

COVID-19 IMMUNIZATION UPDATE



Presented to
YORK REGIONAL COMMITTEE OF THE WHOLE

Presented by
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A hand wearing a white nitrile glove is holding a silver metal clip on the left edge of a white document. The document is framed by a blue border. The background is a blue, textured fabric, likely a lab coat. The word 'AGENDA' is printed in a bold, dark grey font at the top of the document.

AGENDA

- Current state of immunization appointments
- Second dose overview
- Looking forward

IMMUNIZATION GOALS AND CHALLENGES

Immunization Goals

- Initial planning assumption - 75% vaccinated by December 2021
- Speed
- Best customer experience possible

Challenges

- Dynamic supply
- Resourcing and setting up clinics
- Complex and changing provincial roll out directives and tools



CURRENT STATE - COVID-19 VACCINE CLINICS

York Region Public Health Clinics

- Markham Aaniin Community Centre
- Georgina Ice Palace
- Vaughan Maple Community Centre
- Richmond Hill Richmond Green Centre
- Vaughan Canada's Wonderland Drive-Thru

Alternate York Region Public Health Model

- Mobile Vaccine Team

Partner Led Clinics

- Vaughan Cortellucci Vaughan Hospital
- Markham Cornell Community Centre
- Newmarket Ray Twinney
- King Trisan Centre
- Whitchurch-Stouffville Soccer City

Other Clinics

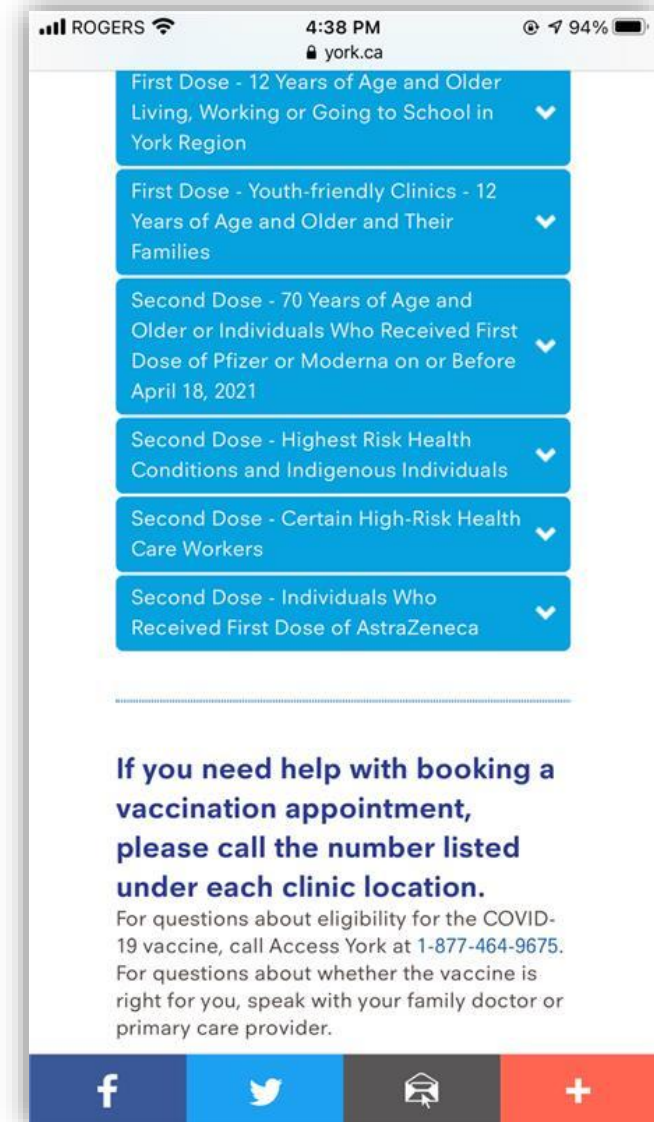
- Pharmacies
- Primary Care
- Ministry mobile unit supported by the Red Cross



CURRENT STATE - VACCINE APPOINTMENT BOOKING

Vaccination Site	Booking System and Inquiries
York Region Public Health clinics	York Region system and Access York
York Region Mobile Team	Coordinated through partner organizations
King Trisan Centre (partner led)	York Region system and Access York
Newmarket Ray Twinney Vaughan Cortellucci Vaughan Hospital	Shared system and shared contact centre
Markham Cornell Community Centre	Provincial system and contact centre
Whitchurch-Stouffville Soccer City (partner led)	Clinic specific system
Pharmacies	Pharmacy specific tools

