



**Town of Arnprior
Regular Meeting of Council: September 27, 2021**

Correspondence Package No. I-21-September-16

Recommendation:

That the Correspondence Package No. I-21-September-16 be received as information and filed accordingly.

General Information Items:

- 1. Correspondence from the Province of Ontario**
 - a) [Schools Remain Safe for In-Person Learning](#)
 - b) [Ontario Announces Eight New Ontario Health Teams](#)
 - c) [Ontario Max Fine \\$2,000 for Illegal Turkey Hunting](#)
 - d) [Ontario Strengthening Support for Post-Secondary Students Reporting Sexual Violence and Harassment](#)
 - e) [Ontario Releasing Guidance to Support Proof of Vaccination Policy & Guidance Document](#)
 - f) [Using Your Vaccination Receipt – Frequently Asked Questions](#)
 - g) [Expanded Eligibility for Third Doses of the COVID-19 Vaccine](#)
 - h) [Ontario Supports Businesses and Workers as they Return to the Job Safely](#)
- 2. Correspondence from Renfrew County**
 - a) [Starter Company PLUS Program](#)
 - b) [County Official Plan Amendment No. 31](#)
- 3. Correspondence from Renfrew County And District Health Unit (RCDHU)**
 - a) [Management of High-Risk Contacts and Their Household Members](#)
 - b) [Possible COVID-19 Exposure at Bent Anchor Bar and Restaurant in Combermere](#)

- c) [Vaccine Roll Out At A Glance Document](#)
- d) [COVID-19 Case Summary – Renfrew County Municipalities](#)
- e) [COVID-19 Vaccine Certificate – FAQs](#)
- f) [COVID-19 Customer Service – FAQs](#)
- g) [Vaccine Receipt Poster](#)
- 4. **Correspondence from the Ontario Health Team Communication and Engagement Group for Network 24**
 - a) [Media Release – Network 24 Pleased with Ontario Health Team Announcement](#)
- 5. **Correspondence from Association of Municipalities of Ontario (AMO)**
 - a) [Watch File – September 9, 2021](#)
 - b) [Watch File – September 16, 2021](#)
- 6. **Correspondence from Ottawa Valley Business**
 - a) [Newsletter – September 21, 2021](#)

STATEMENT

Schools Continue to Remain Safe for In-person Learning

September 21, 2021

[Health](#)

TORONTO — Today, Dr. Kieran Moore, Chief Medical Officer of Health, issued the following statement on the province's return to in-person learning for the 2021/22 school year:

"It has now been two weeks since most educators, staff and students across the province returned to the classroom to resume in-person learning for this academic year.

We have made incredible strides as a province to get to this point, where our children and youth are back where they belong, learning and socializing in the classroom with their friends and participating in extracurricular activities. These are all crucially important for the mental, physical and social well-being of our children.

As we see during the influenza season every year, transmissible respiratory viruses do impact our schools, and COVID-19 is no exception. Over the first few weeks of the school year, there have been 1,046 confirmed cases of COVID-19 among students and staff who attend school in-person. With over 2 million students, over 300,000 education workers and school partners and 4,844 publicly funded elementary and secondary schools in the province, this is not cause for alarm and in-person learning continues to remain safe. We are monitoring closely and as expected, most cases are contracted in the community and not in the schools themselves. When cases do occur, in-school transmission is minimal with the majority of outbreaks contained at 2 to 3 cases thanks to the rapid response of our school boards and public health units.

We prepared for this, and have taken the [precautions and actions](#) necessary to ensure schools remain open for the entire year, with minimal disruptions for staff, students and families. Students, teachers and staff are screening for symptoms every day; face-coverings are worn in indoor settings; hand hygiene, respiratory etiquette and enhanced cleaning practices are frequently reinforced; [improvements to ventilation](#) have been made; and physical distancing and cohorting is occurring as much as possible. There is not one specific measure that will prevent transmission from occurring in schools, which is why we have put multiple layers of protections in place. I want to thank our children, staff, bus drivers, teachers, parents, and everyone involved for following these measures allowing for a safer school environment.

It is not only our younger kids returning to the classroom. Ontario's post-secondary education institutions have been working hard to ensure that their campuses are as safe as possible, and I want to applaud their incredible efforts as well.

However, the key to keeping our schools open and as safe as possible is to achieve the highest immunization rates we can and to increase our level of community immunity and protect those who cannot receive the vaccine. I urge everyone to please come forward, get vaccinated or get your child vaccinated if you have not done so already. It is not too late. For those still feeling hesitant, I encourage you to discuss any concerns with your pharmacist, doctor or other trusted health care provider.

We have made great progress vaccinating youth aged 12 to 17, with over 79 per cent having received a first dose of a vaccine and over 68 per cent receiving a second dose, as of September 20. There are also over 640 vaccination [clinics](#) in or near publicly funded elementary, secondary and post-secondary schools, working to support increased uptake and provide accessible and convenient access to vaccines for eligible students and their families, as well as educators and school staff.

I will continue to review data and provide advice to the government on the measures that are needed to protect the health and safety of Ontarians and keep our kids in the classroom.

After two school years already disrupted, we owe this to our children, youth and families."

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NEWS RELEASE

Ontario Announces Eight New Ontario Health Teams

Ontario Health Teams Will Provide Better Coordinated Care for Ontarians and Support the Province's COVID-19 Response

September 17, 2021

[Health](#)

TWEED — As part of its plan to end hallway health care and build an integrated health care system centred on the needs of patients, the Ontario government in partnership with Ontario Health is announcing eight new Ontario Health Teams located across the province. The province will provide up to \$9 million in funding over the 2021-2022 and 2022-2023 fiscal years to support these teams in their efforts to seamlessly coordinate health care services for patients and ensure the province's health care system can respond to any scenario as the COVID-19 pandemic continues to evolve..

"Throughout the pandemic, Ontario Health Teams have been an essential part of the province's COVID-19 response, working quickly across all partners to support each other and protect the health and safety of Ontarians," said Christine Elliott, Deputy Premier and Minister of Health. "These new eight teams will build on the progress made to date by improving outcomes for even more patients and making it easier for Ontarians to navigate their health care journey during COVID-19 and in the future."

The eight new Ontario Health Teams are:

- Hastings Prince Edward OHT in Hastings and Prince Edward Counties;
- Upper Canada, Cornwall and Area OHT in the United Counties of Stormont, Dundas and Glengarry, City of Cornwall, Akwesasne, parts of Russell Township and rural Southeast Ottawa;
- Four Rivers OHT in North Grenville, West Ottawa, Northern Lanark County, and Arnprior, McNab and Braeside;
- Network 24 OHT in the majority of Renfrew County and the Township of South Algonquin in Nipissing District;
- Grey-Bruce OHT in Grey and Bruce Counties;
- Barrie and Area OHT in Barrie and surrounding areas;
- Elgin OHT in Elgin County; and
- North Simcoe OHT in Midland, Penetanguishene, Tiny and Tay Townships, and Christian Island.

Ontario Health Teams are part of a new approach to health care that brings together health care providers as one collaborative team. Working together, they ensure that patients experience easier transitions with one patient story, one patient record and one care plan that is shared between the health care providers. With the addition of these new teams, the province now has a total of 50 Ontario Health Teams which will cover 92 per cent of the province's population at maturity.

"It is integral that our approach to health care is centred upon what Ontarians really need. As the health system evolves, Ontario Health Teams will be critical in creating a system centred on meaningful partnership and co-design with patients, families and caregivers," said Betty-Lou Kristy, Chair of the Minister's Patient and Family Advisory Council. "I look forward to supporting teams to build a connected and integrated health care system that is focused on improving the health care journey for all Ontarians."

Thanks to these efforts to better coordinate care and share resources, Ontario Health Teams have been able to respond more quickly and effectively to the COVID-19 pandemic. Working across the entire continuum of care, teams have supported a suite of initiatives that include leading local vaccine rollouts, supporting long-term care homes and other congregate care settings, distributing personal protective equipment, staffing assessment centres and leveraging virtual care. In particular, many teams have helped to address the unique needs of underserved communities by accelerating community outreach efforts and co-designing targeted health interventions.

To support the eight new teams, the government is providing each team with up to \$1.1 million in one-time funding over the 2021-2022 and 2022-2023 fiscal years. This funding can be used by each Ontario Health Team to support the ongoing response to the COVID-19 pandemic and coordinate programs that strengthen health system capacity by linking hospitals, primary care, home care and community services, and other services.

“Ontario Health Teams have been critical in the province’s fight against COVID-19 and in building an integrated, connected health care system centred around the needs of patients,” said Dr. Kieran Moore, Chief Medical Officer of Health. “By expanding the number of teams, we will continue to ensure patients have access to the supports they need throughout their health care journey with seamless transitions between care.”

Quick Facts

- In its first year, the Hastings Prince Edward OHT will focus its efforts on improving care for people living with mental health and addictions challenges, as well as residents requiring home and community supports. In response to COVID-19, the team will also focus on residents who are marginalized, including those living in rural and isolated areas or who are experiencing homelessness. To learn and adapt to the communities they serve, the partners have adopted a governance structure that includes a Patient Partnership Action Team which includes three patient advocates guiding their direction with support from hospital and community health centre senior leadership members.
- An Ontario Health Team is responsible for delivering care for their patients, understanding their health care history, easing their transition from one provider to another, directly connecting them to different types of care and providing 24/7 help in navigating the health care system.
- Ontario Health Teams include providers and organizations from across health and community sectors, including primary care, hospitals, home and community care, mental health and addictions services, long-term care, and many others.
- Ontario will invest more than \$35 million to support teams in fiscal year 2021-2022.
- Under an Ontario Health Team, Ontarians can be confident that they can continue to contact their health care providers as they always have, to access the health care they need. The Ontario government will continue working with its health care partners until Ontario Health Teams are fully established across the province and everyone is supported by a team.
- To help ensure all Ontarians receive the high-quality care they deserve with respect and dignity, the Minister’s Patient and Family Advisory Council has amended the [Patient, Family and Caregiver Declaration of Values for Ontario](#) to update patient, family and caregiver expectations of Ontario’s health care system. The changes emphasize the importance of equal and fair access to health care services and identification and removal of systemic barriers that contribute to inequitable health care access and outcomes.

Quotes

"As a primary care physician in Bancroft, I see the challenges my patients face in the current siloed system of care. We can do better for them by being organized differently and making their care seamless. While physicians will be key members of the new OHT, we recognize there are many facets of a patient’s overall care and support and a well organized OHT will be better for patients across all of our communities."

- Dr. Alexander Ferreira of Bancroft Community Family Health Team and member of the Hastings Prince Edward OHT

"The new Hastings Prince Edward Ontario Health Team will bring together our local health care providers and ensure patients are supported throughout their health care journey. The investments the government is making to support these new teams will break down barriers to ensure care is coordinated and integrated."

**- Todd Smith
MPP for Bay of Quinte**

"The announcement of the Hastings Prince Edward Ontario Health Team has been much anticipated and will be a great step forward for Hastings and Prince Edward counties. We've already seen the benefits of the new team approach with the Frontenac, Lennox and Addington Ontario Health Team that has served the east half of my riding since last November."

