

COVID-19 Vaccine Update

The Last Mile



September 14, 2021

The Last Mile – Status Update

21.1M

doses administered

84.5%

of eligible Ontarians have
received at least one dose

78.2%

fully immunized



Last Mile

Tailored strategies for populations
with low vaccination rates

1st Dose

90%

12+ population

~718K

to achieve target

Targets

2nd Dose

90%

12+ population

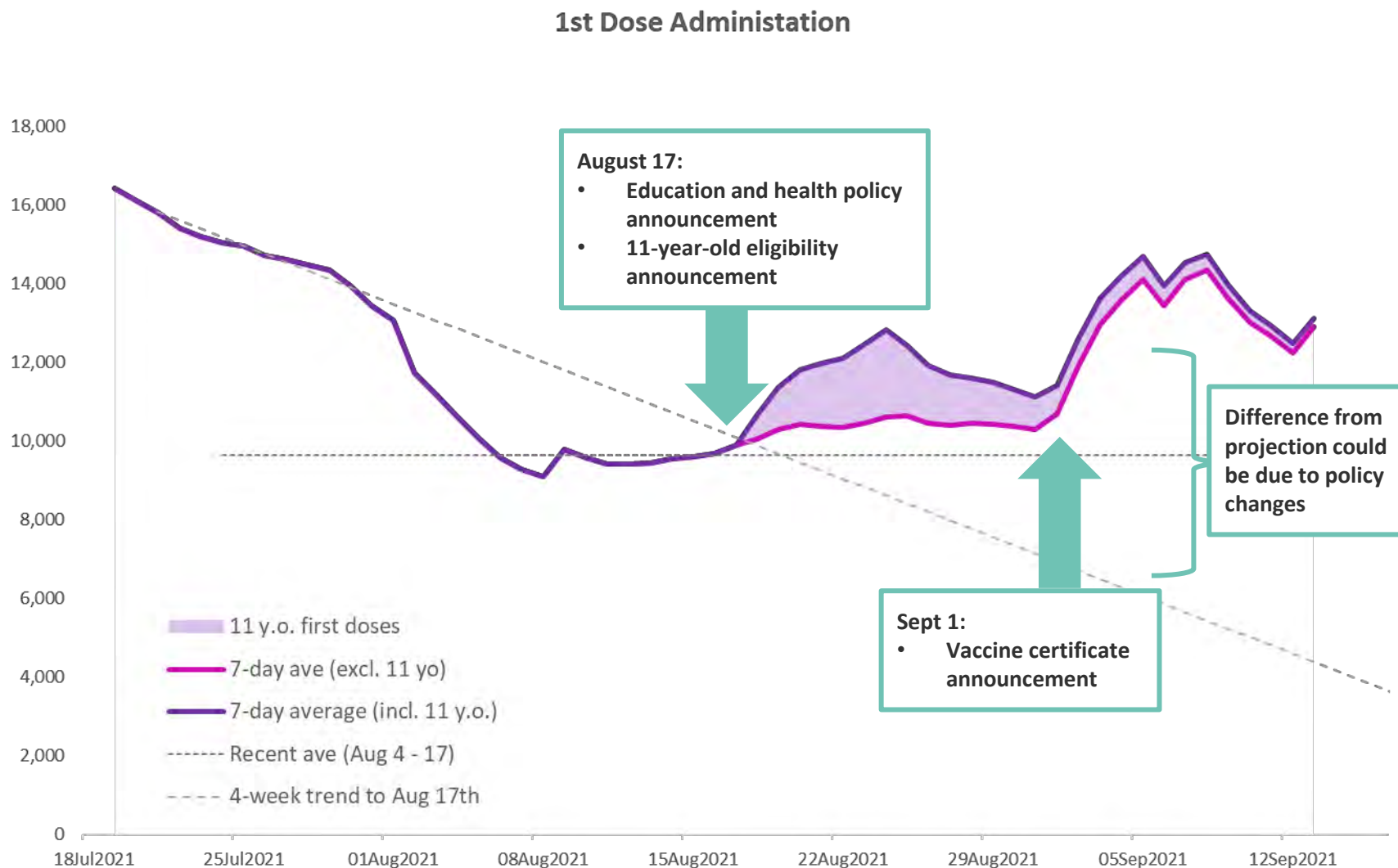
~1.5M

to achieve target

- As part of a second dose booking and rebooking strategy, the Provincial Vaccine Contact Centre has completed calls to over 330,000 individuals, and have rebooked over 132,000 appointments.

