



Shelter, Support & Housing Administration Division

City of Toronto's COVID-19 Immunization Clinic Frequently Asked Questions and Resources for Service Providers

This FAQ sheet has been developed to answer questions that homelessness service providers may have about the City of Toronto's COVID-19 Immunization Clinic. In addition to this document, service providers are encouraged to review the Government of Canada's website, [Coronavirus Disease \(COVID-19\) Vaccines: Overview](#), the Province of Ontario's website, [COVID-19 Vaccines for Ontario](#), and City of Toronto website, [COVID-19 Vaccine](#) for additional information of the vaccine.

Note that as the situation is changing rapidly, the answers we provide today may change tomorrow based on updated circumstances and information. Please stay up to date with the most recent information to keep yourself informed.



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New/Updated FAQ's

What is the City of Toronto immunization clinic proof-of-concept program? *Updated

On January 18, 2021 under the direction of the Ministry of Health, the City of Toronto and Toronto Public Health launched a COVID-19 immunization clinic proof-of-concept program at the Metro Toronto Convention Centre. This early program will help test and adjust immunization clinic setup in non-hospital settings, ensuring safety and increasing efficiency in advance of wider immunization. The proof-of-concept will evaluate all aspects of clinic operations, including technology, logistics and operating procedure. In accordance with Provincial allocations of the COVID-19 vaccine, the goal of the initial clinic was to vaccinate 250 people per day.

This program was one part of preparing for the rollout of public immunization. It operated with a sample group of healthcare workers, identified in accordance with the [Province's Ethical Framework for COVID-19 vaccine prioritization](#). These healthcare workers were directly involved in the frontline response to COVID-19. This includes frontline shelter workers, including harm-reduction and Streets to Homes staff.

Due to COVID-19 vaccine supply shortages announced by the Government of Canada, the Province of Ontario has directed the City of Toronto to pause its proof-of-concept Immunization Clinic at the Metro Toronto Convention Centre, effective January 20, 2021. As a result, the Metro Toronto Convention Centre Immunization Clinic is now closed until further notice.

Who can I call if I attended the MTTC Vaccination Clinic and have additional questions?

Toronto Public Health will be able to answer questions about the MTTC Vaccination Clinic at 416-338-7600.

Where can we access COVID-19 vaccine resources for shelter clients?

To access resources on COVID-19 vaccines, please visit the City of Toronto [COVID-19: About the Vaccines](#) webpage. Two resource Toronto Public Health and SSHA have highlighted are a COVID-19 Vaccine [fact sheet](#) which is translated into many languages and a "[vaccine flyer](#)," which is a simplified fact sheet for individuals with lower literacy levels.

I am interested to learn more about the potential impacts or side effects from receiving the COVID-19 vaccine for people of Indigenous descent. Can you provide links to studies or reports that speak to the impact of the vaccine for Indigenous peoples?

The vaccine clinic trials were conducted on volunteers in the United States. An estimated 36% of the participants identify from communities of colour. Less than one percent identified as American Indian or Alaska Native. The vaccine clinical trials did not find any difference in vaccine effectiveness among racialized groups.

- [Moderna clinic trail](#), **219** participants identified as American Indian or Alaska Native (from a total of 30,351 participants = 0.8% representation).
- [Pfizer clinic trial](#), **224** participants identified as American Indian or Alaska Native (from a total of 43,651 participants = 0.6% representation)



Elders and residents at Wigwamen Terrace, an Indigenous retirement home in Toronto received the Moderna vaccine by the Anishnawbe Health Mobile Unit in early January.

Public Health Ontario collects data on adverse events after COVID-19 vaccine administration. Between December 13 and January 9:

- 134,246 vaccine doses were given in Ontario
- 21 adverse reactions was reported
- Most commonly reported adverse events were allergic skin reactions
- No serious reactions were reported

Like any medicine, the COVID-19 vaccine has side effects. Most common side effects are:

- pain, redness and swelling where the needle was given
- headache
- feeling tired
- muscle ache or joint pain
- low grade fever or chills
- nausea and vomiting

Most side effects are mild to moderate, and will go again on their own in a few days.