**- Daryl Kramp
MPP for Hastings-Lennox and Addington**

Additional Resources

- [Ontario Announces 13 New Ontario Health Teams](#)
 - [Ontario Announces Five New Ontario Health Teams](#)
 - [Ontario Introduces 24 Ontario Health Teams Across the Province to Provide Better Connected Care](#)
 - [Improving health care in Ontario](#)
 - Learn more about [Ontario Health Teams](#)
 - For resources in multiple languages to help local communication efforts in responding to COVID-19, visit Ontario's [COVID-19 communication resources webpage](#)
 - Visit Ontario's COVID-19 information [website](#) to learn more about how the province continues to protect the people of Ontario from the virus.
 - For public inquiries call ServiceOntario, INFOline at 1-866-532-3161 (Toll-free in Ontario only)
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BULLETIN

Man Fined \$2,000 for Illegal Turkey Hunting

September 17, 2021

[Northern Development, Mines, Natural Resources and Forestry](#)

The Ontario government would like to remind hunters that wild turkey hunting regulations such as firearms restrictions and the requirement for licences are in place to help sustain the wild turkey populations.

Paul Girard of Gravenhurst pleaded guilty to hunting turkey without a licence and was fined \$2,000. He also pleaded guilty to an additional count of hunting turkey without a licence, two counts of transporting illegally obtained wildlife and two counts of using a firearm to hunt turkey that is not permitted by regulations; he received a suspended sentence. The firearm was seized and forfeited to the Crown.

The court heard that in May 2021, a conservation officer began the investigation after becoming aware that Girard allegedly harvested two wild turkeys in the Gravenhurst area without a licence. The investigation found that Girard shot two turkeys in May of 2020 on a friend's property. In addition to not having a licence for either bird, the investigation further revealed that Girard was using a shotgun not permitted by regulations.

Justice of the Peace William Turtle heard the case in the Ontario Court of Justice, Bracebridge, on August 11, 2021.

Conservation officers continue to patrol and protect our natural resources during the current COVID-19 pandemic and would like to remind everyone that by respecting seasons, sanctuaries, bag and possession limits, we all help ensure our natural resources stay healthy. Visit Ontario's [website](#) to learn more about how the province continues to protect Ontarians from COVID-19.

To report a natural resource violation or provide information about an unsolved case, members of the public can call the ministry TIPS line toll free at 1-877-847-7667. You can also call Crime Stoppers anonymously at 1-800-222-TIPS. For more information about unsolved cases, please visit ontario.ca/mnrftips.

Related Topics

Law and Safety

Ontario's laws and related information about our legal system, emergency services, the Ontario Provincial Police and victim services. [Learn more](#)

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NEWS RELEASE

Ontario Strengthening Supports for Postsecondary Students Reporting Sexual Violence or Harassment

Changes will address student concerns about repercussions and stigma

September 16, 2021

[Colleges and Universities](#)

TORONTO – The Ontario government is moving forward with regulatory amendments that will help create a safer environment for students attending all publicly assisted colleges and universities, as well as private career colleges. These changes will require institutions to update their sexual violence and harassment policies in order to shield students from irrelevant questions during sexual violence investigations at institutions and ensure that they can safely bring forward complaints without fear of disciplinary action.

“Our number one priority is the safety of students – everyone should be able to pursue their studies on or off campus without worrying about sexual violence or harassment,” said Jill Dunlop, Minister of Colleges and Universities. “That’s why our government is working with postsecondary institutions to update their sexual violence and harassment policies to better support students who have already gone through a difficult experience and may be feeling scared and vulnerable.”

These institutions are required to review their sexual violence policies and amend them by March 1, 2022 so that institutions’ sexual violence policies will provide that:

- A complainant acting in good faith, who discloses or reports sexual violence, will not be subject to actions for violations of the institution’s policies related to drug and alcohol use at the time the sexual violence took place.
- During the institution’s investigative process, students who share their experience of sexual violence through disclosing, accessing support, and/or reporting to the university or college, will not be asked irrelevant questions from institution’s staff or investigators, such as those relating to past sexual history or sexual expression.

“Students across Ontario expect a learning environment that is free from sexual harassment, violence and abuse,” said Jane McKenna, Associate Minister of Children and Women’s Issues. “By working together with our colleges, universities and all our partners we will build a better and safer province for everyone.”

These efforts to strengthen protections for students build on previous measures Ontario has taken to address sexual violence and harassment at postsecondary institutions. Previously implemented measures include: requiring colleges and universities to report annually to their board of governors on measures related to the experiences of, and support for, students who have experienced sexual violence. The province also requires institutions to review their sexual violence policies every three years.

“This past week has been a devastating reminder of the prevalence of sexual and gender-based violence on our campuses and the work that still needs to be done to protect and support students across the province,” said Eunice Oladejo, President of the Ontario Undergraduate Student Alliance (OUSA) and Vice-President External Affairs at the University Students’ Council at Western University. “However, we are encouraged to see the government implement OUSA’s recommendations to ensure that survivors of sexual and gender-based violence can come forward without fear of facing questions about their sexual history or expression, and that they will be protected from repercussions for lesser policy violations.”

Strengthening these policies is part of the government’s efforts to increase campus safety and to reduce concerns and stigma for students who make an allegation of sexual violence or harassment.

Quick Facts

- In 2020-21, Ontario invested \$6 million to support sexual violence prevention and campus safety efforts at publicly assisted postsecondary institutions through the Campus Safety Grant. This doubles the government’s annual investment in campus safety.

- The Campus Safety Grant helps institutions support all campus safety initiatives in the areas of awareness and education and supports and services. The grant can be used to support a variety of student-focused programs and services, including safe walk programs, awareness programs, safety training, staff salaries, equipment and for third-party organizations providing safety-related supports to students, such as counselling services from local sexual assault centres.
- Ontario Regulation 131/16 made under the *Ministry of Training, Colleges and Universities Act* and Ontario Regulation 415/06 made under the *Private Career Colleges Act* set out the requirements for sexual violence policies at private career colleges and publicly assisted colleges and universities, as well as the process by which these policies should be established and published.
- The regulations are expected to come into force March 1, 2022.

Related Topics

Education and Training

Learn about Ontario's early years, education and training systems. Includes information on child care, elementary schools, secondary schools, colleges, universities, skills training and financial aid. [Learn more](#)

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NEWS RELEASE

Ontario Releasing Guidance to Support Proof of Vaccination Policy

Province Continues to Expand Third Dose Eligibility for Those at Highest Risk of COVID-19

September 14, 2021

[Health](#)

TORONTO — As the province continues to respond to the fourth wave of the pandemic driven by the highly transmissible Delta variant, the government is further protecting Ontarians through continued actions that encourage every eligible person to get vaccinated and help stop the spread of COVID-19.

Today the government released [the regulations](#) and [guidance](#) for businesses and organizations to support them in implementing [proof of vaccination requirements](#), which take effect on September 22, 2021. Requiring proof of vaccination will help increase vaccination rates, protect individuals in higher-risk indoor settings, and keep businesses open.

“High rates of vaccination against COVID-19 are critical to helping protect our communities and hospital capacity while keeping Ontario schools and businesses safely open,” said Christine Elliott, Deputy Premier and Minister of Health. “As we continue our last mile push to increase vaccination rates, requiring proof of immunization in select settings will encourage even more Ontarians to receive the vaccine and stop the spread of COVID-19. If you haven’t received your first or second dose of the COVID-19 vaccine, please sign up today.”

In advance of September 22, all Ontarians can print or download their vaccination receipt from the [provincial booking portal](#). 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 including those who do not have access to a computer or printer can call the Provincial Vaccine Contact Centre at 1-833-943-3900.

Ontario is developing an enhanced vaccine certificate with a unique QR code to make it safer, more secure and convenient to show that you have been vaccinated, when required to do so. The enhanced vaccine certificate and verification app will be available by October 22, 2021. Ontario’s proof of vaccination guidance will be updated to reflect the new processes.

“Businesses need a smart, quick and safe solution to verify vaccination,” said Kaleed Rasheed, Associate Minister of Digital Government. “The made-in-Ontario enhanced vaccine certificate for the public and the verification app for businesses are tools to confirm that an individual has been vaccinated while protecting Ontarians’ health data.”

The [proof of vaccination policy](#) has resulted in a marked increase in vaccination rates. Between September 1 and September 8, 2021, the seven-day average for first doses administered increased by more than 29 per cent, from over 11,400 doses to over 14,700 doses. During that time, more than 90,000 first doses and 102,000 second doses were administered in Ontario to individuals aged 18 to 59.

To further increase vaccine uptake, the province is continuing its [last mile strategy](#) to reach eligible individuals who have yet to receive a first or second dose. This includes:

- The provincial call centre booking or rebooking more than 135,000 appointments;
- The GO-VAXX bus administering more than 3,700 doses with 50 per cent being first doses, since launching on August 7, 2021;
- Setting up a Provincial Vaccine Confidence Line that individuals can call to speak with an experienced agent or health specialist about COVID-19 vaccine questions; and
- Supporting more than 550 vaccination clinics in or nearby elementary, secondary and post-secondary schools that are currently operational or planned for the near future.

“As we continue to see cases of COVID-19 in our communities, we must keep up the fight against the transmission of this virus and its variants to create a safer environment for ourselves, our families and our communities,” said Solicitor General Sylvia Jones. “The best defense against COVID-19 is getting a vaccine and encouraging everyone who is eligible to get

vaccinated too. Wearing a mask and practising physical distancing where possible are public health measures we all must continue to follow.”

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](#), such as individuals with moderate or severe primary immunodeficiency, individuals receiving active treatment for significantly immunosuppressive conditions and those with acquired immunodeficiency syndrome. Locations and timing for third doses will vary by public health unit and high-risk population based on local planning and considerations.

“Getting fully vaccinated is the most important step you can take to protect yourself and others,” said Dr. Kieran Moore, Chief Medical Officer of Health. “To provide the best protection to some of our more vulnerable populations, we are offering a third dose to additional groups of immunocompromised people who are more likely to have had a less than adequate immune response to the initial two dose COVID-19 vaccine series. I continue to strongly encourage anyone eligible who hasn’t already come forward to get their COVID-19 shot, to do so today to do their part to help keep themselves, their loved ones and our communities safe.”

Quick Facts

- Those who have questions about COVID-19 vaccines and would like to speak to an experienced agent or health specialist are encouraged to call the Provincial Vaccine Confidence Line that can be accessed through the Provincial Vaccine Contact Centre: 1-833-943-3900 (TTY for people who are deaf, hearing-impaired or speech-impaired: 1-866-797-0007). The Provincial Vaccine Contact Centre is available in more than 300 languages, seven days a week from 8:00 a.m. to 8:00 p.m.
- Ontarians who received their first or second dose of the [COVID-19 vaccine out of province](#) should contact their local [public health unit](#) to have their information verified and recorded so they can receive an Ontario receipt that they can access or print from the [provincial booking portal](#).
- The province will continue to work with the federal government to ensure the integration and interoperability with a national vaccine passport for the purposes of international travel.
- On [July 16, 2021](#), the province [moved into Step Three](#) of the [Roadmap to Reopen](#). Face coverings in indoor public settings and physical distancing requirements remain in place throughout Step Three.
- COVID-19 vaccines are currently available at over 3,150 locations across the province, including more than 2,500 pharmacies and more than 1,000 currently operational mass immunization clinics, hospitals, primary care settings and pop up and mobile clinics.
- A key component of Ontario’s last mile strategy is getting vaccines to people, wherever they are located. If you need your first or second shot, keep an eye out for the [GO-VAXX mobile clinics](#).
- Anyone with symptoms or who is a known close contact of someone with COVID-19, and other groups that meet provincial testing eligibility criteria, should make an appointment at an assessment centre, participating pharmacy or specimen collection centre. Please visit [Ontario.ca/covidtest](#) to find a testing location and for eligibility criteria to be tested.

