

## Update on COVID-19

Chief Pegg, Fire Chief & General Manager of Emergency Management

April 26, 2021 at 2 p.m.

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

The City of Toronto operates a network of 9 vaccine clinics, strategically located across the City.

The 9 city-operated vaccine clinics include:

- Metro Toronto Convention Centre;
- Toronto Congress Centre;
- Scarborough Town Centre;
- The Hangar;
- Cloverdale Mall;
- Malvern Community Recreation Centre;
- North Toronto Memorial Community Centre;
- Mitchell Field Community Centre; and
- Carmine Stefano Community Centre.

These 9, city-operated vaccine clinics operate daily, across Toronto, with people receiving vaccine from 11:00 AM through 8:00 PM, seven days per week.

The 9 city-operated vaccine clinics operate on the basis of pre-scheduled appointments, booked solely through the Provincial Booking System.

These 9 city-operated vaccine clinics are augmented by a growing number of Hospital and Ontario Health Team partner-operated clinics, including both mobile and pop-up clinic locations.

While the city-operated vaccine clinics operate solely on the basis of pre-booked appointments and specifically assigned appointment times, pop-up clinics generally do not.

For many of the communities that pop-up clinics aim to serve, our community partners and local host agencies explain that many clients are not able nor comfortable in accessing online or telephone based booking systems.

Accordingly, pop-up clinics tend to operate on an in-person, drop-in basis as opposed to pre-booking appointments.

Further, our community partners explain that for many, seeing familiar and trusted faces, either in line to receive vaccine or involved in clinic operations, builds both trust and confidence.

I would like to thank and acknowledge the many vaccination partners and local community host agencies who are working together to vaccinate thousands of people each day.

I want to acknowledge that many residents are expressing their frustration with the lack of a single point of access for vaccine appointments across Toronto.

I know that the present environment can be both confusing and hard to keep up with.

I spent a considerable amount of time this weekend, doing my very best to respond to questions and concerns via both social media and through our media partners. I appreciate everyone's interest, engagement and patience as we all work to respond to questions and inquiries in a timely and effective manner.

We are working hard to coordinate and streamline all the available information on a daily basis, and to keep this information up to date on the [Toronto.ca/covid19](https://toronto.ca/covid19) website.

While the booking system for each of the City-operated vaccine clinics is consolidated into one single point of access, many of our partner-operated clinics do not use the Provincial booking system for their respective clinics.

Likewise, pharmacies also do not use the Provincial booking system for their appointments.

As such, we encourage everyone to monitor the following sites for accurate and up to date information on booking vaccine appointments:

- [Toronto.ca/covid19](https://toronto.ca/covid19) for all city-operated clinics
- [Vaccineto.ca](https://vaccineto.ca) for hospital and Ontario Health Team operated clinics
- The relevant pharmacy website for appointments in pharmacies.

I am very pleased that, yesterday, we were able to open another block of vaccine appointments in city-operated clinics.

This block of appointments are available between May 10 and May 16.

More than 60,000 individual appointments are available to be booked that week.

These appointments became available in the Provincial Booking System yesterday, and I am pleased that 8,230 people successfully booked their vaccine appointment yesterday alone.

As of 1:00 this afternoon, another 5,500 people have booked their appointment to be vaccinated against COVID-19.

The eligibility for booking vaccine appointments is determined by the Province of Ontario.

At present, the following groups of people are eligible to book their appointment for COVID-19 vaccine in a city-operated clinic:

- Anyone who is 60 years of age or older;
- Anyone 50 years of age or older, who lives in one of the identified hotspot neighbourhoods;
- Anyone who is pregnant;
- Any elementary or secondary education workers who work in a [COVID-19 hot spot](#) in Toronto;
- Any elementary or secondary education workers who support students with special education needs; and
- Any elementary or secondary education workers who live in a Toronto hot spot.

Residents who are 60 years of age and older, along with residents who are 50 years of age and older and who live in one of the identified hotspot neighbourhoods are able to book their appointment via the Provincial online booking system, or by calling the Provincial Call Centre at 1-888-999-6488.

Education workers and those who are pregnant are not yet able to use the online booking system.

Accordingly, they must call the Provincial Call Centre in order to book their vaccine appointment in a city-operated clinic.

The number of appointments that are made available in city-operated vaccine clinics, corresponds directly with the number of doses of vaccine that are available to be administered.

Last week, there were a total of 76,050 doses of vaccine allocated to Toronto by the Province.

69% of those doses were administered in the city-operated vaccine clinics with the remaining 31% being administered by our Hospital and Ontario Health Team partners.

This lower than expected supply of vaccine was the result of unanticipated vaccine chain issues.

This week, a total of 107,640 doses of vaccine were allocated to Toronto.

In support of the ongoing Sprint Strategy that Dr. de Villa announced last week, 59% of the total available vaccine is being allocated to our Hospital and Ontario Health Team partners, and in support of hotspot mobile and pop-up clinic operations.

Next week, Toronto is expecting to receive a total of 297,730 doses of vaccine, assuming the shipment of Moderna arrives as planned.

73% of that total will be allocated to our Hospital and Ontario Health Team partners in support of hotspot mobile and pop-up clinic operations, with the remaining 27%, equalling 80,730 doses, being allocated for use in city-operated vaccine clinics.

The Province of Ontario determines eligibility and sets the parameters for booking appointments via the Provincial Booking System.

We are in ongoing discussions with our Provincial counterparts with respect to opening the Provincial Booking System to a wider group of residents.

While those details have yet to be confirmed, we expect that the eligible age ranges will again be lowered moving forward.

As vaccine availability begins to increase in May, we are prepared to both expand the number of appointments that are available in city-operated clinics, as well as to increase the number of doses of vaccine that our Hospital and Ontario Health Team partners are able to deliver via their mobile and pop-up clinics as well.

These mobile operations will be supported by our expanded mobile operations teams, comprised of Paramedics, Firefighters and physicians, working under the leadership of Toronto Public Health and the Sunnybrook Centre for Prehospital Medicine, and in collaboration with our Ontario Health Team partners.

This will further assist some of our most vulnerable residents, such as those experiencing homelessness, those who rely on our shelters, drop-in centres and those living outdoors.

Our Ontario Health Team partners, in collaboration with Toronto Public Health, will determine the locations that our expanded network of mobile teams will serve, along with the means by which each mobile clinic will be scheduled, booked and communicated.

This will ensure that we are best able to meet the unique needs and circumstances of each specific neighbourhood and population that we serve.

Thank you for all that you do to help stop the spread of COVID-19 in our City.

In closing, 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.