For communities who have historically been mistreated by the mainstream medical system, who are distrustful of big pharma, what exists in the research and experiential testing of this vaccine to quell their fears?

Vaccines are safe and can protect us from serious illness against COVID-19. Vaccination is a personal choice. In both Pfizer and Moderna clinic trials, Indigenous people represented less than one percent of the volunteer clinical participants. While there are gaps in the information, we continue to urge everyone to seek information from reliable sources. People need to balance the risk of disease against the risk of vaccines. To date, more than 42.2 million doses of COVID-19 vaccine has been administered in 51 countries. Vaccination is one tool that can help move us out of this pandemic.

Section 1: City of Toronto Immunization Clinic at the Metro Toronto Convention Centre

1.1 What is the City of Toronto immunization clinic proof-of-concept program? * Updated

On January 18, 2021 under the direction of the Ministry of Health, the City of Toronto and Toronto Public Health are launching a COVID-19 immunization clinic proof-of-concept program at Metro Toronto Convention Centre. This early program will help test and adjust immunization clinic setup in non-hospital settings, ensuring safety and increasing efficiency in advance of wider immunization. The proof-of-concept will evaluate all aspects of clinic operations, including technology, logistics and operating procedure. In accordance with Provincial allocations of the COVID-19 vaccine, the goal of the initial clinic is to vaccinate 250 people per day.

This program was one part of preparing for the rollout of public immunization. It operated with a sample group of healthcare workers, identified in accordance with the [Province's Ethical Framework for COVID-19 vaccine prioritization](#). These healthcare workers were directly involved in the frontline response to COVID-19. This includes frontline shelter workers, including harm-reduction and Streets to Homes staff.



Due to COVID-19 vaccine supply shortages announced by the Government of Canada, the Province of Ontario has directed the City of Toronto to pause its proof-of-concept Immunization Clinic at the Metro Toronto Convention Centre, effective January 20, 2021. As a result, the Metro Toronto Convention Centre Immunization Clinic is now closed until further notice.

1.2 Who is eligible for this program?

Healthcare workers (including frontline supervisors and managers) that are directly involved in the frontline response to COVID-19, including frontline shelter workers (including Violence Against Women shelters) harm-reduction and Streets to Homes staff, front line staff in working in 24-hour respite sites and day-time drop-ins, in accordance with the [Province's Ethical Framework for COVID-19 vaccine prioritization](#) will be scheduled for participation in the immunization clinic program.

Examples of eligible positions include:

- Direct support workers;
- Clinical staff; and,
- Nursing staff.

- or -

Workers in the following auxiliary positions which primarily support the delivery of frontline care and work directly in an eligible workplace, such as:

- Housekeeping staff;
- Security staff;
- Administration personnel (working in frontline settings);
- Maintenance staff; and,
- Food service workers.

1.3 Among this group, will there be priorities set for those with factors such as age and underlying medical conditions?

At this time, no additional criteria have been placed among the staffing group invited to get vaccinated.

1.4 Is priority given to shelters serving more vulnerable populations?

No, please refer to question 1.3

1.5 Is the Toronto Immunization Clinic available for clients in shelters?

This clinic is not open to clients. SSHA is continuing to work with the Province and the City's Vaccine Taskforce to plan for the broader roll-out of the vaccine to all people experiencing homelessness, including people living outside and in encampments.

1.6 Will Toronto Public Health or another government agency vet staffing listings to ensure they are eligible?



Not at this time. Agencies/service providers are required to review, understand and adhere to the [Province's Ethical Framework for COVID-19 vaccine prioritization](#) when confirming staff who are eligible for vaccination. The URL must only be shared with staff who have been identified as eligible by the agency/service provider and staff are not permitted to share the URL. Service providers should retain a list of staff should verification be required.

1.7 Is there a maximum number of eligible staff per shelter/drop-in/respice for this initial 'proof-of-concept' program?

No

1.8 Who is in charge of the clinic?

Under the direction from the Ontario Ministry of Health, the City of Toronto and Toronto Public Health are operating this COVID-19 Immunization Clinic.

1.9 Where is the clinic located?

The clinic will operate inside the Metro Toronto Convention Centre (MTCC), in Exhibition Hall A, at 255 Front Street West. Please see Appendix B or directions and parking instructions.