Additional Resources

- [Using your Vaccination Receipt: Frequently Asked Questions](#)
 - [Expanded Eligibility for Third Doses of the COVID-19 Vaccine](#)
 - [Questions and Answers](#) document to help clarify requirements under Ontario Regulation 364/20 (under the Reopening Ontario (A Flexible Response to COVID-19) Act, 2020) related to proof of vaccination against COVID-19.
 - [Ontario to Require Proof of Vaccination in Select Settings](#)
 - [Ontario Deploying Last Mile Strategy to Further Increase Vaccination Rates](#)
 - [Ontario Makes COVID-19 Vaccination Policies Mandatory for High-Risk Settings](#)
 - [Ontario Working with Public Health Units to Run COVID-19 Vaccination Clinics in Schools](#)
 - [COVID-19: Health, safety and operational guidance \(2021-22\)](#)
 - For public inquiries, please contact the Provincial Vaccine Contact Centre at 1-833-943-3900 (TTY for people who are deaf, hearing-impaired or speech-impaired: 1-866-797-0007).
 - For resources in multiple languages to help local communication efforts in responding to COVID-19, visit Ontario’s [COVID-19 communication resources webpage](#).
 - Visit Ontario’s [website](#) to learn more about how the province continues to protect the people of Ontario from COVID-19.
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Ministry of Health

Proof of Vaccination Guidance for Businesses and Organizations under the *Reopening Ontario Act*

Version 1 – September 14, 2021

Introduction

This guidance document provides information for specified businesses or organizations as per section 2.1 of Schedule 1 to [O. Reg. 364/20: Rules for Areas at Step 3 and at the Roadmap Exit Step](#) (O. Reg. 364/20) under the [Reopening Ontario \(A Flexible Response to COVID-19\) Act, 2020](#) (ROA) to require each patron who enters an area of the premises to provide, at the point of entry, proof of identification and proof of being fully vaccinated against COVID-19. The specified businesses or organizations must comply with this guidance document, pursuant to section 2.1(4) of Schedule 1 of [O. Reg. 364/20](#).

This guidance document only pertains to section 2.1 of Schedule 1 of [O. Reg. 364/20](#) and is not intended to be a comprehensive description of the requirements with respect to patrons entering a business or organization. There may be other rules that apply when patrons enter a business or organization, such as requirements in the regulations under the [ROA](#) for the business or organization to screen patrons for COVID-19 symptoms and record patrons' contact information.

This guidance document sets out baseline requirements that specified businesses and organizations must comply with in accordance with section 2.1 of Schedule 1 of O Reg. 364/20. It does not preclude businesses or organizations from establishing their own additional policies or requirements pertaining to their patrons. Businesses or organizations considering creating their own additional policies or requirements may wish to consult a lawyer.

This guidance document is not intended to take the place of medical advice, diagnosis, treatment, or legal advice. In the event of any conflict between this guidance document and the [ROA](#), the [ROA](#) prevails.

Businesses or organizations must comply with any applicable municipal by-laws, section 22 orders issued by local Medical Officers of Health under the [Health Protection and Promotion Act](#) (HPPA), and any other applicable instructions, policies or guidelines issued by the Government of Ontario.

All applicable legislative or regulatory requirements related to health and safety such as those in the [Occupational Health and Safety Act](#) (OHSA) and its regulations continue to apply. While the [ROA](#) sets out certain specific requirements, with respect to worker health and safety, the OHSA requires that employers must take every precaution reasonable in the circumstances to protect the health and safety of workers. This includes protecting workers from hazards posed by infectious diseases. Employers must meet all requirements under both statutes.

Application

Should an individual choose not to share the required information then, unless the [ROA](#) otherwise exempts them from this requirement, they will not be permitted to enter those businesses or organizations that require proof.

In order to enter the business and organization, with limited exceptions:

- The patron must provide the required proof of identification and proof of being fully vaccinated, and
- The business and organization must review and confirm the proof.

For a limited time period (on or after September 22, 2021 but before October 13, 2021), for indoor social gatherings associated with weddings and funerals (in meeting and event spaces) the negative result of a COVID-19 antigen test may be provided instead of proof of being fully vaccinated.

A business or organization **shall not** retain any information provided by a patron if the information is provided pursuant to a requirement under section 2.1 of Schedule 1 of [O. Reg. 364/20](#) under the [ROA](#).

An individual is considered **fully vaccinated** if they have received:

- The full series of a COVID-19 vaccine authorized by Health Canada, or any combination of such vaccines, or
- One or two doses of a COVID-19 vaccine not authorized by Health Canada, followed by one dose of a COVID-19 mRNA vaccine authorized by Health Canada, or

- Three doses of a COVID-19 vaccine not authorized by Health Canada; and
- They received their final dose of the COVID-19 vaccine at least 14 days before providing the proof of being fully vaccinated.

Effective September 22, 2021, patrons seeking access to the following areas of the premises of the following businesses or organizations must show proof of identification and proof of being fully vaccinated against COVID-19 before they can enter the area, with limited exceptions:

Businesses or Organizations	Additional Information
Indoor areas of meeting and event spaces	Includes banquet halls, conference and convention centres (with limited exceptions)
Indoor and outdoor areas of food or drink establishments with dance facilities, including nightclubs and restoclubs and other similar establishments	Excludes delivery and takeout
Indoor areas of restaurants, bars, and other food and drink establishments without dance facilities	Excludes outdoor areas (i.e., outdoor patios), delivery and takeout
Indoor areas of facilities used for sports and recreational fitness activities, including waterparks, and personal fitness training	Includes gyms, fitness/sporting/recreational facilities, pools, leagues sporting events, waterparks, and indoor areas of facilities where spectators watch events Limited exceptions apply
Indoor areas of casinos, bingo halls, and other gaming establishments	
Indoor areas of concert venues, theatres, and cinemas	
Indoor areas of bathhouses, sex clubs and strip clubs	
Indoor areas of horse racing tracks, car racing tracks and other similar venues	Includes indoor only for horse racing and car racing and other similar venues
Indoor areas where film and TV productions take place with studio audiences	Does not include cast and crew members

Section 2.1 of Schedule 1 of [O. Reg. 364/20](#) does not apply to businesses or organizations, not listed above, including those that provide access to necessary medical care, groceries, and basic medical supplies.

All other public health and workplace safety measures in [O. Reg. 364/20](#) remain in effect (including but not limited to capacity limits, patron screening, masking, physical distancing and collection of patron contact information where required).

Exemptions

The proof of identification and proof of vaccination against COVID-19 requirements under [O. Reg. 364/20](#) **do not** apply to:

- a) Workers, contractors, repair workers, delivery workers, students, volunteers, inspectors or others who are entering the business or organization for work purposes and not as patrons.
- b) A patron who is entering an indoor area solely for the following purposes:
 - to use a washroom;
 - to access an outdoor area that can only be accessed through an indoor route;
 - to make a retail purchase;
 - while placing or picking up an order, including placing a bet or picking up winnings in the case of a horse racing track;
 - while paying for an order;
 - to purchase admission; or
 - as may be necessary for the purposes of health and safety.

All other public health measures (e.g., masking and physical distancing) continue to apply to patrons.

- c) Children under 12 years of age.
 - Businesses or organizations specified in the regulation must require patrons who are 12 years of age or older and who do not qualify for an exemption to provide proof of identification and proof of being fully vaccinated against COVID-19 prior to entering an area specified in section 2.1 of Schedule 1 of [O. Reg. 364/20](#). Businesses or organizations should establish processes to ensure compliance with this requirement, including processes to ensure compliance with this requirement when a business or organization is uncertain whether a patron is under 12 years of age.

d) Patrons under 18 years of age who are entering the indoor premises of a facility used for sports and recreational fitness activities solely for the purpose of actively participating in an organized sport, in accordance with the guidance below and in Appendix A:

- The exemption relating to youth under 18 years of age actively participating in indoor organized sport applies to training, practices, games and competitions.

Examples of an organized sport for which the exemption applies include:

- sports leagues
- organized pick-up sports
- dance classes
- martial arts
- swimming classes
- The exemption does not apply to youth who are spectators at sporting events. Nor does the exemption apply to youth who are using a gym or other area with exercise equipment or weights unless actively participating in an organized sport.
- Proof of being fully vaccinated against COVID-19 and proof of identification (or proof of being entitled to another exemption) is required for patrons 18 years and older, including parents or guardians of youth actively participating in an organized sport. Businesses or organizations should establish processes to ensure compliance with this requirement, including processes to ensure compliance with this requirement when a business or organization is uncertain whether a patron is under 18 years of age. Proof of identification and proof of being fully vaccinated is not required for workers or volunteers, including coaches and officials.

e) Patrons who are entering the indoor premises of a meeting or event space, including a conference centre or convention centre, solely for the purposes of attending a wedding service, rite or ceremony or a funeral service, rite or ceremony, but not an associated social gathering (See Appendix B).

f) Patrons who are entering the indoor premises of a meeting or event space that is located in a place of worship or in a funeral establishment, cemetery, crematorium or similar establishment that provides funeral, cemetery or cremation services and that is operated by a person licensed under the [Funeral, Burial and Cremation Services Act, 2002](#), for the purposes of attending a social gathering associated with a funeral service, rite or ceremony (See Appendix B).

- g) Patrons who are entering the indoor premises of a meeting or event space other than a place described in (f) above, including a conference centre or convention centre, for the purposes of attending a social gathering associated with a wedding service, rite or ceremony or a social gathering associated with a funeral service, rite or ceremony, on or after September 22, 2021, but before October 13, 2021, as long as the patron produces the results of an antigen test administered within the previous 48 hours establishing that the person is negative for COVID-19 to the person responsible for the establishment (See Appendix B).
- h) Patrons who provide a written document, completed and supplied by a physician (designated as “MD”) or by a registered nurse in the extended class (designated as “Registered Nurse (Extended Class)”, “RN(EC)”, “Nurse Practitioner” or “NP”) stating that the individual is exempt for a medical reason from being fully vaccinated against COVID-19 and the effective time-period for the medical reason.

Patrons with a medical exemption are required to present identification and a written document stating the individual is exempt for a medical reason to the business or organization.

To review proof of a medical reason for not being vaccinated against COVID-19, the business or organization must ensure:

- The name of the person in the written documentation matches the identification provided.
- The physician's or registered nurse in the extended class's information is complete by including:
 - Name and contact information of the physician or registered nurse in the extended class;
 - Logo or letterhead identifying the physician or registered nurse in the extended class;
 - Statement that there is a medical reason for the individual's exemption from being fully vaccinated against COVID-19; and
 - Any effective time-period for the medical reason which includes the date the patron is seeking access to the business or organization.

