



CP SCOOP – April 26th, 2021

MUNICIPAL UPDATES



Reminder - Virtual Tree Care Information Session – Wednesday, May 5th
- Are you a tree owner or soon-to-be tree owner and interested in learning to plant or care for trees? The Town of Carleton Place is hosting a virtual tree planting/care information session. Councillor Toby Randell will host this event and Jim McCready, our Town Arborist and tree expert, will guide residents through successful planting practices and care of your urban trees. If you are interested in attending, please email sandrews@carletonplace.ca to register before April 30th. Staff will send login information for the session no later than May 3rd.

PROVINCIAL UPDATES

[Ontario Expanding Innovative Models to Deliver Better, Connected Care](#) - 9-1-1 models of care will provide the right care in the right place and protect hospital capacity - The Ontario government is launching new 9-1-1 models of care to now cover 33 municipalities across the province. These new models of care will ensure paramedics have more options to provide safe and appropriate treatment for patients while helping to protect hospital capacity as the province continues to respond to the third wave of COVID-19.

[Ontario Legislature Passes Budget Bill to Protect Health and Jobs](#) - Ontario investing \$1 billion to support province's vaccination plan - As provinces across the country continue to battle the third wave of the COVID-19 pandemic caused by the introduction of more contagious variants of concern, the Ontario legislature has passed Bill 269, *Protecting the People of Ontario Act (Budget Measures), 2021* and enacted into law the next phase of the province's ongoing response.

OTHER UPDATES

Local COVID-19 Vaccine Status - Update for April 26th, 2021

What was done last week?

Clinics:

- Completed the bulk of second doses in Retirement Homes.
- Continued to offer first doses and second doses to those newly admitted to Long-Term Care Homes and Retirement Homes.

- Continued to offer first doses to residents and staff in other congregate living facilities.
- Operated four (4) fixed sites (Smiths Falls, Almonte, Brockville and Kemptville).
- Continued to support in-house Hospital Staff Clinics.
- Continued Outreach Team: Provides immunizations in homes for those that are bedbound or have severe mobility issues (must also be in an eligible category).
- Continued our [contingency list program](#) to offer up last-minute doses to those in the priority groups.
- Hosted a community pop-up clinic in Westport.
- Partnered with local primary care offices to deliver AstraZeneca for those 40+.

Added pregnancy to the highest risk health conditions. Only those who actually need an essential caregiver (i.e. require frequent and sustained help with activities of daily living and personal care) can have their essential caregiver vaccinated.

Number of Immunizations Given:

- From April 19th, 2021–April 25th, 2021: 6,855 individuals received their first dose of vaccine this week and 112 individuals received their second dose of vaccine.
- A **total of 39,119*** individuals have received at least one (1) dose of the Pfizer, Moderna or AstraZeneca Vaccine (either through one of our fixed sites, the KHSC Clinic, the Ottawa Hospital Clinic, one of our mobile clinics/teams or through local primary care offices) since our roll out started.

*there was a correction in the database to include doses that previously were not linked to our Health Unit area. ***This number does not include those that received AstraZeneca in a participating Pharmacy.***

What is the plan for this week?

Booking for clients in the following groups at our fixed sites and mobile clinics:

- **Health Care Worker – All Priority Groups**
- **Staff and caregivers in retirement homes and other congregate care settings for seniors (e.g. assisted living)**
- **Adults receiving chronic home care health services**
- **Indigenous Adults (16+)**
- **Residents, Staff and Designated Essential Caregivers of Other High-Risk Congregate Living Facilities.**
- **Individuals with high-risk chronic conditions – Highest Risk Category* (now includes pregnancy)**
- **Individuals with high-risk chronic conditions – Very High-Risk Category***

Continue to roll out stage 1, stage 2, stage 3 and stage 4 of the [Leeds, Grenville and Lanark COVID-19 Vaccine Distribution and Administration Roll Out Plan](#). Including vaccine for congregate settings. Promote Provincial Appointment Booking System for the general public based on 5-year age groups continues.

- Promote and support the new provincial COVAX appointment booking system for those born in 1961 or before (60+), those in the highest risk chronic conditions category and special education workers identified by their school boards.
- [How to book a COVID-19 vaccine appointment \(ontario.ca\)](#).
- *if you need to cancel your appointment through the provincial booking system, please go to [OMH – Manage your appointments \(covaxonbooking.ca\)](#).
- **Provincial Vaccine Information Line at 1-888-999-6488, open Monday to Sunday from 8:00 a.m. to 8:00 p.m.**

Continue Leeds, Grenville and Lanark Vaccine Call Centre for support in booking non-aged based provincial priority groups and for aged-based individuals who need to support to book at a vaccine clinic. Also to support eligible individuals who have received an invitation link. Call 1-844-369-1234. Continue to work with primary care who are offering AstraZeneca in their offices to those 40+. Offer a community pop-up clinic in Elgin this week and continue to plan for future community pop-ups in other communities.