1.10 What are the hours of operation?

Hours of operation for immunization appointments will be from 11 a.m. through 8 p.m., 7 days per week.

1.11 What is the anticipated time window to complete vaccination – from arrival to departure after the observation period?

Approximately 1 hour.

1.12 Is paid parking available?

Yes, the Metro Toronto Convention Centre (MTCC) will offer 1 hour of free parking. The MTCC will have a dedicated parking attendant to direct you. Parking is available at the North garage, you will be required to take a ticket when you enter. When exiting the garage, there will be a designated line with signage for you to follow. Please see Appendix B or directions and parking instructions.

1.13 Will staff be receiving both doses?

Yes, when staff register for their appointment they will book both appointments 28 days apart.

1.14 Is an OHIP card or ID required to get a vaccine?

Identification is required to participate in this program. An OHIP card is preferred; however, if you do not have your OHIP card, please bring another form of government issued photo ID such as a driver's license, passport, Status Card or other provincial health card.



1.15 Will non-City funded agencies have access to vaccines at the Toronto Immunization Clinic?

Yes, as long as they meet the eligibility criteria outlined in 1.2.

1.16 Are shelter relief staff eligible?

Yes, as long as they meet the eligibility criteria outlined in 1.2.

1.17 Are workers from contracted vendors eligible to participate in this program?

Yes, if they are workers in an eligible position (see 1.2). Service providers are responsible for identifying eligible contracted vendors at their sites and providing them with information about how to identify eligible workers and how to provide those workers with access to the vaccine.

1.18 Will volunteers fulfilling critical frontline roles have access to the vaccine through the Toronto Immunization Clinic?

Yes, volunteers who are directly involved in the frontline response to COVID-19 response as outlined in 1.2 will be eligible.

1.19 Will staff in Overdose Prevention Sites (OPS) and Consumption and Treatment Services (CTS) programs have access to the vaccine through the Toronto Immunization Clinic?

Harm reduction workers offering supports in shelters, OPS and CTS meet the eligibility criteria and are able to attend this clinic.

1.20 Will hotel staff have access to the vaccine through the Toronto Immunization Clinic?

Frontline hotel staff that are directly involved in the frontline response to COVID-19 are eligible to attend this clinic.



1.21 Are staff from other organizations doing front line work with folks that are homeless able to access the vaccine through the Toronto Immunization Clinic at this time?

Harm Reduction workers are able to attend the clinic (see 1.2). Other staff are not included at this time.

1.22 If we have staff working at our site from a temp agency, can we include them on our vaccination list?

Yes, please refer to 1.2.

1.23 Are front line staff working in other congregate settings, i.e. boarding homes, eligible for this clinic?

Not at this time, please refer to the eligibility criteria in 1.2

1.24 Are staff working in congregate programs such as a Short Term Crisis Beds or transitional units for seniors eligible for this clinic?

Not at this time, please refer to the eligibility criteria in 1.2

1.25 There are many church-based take-out meal programs, where staff do have front-line-type interaction, but are not drop-ins, are they included?

Not at this time, please refer to the eligibility criteria in 1.2

1.26 Are tenant support workers who work in a residence where tenants frequent Drop-In centres and have tenants coming from the shelter system eligible to access the Toronto Immunization Clinic?

Not at this time, please refer to the eligibility criteria in 1.2

1.27 Are workers who are not client facing but who share spaces with Drop-Ins and shelter programs able to participate in the Toronto Immunization Clinic?

Not at this time, please refer to the eligibility criteria in 1.2

1.28 We have some staff who normally work on site, face to face with clients, that are currently working from home and meeting with clients virtually. Are they eligible to participate in this program so they can come back on site to work face to face with their clients again?

Yes, if the worker will return to work once vaccinated, managers can use discretion to extend an invitation to receive a vaccination to frontline staff who are currently working remotely, and who would be able to return to work with a vaccine.

1.29 Are staff who work in housing programs offsite eligible?

Not at this time, please refer to the eligibility criteria in 1.2.