The Last Mile | Policy Impacts on First Dose Rates

Impact of recent policy changes and last mile strategies on first dose administration.



Key Insights

- In the first 7 days following the September 1st announcement on vaccine certificates, about 103K first doses were administered, compared to about 78K doses the 7 days preceding the announcement – an increase of about 33%.
- Extending eligibility to children born in 2009 increased first dose uptake. The August 17th announcement making vaccination policies mandatory for high-risk settings may also have had an impact. In the week following this announcement:
 - About 90K first doses were administered, compared to about 68K the preceding 7 days, an increase of about 32%.
 - About 16K 11-year-olds born in 2009 received their first dose.

The Last Mile – Provincial Vaccine Confidence Line

There is now one number to call to access information about COVID-19 and to book vaccine appointments. The Provincial Vaccine Information Line and the Provincial Vaccine Booking Line have been merged into one **Provincial Vaccine Contact Centre (available in more than 300 languages from 8am-8pm, 7 days/week at 1-833-943-3900).**

As part of this work, a **Provincial Vaccine Confidence Line** has been launched as a new service that can be accessed via the Provincial Vaccine Contact Centre.

- Staffed by a group of health specialists, the Provincial Vaccine Confidence Line has fielded more than 450 calls (as of September 11).
 - Provincial Vaccine Confidence Line agents are trained to have confidential, in-depth, health-related discussions and are able to provide booking information and book appointments themselves.
- A new service which will soon be offered across the province is the SickKids COVID-19 Vaccine Consult Line, a by-appointment consultation service for youth and their families, tentatively scheduled to launch in the coming weeks.

The Last Mile – GO-VAXX Bus



- To boost vaccine uptake and provide Ontarians with easier access to first or second dose of a COVID-19 vaccine, GO-VAXX buses have been travelling six days a week to malls, fairs, farmers' markets, community hubs, sporting events and post-secondary institutions.
- Operations began on August 7, and as of September 13:
 - 68 clinics held
 - Over 3,700 doses administered with 50% first doses
 - 18% youth vaccinations; 16% aged 50 and older
- Recent successes:
 - Bradford Library and Community Centre: 115 total doses; 58 first doses
 - Aurora Ribfest: 139 total doses; 77 first doses
 - Indus Community Health Centre: 116 total doses; 63 first doses
 - Thorncliffe Park Drive (apartment complex): 108 total doses; 37 first doses
 - Brock University: 85 total doses; 45 first doses
 - Upper Canada Mall: 175 doses; 85 first doses

The Last Mile – Back to School/Campus



School-based Clinics

- Public health units and publicly funded school boards are running voluntary vaccination clinics in or nearby schools to make vaccines even more convenient and accessible for eligible students, their families, educators and school staff returning to school this fall.
- More than 550 school-based clinics are planned or operational.
- The majority of clinics are in secondary schools, many of which are offering clinics to students, their families, and staff from feeder schools. Clinics are also being offered in elementary schools and post-secondary institutions.
- To date, the majority of Ontario universities and colleges have hosted vaccine clinics on campus.

Third Dose of a COVID-19 Vaccine

- To further protect those who face the highest risk from COVID-19 and the Delta variant, the government, in consultation with the Chief Medical Officer of Health is following the evidence and recommendations from the National Advisory Committee on Immunization and will begin offering third doses of the COVID-19 vaccine to additional groups:
 - Those undergoing active treatment for solid tumors and hematologic malignancies
 - Those who are in receipt of a solid-organ transplant and taking immunosuppressive therapy
 - Those who are in receipt of chimeric antigen receptor (CAR)-T-cell or hematopoietic stem cell transplant (within 2 years of transplantation or taking immunosuppression therapy)
 - Those with moderate or severe primary immunodeficiency (e.g., DiGeorge syndrome, Wiskott-Aldrich syndrome)
 - Stage 3 or advanced untreated HIV infection and those with acquired immunodeficiency syndrome
 - Those undergoing active treatment with the following categories of immunosuppressive therapies: high-dose systemic corticosteroids, alkylating agents, antimetabolites, tumor-necrosis (TNF) blockers, and anti-B cell therapies (monoclonal antibodies targeting CD19, CD20 and CD22)
- Locations and timing for third doses will vary by public health unit and high-risk population based on local planning and considerations.
- To date, more than 30,000 third doses have been administered in Ontario.

