

**How to Encourage Friends, Neighbours and Loved Ones to Get Vaccinated  
Community Ambassador Training Session  
September 27, 2021 | 1:30PM – 3:00PM**

**Follow Up Presenter Questions**

**Dr. Vinita Dubey**

- 1. Some people think they do not need the vaccine and that reporting in the media regarding hospitalizations and deaths from COVID-19 are not accurate or misleading. How would you ease their concerns?**
  - Highlight the benefits of vaccination
  - Share experiences and stories of positive outcomes after vaccination
  - Encourage clients to speak with their doctor about their personal health situation and need for vaccination.
  - Data from Toronto, Ontario, Canada and the USA have all shown that unvaccinated people have a much higher rate of getting an infection, hospitalization or being in the ICU.
  - Share credible sources for data ([COVID-19 vaccinations data](#) | [COVID-19 \(coronavirus\) in Ontario](#), [Public Health Ontario](#), [City of Toronto Pandemic Data](#))
  
- 2. Can someone on infusion be vaccinated?**
  - Yes. There are currently no medications, including infusion, contra-indications to receiving an mRNA (Pfizer or Moderna) vaccine.
  
- 3. If there is a side effect from the vaccine, who can you speak to and can you be compensated?**
  - Vaccination side effects are generally mild and last 1-3 days. Individuals can be advised to contact their healthcare provider for symptoms lasting longer than 3 days for follow up.
  - Individuals experiencing chest pain, shortness of breath or a pounding heartbeat within a few hours or days of vaccination should contact healthcare provider or call 911 related to the possibility of myocarditis or pericarditis.
  - There are provincial and Federal income support for individuals and families impacted by COVID-19
    - Provincial: <https://www.ontario.ca/document/your-guide-employment-standards-act-0/infectious-disease-emergency-leave>
    - Federal: <https://www.canada.ca/en/services/benefits/covid19-emergency-benefits.html>
    - For more serious disability or permanent injury:

- "The purpose of the **Vaccine Injury Support Program** is to ensure that all people in Canada who have experienced a serious and permanent injury as a result of receiving a Health Canada authorized vaccine, administered in Canada on or after December 8, 2020, have fair and timely access to financial support." <https://vaccineinjurysupport.ca/en>
- [You will have to ensure your side effect is reported to your doctor or to public health, who will do an investigation.](#)

**4. Can you direct us to information about how vaccination reduces transmission?**

- Credible information sources include:
  - Public Health Ontario: [Risk of COVID-19 Transmission from Vaccinated Cases](#)
  - [The Ontario COVID-19 Science Advisory Table](#)
  - [Public Health Ontario](#)
  - [Centers for Disease Control and Prevention](#) (United States)

**5. We know from the data that vaccine efficacy lowers over time (beyond 6 months) - so, what markers are being monitored to understand if/when booster will be needed?**

- Data in Ontario is showing that vaccine effectiveness is still very good, even for those who were vaccinated early in 2021, to protect from hospitalizations and ICU admissions. There are many researchers in Ontario and Canada and internationally who are watching vaccine effectiveness to see which populations may need a booster dose and when. There is also clinical trial data on immune responses that is also looked at too.

**6. Some people think vaccinations are hazardous because they are vulnerable. How can that concern be addressed?**

- The vaccines approved for use in Canada are safe for individuals experiencing vulnerabilities.
- The vaccines clinical trials were large scale studies that occurred in multiple countries and included representation from multiple and diverse populations.
- Over 6 billion doses of the COVID-19 vaccines have safely been given around the world to people of different ages (adolescents to seniors), pregnant persons, people with chronic illnesses (ie hypertension, diabetes), addictions, mental illness and other underlying health conditions.
- People who are vulnerable are at a very high risk for COVID-19, and should be sure to get the vaccine to be protected.

**7. Some parents are arguing that their family doctors are telling them not to get the vaccine, how do we answer that affirmation coming from a doctor?**

- The vaccines approved for use in Canada have met the highest standards for quality, effectiveness and safety.
- Many medical licensing bodies, including the College of Physicians and Surgeons of Canada and the Ontario Medical Association have provided training for physicians to ensure they provide accurate advice to patients.
- If the resident is interested in a "second opinion", VaxFacts is a free service that offers a one-to-one confidential telephone consultation with a doctor who will answer COVID-19 and vaccine questions. Contact VaxFacts to book an appointment – <https://shn.ca/vaxfacts/> or 416-438-2911 ext. 5738

**8. Are 3rd doses available to those who have had Sinovac? According to the Provincial Health guidelines they are eligible for an mRNA dose.**

- Individuals who have proof of immunization and have received a complete one or two-dose series of a COVID-19 vaccine that is not authorized for use by Health Canada will be offered one additional dose of an mRNA vaccine. They eligible 28 days after receiving their last dose.
- For more information on guidance for those vaccinated outside Ontario and Canada, including no proof of vaccination, vaccination with an unknown vaccine product and how to register out of province or country vaccination: [https://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/vaccine/COVID-19\\_guidance\\_for\\_individuals\\_vaccinated\\_outside\\_of\\_ontario.pdf](https://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/vaccine/COVID-19_guidance_for_individuals_vaccinated_outside_of_ontario.pdf)

**9. I have been contacted by seniors living in long-term care homes (so already eligible) who have no idea of when are they going to receive their third dose. What can I tell them or their families? Is there going to be a delay for this? What is the plan? Is there a schedule already in place that I can share?**

- On October 7, 2021, the Government of Ontario expanded eligibility for third doses for residents of long-term care homes, retirement homes, elder care lodges, and elderly living in other congregate settings.
- The Province has identified Toronto facilities that meet this criteria and Toronto Public Health is working with the Province and these facilities to plan and implement the roll-out of third doses.
- Residents or their families can contact the Home's administration staff for details specific to their location.

**10. I was contacted by a cancer patient who is going through chemotherapy and had to go through a lot of trouble getting her first dose. Why is this happening? What can I say in this case?**

- Encourage the person to continue with vaccination despite this experience, including their third dose if eligible.
- City-run clinics have Supervisors on site that can assist with both operational and clinical concerns that arise. Residents can request to speak with a Supervisor at any time while at the clinic.

**11. We have had residents turned away from vaccination sites because they had no ID, but there is a form to fill out if they don't have ID. How do we get the messaging changed and people accepted for a vaccine that have no ID?**

- The clinics do accept non-standard forms of ID such as mail with the client's name on it and government-issued ID (including non-Canadian and expired documents). As well, there are low barrier clinics offered throughout the City that don't require any ID.
- This will be forwarded to the Mass Immunization Clinics Planning and Coordinating team for follow up and an update can be provided at the next Ambassador's meeting.

**12. Do we have by-law officers allocated to test the system that restaurant owners are checking vaccine receipts and IDs? Is there a number to report if anyone is concerned about such practice or negligence? If so, can this number be published so that everyone is aware of this and do their part to fight this journey to fight the Pandemic?**

- Residents can contact 311 with inquiries regarding the enforcement of the vaccine passport program. They can also report concerns about negligence by business owners for follow up by a by-law officer and, on a case-by-case basis, the enforcement team will investigate and determine the best way to achieve compliance through education and/or potential enforcement action.