1.30 Will the family members (living in the same household) of front line workers be eligible for this clinic?

Not at this time, at this time, the vaccine is being prioritized for a sample group of frontline workers, identified in accordance with the Province's Ethical Framework for COVID-19 vaccine prioritization. Please refer to the eligibility criteria in 1.2.

1.31 What about multi service agencies who provide more than just shelter services (for example an agency who is providing shelter and childcare services). Is the entire agency able to get the vaccination or is it only for the agency staff who specifically work within the shelter system?

Only the frontline staff identified in 1.2 are eligible for participation in this clinic.

1.32 Are administrative staff (not front-line) eligible to participate in this clinic?

Not at this time, please refer to the eligibility criteria in 1.2

1.33 If staff choose to not to use this opportunity, when is the next opportunity for them to get vaccinated?

There will be additional opportunities to receive the vaccine. However, those dates have not been confirmed at this time.

Section 2: Medical Inquiries

2.1 I don't have an immunization record, will this have an impact on my ability to receive the vaccine?

Staff who do not have an immunization record will not be prevented from receiving the vaccination. You are encouraged to bring your immunization record to keep track of this vaccination.

2.2 Under the Personal Health Information Protection Act (PHIPA) who will have access to my healthcare and vaccine record?

The Province of Ontario Ministry of Health is responsible for the information entered into Covax. When you book your appointment you will be required to review and provide consent. SSHA will not receive your personal healthcare or vaccination record.

2.3 What are the benefits of getting the vaccine?

Safe and reliable vaccines can help protect you and your family from COVID-19. Taking the vaccine will be an important step to help stop the spread of the virus. When a large percentage of the population becomes immune to COVID-19, the spread of the virus will slow down or stop.

2.4 Is the vaccination safe?

Health Canada only approves a vaccine if it is supported by very robust scientific data and evidence. The Pfizer-BioNTech and Moderna COVID-19 vaccines were authorized by Health Canada after a thorough and independent review determined that they met stringent safety, efficacy and quality requirements. After approval, Health Canada and the Public Health Agency of Canada continue to monitor the ongoing safety and effectiveness of all approved vaccines.

In general, the side effects observed during the clinical trials are similar to what you might have with other vaccines. The side effects that followed vaccine administration in clinical trials for this vaccine were mild or moderate. They included things like pain at the site of injection, body chills, feeling tired and feeling feverish. These are common side effects of vaccines and do not pose a risk to health.

As with all vaccines, there's a chance that there will be a serious side effect, but these are rare. A serious side effect might be something like an allergic reaction.

Health Canada has conducted a rigorous scientific review of the available medical evidence to assess the safety of the Moderna COVID-19 vaccine. No major safety concerns have been identified in the data that they reviewed.

2.5 What testing has been done for this vaccine?

Vaccines are first tested on animals to evaluate its safety and potential to prevent disease. It is then tested in human clinical trials, in three phases:

- Phase one: the vaccine is given to a small number of volunteers to assess its safety, confirm it generates an immune response and determine dosage.
- Phase two: the vaccine is given to hundreds of volunteers to monitor for side effects and immune response.
- Phase three: the vaccine is given to thousands of volunteers; some received the vaccine while others were given a placebo.

After a vaccine is approved for use, it continues to be monitored for any unexpected or rare side effects.

2.6 What are some common side effects of the vaccine?

Like any medical treatments, some people may have side effects from the vaccine. Common side effects include a sore arm, muscle aches or mild fever may occur, and last only a few days. These symptoms are part of the body's natural response when developing immunity.

2.7 Who should not get this vaccine?

Do not get this vaccine, if you:

- are under the age of 18
- have allergies to polyethylene glycol (PEG), tromethamin or any vaccine ingredients
- had a severe allergic reaction to a previous dose of this vaccine

Defer getting this vaccine, if you:

- have a fever or COVID-19 symptoms
- have received a flu vaccine or any other vaccine in the past 14 days

Talk to your health care provider first, if you:

- are pregnant, could be pregnant or breastfeeding
- have an autoimmune disorder
- are immunosuppressed because of an illness or therapy
- have a bleeding disorder

Talk to your health care provider for a possible allergy referral, if you:

- had a severe allergy to polyethylene glycol
- had a severe or immediate allergic reaction (within 4 hours) to a vaccine or other injectable medications

If you have a history of severe allergic reactions to food, drugs, insect bites or environmental, talk to your health care provider about staying at the clinic for 30 minutes after the vaccine for observation.