Introduction: Guidance to Support Proof of Vaccination

As of Sept 22, 2021, the government will require patrons to be fully vaccinated and provide proof of their vaccination status and proof of ID to enter certain businesses and organizations, with a focus on higher-risk indoor public settings.

Requiring proof of vaccination to enter the specified businesses and organizations is based on the risk of the setting, and aligns with the goals of overall provincial response to COVID-19 by:

- ✓ Limiting COVID-19 transmission and outbreaks
- ✓ Encouraging vaccination
- ✓ Supporting Ontario's businesses in remaining open

Today we are releasing guidance for businesses and organizations to support them in implementing proof of vaccination requirements.

This guidance will be further updated in advance of October 22, 2021 when the enhanced vaccine certificate, as well as a verification app to allow businesses and organizations to read the QR code will become available.

Definition of Fully Vaccinated

A person is fully vaccinated against COVID-19 if



They have received:

- the full series of a COVID-19 vaccine authorized by Health Canada (HC), or any combination of such vaccines,
- one or two doses of a COVID-19 vaccine not authorized by HC, followed by one dose of a COVID-19 mRNA vaccine authorized by HC, or
- three doses of a COVID-19 vaccine not authorized by HC



They received their final dose of the COVID-19 vaccine at least 14 days before providing the proof of being fully vaccinated.

Settings Where Patrons Must be Fully Vaccinated*

Proof of vaccination does not apply to access necessary medical care, food from grocery stores, and basic medical supplies

To enter the business or organization, with limited exemptions:

- The patron must provide proof of being fully vaccinated and proof of ID (at point of entry of the required setting)
- The business or organization must review and confirm the proof
- Other public health and workplace safety measures will still apply, including masking and screening



Indoor areas of concert venues, theatres and cinemas



Indoor areas of restaurants, bars, and other food or drink establishments (excl. outdoor patios, delivery and takeout)



Indoor and outdoor areas of food or drink establishments with dance facilities (e.g., nightclubs and restoclubs; excl. delivery and takeout)



Indoor areas of horse racing tracks, car racing tracks and other similar venues



Indoor areas of commercial film and TV productions with studio audiences



Indoor areas of waterparks



Indoor areas where spectators watch sporting events



Indoor areas of casinos, bingo halls, and other gaming establishments



Indoor areas of facilities for sports and recreational fitness activities, including personal fitness training



Indoor areas of meeting and event spaces (e.g., banquet halls and conference / convention centres)



Indoor areas of strip clubs, bathhouses and sex clubs

Exemptions (in settings where proof of vaccination is required, patrons do not need to prove they are fully vaccinated in the following circumstances)*:

A patron who is entering an indoor area solely:

- To use a washroom
- To pay for an order
- To access an outdoor area that can only be accessed through an indoor route
- To place or pick up an order (including placing a bet, picking up winnings at a horse racing track);
- To purchase admission
- To make a retail purchase
- Necessary for the purposes of health and safety

Individuals under a certain age

- Children under 12
- Patrons under 18 years of age who are entering the indoor premises of a facility used for sports and recreational facilities solely for the purpose of actively participating in an organized sport, in accordance with Ministry of Health guidance

Weddings and funerals

You do not have to show proof of vaccination if you are attending a:

- Wedding or funeral service, rite, or ceremony and you **are not attending** the associated social gathering (for example, reception) that is in a meeting or event space
- Social gathering associated with a funeral service, rite or ceremony that is being held in a business licensed under the *Funeral, Burial and Cremation Services Act, 2002*

Between Sept 22 and Oct 12 – for a social gathering associated with a wedding service, rite, or ceremony at indoor meeting or event spaces or funeral service, rite or ceremony at meeting or event spaces not listed above: negative antigen COVID-19 test (no more than 48h) can be provided to gain access.

Patrons with a written document by a physician or a nurse practitioner, stating that they are exempt for a medical reason from being fully vaccinated against COVID-19 and the effective time period

- Must present identification and a written document

Steps for Businesses and Organizations: Proof of Vaccination

1

Match the **name** and the **date of birth** of the patron listed on the vaccination receipt against the name and date of birth on a piece of identification.

