

COVID-19 Vaccine Rollout

March 9, 2021

***** The COVID-19 vaccine rollout is a rapidly evolving situation; this resource may go out of date. If in doubt about content, please check the [Northern Health web](#) for the latest information. *****

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As of Monday March 8, eligible seniors are able to (and need to) call to book appointments.

Within Phase 2, different groups will be eligible to receive the vaccine at different times, with the oldest British Columbians becoming eligible first:

- In the North, there are community-by-community variations to when different age groups are able to call to book their appointments as a result of our smaller populations.
- In some communities, we are taking a whole-community approach to eligibility for booking vaccine appointments. Again, this is due to some of the unique demographic, geographic, and logistical realities in the North

Everyone living in B.C. who is eligible to receive the vaccine will be able to get it and nobody will miss their opportunity to be immunized. By September, it is expected that most people in B.C. will have the opportunity to get the vaccine if they want it. Once you are eligible to receive a vaccine you are always eligible, you will not miss your chance to be vaccinated.

More information about Phase 2 of B.C.'s Immunization Plan:

- BC Government: www.gov.bc.ca/covidvaccine
- Information for Seniors 80+ and Indigenous Peoples 65+: www.gov.bc.ca/bcseniorsfirst
- Northern Health: <https://www.northernhealth.ca/health-topics/covid-19-vaccine-plan#weekly-plan#nh-resources>

Frequently Asked Questions

What is the Northern Health number to call to make a vaccination appointment, or to make an appointment on behalf of a loved one?

- 1-844-255-7555

I can't get through to my health authority call centre?

- Health authority call centres are accepting bookings from people in eligible age categories as of specific dates, starting March 8 and onwards.
- We know some people will experience long hold times and challenges in getting through to a call centre representative.
- **If it's not your turn yet, please do not call in to book an appointment.**
- Everyone who is eligible to book a vaccination appointment will be able to book one. Nobody will miss their chance.

Can I go anywhere to book my appointment online?

- At this time, Northern Health does not yet have an online option; more information will be released when that option becomes available.

I am a senior born in 1941 or earlier, or I am Indigenous and born in 1956 or earlier. When can I call to book my first dose?

- Vaccine call centres for seniors open March 8, 2021.
- You can book a vaccine appointment for yourself or your spouse.
- You can also have a family member or friend call for you.
- When you call is based on your age – but in many Northern (smaller, remote and Indigenous) communities, appointment and vaccination schedule differ slightly from provincial schedule.

What will a typical phone call look like with my health authority? What are the steps?

- Confirm you are in the age group eligible for booking
- You will be asked for your:
 - Legal name & date of birth
 - Postal code
 - PHN (if you have one)
 - Phone (of person or family/support member)
 - Email (of person or family/support member)
- You will be advised of your nearest clinic location, and together you will choose the timeslot that works for you.
- The call centre agent will confirm your appointment time and location and you will receive a confirmation by text or email if you've provided that contact information.

Do I have to call and book my own appointment/what if I'm not able to book my own appointment?

- A family member, caretaker, healthcare worker, advocate or friend can also book an appointment on their behalf. We ask that only one support person call in on behalf of a senior in order to protect our call centres.
- The call-in schedule to book appointments will be staggered to help avoid long waits and system overload.

Will I get an appointment scheduled on the day of calling – or will these be booked based on a call back approach?

- In every health authority, your vaccine appointment will be booked at the time of your phone call.
- Follow-up confirmation will be provided by text or email for those who provide that contact information.

Are supports available?

- If you, or someone you are booking for requires support please mention it while booking your appointment
- Supports will be available to ensure access to immunization, up to and including scheduling home immunization for those with critical transportation or mobility issues

Where will my local vaccine clinic be/where are mass clinics located?

- Appointment locations for people in Phase 2 will be confirmed at the time they book their appointment.
- The full list of Phase 2 clinic locations is available on the Northern Health [COVID-19 Vaccine Plan web page](#).
- The full list of mass clinic locations for **Phase 3** will be shared publicly at a later date.

How were clinic locations chosen in the Northern Health region?

- Northern Health will be using a combination of small, medium and large size clinics located in communities across the region.
- Planning for these clinics is based on population size, diverse populations, geographical considerations, accessibility of the site for seniors, available resources such as adequate Wi-Fi, parking, and other efficiencies.
- Phase 2 clinics include venues in more than 30 Northern BC communities; ranging from local health care facilities, to schools and local colleges, and conference and event centres.
- Northern Health thanks each and every community for their help in allowing use of their venues in the planned COVID-19 vaccine rollout.

How were communities chosen for the whole of community approach?

- These communities have been chosen to be vaccinated all at once due to population size, remoteness, accessibility – and these can be expanded to address outbreaks, clusters or high population incidence rates.
- Examples include: Dease Lake, Haida Gwaii, Stewart, Fort Nelson, Granisle and Prince Rupert (where high-population incidence rate is the driving factor).

I have received my first dose – why has my second dose appointment been cancelled?

- There has been a change to the provincial COVID-19 vaccine schedule; Second doses are being postponed until 16 weeks after dose 1.
- The Canadian National Immunization Advisory Committee has concluded that there is a benefit to extending the time between first and second doses to four months.
- The BC Ministry of Health has decided that it is in the best interests of British Columbians to have as many people as possible immunized with one dose of a COVID-19 vaccine.