2.8 What about people with anaphylaxis?

If you have a history of severe allergic reactions (including anaphylaxis) to food, drugs, insect bites or environmental exposures, talk to your health care provider about staying at the clinic for 30 minutes after the vaccine for additional observation.

2.9 Should I get immunized if I have had COVID-19?

Some people may have had COVID-19 and recovered. It is still recommended that they get vaccinated. There is some evidence to suggest that natural immunity from a COVID-19 illness may not last very long. It is best to get vaccinated to stay protected.

2.10 What are the worst side effects of the Pfizer or Moderna vaccines that we've seen here in Canada?

Health Canada has conducted a rigorous scientific review of the available medical evidence to assess the safety of the Moderna COVID-19 vaccine. No major safety concerns have been identified in the data they reviewed. As with all vaccines, there is a chance that there will be a serious side effect but these are rare. A serious side effect might be something like an allergic reaction which immunizers are prepared to treat. If you have concerns about the side effects of the COVID-19 vaccine, please discuss these with your healthcare providers.

2.11 Some people have reported migraines, how should these be treated and how long to do they typically last?

Similar to medications and other vaccines, the COVID-19 vaccine can cause side effects although not everyone will experience these. Most side effects are minor and don't last very long. Examples of common side effects that have been reported for both the Pfizer-BioNTech COVID-19 vaccine and the Moderna COVID-19 vaccine include pain, redness or swelling where the needle was given, tiredness, headache, muscle pain, chills, joint pain, and fever. Additional symptoms of the Moderna COVID-19 vaccine may include nausea, vomiting or enlarged lymph nodes (swollen glands) in your underarm. The above symptoms are common, expected reactions, and will usually resolve on their own within a few days. They will likely begin within one to two days of vaccination. If you need information related to the management of any side



effect or have concerns about possible side effects, please contact your healthcare professional.

2.12 What is in each of the vaccines?

The COVID-10 vaccines do not contain eggs, gelatin, preservatives or antibiotics. People with allergies to any vaccine ingredients listed below should not take this vaccine.

The vaccine that will be given at the Immunization Clinic is the Moderna COVID-19 vaccine.

active ingredient	mRNA (messenger ribonucleic acid)
lipids	<ul style="list-style-type: none">lipid SM-1021,2-distearoyl-sn-glycero-3-phosphocholine (DSPC)PEG2000 DMG (1,2-dimyristoyl-rac-glycerol, methoxy-polyethyleneglycol)Cholesterol
salts, sugars & buffers	potassium chloride, monobasic potassium phosphate, sodium chloride, dibasic sodium phosphate dehydrate, sucrose

This vaccine does not contain eggs, gelatin, preservatives or antibiotics and it does not contain live virus. More information can be found on the City of Toronto website [COVID-19 Vaccine](#).

2.13 What allergies should be taken into consideration?

Consult your health care provider for a possible allergy referral, if you:

- had a severe allergy to polyethylene glycol
- had a severe or immediate allergic reaction (within 4 hours) to a vaccine or other injectable medications

If you have a history of severe allergic reactions to food, drugs, insect bites or environmental exposures, talk to your health care provider about staying at the clinic for 30 minutes after the vaccine for observation. If you have a severe reaction to the COVID-19 vaccine should not take the second dose.

2.14 What is the age limit for the vaccines? It says consult MD for certain ages, what are the considerations for younger people?

The Moderna COVID-19 vaccine was authorized for use in people 18 years of age or older to protect against COVID-19. This is because the clinical trials for this vaccine did not include people under the age of 18. We expect that at some time in the future Health Canada may approve a vaccine for children and understand that Moderna has recently begun testing its vaccine in 12- to 17-year-olds.