2

Verify the receipt is either:


- an Ontario receipt (illustrated)
- a receipt signed by an Indigenous health provider
- a receipt from another jurisdiction

3

Verify that the receipt shows that the holder is fully vaccinated (see slide 9).

4

Verify that the **date of administration** of the final shot in the series is at least **14 days** prior to the date the patron is seeking access to the business or organization.

Ontario  **Ministry of Health**
Ministère de la Santé

COVID-19 vaccination receipt / Récépissé de vaccination contre la COVID-19

Identification / Identification

Name / Nom: John Q. Citizen
Health card number / Numéro de la carte Santé: XXXX-XXXX-XX
Date of birth / Date de naissance: 2002-12-12

Vaccination / Vaccination

Date / Date: 2021-07-03, 1:34 pm
Agent / Agent: COVID-19 mRNA
Product name / Nom du produit: MODERNA COVID-19 mRNA-1273
Diluent product: Not applicable / Ne s'applique pas
Lot / Lot:
Dosage / Dosage: 0.5ml
Route / Voie: Intramuscular / Intramusculaire
Site / Site: Left deltoid / Deltoïde gauche
You have received 2 valid dose(s) / Vous avez reçu 2 dose(s) valide(s)
Vaccine administered by / Vaccin administré par:
Authorized organization / Organisme agréé:

Numbered callouts on the form:
1: Points to the Name, Health card number, and Date of birth fields.
2: Points to the Ontario Ministry of Health header.
3: Points to the 'You have received 2 valid dose(s)' statement.
4: Points to the Date field.

Process for Businesses and Organizations: Proof of Identity

Two key identifiers: name of the identification holder and date of birth.

A photo identification is not required.

The patron seeking entry is **solely responsible** for demonstrating that they are the legitimate holder of the vaccination receipt.

Examples of identification documents to confirm the identity*

- Birth certificate
- Citizenship card
- Driver's licence
- Government (Ontario or other) issued identification card, including health card**
- Indian Status Card /Indigenous Membership Card
- Passport
- Permanent Resident card



Validation of identification successful when the **name and date of birth** of the presenter of the **vaccination receipt** and the **name and date of birth** on the **identification document** match.



If the name and date of birth on both documents do not match, the individual **will not be allowed to enter** the business or organization.

* Expired Ontario government issued identification, including drivers' licenses, and expired Canadian government issued identification, including passports, may be provided as proof of identification. Visitors from within Canada may not provide expired provincial documents as proof of identification All patrons visiting from abroad may not use expired identification as proof of identity

**Individuals may voluntarily offer an Ontario health card (issued under the *Health Insurance Act*) for identification purposes, however a person or entity who is not a health information custodian must not record or copy the health card number. Individuals have a right to refuse to provide their health cards. It is an offence under PHIPA to require the production of a health card or health card number in certain circumstances.

Further information regarding the use of Ontario health cards for confirming the identity of individuals is available from the Information and Privacy Commissioner (IPC) at: <https://www.ipc.on.ca/wp-content/uploads/2015/11/phipa-hfaq-cards-e.pdf>. If you have any questions or concerns about the production of health cards or the collection, use or disclosure of health numbers, please contact the IPC at: info@ipc.on.ca

Patron Journey – FAQs

How do I get proof of vaccination if I have a red and white health card?

Individuals who have a red and white health card can call the Provincial Vaccine Contact Centre at 1-833-943-3900 to arrange to receive their vaccine receipt.

What if I don't have a health card?

Individuals who do not have a health card can contact their local public health unit to have their identity verified and to receive a COVID ID/Personal Access Code. Individuals can then call the Provincial Vaccine Contact Centre at 1-833-943-3900 to provide this COVID ID in order to arrange to receive their vaccine receipt.

What if I don't have an address?

Individuals who do not have an address can call the Provincial Vaccine Contact Centre at 1-833-943-3900 to arrange to receive their vaccination receipt delivered to a trusted friend, family member or community organization.

What if I don't have a printer?

The Ministry is working on additional supports and services to assist Ontario residents who need help obtaining proof of vaccination, including requesting a copy be sent by mail. Those who need support obtaining a copy of their vaccination receipt (e.g. no access to a computer or printer) can call the Provincial Vaccine Contact Centre at 1-833-943-3900. Alternatively, individuals can visit their local library or ask a trusted friend or organization to help print a copy.