Vaccine Certification Process

From September 22 to October 22

All Ontarians receiving a vaccine, whether at first dose or second dose, are provided a receipt at the time of vaccination. A paper copy of the receipt is provided on site and an

email version is sent to the address provided by the vaccine recipient for the person's records. The receipt includes key information about the vaccination event including the individual's name, date of vaccination and product name of the vaccine received (i.e., Pfizer, Moderna, etc.).

In addition to receiving a receipt on site at the time of vaccination, copies of a COVID-19 vaccination receipt can be downloaded or printed through the [COVID-19 vaccination provincial portal](#) or obtained by calling the Provincial Vaccine Booking Line at 1-833-943-3900. This version of the COVID-19 vaccination receipt contains security measures to deter forgery (see sample below).

All versions of the receipt are acceptable as proof of vaccination. However, a patron seeking access to a business or organization specified in the regulation must provide the receipt that shows that they are fully vaccinated.¹

Patrons who are visitors to Ontario will be required to show proof of being fully vaccinated against COVID-19 and proof of identification to enter the businesses or organizations specified in [O. Reg. 364/20](#) (unless they qualify for an exemption).

Proof of vaccination will be accepted if the person's name and date of birth on their identification document matches the vaccination receipt with name and date of birth and if the person is fully vaccinated.

¹ An individual is considered fully vaccinated if they have received,

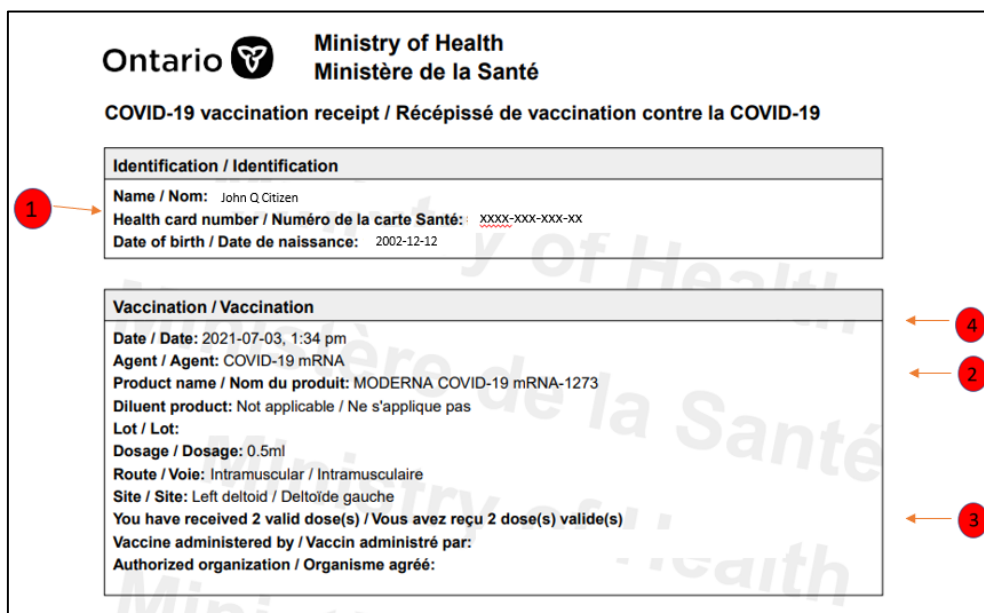
- the full series of a COVID-19 vaccine authorized by Health Canada, or any combination of such vaccines,
- one or two doses of a COVID-19 vaccine not authorized by Health Canada, followed by one dose of a COVID-19 mRNA vaccine authorized by Health Canada, or
- three doses of a COVID-19 vaccine not authorized by Health Canada; and
- they received their final dose of the COVID-19 vaccine at least 14 days before providing the proof of being fully vaccinated.

Health Canada approved vaccines:

- 2 doses: Pfizer-BioNtech, Moderna, AstraZeneca/COVISHIELD
- 1 dose: Janssen/Johnson & Johnson
- mRNA vaccine: Pfizer-BioNtech, Moderna

Process/Steps Required

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 (a) an Ontario receipt issued at the time of vaccination or any format of receipt downloaded from Ontario.ca that shows the holder is fully vaccinated against COVID-19 (b) a receipt signed by an Indigenous Health Provider, or (c) a receipt from another jurisdiction that shows the holder is fully vaccinated against COVID-19.
3. Verify that the receipt shows that the holder is fully vaccinated.
4. Verify that the **date of administration** of the final shot in the series is at least **fourteen 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-XXX-XXX-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:	

Figure 1 Sample Email Receipt

Proving Identity

Validation of identification must also be undertaken to ensure that vaccination receipt offered by the patron belongs to them. Validation of vaccination will be based on **two key identifiers**:

1. **Name of the identification holder; and**
2. **Date of birth.**

A photo identification is not required.

Proof of identity can be established using documentation issued by an institution or public body, provided it includes the name of the holder and date of birth. Examples of identification documents that may be used to confirm the identity of the holder of the vaccine receipt include:

- Birth certificate
- Citizenship card
- Driver's licence
- Government (Ontario or other) issued identification card, including health card²
- Indian Status Card /Indigenous Membership Card
- Passport
- Permanent Resident card

Validation of identification is considered to have been completed/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.

For Ontario residents, expired Ontario government issued identification, including drivers' licences, and expired Canadian government issued documents, such as passports, may be provided as proof of identification. Visitors from within Canada may provide expired passports but may not provide expired provincial documents as proof of identification. All patrons visiting from abroad may not provide expired documents as proof of identification.

The patron seeking entry to the business or organization is **solely responsible** for demonstrating that they are the legitimate holder of the vaccination receipt, and that the information being provided is complete and accurate and relates to the patron. If they cannot demonstrate that to the business or organization, the individual will not be allowed to enter.

Compliance

As these requirements are specified in the rules for Step 3 under [O. Reg. 364/20](#) under the [ROA](#), existing enforcement provisions, as provided for under that Act, apply.

² 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.

Businesses or organizations are responsible for ensuring they meet the requirements regarding proof of identification and proof of vaccination against COVID-19 as outlined in the regulation.

Patrons are required to ensure that any information they provide to the business or organization to demonstrate proof of vaccination (or proof of qualifying for an exemption) and proof of identification is complete and accurate.

[Canada's Criminal Code](#) deals with matters such as violent acts and threats. The police should be contacted in these situations. Harassment may also be a matter that falls under the Criminal Code or Ontario's [Human Rights Code](#).

In the event of harassment or threats of acts of violence, law enforcement should be contacted.

Under the [Occupational Health and Safety Act](#) (OHSA) employers have a responsibility to take every precaution reasonable in the circumstances to protect a worker. This includes assessing risk and implementing multiple control measures to address the risk of COVID-19 transmission, as well as the risk of workplace violence where that hazard may exist.

Tools and resources are available to help business implement the necessary safety measures including a guidance to develop workplace violence and harassment measures and procedures as part of their COVID-19 Safety Plan.

Examples of resources include (but are not limited to):

- [Developing your COVID-19 Workplace 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](#)

Penalties

Failing to comply with the requirements of [O. Reg. 364/20](#) can result in charges under the [ROA](#). If charged under Part I of the [Provincial Offences Act](#) (POA), set fine amounts are \$750 for individuals and \$1,000 for corporations.

Maximum-penalties based on a prosecution under Part I or Part II of the [POA](#) include fines of up to \$100,000 and up to a year in jail for an individual; up to \$500,000 and up to a year in jail for an individual who is a director or officer of a corporation; and up to \$10 million for a corporation.

Violence in the workplace is never acceptable. Obstructing any person exercising a power or performing a duty (including workers) in accordance with requirements in [O. Reg. 364/20](#) can also result in charges under the [ROA](#).

Next Steps

Ontario will develop and implement an enhanced digital vaccine certificate with unique QR (Quick Response) code and accompanying verification application that will allow users to securely and safely verify their vaccination status when scanned. Smartphone applications providing proof of vaccination will be accessible to people with disabilities and compatible with adaptive technologies, such as screen readers. A paper version of the enhanced vaccine certificate will be downloaded or printed from the [COVID-19 vaccination provincial portal](#) or obtained by calling the Provincial Vaccine Contact Centre at 1-833-943-3900.

The enhanced vaccine certificate, as well as a verification app to allow businesses or organizations to read the QR code, will be available beginning October 22. Following this date, patrons will be able to provide a paper copy or a digital copy of their enhanced vaccine certificate with QR to provide proof of vaccination. Older versions of the receipt will still be acceptable as proof of vaccination. This guidance will be updated to reflect the new processes.

The guidance provided in this document is subject to updates, as required, due to changes in COVID-19 cases, public health advice and direction, and ongoing engagement with Indigenous communities and organizations, including ensuring OCAP principles are fully met.

Resources

- [COVID-19 \(coronavirus\) in Ontario](#) webpage (find a testing location, check your results, how to stop the spread of the virus)
- Ministry of Labour, Training and Skills Development's [Resources to prevent COVID-19 in the workplace](#)
- [Screening for COVID-19: guidance for employers](#) webpage
- [COVID-19: Help for businesses in Ontario](#) webpage
- COVID-19 Patron Screening requirement webpage
 - Refer to [COVID-19 Signage Questions for Businesses and Organizations](#) for signage details.
 - The COVID-19 Screening Tool for Businesses and Organizations (Screening Patrons) can be [downloaded](#) or patrons can complete the screening [online](#) and confirm the "good to go" result.

Questions

Businesses and organizations can submit questions to the Ministry of Health via <https://www.ontario.ca/feedback/contact-us?id=25811&nid=98977>.

Appendix A: Requirements for Patrons in Indoor Sport and Recreational Fitness Facilities

Setting	Activity	Proof of Vaccination
Indoor premises of a facility used for sports and recreational fitness activities	Youth under 18 years of age actively participating in an organized sport, including training, practices, games and competitions. Examples include: <ul style="list-style-type: none"> • sports leagues • organized pick-up sports • dance classes • martial arts • swimming classes 	Not required
	Youth under 18 years of age using a gym or other area with exercise equipment or weights	Required*
	Youth spectating, including at sporting events	Required*
	Adult (18+) patrons accessing the facility for any purpose, including parents or guardians of youth participating in an organized sport	Required*

*unless patron qualifies for an exemption

Note: Proof of vaccination (or proof of being entitled to an exemption) is not required for workers or volunteers, including coaches and officials.

Appendix B: Requirements for Funerals and Weddings

Event	Location	Proof of Vaccination
Funerals		
Funeral services, rites or ceremonies	Any setting (including meeting or event spaces, places of worship, funeral establishments)	Not required
Social gatherings (e.g., receptions) associated with funeral service, rite or ceremony	Meeting or event spaces located in places of worship, funeral establishments, cemeteries, a crematorium and similar establishments	Not required
	Other meeting or event spaces (e.g., conference or conventions centres)	Required* Time limited testing exemption available (September 22 to October 12, 2021, inclusive)
Weddings		
Wedding services, rites or ceremonies	Any setting (including meeting or event spaces, places of worship)	Not required
Social gatherings (e.g., receptions) associated with a wedding service, rite or ceremony	Any meeting or event spaces (including conference or conventions centres, places of worship)	Required* Time limited testing exemption available (September 22 to October 12, 2021, inclusive)

*unless patron qualifies for an exemption

BACKGROUND

Using your Vaccination Receipt: Frequently Asked Questions

September 14, 2021

[Health](#)

TORONTO — To protect Ontarians as the province confronts the Delta-driven fourth wave of the COVID-19 pandemic, the government is taking action by requiring people to provide proof of vaccination to access certain businesses and settings.