2.15 How did it get developed and approved so quickly, when these things usually take longer?

Standards of safety, efficacy and quality have not been compromised to expedite the approval of COVID-19 vaccines. Monitoring of the vaccine's safety and effectiveness will continue now and into the future. The development of vaccines for COVID-19 is progressing quickly for many reasons including:

- International collaboration among scientists, health professionals, researchers, industry and governments who had been paying attention to coronaviruses [the family of viruses that cause SARS (severe acute respiratory syndrome) and MERS (Middle East respiratory syndrome)], and some had been working on new kinds of vaccines to protect against these related viruses.
- Increased funding to allow for multiple trials and product testing simultaneously to shorten timelines.
- Quick adaptation of existing research programs such as those focusing on mRNA- and viral-vector-based technology

2.16 What are the main differences between the different brands of vaccine?

While the two vaccines use the same technology (the MRNA spike protein), have similar efficacy, including across racial and ethnic groups, side effects (from clinical trials) and both require two doses several days apart, there are a few differences in how they must be stored and handled and who can take the vaccine.

	Pfizer-BioNTech	Moderna
Dosage	0.3 mL (30 mcg of mRNA)	0.5 mL (100 mcg of mRNA)
Schedule	Two shots of the vaccine — 21 days apart — are required for it to be fully effective.	Two shots are required, 28 days apart.
Who can take the vaccine	People 16 years old and older	People 18 years old and older
Storage requirements	<ul style="list-style-type: none"> • Longterm storage in an ultra-cold freezer @ -80°C to -60°C and • Before administering it can be stored 120 hours (5 days) at +2°C to +8°C and/or • 2 hours up to +25°C 	<ul style="list-style-type: none"> • Longterm storage in a regular freezer @ -25°C to -15°C and • 30 days at +2°C to +8°C and/or • 12 hours at +8°C to +25°C
Efficacy from clinical trials	95% efficacy	94.1% efficacy

2.17 Are there medical conditions that make it contraindicated to the vaccine?

Prior to scheduling your immunization appointment please review and complete the Confirmation Form. This form will help you decide whether the COVID-19 vaccine is right for you, and whether you need to talk to your health care provider about the vaccine. If you have



any of the conditions listed on this form, please talk to your health care provider and bring page 2 of the "Confirmation Form" with you to your COVID-19 vaccine appointment.

2.18 Should I be immunized if I'm pregnant, breastfeeding or planning on becoming pregnant?

It is not known if the vaccine is safe in pregnancy because it has not been studied in pregnant people. It is important to consult with your health care provider about the risks and benefits of receiving the COVID-19 vaccine given your specific situation if you are pregnant, if you could be pregnant or are breastfeeding. It is also recommended that you wait at least a month, after your second dose, before trying to get pregnant.

2.19 If a person receives the first dose of the vaccine but misses the second dose, do they need to start the vaccination process over?

Ideally, the second dose should be given 28 days after the first dose. If you miss your second appointment, do schedule another appointment as early as possible. There is no need to re-start the series.

2.20 Are staff going to be asked to get a COVID-19 test before going to receive the vaccine considering that there is a high percent of people with no symptoms?

No, a COVID-19 test result is not required prior to getting the vaccine.

2.21 What if you have a reaction or experience side effects at home, where do you go to get treatment?

Serious side effects after receiving the vaccine are rare. However, should you develop any of the following adverse reactions within three days of receiving the vaccine, **seek medical attention right away or call 911 if you are severely unwell:**

- hives
- swelling of the face or mouth
- trouble breathing
- very pale colour and serious drowsiness
- high fever (over 40°C)
- convulsions or seizures
- other serious symptoms (e.g., "pins and needles" or numbness).

After accessing care, your healthcare provider will inform your local public health unit of any serious side effects after vaccination. If you are concerned about any reactions you experience after receiving the vaccine, contact your healthcare provider. You can also contact Toronto Public Health to ask questions or report an adverse reaction.

Contact your health care provider if you have any unusual symptoms after receiving the vaccine. Symptoms may include:

- A high fever (greater than 40°C).
- An allergic reaction (rash, hives, itching, throat swelling, difficulty swallowing/breathing).
- Severe vomiting, diarrhea and/or headache.