What if I got one of my vaccine doses out of province/country?

Ontarians who received their first or second dose of the COVID-19 vaccine out of province should contact their local public health unit to record their information and receive an Ontario receipt that they can access or print from the provincial booking portal. Both proof of identity along with proof of vaccination will be required.

Implementation Considerations & Enforcement

- Businesses and organizations are responsible for ensuring they meet the requirements to check for proof of vaccination and proof of identification from patrons.
- Patrons are required to ensure that any information provided to the business or organization to demonstrate proof of vaccination or proof of identification is accurate.
- In the event of harassment or threats of violence, law enforcement should be contacted.
- Non-compliance by individuals and businesses can result in charges and fines, under the Reopening Ontario (A Flexible Response to COVID-19) Act, (ROA).

Implementation Considerations & Enforcement (cont'd)

- Starting this week, Officers are visiting businesses and organizations to raise awareness and understanding of the new proof of vaccination requirements.
- Provincial Offences Officers may take a measured approach to enforcing orders that balances public safety, health and other risks that business owners are managing, starting with education/warnings to ensure businesses/organizations are meeting the proof of vaccination requirements along with the existing COVID-19 safety requirements under the ROA.
- Who can enforce these requirements?
 - All Provincial Offences Officers, including by-law, police, public health inspectors and regulatory officers from several ministries and agencies may provide education and enforcement of all the requirements under the [ROA](#), including this new proof of vaccination requirement.

Implementation Considerations & Enforcement (cont'd)

- Provincial Offences Officers will continue to work collaboratively with public health units and by-law departments in response to local needs.
- Officers will be providing information about the tools and resources available to help businesses and organizations implement the necessary safety measures including guidance to develop workplace violence and harassment measures and procedures as part of their COVID-19 Safety Plan.
- Examples of some other helpful resources are (but not limited to):
 - [Developing your COVID-19 Safety Plan](#)
 - [Understand the law on workplace violence and harassment](#)
 - [Are your employees prepared to handle COVID-linked violence?](#)
 - [WSPS Workplace Violence and Harassment Toolbox](#)
- Businesses can contact Stop the Spread information line at 1-888-444-3659 if they have any questions about the guidance.

Appendices – User Journey

User Journey: Visual Receipt Verification

Step 1 – Proof of Immunization Required

- Prior to launch the QR codes and verification app, the vaccine receipts currently provided to Ontarians through the Ontario.ca portal will be verified in conjunction with a government issued piece of ID.

Proof of Immunization Required

1

(EFFECTIVE SEPTEMBER 22)

PAPER OR PDF VACCINE RECEIPT

Certificate with QR Code and Verification App

2

(EFFECTIVE OCTOBER 22)

SAMPLE USER JOURNEY



Jane received all doses of her HC-COVID-19 vaccine and **receives a vaccine receipt** (printed at the clinic, by email, through online portal or contact centre)

Jane downloads the vaccination receipt which she prints or stores on a mobile device as a PDF

Jane now has her vaccine receipt, ready to be used as **proof-of-vaccination**

Jane displays her vaccine receipt along with another piece of **physical identification** (e.g., driver's licence)

Businesses and organizations verify that the name and date of birth on the **vaccine receipt** and **physical ID** match and that the receipt shows she is fully vaccinated

User Journey: Digital Vaccine Certificate

Step 2 – Enhanced Certificate with QR Code and Verification App

- Once the verification app launches, organizations and venues will scan unique QR codes on vaccine certificates to verify their authenticity and simplify the user experience.

1

Policy Implementation

CURRENT STATE

2

Certificate with QR Code and Verification App

(OCTOBER 22)

VACCINE CERTIFICATE WITH QR CODE

SAMPLE USER JOURNEY



John received all doses of his HC approved COVID-19 vaccine and **downloads his vaccine certificate** (through online portal or contact centre)

John receives the provincially issued and signed vaccination certificate (PDF with **QR code beside text**) which he prints or stores on a mobile device (such as Apple Wallet) as a PDF

John now has version of his vaccine certificate where the QR code contains **similar information as is printed on the certificate**

John **presents** his vaccine certificate by displaying the QR code for scanning along with an appropriate piece of ID

Businesses and organizations verify the ID matches his certificate and uses **Ontario's free verification app to** scan the QR code and verifies that he is fully vaccinated