

Update on COVID-19

Chief Pegg, Fire Chief & General Manager of Emergency Management

March 22, 2021 at 2 p.m.

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

Today is a very important day in our continuing mass immunization clinic evolution.

At 11 this morning, our first three clinics commenced operations at more than 3 times the daily capacity, as compared to last week's initial operations.

Our clinic locations inside the Metro Toronto Convention Centre, Scarborough Town Centre and the Toronto Congress Centre are now operating with twice the number of immunization stations in each clinic.

Beginning this week, we are also increasing the pace of operations in each of these clinics.

Both of these significant operational changes are being implemented in order to administer the maximum number of vaccine doses as possible, each day.

We will carefully evaluate the effectiveness of these changes over the course of the week, including the impacts to clinic throughput, wait times and check in line lengths.

I am aware that some of the lines today have been long.

Our teams are connected on this and we are looking into a number of options to address these concerns.

We will continue to monitor and manage this in live-time and we thank everyone for their continued patience and support.

Over the course of last week, and continuing today, we are finding that a number of clients are arriving well in advance of their scheduled appointment time.

In order to assist us in preventing excessive line ups, I ask those with confirmed appointments, not to arrive at the clinic location until shortly before your scheduled appointment time, if at all possible.

Also, I would recommend that people limit the number of support people that they bring with them to the clinic, by bringing only those necessary to assist them in moving through the clinic.

Finally, I encourage anyone who requires a mobility device, such as a walker or wheelchair, to bring their device with them for their vaccine appointment, wherever possible.

We do have some mobility assistance devices on site, along with trained healthcare professionals and emergency first responders on site who are helping anyone who requires assistance in moving through the process.

Over the course of clinic operations last week, we experienced a small number of missed appointments each day.

When this occurs, our clinic managers adjust the daily vaccine order to ensure that doses are not wasted.

We also reallocate unused doses to our Hospital partners in order to ensure that all available vaccine doses are administered.

Enabled through the provision of additional vaccine, beginning today, we are now able to administer up to 4,320 vaccines each day in the city-operated clinics alone.

As of 8:00 this morning, the Provincial online and telephone based booking systems were updated, to enable those 75 years of age and older to book their COVID-19 vaccine appointments.

As of 11:30 this morning, 11,726 more people had successfully booked their COVID-19 vaccination appointments in City-operated clinics.

On March 29, our city-operated clinic capacity increases again to 6,300 vaccinations per day, with both Malvern Community Centre and Mitchell Field coming online.

As of April 5, this increases to 8,100 vaccinations per day, with clinic operations inside the Hangar in Downsview Park coming online.

And finally, after April 12, our planned capacity will increase to more than 18,000 doses per day, with our final 3 city-operated mass immunization clinics – North Toronto Memorial Community Centre, Carmine Stefano Community Centre and Cloverdale Mall all coming online.

This of course is all dependent on the continued availability of vaccine.

As Mayor Tory announced, we are thrilled to be working alongside the East Toronto Health Partners in the launch of the partnership-based, mass immunization clinic in the Thorncliffe Park Community Hub.

This mass immunization clinic will provide much-welcomed additional clinic capacity, and will enable us to collectively evaluate a different clinic operating model.

This clinic has been designed, and will be operated by our East Toronto Health Partners, in a format whereby clients remain in one place, with the various aspects of the immunization clinic process coming to them.

Further, we are very pleased to be working with our East Toronto Health Partners to evaluate the effectiveness of extended clinic operating hours in this location.

I offer my thanks to the East Toronto Health Partners for their leadership, partnership and collaboration as we work together to maximize the administration of vaccines across Toronto.

In closing, I remind everyone that vaccinations are only available by appointment and are not available on a walk-in basis.

I strongly encourage everyone who was born in 1946 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 24 hours per day at [Toronto.ca/covid19](https://toronto.ca/covid19).

If you prefer to book by phone, the Provincial call- centre can be accessed by calling 1-888-999-6488.

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

Please do not contact 311 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.

Please continue to monitor toronto.ca/COVID-19 for the most up to date information on Immunizations in Toronto.

Thank you