- Reactions that do not go away after a few days.
- Reactions not listed as part of common side effects in the [fact sheet](#)

Section 3: Labour Inquiries

3.1 Is the vaccine mandatory for frontline staff and can I refuse to take it?

The vaccine is voluntary, everyone is strongly encouraged to get vaccinated for their protection and the protection of others close to them. The prioritization by the Province of Ontario of your eligibility to be vaccination is in recognition of the risks encountered in your daily work and your service in protecting our most vulnerable. You can still go to work without getting the vaccine.

3.2 Will frontline staff be paid if they get vaccinated on their own time?

If operations permit, staff may be released to obtain the vaccine while on duty. Employees will not be compensated to get the vaccine on their own time if they are unable to be released while on duty. Staff should work with their site manager to make alternate arrangements to receive the vaccine.

3.3 For organizations who are funded by the City, will the City cover this cost?

No, please refer to 3.3.

3.4 What if an employer refuses to employ or book staff who don't accept an early vaccine?

The COVID-19 vaccination program is voluntary, please refer to 3.2.

3.5 Will PPE and physical distancing protocols change after vaccines are distributed?

All safety protocols (including PPE and physical distancing) remain in place until further notice. Staff should continue to be vigilant even after they are vaccinated. These measures will remain in place until vaccines are more widely available.

Section 4: Appendix

Appendix A – How to book your appointment on COVAX

Appendix B – Metro Toronto Convention Centre Directions

Appendix C – Vaccine Fact Sheet

Appendix A – Instructions to book your COVID 19 Vaccination Appointments Using the Covax Booking Tool

1. **Access the Website:** Visit <https://covax.secure.force.com/covax> to book your 2 vaccine appointments. Please ensure to use Google Chrome, Firefox, or Microsoft edge. Please note that this link will not work on Internet Explorer (IE) as it is not a supported browser.
 - a. **Please do not share this link with anyone, including your colleagues.**
2. **Agree to the User Statements:** Once on the website, you will be provided with the COVax Booking Tool terms of use, user agreement, and disclaimer. At the bottom of the page, you will be given two options:

For more information:

Contact the Ministry of Health's Access and Privacy Office at generalapo@ontario.ca or 416-327-7040

You may also make a privacy complaint to the Information and Privacy Commissioner (IPC).

[Get information on how to file a privacy complaint.](#)

- a. Click [I Agree & Book My Appointment(s)] if you agree with the statements.

3. **Confirm your Priority Status:** You will then be prompted to confirm that you belong to one of the priority groups and consent to receiving follow-up communications about the vaccine by email or text/SMS.

Vaccination of Priority Populations

Since there will be limited supply in the first few months of the vaccine program, priority populations will be able to get a COVID-19 vaccine in the early phases of the rollout.

By accessing this booking system I acknowledge that I am authorized to do so as a member of a priority population as defined by the Ministry of Health

Please select which priority group applies to you:

- Healthcare worker
- Healthcare worker: Long-term care home
- Healthcare worker: Retirement home
- Shelter Worker
- None apply to me

In order to book an appointment, you will need to provide either an email address or a mobile phone number to receive your booking information. Please indicate if you consent to receiving follow-up communication about the vaccine by email or text/SMS

- Yes
- No

I Agree & Continue

- a. If you select [None apply to me] or [No] to these questions, you will be prompted to exit the website. Please ensure to **only** select a priority group if you do in fact belong to that group. If you have any questions regarding your eligibility, please speak directly to your Manager.



4. **Enter Contact Information:** You will then be prompted to enter the following information. Please note that red fields are mandatory (first name, last name, email address, and phone number). Green fields are optional (health card number, middle name, date of birth, gender).

Contact Information

Ontario Health Card Number (Enter numbers only. Do not enter the version code)

First Name

Middle Name

Last Name

Date of Birth (enter in format: MM/DD/YYYY)

Gender

Email Address

Mobile Phone Number

Address

- Address refers to the vaccination site. As part of the current pilot, please enter "255 Front St W, Toronto, ON M5V 2W6, Canada"
- Then click [Select] to confirm the Metro Toronto Convention Centre location

Select Location

Metro Toronto Convention Centre
10.34 miles away · [Show on map](#)

255 Front St W, Toronto, ON M5V 2W6,
Canada

0 0 0 99+ 99+ 99+ 99+ Select

Fri Sat Sun Mon Tue Wed Thu

5. **Book Appointments:** You will be directed to book your 2 vaccination appointments.
 - a. Please click on any green timeslots, as these slots are currently available. Any timeslots that are coloured in grey and listed with "unavailable" are not available.

