?	8
18.	Am I able to bring a support person with me to my appointment?	8
19.	How many people have been vaccinated for COVID-19 in Ottawa?	8
Other Questions		8
20.	Will people have the choice of which COVID-19 vaccine they receive?	8
21.	What mental health resources are available to those feeling anxious about vaccine availability?	8
More information & Links		9

Eligibility & Booking

1. Who is determining who can get a COVID-19 vaccine and when?

- a. The Government of Canada is responsible for approval and procurement of COVID-19 vaccine supply. The Government of Ontario is responsible for the distribution of these vaccines across the province. The [Ethical Framework for COVID-19 vaccine distribution](#) guides how the provincial government prioritizes and distributes vaccines across Ontario.

The City’s Emergency Operations Centre and Ottawa Public Health are doing everything possible to ensure Ottawa residents who are eligible to receive the COVID-19 vaccine will be able to access it as quickly and efficiently as possible, dependent on vaccine supply and in alignment with the provincial framework. The total amount of vaccines that will be further distributed to the City of Ottawa and precise delivery dates are not known. These decisions are made by the Province and subject to vaccine procurement from the federal government.

For the latest information, please refer to the following web page:
Government of Ontario: [Getting a COVID-19 vaccine in Ontario](#)

2. Who is currently eligible to book an appointment to receive the COVID-19 vaccine?

- a. The following groups are currently eligible to book a vaccine:

Via the provincial booking system at [ontario.ca/book-vaccine](#) (or call 1-833-943-3900 between 8 am and 8 pm, seven days a week):

- Adults 40 years of age and older
- Adults 18 years of age and older living in “hot spots” (K1T, K1V or K2V)

- First and second group of essential workers who cannot work from home
- Clients with highest-risk, high-risk and at-risk health conditions, including pregnant individuals
- Adults receiving chronic home health care
- First Nations, Métis and Inuit populations
- Patient and non-patient facing health care workers
- Faith leaders

For additional details on eligibility, please visit [OttawaPublicHealth.ca](https://ottawapublichealth.ca)

3. What is the vaccination booking process for Indigenous individuals?

- a. Ottawa Public Health is partnering with [Wabano Centre for Aboriginal Health](#) to provide a COVID-19 vaccination clinic for First Nation, Inuit and Métis community members aged 16 years old and over. Call 613-691-5505 to book an appointment.

Akausivik Inuit Family Health Team is providing vaccinations for all Inuit adults. To book an appointment with Akausivik or for more information, call 613-740-0999.

You will be asked to provide proof of Indigenous identity/status. Examples include:

- Status Card
- Inuit Beneficiary Card
- Métis Card
- 60s Scoop Acceptance Letter

For additional information, visit [OttawaPublicHealth.ca/IndigenousVaccine](https://ottawapublichealth.ca/IndigenousVaccine)

4. My appointment for a second dose was cancelled. When I will be able to book a second appointment?

- a. To ensure that there was no delay locally, Ottawa Public Health and the City of Ottawa began vaccinating eligible residents in advance of the launch of the provincial booking system. We can appreciate that residents are eager to book their second dose appointments. At this time, the Province of Ontario's booking system is not able to book individual appointments. The Province has noted that they are currently working to make this option available so that an individual second dose appointment may be reserved.

All other individuals who have received their first dose at an Ottawa Public Health Clinic and are waiting for their second dose are encouraged to sign-up for the [City of Ottawa's COVID-19 Vaccine e-subscription](#) and follow local news sources for more information. When second dose appointments are available, the City will communicate to the public.

If you have received your first dose through a pharmacy or primary care provider and do not have an appointment for your second dose, you must contact them directly.

5. How do I book an appointment if I do not have an Ontario health card or have a red and white card?

- a. If you have confirmed that you are eligible to receive a vaccine but have a red and white Ontario health card, please call the Province of Ontario’s Provincial Vaccine Booking Line at 1-833-943-3900 (TTY 1-866-797-0007) to book your appointment. This line is available 8 a.m. to 8 p.m., 7 days a week. Information is available in more than 300 languages.

If you do not have a valid health card but are eligible for a vaccine, please call Ottawa Public Health at 613-691-5505 to book an appointment.

6. I have tried calling the Ottawa Public Health COVID-19 vaccine registration line but could not get through. What should I do?

- a. We know that there is a high demand for vaccines, so a high volume of calls is expected. When calling into the booking line, callers will be put into a queue where there is the potential for long wait times. You may also select an option for a call back. Please help us keep phone lines open for those who are eligible to book via OPH. Appointments at community clinics should be completed via the Province.

7. When will I be eligible to get a COVID-19 vaccine, and who comes next in Ottawa?

- a. The following schedule includes the anticipated start dates to expand eligibility for Phase 2 booking, based on the current understanding of deliveries for the Pfizer and Moderna vaccines. All timelines are subject to change depending on vaccine supply.
 - **Week of May 17:** provincial age band moves to 30 and older
 - **Week of May 24:** provincial age band moves to 18 and older

For the latest information, please refer to the following web page:
Government of Ontario: [Getting a COVID-19 vaccine in Ontario](#)

8. I am concerned that I am more at risk for COVID-19 due to a medical condition. When will I be able to receive the vaccine?

