

Update on COVID-19

Chief Pegg, Fire Chief & General Manager of Emergency Management

March 15 2021 at 2:00 p.m.

Members' Lounge, Toronto City Hall, 100 Queen St. W

On March 12, the opportunity for Toronto residents, 80 years of age and older, to schedule their COVID-19 vaccination appointments via the online booking system opened.

I am very pleased to report that the interim online system performed extremely well over the weekend, with more than 11,000 Toronto seniors successfully booking their appointments online.

This morning, the full Provincial booking system, including both the online booking portal as well as the Provincial call-centre went live across Ontario.

With the Provincial booking system coming online this morning, any Ontario resident, born in 1941 or earlier is now able to book their COVID-19 vaccine appointments in the clinic and on the date and time of their choice, based upon availability.

As Mayor Tory advised, beginning on Wednesday March 17, we will open city-operated mass immunization clinics in Toronto, inside the Metro Toronto Convention Centre, Scarborough Town Centre and the Toronto Congress Centre.

On March 29, we will open our clinics inside the Malvern Community Recreation Centre and the Mitchell Field Community Centre.

On April 5, we will also open our clinic inside the Hangar in Downsview Park, bringing the total number of city-operated COVID-19 mass immunization clinics to six.

At present, each of the city-operated mass immunization clinics will operate between 11:00 AM and 8:00 PM, 7 days per week.

When operating at full planned capacity, we will have the ability to administer up to approximately 235,000 COVID-19 vaccines each week, in the city-operated mass immunization clinics alone.

I strongly encourage everyone who was born in 1941 or earlier to make your appointment for vaccination now.

If you have an Ontario photo health card, you can book using the online registration system, which can be accessed via covid19.ontariohealth.ca.

You will need to enter the following information as part of the booking process:

- The information found on your Ontario Photo Health card;
- Your birth date;
- Your postal code; and
- Your email address and/or your phone number.

If you do not have an Ontario photo health card, or if you require assistance in booking your appointment, please contact the Provincial call centre at 1-833-943-3900.

The Provincial call centre is available from 8:00 am through 8:00 pm, seven days per week.

Please do not contact 3-1-1 nor Toronto Public Health for assistance in booking your COVID-19 vaccination appointment as our staff are not able to access the COVAX system on your behalf.

I am pleased to report that we have now completed the set-up inside the North Toronto Memorial Community Centre location and we have commenced set-up operations inside the Carmine Stefano Community Centre.

Following the completion of set-up operations inside Carmine Stefano, we will commence with setting up the final city-operated clinic inside the Cloverdale Mall.

The North Toronto Community Centre, Carmine Stefano Community Centre and the Cloverdale Mall clinics locations are planned to open in April, when vaccine availability permits.

Once these clinics come online, appointments will be made available in the Provincial online booking system and via the Provincial call-centre.

In addition to the 9 city-operated clinics, more than 350 additional clinics are planned across the city, including clinics operated by hospitals, Ontario Healthcare teams, community healthcare partners, primary-care providers and pharmacies.

This is truly a "Team Toronto" effort with all of the partners working together to get us all vaccinated as soon as possible.

I want to be clear that only those who were born in 1941 or earlier, are able to book appointments in city-operated mass immunization clinics at this time.

In order to avoid placing unnecessary loading on the booking system, we ask those who do not meet those eligibility criteria to avoid trying to access the online booking system until such time as you are eligible for vaccine. This will help to ensure an efficient and effective booking process for everyone as we move forward.

If you choose not to book an appointment now, or you are unable to book your appointment for any reason, rest assured your opportunities to book your appointment will continue.

Once you are eligible for vaccination under the Provincial vaccine priority framework, you remain eligible continuously thereafter.

Finally, please remember that vaccine is not available in city-operated immunization clinics without a confirmed appointment.

Please help us maintain effective clinic loading by not coming to a clinic unless you have a confirmed appointment.

I thank everyone in advance for their continued patience and cooperation.

Please continue to monitor [Toronto.ca/COVID-19](https://toronto.ca/COVID-19) for the most up to date information on Immunizations in Toronto.

Thank you.