Book time window Selected Slots: 0/2

<
01/18/2021

Appointment 1

Appointment 2

Metro Toronto Convention Centre · 10.34
▼

>

Mon, 01/18	Tue, 01/19	Wed, 01/20	Thu, 01/21	Fri, 01/22	Sat, 01/23	Sun, 01/24
11:00 AM - 11:15 AM						
11:15 AM - 11:30 AM						
11:30 AM - 11:45 AM						
11:45 AM - 12:00 PM						
12:00 PM - 12:15 PM						
12:15 PM - 12:30 PM						
12:30 PM - 12:45 PM						

- b. Then click [next appointment] on the bottom of the screen to select your second appointment. The system will force you to select a date that is exactly 28 days from your original appointment. You do not have the option to select an alternative date, as this is a requirement of the Moderna vaccine. If this second date does not work for you, you need to change your original appointment date.
- c. Please click on any of the green timeslots to book your second appointment.
- d. Please click [I agree & continue] on the bottom of the screen to confirm your appointments.
- e. If you receive an error message on the top of the screen, please ensure that you have included the mandatory information required in step 4 (first name, last name, email address, mobile phone number).

- Confirm Appointment:** You will then be prompted by a consent form regarding the receipt of appointment confirmations and the collection, use, and disclosure of your personal health information. If you agree, please click [Yes] to the two options and then [Complete Appointment].

Authorized collection, use and disclosure

The ministry's collection, use and disclosure of your information, with your permission, is authorized or permitted under the Health Protection and Promotion Act and the Personal Health Information Protection Act, 2004.

Our Agreement

By inputting your personal information and personal health information into CBT you are agreeing to the ministry's collection, use and disclosure of this information for the purposes of vaccine administration, researching, investigating, eliminating or reducing the current COVID-19 outbreak; and as permitted or required by law in accordance with PHIPA as set out above. You also agree that your information may be made available to the agents of the ministry and Ontario Public Health Unit(s) for the same purposes.

Many research studies will be conducted in respect of the COVID-19 vaccines.

Consent to receiving communication about COVID-19 vaccine related research by email and text/SMS

Yes

Consent to the collection, use or disclosure of your personal health information

Yes

Complete Appointment

- Confirmation Notification:** You will then receive a confirmation of your appointments in your browser and through both text and email.

Instructions to cancel your scheduled COVID-19 Vaccination Appointments using the COVax Booking Tool

1. You have three options to cancel your scheduled appointment, if necessary:
 - I. Click the cancellation link that was provided to you by text as part of your original appointment confirmation.
 - II. Click the cancellation link that was provided to you by email as part of your original appointment confirmation.
 - III. Visit <https://covax.secure.force.com/covax> to cancel your previously scheduled appointments. Please ensure to use Google Chrome, Firefox, or Microsoft edge. Please note that this link will not work on Internet Explorer (IE) as it is not a supported browser.
 - i. Once on the website, you will be provided with the COVax Booking Tool terms of use, user agreement, and disclaimer. At the bottom of the page, you will be given two options:
 - ii. Click [Cancel Existing Appointment]

For more information:

Contact the Ministry of Health's Access and Privacy Office at generalapo@ontario.ca or 416-327-7040

You may also make a privacy complaint to the Information and Privacy Commissioner (IPC).

[Get information on how to file a privacy complaint.](#)

I Agree & Book my Appointment(s)

Cancel Existing Appointment

2. Each of these three options will direct you to the following cancellation page.

Appointment Cancellation

Please enter your confirmation number and either the email address or phone number associated with the appointment to proceed.

Confirmation Number

Email Address

Mobile Phone Number

3. Please enter your appointment confirmation number that was provided to you in the original confirmation email/text, as well as your email address and your phone number.
4. Please click [Next] and your appointments will successfully be cancelled. You will receive email and text notification of cancellation.