- a. Individuals with the following health conditions are currently eligible to book a vaccine via the [provincial booking system](#).

Highest-risk	High-risk	At-risk
<ul style="list-style-type: none"> • Organ transplant recipients • Hematopoietic stem cell transplant recipients (bone marrow transplant) • Neurological diseases that impact breathing (for 	<ul style="list-style-type: none"> • Obesity (BMI over 40) • Other treatments causing immunosuppression (for example, chemotherapy, immunity-weakening medications 	<ul style="list-style-type: none"> • Immune deficiencies / autoimmune disorders • Stroke / cerebrovascular disease • Dementia • Diabetes

<p>example, motor neuron disease, myasthenia gravis, multiple sclerosis)</p> <ul style="list-style-type: none"> • Haematological malignancy diagnosed within the last year • Kidney disease with estimated glomerular filtration rate (eGFR) under 30 • Pregnancy 	<ul style="list-style-type: none"> • Intellectual or developmental disabilities (for example, Down Syndrome) • One essential caregiver for individuals with the conditions in this category who require regular and sustained assistance with personal care or activities of daily living 	<ul style="list-style-type: none"> • Liver disease • All other cancers • Respiratory diseases • Spleen problems • Heart disease • Hypertension with end organ damage • Diagnosis of mental disorder • Substance use disorders • Thalassemia • Pregnancy • Immunocompromising health conditions • Other disabilities requiring direct support care in the community
--	---	--

The Province of Ontario has advised that this list is not exhaustive - health care practitioners will use their best medical judgement to vaccinate patients with health conditions not listed (such as rare diseases) that may put them at similar or greater risk to the listed conditions.

For more details, please visit The Government of Ontario’s page: [“Populations Eligible for Phase Two COVID-19 Vaccination”](#)

9. What do I do if when I enter my postal code into the provincial booking system to book an appointment at a community clinic, I receive an error?

- a. If you do not have one or live in a recently built neighbourhood, the Province of Ontario has directed clients to use the postal code of a shelter, library, or other community space in your area. You are also able to enter your current postal code and select the appropriate Public Health Unit (“City of Ottawa Health Unit”) if your postal code is unmatched.

10. How do I cancel or reschedule my vaccine appointment?

- a. If you scheduled an appointment through the provincial online vaccine booking system, you can reschedule or cancel:
 - Online – go to the confirmation email you got when you booked and follow the instructions
 - By calling the Provincial Vaccine Booking Line at 1-833-943-3900 (TTY 1-866-797-0007)

You will need the following:

- Your health card (information on front and back)
- Your postal code

If you booked your appointment with Ottawa Public Health directly, please call 613-691-5505 to reschedule.

If you booked through The Ottawa Hospital, please email vaccines@toh.ca with any cancellations or appointment change requests.

11. I have tried to book an appointment using the provincial booking system but was not able to. What should I do?

- a. The City of Ottawa's Emergency Operations Centre is actively identifying any technical issues that may arise in the system for the Province to resolve.

If there are no available local vaccination appointments for a community clinic on the provincial booking portal, please check back at a later date. As more vaccine supply is distributed locally by the Province of Ontario, based on procurement by the Government of Canada, more appointment spots will be added. To receive the latest information on eligibility criteria and when new appointments are added, please sign up for the City of Ottawa's [COVID-19 vaccination update e-subscription](#) for regular news and updates.

For help with your booking through the [provincial online vaccine booking system](#), please call the Provincial Vaccine Booking Line (available in more than 300 languages) at 1-833-943-3900 (TTY 1-866-797-0007).

- information is available in more than 300 languages
- this line is available 8 a.m. to 8 p.m., 7 days a week
- you may have to wait for an agent when call volumes are high

12. How do I confirm that I have successfully reserved an appointment through the provincial booking system?

- a. When you book your appointment at a community clinic through the provincial booking system, you will receive a confirmation code. Please bring this code with you when you go to your appointments. If you do not have a confirmation code, your appointments were not successfully completed. Please revisit the provincial booking system or call 1-833-943-3900 to book your appointments and receive your confirmation code.

13. Who is currently eligible to receive an expedited second dose booking?

- a. The Province has announced that high-risk health care workers, First Nations, Inuit and Métis community members and individuals with certain health conditions are eligible to receive their second dose of the COVID-19 vaccine earlier than the extended four-month interval. The EOC is reviewing this direction and is planning accordingly. Additional details will be announced as soon as feasible.