Effective 12:01 a.m. on September 22, 2021, Ontario will require patrons to provide proof of identification and of being fully vaccinated against COVID-19 to access certain businesses and settings. The [Proof of Vaccination Guidance for Businesses and Organizations under the Reopening Ontario Act](#) provides information for businesses and organizations implementing this requirement.

Please refer to [the regulations](#) for more information. This summary does not constitute legal advice.

Which settings will require proof of vaccination to enter?

This requirement focuses on higher-risk indoor (unless otherwise stated) public settings:

- Indoor areas of restaurants, bars, and other food and drink establishments without dance facilities
- Indoor and outdoor areas of food or drink establishments with dance facilities, including nightclubs and restaurants, clubs and other similar establishments
- Indoor areas of meeting and event spaces
- Indoor areas of facilities used for sports and recreational fitness activities, including waterparks, and personal physical fitness training with limited exemptions
 - Includes gyms, fitness/sporting/recreational facilities, pools, leagues, sporting events, waterparks, and indoor areas of facilities where spectators watch events
- Indoor areas of casinos, bingo halls, and other gaming establishments
- Indoor areas of concert venues, theatres, and cinemas
- Indoor areas of bathhouses, sex clubs and strip clubs
- Indoor areas of horse racing tracks, car racing tracks and other similar venues
- Indoor areas where commercial film and TV productions take place with studio audiences.

Are there any exemptions to this regulation?

Exemptions include but are not limited to children under age 12, youth under age 18 participating in indoor organized sport, including training, practices, games and competitions, and patrons with a medical exemption will be permitted entry without proof of vaccination.

In addition, between September 22 and October 13, 2021, patrons may provide proof of a negative antigen test to attend an indoor social gathering associated with a wedding service, rite or ceremony or a social gathering associated with a funeral service, rite or ceremony in certain meeting or event spaces.

Other limited exemptions apply in meeting and event spaces (e.g., day camp, child care, social services, court services, government services).

Who is considered fully vaccinated?

An individual is considered [fully vaccinated](#) if they have received:

- The full series of a COVID-19 vaccine authorized by Health Canada, or any combination of such vaccines
- One or two doses of a COVID-19 vaccine not authorized by Health Canada, followed by one dose of a COVID-19 mRNA vaccine authorized by Health Canada
- Three doses of a COVID-19 vaccine not authorized by Health Canada

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

What can I show as proof of vaccination?

Individuals aged 12 and over, unless otherwise exempted, can provide either a paper or digital copy of their vaccination receipt that demonstrates they are fully vaccinated. It must include their name, date of vaccination and product name (brand of vaccine) at the time of vaccination. A vaccination receipt includes any of the following:

- An Ontario vaccination receipt from a vaccine clinic when you received your dose (paper copy)
- A vaccination receipt signed by an Indigenous Health Provider
- An Ontario Ministry of Health vaccination receipt received by email following your appointment (digital or printed paper copy)
- [Downloaded vaccination receipt](#) from Ontario's [provincial booking portal](#) or by calling the Provincial Vaccine Contact Centre at 1-833-943-3900 (digital or printed paper copy)
- A vaccination receipt from another jurisdiction that shows the holder is fully vaccinated against COVID-19.

You must also validate that the vaccine receipt is yours by providing identification issued by an institution or public body that includes your name and date of birth.

Do I need to bring both receipts or just my second dose receipt to show proof of vaccination?

A patron seeking access to a business or organization specified in the regulation must provide the receipt that shows that they are fully vaccinated.

Between September 22 and October 22, 2021, in addition to proof of identity, a patron must show a paper or digital version of the PDF receipt.

After October 22, 2021, in addition to proof of identity, a patron may present a paper or digital version of the PDF receipt or a paper or digital version of the enhanced vaccine certificate with QR code to gain access to designated settings.

I'm not comfortable showing all my personal information on my receipt. Am I able to block certain information out?

Altering the appearance of the receipt you receive as proof of vaccination in any way is not permitted and could render the receipt invalid.

The receipts that can be downloaded from the website have a watermark. Is that version required in order to have my proof of immunization accepted?

All versions of the receipt are acceptable as proof of vaccination when paired with proof of identification.

How can I get my proof of vaccination?

Currently, vaccine receipts are available in PDF form to be downloaded to your computer, phone or tablet, or printed. Individuals who have a green photo health card can provide proof of immunization by downloading or printing their vaccine receipt from the [provincial booking portal](#), or by calling the Provincial Vaccine Contact Centre at 1-833-943-3900.

How do I get my 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 by email.

How do I get my proof of vaccination 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 by email.

How do I get my proof of vaccination 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.

I want to print my vaccine receipt but don't have a printer. What do I do?

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.

How do I get my vaccination receipt if I received my first or second dose of the COVID-19 vaccine out of province/out of 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.

When can I download the enhanced vaccine certificate with a QR code?

Ontario will develop and implement an enhanced vaccine certificate with unique QR code and accompanying verification application that will allow users to securely and safely verify their vaccination status when scanned. The enhanced vaccine certificate, as well as a verification app to allow businesses or organizations to read the QR code, will be available by October 22, 2021. Ontario's Proof of Vaccination Guidance will be updated to reflect the new processes. Paper vaccination receipts will remain valid after October 22.

All Ontarians who registered their vaccines are encouraged to [download their vaccine receipt](#) as proof of their vaccine status in order to attend restaurants, nightclubs, sporting events, and other settings where people need to be fully vaccinated until an enhanced vaccine certificate with a QR code is available.

What can I show as proof of identification?

Individuals must provide proof of identification so that the business or organization can ensure the vaccination receipt belongs to the person. The person's identification must be issued by an institution or public body and show the name of the identification holder and their date of birth. A photo identification is not required.

Identification documents that may be used as proof of identification include:

- Birth certificate
- Citizenship card
- Driver's licence
- Government (Ontario or other) issued identification card, including health card^[1]
- Indian Status Card /Indigenous Membership Card
- Passport
- Permanent Resident card.

Validation of identification is considered to have been completed/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.

Are there any alternatives for proof of identification that youth can show if they are not comfortable carrying around their passport or health card?

The identification requirements are flexible, and identification is required to confirm only name of the person and date of birth – government identification can be used for this purpose but is not required.

What happens if I ignore this requirement, or provide false or fraudulent documentation?

Individuals who do not provide proof of identification and proof of being fully vaccinated will not be permitted entry to the specified settings.

If you provide any information to a business or an organization to enter a setting where patrons are required by regulation to provide proof of identification and of being fully vaccinated, you must ensure that information is complete and accurate; failure to do so is an offence under the Reopening Ontario (A Flexible Response to COVID-19) Act, 2020.

If you are a business, please refer to the [Proof of Vaccination Guidance for Businesses and Organizations under the Reopening Ontario Act](#) and [Questions and Answers](#) document.

[1] 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.

Additional Resources

- [Ontario Releasing Guidance to Support Proof of Vaccination Policy](#)

Related Topics

Government

Learn about the government services available to you and how government works. [Learn more](#)

Health and Wellness

Get help navigating Ontario’s health care system and connecting with the programs or services you’re looking for. [Learn more](#)

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BACKGROUND

Expanded Eligibility for Third Doses of the COVID-19 Vaccine

Providing an Extra Layer of Protection Against the Delta Variant for Those at Highest Risk

September 14, 2021

[Health](#)

TORONTO — In response to evolving data around the transmissibility of the Delta variant, the Ontario government, in consultation with the Chief Medical Officer of Health is expanding eligibility for third doses of the COVID-19 vaccine to additional groups that face the highest risk of serious illness from the virus. This decision aligns with evidence and recommendations provided by the National Advisory Committee on Immunization (NACI).

A complete two-dose COVID-19 vaccine series provides strong protection against COVID-19 infection and severe outcomes, including against the Delta variant, in the general population. Third doses are being offered to specific high-risk groups to help provide sufficient protection based on a suboptimal or waning immune response to vaccines and increased risk of COVID-19 infection.

Based on the recommendation of the Chief Medical Officer of Health and in alignment with NACI's recommendation, the province will begin offering third doses of the COVID-19 vaccine to additional vulnerable populations:

- Those undergoing active treatment for solid tumors;
- Those who are in receipt of chimeric antigen receptor (CAR)-T-cell;
- 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; and
- Those undergoing active treatment with the following categories of immunosuppressive therapies: anti-B cell therapies (monoclonal antibodies targeting CD19, CD20 and CD22), high-dose systemic corticosteroids, alkylating agents, antimetabolites, or tumor-necrosis factor (TNF) inhibitors and other biologic agents that are significantly immunosuppressive.

Individuals in these groups can receive their third dose at a recommended interval of eight weeks following their second dose and will be contacted by their health care provider such as their primary care provider, specialist, or their hospital specialty program when they are eligible to receive the vaccine.

Locations and timing for third doses may vary by public health unit and high-risk population based on local planning and considerations, with third doses mainly to be administered at transplant clinics and cancer clinics.

This expanded eligibility supplements the government's [previous decision](#) to offer third doses of the COVID-19 vaccine to select [vulnerable populations](#):

- Transplant recipients (including solid organ transplant and hematopoietic stem cell transplants);
- Patients with hematological cancers (examples include lymphoma, myeloma, leukemia) on active treatment (chemotherapy, targeted therapies, immunotherapy);
- Recipients of an anti-CD20 agent (e.g. rituximab, ocrelizumab, ofatumumab); and
- Residents of high-risk congregate settings including long-term care homes, higher-risk licensed retirement homes and First Nations elder care lodges.

Immunocompromised individuals with one of the eligible conditions will be contacted by their health care provider to confirm their eligibility and provide them with a referral to an available vaccine delivery channel such as a hospital, pharmacy, or primary care provider. Please be patient as it may take time for health care providers to reach out to all eligible individuals. Please do not contact your health care provider directly. For residents of high-risk congregate settings including long-term care homes, higher-risk licensed retirement homes and First Nations elder care lodges, third doses will be offered in their residence (either within the home or through a mobile clinic).

If you have questions about your eligibility, please contact the Provincial Vaccine Contact Centre at 1-833-943-3900, which is open Monday to Sunday from 8 a.m. to 8 p.m. and capable of providing assistance in 300 languages.

Additional Resources

- [Ontario Releasing Guidance to Support Proof of Vaccination Policy](#)

Related Topics

Government

Learn about the government services available to you and how government works. [Learn more](#)

Health and Wellness

Get help navigating Ontario's health care system and connecting with the programs or services you're looking for. [Learn more](#)

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STATEMENT

Ontario Supports Businesses and Workers as they Return to the Job Safely

Province helping businesses stay open and stay safe

September 10, 2021

[Economic Development, Job Creation and Trade](#)

TORONTO – Vic Fedeli, Minister of Economic Development, Job Creation and Trade, issued the following statement in response to today's monthly employment release by Statistics Canada:

"Employment in Ontario increased by 53,000 in August as more businesses re-open and more people return to work. And as our #TeamOntario vaccine campaign continues, we are providing businesses and workers with the tools they need to stay open and stay safe. That's why, starting September 22, proof of vaccination will be required to access certain businesses and settings.