CUSTOMER NAVIGATION YORK.CA AND ACCESS YORK



INITIAL APPROACH TO SECOND DOSES

From March 1 – 5, 2021

- Second dose appointment booked at time of booking first dose, or upon receiving first dose
- Interval between first and second dose dictated by Provincial guidance 21 days for Pfizer and 28 days for Moderna

From March 6 – 16, 2021

- Second dose appointments were not booked while we awaited provincial direction

March 10, 2021

- Province changed interval to 16 weeks (112 days)
- Impacted residents were contacted and rescheduled/scheduled all their second dose appointments at 16 weeks
- After this time second dose appointment booked at time of booking first dose, or upon receiving first dose at 16-week interval

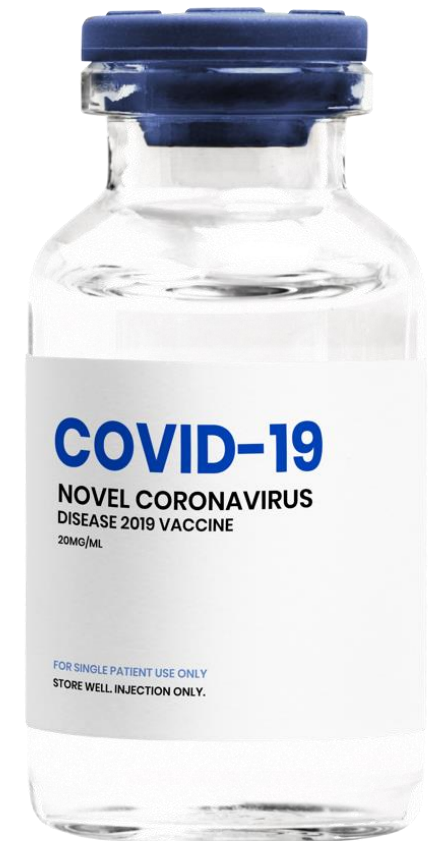
EVOLVING APPROACH TO SECOND DOSES

- Accelerating second doses following provincial guidance

	Pfizer	Moderna	AstraZeneca
Modified Interval	112 days/16 weeks	112 days/16 weeks	112 days/16 weeks
New Interval	28 days/4 weeks	28 days/4 weeks	84 days/12 weeks

BOOKING ACCELERATED SECOND DOSES

- Honouring existing second dose appointments where feasible
- Rebooked appointments can be at different clinics
- Suggesting second dose vaccines same as first dose
- General notification of change in eligibility
- Booking links for any clinic available on york.ca
- Can book second dose at any clinic in York Region



BOOKING ACCELERATED SECOND DOSES

York Region Public Health Clinics and King Trisan Centre

- Can self-serve book an earlier second dose
- York Region will cancel previous second dose appointment
- Can book at any York Region Public Health clinic
- Support available through Access York

York Region Mobile Teams

- Arranged with partner agencies/employers
- Mobile team will arrange for second dose clinics and bookings

Whitchurch-Stouffville Soccer City

- Second doses were not pre-booked
- Can book second dose when eligible

BOOKING ACCELERATED SECOND DOSES

Newmarket Ray Twinney and Vaughan Cortellucci Vaughan hospitals

- Self serve rebooking of existing appointments, or booking single earlier second dose
- Support available through hospital-contracted contact centre

Markham Cornell Community Centre

- Aligned with provincial announcement
- Rebooking through provincial system
- Single second doses can now be booked through provincial booking system
- Support available through provincial contact centre

Pharmacies

- Self serve through pharmacy specific tools

ASTRAZENECA SECOND DOSES

- Beginning the week of May 31, 2021, acceleration will proceed on a 12-week interval, with booking eligibility based on date of first dose
- Appointments can be booked through the pharmacy where they received their first dose
- Supply yet be confirmed for King Trisan Centre, Whitchurch-Stouffville Soccer City and primary care offices
- Cannot be booked through provincial booking system

OPERATIONAL CHALLENGES

1. Balancing first and second dose availability
2. Appointments released based on vaccine availability (generally 7 to 10 days released at a time)
3. York Region is currently aligned with the province in booking second dose appointments
4. Various booking systems that don't speak to each other
 - Current booking systems do not prevent multiple bookings at different clinics
 - Request is that customers cancel appointments

LOOKING AHEAD

End of hospital-run clinics:

- By end of June, transitioning Newmarket Ray Twinney operations from Southlake to York Region
- By end of July, closure of Vaughan Cortellucci Vaughan Hospital clinic
- Merging Southlake and Vaughan Cortellucci Vaughan Hospital clinic and York Region systems to ensure second dose appointments are managed despite clinic changes

Ending of mass immunization clinics:

- Targeting end of August
- Transitioning to pharmacies and primary care for vaccination maintenance

QUESTIONS