Vaccine Distribution, Logistics & Planning

14. Where will I be able to get a vaccine when I am eligible to receive one?

- a. The following community vaccination clinics are currently in operation across Ottawa:

- Ottawa City Hall, 110 Laurier Avenue W.
- Eva James Memorial Centre, 65 Stonehaven Drive
- Ruddy Family YMCA-YWCA, 265 Centrum Boulevard
- Nepean Sportsplex, 1701 Woodroffe Avenue
- Infinity Convention Centre, 2901 Gibford Drive

These sites are in addition to hospital-based clinics operating at the Queensway-Carleton Hospital and at the Ottawa Hospital - Civic Campus. Additional community vaccination clinics will open as vaccine supply increases overtime.

Vaccines are being offered at select pharmacies in Ottawa. Please visit the [Province of Ontario's page](#) to view a list of COVID-19 pharmacy vaccine locations. These vaccinations are separate from Ottawa Public Health and the City of Ottawa's vaccination roll-out. Please call the participating pharmacies directly to book or call the Province of Ontario Vaccination Information Line at 1-888-999-6488 (TTY 1-866-797-0007) for more information.

15. Is parking available at the community clinics?

- a. Parking options are available at each of the community clinic locations, and parking at City Hall is complimentary for those with an appointment. Please select one of the following community clinics to view a map with information on parking, route access, and nearby transit routes:
 - [Ottawa City Hall, 110 Laurier Avenue W.](#)
 - [Eva James Memorial Centre, 65 Stonehaven Drive](#)
 - [Ruddy Family YMCA-YWCA, 265 Centrum Boulevard](#)
 - [Nepean Sportsplex, 1701 Woodroffe Avenue](#)

16. What transportation options are available to those eligible to receive a vaccine?

- a. Residents who are eligible for vaccination are encouraged to make a transportation plan in advance of their appointment. This could include asking a family member or caregiver to provide you with a ride to your designated clinic. It could also include booking a ride with [Para Transpo](#) if you use this service. Para Transpo clients should use the Para Transpo COVID-19 Vaccination Trip Reservation telephone line at 613-842-3600. We ask customers to schedule their COVID-19 vaccination appointment with OPH **before** booking a trip on Para Transpo.

If a transportation option is not available to you, you can request a ride to and from the clinic through [Ottawa Community Transportation](#) after you have booked your appointment. [Ottawa Community Transportation](#) will contact you directly.

If you or someone you know require transportation but do not have online access, please contact 211 and they will help complete the transportation request form on your behalf. Please have your vaccine booking confirmation number available when calling. COVID-19 protocols are in place to ensure the safety of the rider and the driver, and wearing a mask is mandatory.

17. Do the various vaccine locations meet accessibility standards?

- a. Yes - the COVID-19 community vaccination clinic locations in Ottawa were selected with accessibility in mind. All sites are wheelchair accessible and are all equipped with a limited number of wheelchairs for those in need. However, due to limited availability, we are asking for those who can to bring their own.

Staff will be on hand at the clinics to assist residents who arrive for their vaccinations. Clients who need assistance will be allowed one support person to accompany them into the vaccination clinic.

If you require additional disability-related accommodations, please fill out this [COVID-19 Vaccine accessibility assessment form](#) at least 48 hours in advance of your appointment. With less than 48 hours, Ottawa Public Health will strive to meet all accommodation needs, however, may not be able meet all requirements. Should you need assistance in completing the accommodation request form, please contact Ottawa Public Health at 613-691-5505.

18. Am I able to bring a support person with me to my appointment?

- a. Staff will be on hand at the clinics to assist residents who arrive for their vaccinations. Clients who need assistance will be allowed one support person to accompany them into the vaccination clinic.

19. How many people have been vaccinated for COVID-19 in Ottawa?

- a. For the latest information on COVID-19 data, including local vaccination statistics, please visit [Ottawa Public Health's Daily COVID-19 Dashboard](#).

Other Questions

20. Will people have the choice of which COVID-19 vaccine they receive?

- a. The vaccine that you will be offered will depend on:
- Supply
 - Availability at the time
 - Storage requirement
 - Your age

You may decline the vaccine product that you are offered; you will not be able to select between vaccine products. Persons with allergies to a vaccine, or a specific component of a vaccine must consult a physician to determine if vaccination is still possible, and if so, with what vaccine.

21. What mental health resources are available to those feeling anxious about vaccine availability?

- a. The COVID-19 situation can be very stressful. It is OK to not be OK.

If you are in crisis, please contact the [**Mental Health Crisis Line**](#) (24 hours a day/7 days a week) at 613-722-6914 or if outside Ottawa toll-free at 1-866-996-0991.

Please visit Ottawa Public Health's [**Mental Health and COVID-19**](#) page for an extensive list of resources, including a printable version of a [**Mental Health and COVID-19 Resource List**](#).

More information & Links

- [**Ottawa Public Health – COVID-19 Vaccine**](#)
- [**Vaccines Work- Myths about vaccines**](#)
- [**COVID-19 vaccines for Ontario**](#)
- [**COVID-19 vaccine safety**](#)
- [**How to book a COVID-19 vaccine appointment**](#)