It is more important than ever to ensure we are well-prepared for any future challenges. That is why Ontario has invested an additional \$50 million in the renewed Ontario Together Fund in 2021-22. The Ontario Together Fund is helping to support local innovators and businesses to further enhance Ontario's domestic supply chain capacity, promote Ontario's MedTech ecosystem and build up our manufacturing sector.

Our government has also continued to support economic growth across the province. That is why Ontario is investing more than \$100 million over four years through the Regional Development Program, supporting distinct regional priorities and challenges. The program provides cost-shared funding to businesses, municipalities and economic development organizations to help local communities attract investment, diversify their economies and plan for long-term sustainability and growth.

In addition, as announced in the *2021 Ontario Budget*, Ontario is temporarily enhancing the Regional Opportunities Investment Tax Credit by investing \$61 million, resulting in total tax credit support of about \$155 million by 2022-23.

Our government will continue to do whatever it takes to protect people's health and protect jobs as we continue the fight against COVID-19 together."

Related Topics

Business and Economy

Information about Ontario's economy and how to do business here. Includes economic development opportunities, research funding, tax credits for business and the Ontario Budget. [Learn more](#)

Jobs and Employment

We've got the resource and supports to help connect job seekers with employers. [Learn more](#)

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NEWS RELEASE

FOR IMMEDIATE RELEASE

September 8th, 2021

Starter Company PLUS Program Provides Training and Potential Funding Support to Entrepreneurs

Pembroke, ON: Enterprise Renfrew County is accepting Expressions of Interest (EOI) for Starter Company PLUS, a support program funded by the Government of Ontario, from entrepreneurs wishing to start, expand or purchase an existing business in the County of Renfrew and the City of Pembroke.

Starter Company PLUS has proven to be very supportive for entrepreneurs, providing four months of business coaching, business plan development, and instruction from our staff and trainers. There is also direct counselling from insurance, legal and accounting professionals and valuable networking and coaching sessions with business professionals. Applicants who successfully complete the business training then have an opportunity to pitch their business to an evaluation committee for a chance to win a grant of up to \$5,000, which must be applied to their business operations.

Colleen Sadler, Enterprise Renfrew County Business Consultant, explains, "This program is designed to provide entrepreneurs with the training and coaching they require to succeed in a competitive and challenging business environment. The deadline to submit an Expression of Interest is midnight Sunday, September 19th, 2021."

Interested entrepreneurs must select a time to attend an Information Session on Tuesday, September 21st at [Starter Company PLUS Program Inquiry](#). The link will take them to the ZOOM Video Conference platform where they will provide required information. Candidates will be sent a link for the Starter Company PLUS Program ZOOM Information Session they have chosen. After completing the Information Session and learning about the program benefits, requirements, level of commitment required and timelines, participants will be emailed the Application Form.

For more information, visit the [Enterprise Renfrew County](#) website.

Enterprise Renfrew County is a non-profit government organization funded by the Ontario Government, the County of Renfrew, the Town of Renfrew and the City of Pembroke. Its mandate is to promote and assist small businesses across the County of Renfrew and in the City of Pembroke.

For more information contact:

Colleen Sadler	Enterprise Renfrew County	613-432-6848
Michael Barber	Media Relations/Grants Coordinator, County of Renfrew	613-735-7288

Media Relations

NEWS RELEASE

FOR IMMEDIATE DISTRIBUTION

September 17th, 2021

County of Renfrew Announces Official Plan

Pembroke: The County of Renfrew is pleased to announce that Official Plan Amendment 31 (OPA 31) has completed the mandated public review and comment period without appeal and is now in effect.

“With OPA 31 now in place, the County of Renfrew has a foundational document that will assist our communities manage the expected growth across the region over the next several years,” expressed Warden Debbie Robinson. “We appreciate all of the public input on this project. We would also like to thank MPP John Yakabuski who worked tirelessly with his Provincial colleagues, especially Minister of Municipal Affairs and Housing Steve Clark, to espouse the virtues of an Official Plan with Renfrew County context.”

Chair of the Development and Property Committee, Petawawa Mayor Bob Sweet added, “Thank you to the planning staff for all their dedication and hard work in developing this Official Plan Amendment that allowed the plan more flexibility and maintained the spirit and balance of Renfrew County values.”

The Provincial Government under Premier Doug Ford has consistently shared the message that Ontario is open for business. Having an Official Plan that reflects the uniqueness of the County of Renfrew will be invaluable moving forward. MPP Yakabuski stated, ““With the approval of this Official Plan Amendment, the County of Renfrew now has a locally created planning document with a clear set of expectations that will assist those in our community who want to invest and develop in the County.”

An Official Plan is a policy document that guides the short-term and long-term development of a community and affects all lands within a municipal boundary (with some exceptions, such as Federal lands). All municipalities in Ontario are required to have an Official Plan that reflect provincial interests and integrate planning for matters that affect land-use decisions.

For Media Inquiries:

Paul Moreau	Chief Administrative Officer/Clerk, County of Renfrew	613 735-7288
Michael Barber	Media Relations/Grants Coordinator, County of Renfrew	613-735-7288

Department of Development
Property



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PEMBROKE, ON, CANADA
K8A 6W5
613-735-3204
FAX: 613-735-2081
www.countyofrenfrew.on.ca

September 15, 2021

To Whom It May Concern:

**Re: Status of Decision on Official Plan Amendment No. 31
for the County of Renfrew Official Plan**

This letter is further to the Notice of Decision given on August 19, 2021, under Sections 17 and 21 of the Planning Act with respect to Official Plan Amendment No. 31 for the County of Renfrew. It is intended to provide you with the status of the decision on the Official Plan Amendment pursuant to subsections 17(36) and (38) of the Planning Act which pertain to appeals, when decisions become final, and when approvals come into effect.

Please be advised that no appeals have been lodged within the 20 day appeal period and that all of Official Plan Amendment No. 31, as adopted and approved by the County of Renfrew on August 19, 2021, is now in force.

Should you have any questions regarding the above information, please feel free to contact Bruce Howarth, Manager of Planning Services, at (613) 735-3204 or 1-800-273-0183, ext. 467, or via email at bhowarth@countyofrenfrew.on.ca.

Sincerely,

Bruce Howarth, MCIP, RPP
Manager of Planning Services
Development & Property Department



Renfrew County and District Health Unit

Management of High-Risk Contacts and Their Household Members

September 2021

	Fully Vaccinated*	Not Fully Vaccinated
Symptomatic High-Risk Contact	<ul style="list-style-type: none"> • Test and isolate right away. • Can end isolation if test result is negative AND symptoms are improving for 24 hours (48 hours for GI symptoms**). 	<ul style="list-style-type: none"> • Test and isolate right away. • If negative, retest recommended on day 7. • 10 day isolation, regardless of test result(s).
Asymptomatic High-Risk Contact	<ul style="list-style-type: none"> • Recommend testing right away. If initial test is prior to day 7, then recommend repeat test on or after day 7. • Isolation not required while awaiting test result. 	<ul style="list-style-type: none"> • Self isolate for 10 days and can be released on day 11 if the contact remains asymptomatic. • Recommended timing for testing is day 7 or later. If tested prior to day 7, then recommend repeat test on or after day 7.
	<ul style="list-style-type: none"> • Retest right away if the person becomes symptomatic. 	
Household Members (Parent, Guardian, Sibling, etc) of Asymptomatic AND not fully vaccinated high risk contact	<ul style="list-style-type: none"> • If the household contact is fully vaccinated, they do not need to self-isolate. 	<ul style="list-style-type: none"> • If household member is not fully vaccinated and is able to isolate away from the asymptomatic high-risk contact, they are able to leave for essential reasons (i.e., work, school, child care settings). • If household member is not fully vaccinated and is unable to isolate away from the asymptomatic high-risk contact that is not fully vaccinated, they must also self-isolate. • Isolation requirements may change if the high-risk contact becomes symptomatic or tests positive.

*Fully vaccinated means **14 days or more after your second dose of a two dose COVID-19 vaccine series.**

**GI symptoms include nausea, vomiting, and/or diarrhea.

Visit us at www.rcdhu.com

"Optimal Health for All in Renfrew County and District"



Renfrew County and District Health Unit
"Optimal Health for All in Renfrew County and District"

For Immediate Release

(Pembroke, Ontario, 1:20 p.m., September 11, 2021)

Possible COVID-19 Exposure at Bent Anchor Bar and Restaurant in Combermere

Today, Renfrew County and District Health Unit (RCDHU) is investigating a possible exposure to COVID-19 at Bent Anchor Bar and Restaurant. An individual who tested positive for COVID-19 provided service at **Bent Anchor Bar and Restaurant** in Combermere, Ontario on **September 1 to 6, from 3:00 p.m. to 9:30 p.m.**, during their contagious period.

All individuals who attended the Bent Anchor Bar and Restaurant are advised that they may have been exposed to COVID-19. Individuals who attended the establishment should self-monitor for symptoms of COVID-19 until September 16, 2021. If you become symptomatic, you should immediately self-isolate and seek testing, even if you are fully vaccinated.

As the Bent Anchor Bar and Restaurant is a seasonal establishment, it has closed for the season. However, RCDHU continues to work closely with the owners of the establishment to obtain contact information for patrons and staff who may have been exposed.

To book a COVID-19 test with Renfrew County Virtual Triage Assessment Centre (VTAC) visit <https://rcvtac.ca/>. If you cannot book online call VTAC at 1-844-727-6404. Click here to view the [public testing schedule \(September 13-17\)](#).

RCDHU is reminding residents to complete the [COVID-19 self-assessment tool](#) or [COVID-19 school and child care self-assessment tool](#) **daily** before going to work, school or daycare, to monitor for symptoms and proper guidance.

For more information, visit RCDHU's website at <https://www.rcdhu.com/novel-coronavirus-covid-19-2/> or call 613-732-3629 or 1-800-267-1097.

- 30 -

Renfrew County and District Health Unit
Fax: 613-735-3067
media@rcdhu.com
www.rcdhu.com

Renfrew County and District (RCD) COVID-19 Vaccine Rollout at a Glance

Updated: September 15, 2021



Key Messages

- **Starting September 22**, certain businesses and settings will require people to be fully vaccinated and to provide proof of their vaccination status. For more details, visit <https://news.ontario.ca/en/release/1000779/ontario-to-require-proof-of-vaccination-in-select-settings>.
- **Pop-up clinics are available for your COVID-19 vaccine doses.** To see the latest schedules, visit <https://www.rcdhu.com/novel-coronavirus-covid-19-vaccine-rollout/> or stay tuned to Renfrew County and District Health Unit's (RCDHU) social media. **You can also check with your primary care provider or a local participating pharmacy.**
- **To obtain proof of your COVID-19 vaccination(s), please visit the following link:** <https://covid19.ontariohealth.ca/>. Ensure you have your health card with you.

Local Snapshot

As of 8:00 a.m. September 13, 2021

Total doses administered to date* **147,048**

Percentage of population (12+) with at least 1 dose** **84.6%**

Percentage of population (12+) with 2 doses** **79.0%**

Eligible people who can book COVID-19 vaccination appointments:

- ✓ Anyone **born in 2009 or earlier (turning 12 years of age or older in 2021)** or those who had an mRNA vaccine (Pfizer or Moderna) at least 28 days ago.