What are we working on for next week?

- Continue to build capacity in our four (4) fixed sites.
- Continue to roll out stage 1, stage 2, stage 3 and stage 4 of the [Leeds, Grenville and Lanark COVID-19 Vaccine Distribution and Administration Roll Out Plan](#).
- [Promote launch of provincial phase 2 roll out](#).
- Continue to plan for future community pop-ups in other communities.

What can I do now?

- **Get informed** visit [COVID-19 Protection and Vaccine](#)
- **Stay healthy**
 - Follow COVID-19 precautions – wear a mask, keep the 2m/6ft distance from others, follow the stay at home order
 - Stay home if sick and contact the Assessment Centres for testing
 - Ensure your other immunizations are up to date
 - Discuss any concerns with your health care provider, here is the link to the consent form [COVID-19 Vaccine Screening and Consent Form \(gov.on.ca\)](#)
- **Be patient.** It will take time for COVID-19 vaccines to be distributed to everyone in the community. Each group will be specifically identified and notified in advance to plan for vaccination – information will be posted on our website, social media, local media, and through healthcare and community partners – you won't be missed!

How can I book an appointment if I am eligible?

Provincial Booking System

- Individuals who are eligible to receive the COVID-19 vaccine due to age can also use the provincial booking website www.ontario.ca/bookvaccine, or **Provincial Vaccine Booking Line by calling 1-833-943-3900, open Monday to Sunday from 8:00 a.m. to 8:00 p.m.** The Ministry also has a **Vaccine Information Line (1-888-999-6488)**.
- If you need to cancel your appointment through the provincial booking system, please go to [OMH – Manage your appointments \(covaxonbooking.ca\)](#).

Leeds, Grenville and Lanark Vaccine Call Centre

- Individuals in non-aged-based provincial priority groups and aged-based individuals who need to support to book at a vaccine clinic can contact the Leeds, Grenville and Lanark Vaccine Call Centre.
- The Leeds, Grenville and Lanark Vaccine Call Centre can also support individuals to cancel, confirm, change appointments, and provide receipt of vaccination.
- 1-844-369-1234, open 8:30 a.m. to 4:00 p.m., seven (7) days a week.

Leeds, Grenville and Lanark District Health Unit - Update on booking local COVID-19 vaccine appointments - The Health Unit has invested in our Leeds, Grenville and Lanark (LGL) Vaccine Call Centre, and as a result we have increased our capacity to handle a higher volume of calls, and have trained call centre staff to manage more complex client requests. The recent enhancements to the local call centre mean that 100 individuals can be in the queue to speak with a live agent, and wait

times have averaged less than 20-minutes. Once an individual gets through to the call centre, the average call lasts about 5-minutes.

With these enhancements to the LGL Vaccine Call Centre, the Health Unit will discontinue effective Tuesday, April 27th, the covid@healthunit.org email address that was set up previously to respond to vaccine requests. Individuals are advised to contact the LGL Vaccine Call Centre instead for support. Health Unit staff will continue to respond to emails that were sent to covid@healthunit.org prior to Tuesday, April 27th.

“We are pleased with the response and enthusiasm from residents to book appointments for their COVID-19 vaccines,” states Dr. Paula Stewart, Medical Officer of Health. “The enhancements to the local call centre mean we can provide better client service, and better, more timely, support than through the covid@healthunit.org email address.”

LGL Vaccine Call Centre

The LGL Vaccine Call Centre can be reached at 1-844-369-1234, and is open 8:30 a.m. to 4:00 p.m., seven (7) days a week. Call centre staff can support residents with:

- Booking a vaccine appointment
- Changing or confirming an appointment
- Cancelling an appointment
- Requesting a vaccine receipt after receiving vaccine
- Answering questions about eligibility
 - Individuals with questions about eligibility can also use the Health Unit’s eligibility checking tool to see if they are eligible <https://healthunit.org/health-information/covid-19/protection/vaccine-eligibility/>

Provincial Vaccine Booking System

Individuals who are eligible to receive the COVID-19 vaccine due to age or other specific priority groups, can also use the provincial booking website www.ontario.ca/bookvaccine, or **Provincial Vaccine Booking Line by calling 1-833-943-3900, open Monday to Sunday from 8:00 a.m. to 8:00 p.m.** The Ministry also has a **Vaccine Information Line (1-888-999-6488)**.

Individuals who booked appointments using the Provincial booking system can also cancel appointments by going to [OMH – Manage your appointments \(covaxonbooking.ca\)](http://OMH – Manage your appointments (covaxonbooking.ca)).

Individuals who are 40+ have the option to receive the COVID-19 vaccine at a local pharmacy. Visit ontario.ca/pharmacycovidvaccine for details, and call the pharmacy directly to book or call the Province of Ontario Vaccination Information Line at 1-888-999-6488 for more information.

Healthcare providers can continue to reach the Health Unit by calling 1-800-660-5853 extension 2222.