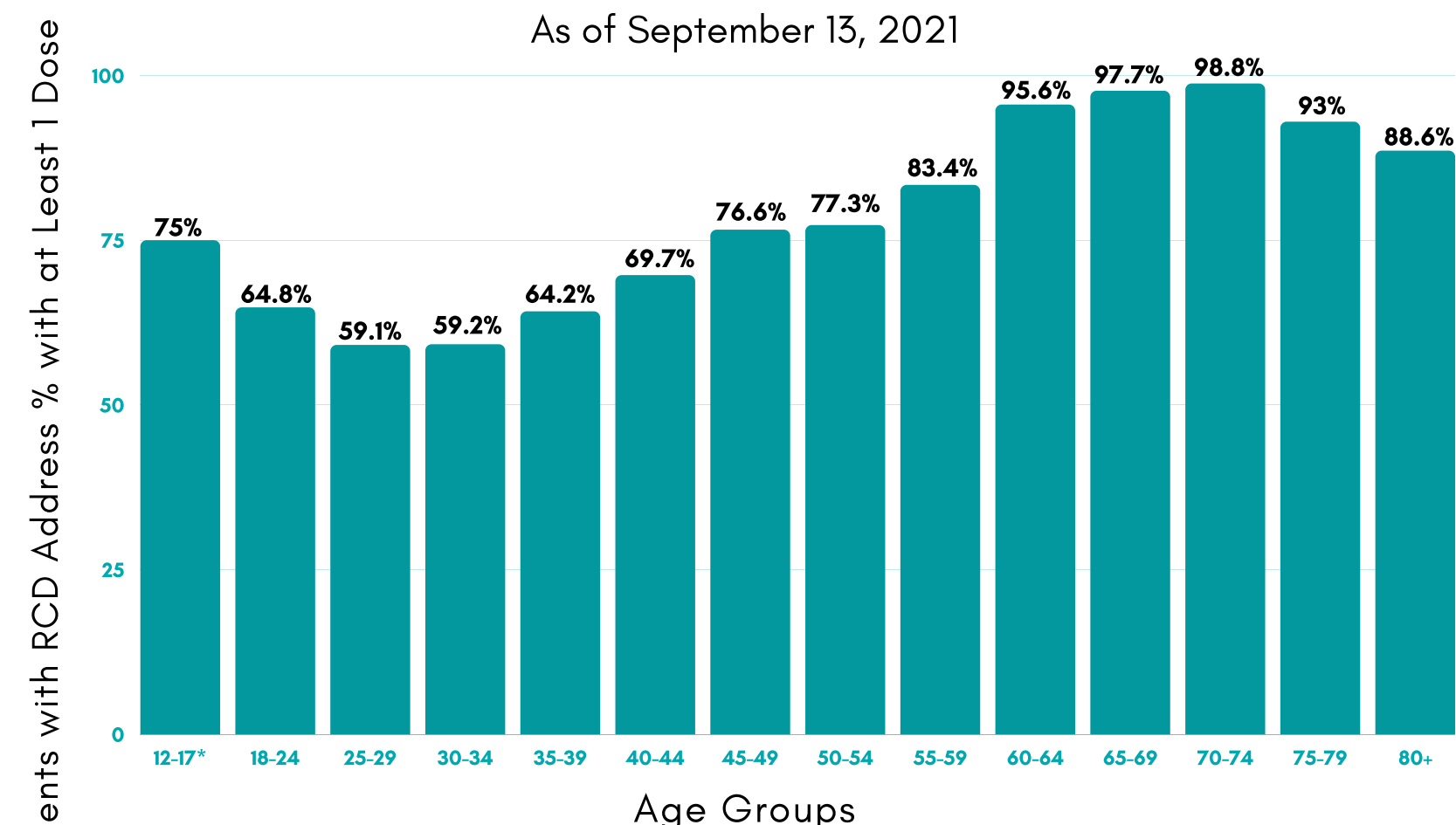
It is important to be fully vaccinated as quickly as possible, as this is the best way to protect yourself from COVID-19 and variants of concern.

*Does not include the number of doses that have been administered to Canadian Armed Forces (CAF) members.

**Includes Canadian Armed Forces (CAF) members residing in RCD, according to Garrison Petawawa medical services. Also includes residents born in 2009.

Percentage of RCD residents that have received at least 1 dose of the COVID-19 vaccine, by age groups

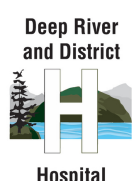
As of September 13, 2021

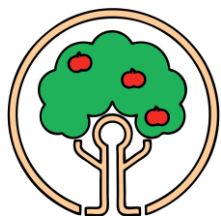


Notes: This age demographic breakdown does not include Canadian Armed Forces (CAF) members residing in RCD.

*Includes individuals born in 2009.

To get the latest COVID-19 vaccine information visit:
www.rcdhu.com or call 613-735-9724 or 1-800-267-1097 Ext. 200





Renfrew County and District Health Unit

September 20, 2021

Municipality	Cumulative Number of Cases
Township of Admaston/Bromley	11
Town of Arnprior	79
Township of Bonnechere Valley	16
Township of Brudenell, Lyndoch, Raglan	10
Town of Deep River	28
Township of Greater Madawaska	34
Township of Head, Clara, Maria	1-4
Township of Horton	31
Township of Killaloe, Hagarty, Richards	6
Township of Laurentian Hills	14
Township of Laurentian Valley	93
Township of Madawaska Valley	66
Township of McNab/Braeside	74
Nipissing, Unorganized, South Part (Algonquin Park)	0
Township of North Algona Wilberforce	11
City of Pembroke	78
Town of Petawawa	89
Pikwakanagan	0
Town of Renfrew	46
Township of South Algonquin	1-4
Township of Whitewater Region	96
Total	787

To protect the privacy of residents living in smaller communities in Renfrew County and District, RCDHU has chosen to suppress all numbers less than 5.

Visit us at www.rcdhu.com or call 613-732-3629 or 1-800-267-1097

"Optimal Health for All in Renfrew County and District"

Vaccine Credential FAQs

Version: 6.0

Updated as of: September 17, 2021, 10:00AM

Vaccine Certificate FAQs		
#	Question	Response
1.	What is the full list of businesses where proof of vaccination is required?	<p>At this time, the following businesses and organizations require proof of vaccination:</p> <ul style="list-style-type: none"> • Indoor areas of restaurants, bars, and other food and drink establishments without dance facilities • Indoor and outdoor areas of food or drink establishments with dance facilities, including nightclubs and restaurants, clubs and other similar establishments • Indoor areas of meeting and event spaces • Indoor areas of facilities used for sports and recreational fitness activities, including waterparks, and personal physical fitness training with limited exemptions <ul style="list-style-type: none"> ▪ Includes gyms, fitness/sporting/recreational facilities, pools, leagues, sporting events, waterparks, and indoor areas of facilities where spectators watch events • Indoor areas of casinos, bingo halls, and other gaming establishments • Indoor areas of concert venues, theatres, and cinemas • Indoor areas of bathhouses, sex clubs and strip clubs • Indoor areas of horse racing tracks, car racing tracks and other similar venues • Indoor areas where commercial film and TV productions take place with studio audiences <p>In addition, on or after September 22 but before October 13, 2021, patrons may provide proof of a negative antigen test to attend an indoor social gathering associated with a wedding service,</p>

		<p>rite or ceremony or a social gathering associated with a funeral service, rite or ceremony in certain meeting or event spaces.</p> <p>Other limited exemptions may apply in meeting and event spaces (e.g., day camp, child care, social services, court services, government services).</p>
2.	Why were these settings where proof of vaccination is required chosen?	<p>These settings were chosen as they are higher risk for COVID-19 transmission due to gatherings and close contact in enclosed, indoor spaces. In addition, in some settings, face coverings are removed to eat or drink or for athletic or fitness activity which increases the risk. This aligns generally with the approach taken by British Columbia, Manitoba, and Quebec.</p>
3.	What can I show as proof of vaccination?	<p>Individuals aged 12 and over, unless otherwise exempted, can provide either a paper or digital copy of their vaccination receipt that demonstrates they are fully vaccinated. It must include their name, date of vaccination and product name (brand of vaccine) at the time of vaccination. A vaccination receipt includes any of the following:</p> <p style="padding-left: 40px;">An Ontario vaccination receipt (including a receipt signed by an Indigenous Health Provider) from a vaccine clinic when you received your dose (paper copy)</p> <p style="padding-left: 40px;">An Ontario Ministry of Health vaccination receipt received by email following your appointment (digital or printed paper copy)</p> <p style="padding-left: 40px;">Downloaded vaccination receipt from Ontario's provincial booking portal or by calling the Provincial Vaccine Contact Centre at 1-833-943-3900 (digital or printed paper copy)</p> <p style="padding-left: 40px;">A vaccination receipt from another jurisdiction that shows the holder is fully vaccinated against COVID-19.</p> <p>You must also validate that the vaccine receipt is yours by providing identification issued by an institution or public body that includes your name and date of birth.</p>
4.	Who is considered fully vaccinated?	<p>An individual is considered fully vaccinated if they have received:</p> <ul style="list-style-type: none"> • The full series of a COVID-19 vaccine authorized by Health Canada, or any combination of such vaccines, or • One or two doses of a COVID-19 vaccine not authorized by Health Canada, followed by one dose of a COVID-19 mRNA vaccine authorized by Health Canada, or

		<ul style="list-style-type: none"> • Three doses of a COVID-19 vaccine not authorized by Health Canada; and • They received their final dose of the COVID-19 vaccine at least 14 days before providing the proof of being fully vaccinated.
5.	Are there any exemptions to this regulation?	<p>Exemptions include but are not limited to children under age 12, youth under age 18 participating in indoor organized sport, including training, practices, games and competitions, and patrons with a medical exemption will be permitted entry without proof of vaccination.</p> <p>In addition, between September 22 and October 13, 2021, patrons may provide proof of a negative antigen test to attend an indoor social gathering associated with a wedding service, rite or ceremony or a social gathering associated with a funeral service, rite or ceremony in certain meeting or event spaces.</p>
6.	Will individuals aged 11 and under be allowed to access settings requiring proof of vaccination? How do you prove if you are younger than 12?	<p>People under the age of 11 will be able to visit these settings, where otherwise allowed. If they are accompanied by an adult, that person must be fully vaccinated.</p> <p>The Ontario government, in consultation with the Chief Medical Officer of Health and health experts, will continue to monitor the data and adjust measures as necessary to ensure the health and safety of our children.</p>
7.	What about minors between the ages of 12-17 who may not have identification to verify their identity along with proof of vaccination status (e.g. going to a restaurant)?	<p>If somebody is required to be fully vaccinated, they must prove both their full vaccination status and identity. The identification requirements are flexible, and identification is required to confirm only name of the person and date of birth – government identification can be used for this purpose but is not required.</p>
8.	Will visitors outside of Ontario and/or Canada be required to show proof of vaccination as well	<p>Yes, individuals visiting from outside the province or the country will be required to show their full vaccination status and identification to enter prescribed settings.</p> <p>Ontario will develop and provide additional tools to improve user experience, efficiency, and business supports in the coming weeks, including ensuring verification of fully vaccinated individuals from outside of province or country.</p>

	to access these settings?	
9.	How does an individual prove they are fully vaccinated if they are an Indigenous person and haven't consented to providing their data to COVAX?	<p>If your information has not been registered in the COVaxON system, you can prove your vaccine status by showing a printed copy of your second dose vaccine receipt. This includes the paper copy you received where you got your second dose of the vaccine.</p> <p>If that receipt has been misplaced, the individual can contact the host clinic for a replacement. If they aren't sure who hosted the clinic, they should contact their local Public Health Unit to assist. To find your local public health unit, please visit the Public Health Unit Locator at https://www.phdapps.health.gov.on.ca/phulocator/.</p>
10.	What are appropriate medical exemptions? How will we ensure these individuals aren't excluded?	<p>Individuals who cannot receive the vaccine for a valid medical reason, that is documented with a doctor's or nurse practitioner's note, will be exempt from the requirements to prove identity and vaccination status. These specific regulated health professions will know which medical reasons apply and will simply indicate on a properly formatted document that an approved medical reason applies. There will be no disclosure of personal health details in the note. Thus, businesses and organizations are not responsible for assessing medical conditions eligible for exemption.</p> <p>A valid document outlining medical exemption must include:</p> <ul style="list-style-type: none"> • the name and contact information of the physician or registered nurse (for example, phone number and address) • a logo or letterhead identifying the physician or registered nurse • a statement that there is a medical reason for the individual's exemption for being fully vaccinated against COVID-19 • an effective time-period for the medical reason within the date the individual is seeking access to the business or organization
11.	Will those who carry medical exemptions need to show proof of	Individuals who are exempt from the proof of vaccination requirements will not be required to show proof of a negative COVID-19 test.

	negative COVID-19 test?	
12.	How long will a vaccine credential be in place?	Vaccine credentials are a temporary measure to address health and safety in the COVID-19 pandemic. How long they are necessary will be monitored and evaluated based on data and the advice of the Chief Medical Officer of Health.
13.	Will you need to provide proof of vaccination to vote in the upcoming federal election?	No. This requirement is not scheduled to be implemented until September 22, 2021, two days after the election. Individuals will not be required to provide proof of vaccination to vote in the upcoming federal election (access polling stations, etc.).
14.	Will the government be keeping records of which students are fully vaccinated, partially vaccinated and unvaccinated?	<p>As the 2021/22 school year begins, it is critical to keep Ontario schools safe and students learning in-person. The province will work with trusted public health units to use the existing COVaxON system to safely and securely confirm the vaccination status of students. The province is committed to keeping parents informed about how their child's COVID-19 vaccine information and enrollment data is being used to keep schools safe.</p> <p>Ontario will use existing systems to understand which eligible students are not vaccinated in order to facilitate case and contact management and manage outbreaks.</p> <p>This includes extracting COVID-19 vaccine records, by public health units, from the provincial system COVaxON and cross referencing them against school enrolment and class lists to determine which students are fully, partially or unvaccinated.</p>
VACCINE RECEIPT (Proof of Vaccination)		
15.	Do I need to bring both receipts or just my second dose receipt to show proof of vaccination?	<p>A patron seeking access to a business or organization specified in the regulation must provide the receipt that shows that they are fully vaccinated.</p> <p>Between September 22 and October 22, 2021, in addition to proof of identity, a patron must show a paper or digital version of the PDF receipt.</p>

		After October 22, 2021, in addition to proof of identity, a patron may present a paper or digital version of the PDF receipt or a paper or digital version of the enhanced vaccine certificate with QR code to gain access to designated settings
16.	I'm not comfortable showing all my personal information on my receipt. Am I able to block certain information out?	Altering the appearance of the receipt you receive as proof of vaccination in any way is not permitted and could render the receipt invalid.
17.	The receipts that can be downloaded from the website have a watermark. Is that version required in order to have my proof of immunization accepted?	All versions of the receipt are acceptable as proof of vaccination when paired with proof of identification.
18.	How can I get my proof of vaccination?	Currently, vaccine receipts are available in PDF form to be downloaded to your computer, phone or tablet, or printed. Individuals who have a green photo health card can provide proof of immunization by downloading or printing their vaccine receipt from the provincial booking portal , or by calling the Provincial Vaccine Contact Centre..
19.	How do I get my proof of vaccination if I have a red and white health card?	I will email you a secure URL through which you can access your vaccine receipt.

20.	How do I show proof if I lost my vaccine receipt?	<p>If you lost the email containing your vaccine receipt or if you lost the paper copy of your vaccine receipt and wish to obtain an electronic version (PDF), you may obtain one at any time after your vaccination. You will require either an Ontario green health card, an Ontario red and white health card or a COVID ID (a unique number assigned to you by your public health unit in place of an Ontario health card number) to obtain a copy of your vaccine receipt.</p> <p>More information can be found on the provincial portal at: https://covid-19.ontario.ca/get-covid-19-vaccine#vaccination-receipts</p> <p>If you have an Ontario green photo health card: you can log in to the provincial portal at https://covid19.ontariohealth.ca/ to download or print an electronic COVID-19 vaccine receipt (PDF). You will need your Ontario green photo health card, date of birth, and postal code to log in.</p> <p>For members of Indigenous communities: If that receipt has been misplaced, the individual can contact the host clinic for a replacement. If they aren't sure who hosted the clinic, they should contact their local Public Health Unit to assist. To find your local public health unit, please visit the Public Health Unit Locator at https://www.phdapps.health.gov.on.ca/phulocator/.</p>
21.	How do I show proof if I don't have an Ontario green photo health card?	<p>If you do not have an Ontario green photo health card, you will require either an Ontario red and white health card or a COVID ID (a unique number assigned to you by your public health unit in place of an Ontario health card number) to obtain a copy of your vaccine receipt.</p> <p>More information can be found on the provincial portal at: https://covid-19.ontario.ca/get-covid-19-vaccine#vaccination-receipts</p>
22.	How do I get my proof of vaccination if I don't have a health card?	<p>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. Once you have received your COVID ID/Personal Access Code, I will email you a secure URL through which you can access your vaccine receipt</p>

23.	What do I do if I don't have either a health card or a COVID ID?	<p>If you do not have an Ontario green photo health card, an Ontario red and white health card or a COVID ID: please contact your public health unit to have your identity verified and get a COVID ID assigned. To find your local public health unit, please visit the Public Health Unit Locator.</p> <p>Once you have received your COVID ID/Personal Access Code, I can send your receipt via email. I will email you a secure URL through which you can access your vaccine receipt.</p>
24.	How do I show proof if I don't have a smart phone?	<p>If you don't have a smartphone, you can prove your vaccine status by showing a printed copy of your second dose vaccine receipt. This includes the paper copy you received where you got your second dose of the vaccine.</p>
25.	How do I get my proof of vaccination if I don't have an address?	<p>I can help you receive your vaccination receipt by delivering it to a trusted friend, family member or community organization.</p>
26.	I want to print my vaccine receipt but don't have a printer. What do I do?	<p>The Ministry is working on additional supports and services to assist Ontario residents who need help obtaining proof of vaccination. Alternatively, individuals can visit their local library or ask a trusted friend or organization to help print a copy.</p> <p>For members of the Indigenous community, you may also contact your band office, nursing station, Indigenous service provider or Indigenous health provider for assistance in printing your receipt.</p> <p>The Contact Centre will work with those who have no alternative method of securing a print version of their certificate.</p>
27.	How do I get my vaccination receipt if I received my first or second dose of the COVID-19 vaccine out of province/out of country?	<p>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.</p>

28.	When can I download the enhanced vaccine certificate with a QR code?	<p>Ontario will develop and implement an enhanced vaccine certificate with unique QR code and accompanying verification application that will allow users to securely and safely verify their vaccination status when scanned. The enhanced vaccine certificate, as well as a verification app to allow businesses or organizations to read the QR code, will be available by October 22, 2021. Ontario's Proof of Vaccination Guidance will be updated to reflect the new processes. Paper vaccination receipts will remain valid after October 22.</p> <p>All Ontarians who registered their vaccines are encouraged to download their vaccine receipt as proof of their vaccine status in order to attend restaurants, nightclubs, sporting events, and other settings where people need to be fully vaccinated until an enhanced vaccine certificate with a QR code is available.</p>
29.	What can I show as proof of identification?	<p>Individuals must provide proof of identification so that the business or organization can ensure the vaccination receipt belongs to the person. The person's identification must be issued by an institution or public body and show the name of the identification holder and their date of birth. A photo identification is not required.</p> <p>Identification documents that may be used as proof of identification include:</p> <ul style="list-style-type: none"> • 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 <p>Validation of identification is considered to have been completed/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.</p> <p>Identification issued by the Ontario or federal governments is still valid as proof of identification even if it is expired.</p>

30.	Are there any alternatives for proof of identification that youth can show if they are not comfortable carrying around their passport or health card?	The identification requirements are flexible, and identification is required to confirm only name of the person and date of birth – government identification can be used for this purpose but is not required.
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Contents

Eligibility2

Appointment Process 10

 Scheduling an appointment 10

 How to book an appointment..... 10

 Where to get vaccinated 10

 Booking challenges / issues 12

 Canceling / rebooking appointment 14

 Preparing for and when at your appointment 16

 Verification / record of vaccination 19

 Post-appointment 20

Pharmacy and Primary Care Channels21

Clinical..... 22

 Vaccine safety 22

 Efficacy..... 25

 General vaccine information 26

First Nations and Indigenous Communities 27

Data, privacy and security 28

Miscellaneous 29

Eligibility

#	Question	Response
1.	Currently Eligibility as of August 18th 2021	<p>Currently the Provincial Vaccine Booking line is booking first and accelerated (minimum 28 days) second dose appointments for people who are:</p> <ul style="list-style-type: none"> - Turning 12 and older in 2021; - In addition, individuals who received their first dose of the AstraZeneca vaccine are also eligible to receive a second dose of a COVID-19 vaccine at an interval of eight to 12 weeks.
2.	Key message if asked about third dose.	<p>*Call Centre Agents and PHUs are not booking third dose appointments. See bolded content below on how appointments will be scheduled.*</p> <p>A complete two-dose COVID-19 vaccine series provides strong protection against COVID-19 infection and severe outcomes, including against the Delta variant, in the general population. However, for some populations, a third dose may be required to provide sufficient protection based on a suboptimal or waning immune response to vaccines and increased risk of COVID-19 infection.</p> <p>Based on the recommendation of the Chief Medical Officer of Health and health experts, the province will begin offering third doses of a COVID-19 vaccine to select vulnerable populations:</p> <ul style="list-style-type: none"> • Transplant recipients (including solid organ transplant and hematopoietic stem cell transplants) • Patients with hematological cancers (examples include lymphoma, myeloma, leukemia) on active treatment (chemotherapy, targeted therapies, immunotherapy) for malignant hematologic disorders • Those undergoing active treatment for solid tumors; • Those who are in receipt of chimeric antigen receptor (CAR)-T-cell; • Those with moderate or severe primary immunodeficiency (e.g., DiGeorge syndrome, Wiskott-Aldrich syndrome);

		<ul style="list-style-type: none"> • Stage 3 or advanced untreated HIV infection and those with acquired immunodeficiency syndrome; and • Those undergoing active treatment with the following categories of immunosuppressive therapies: anti-B cell therapies (monoclonal antibodies targeting CD19, CD20 and CD22), high-dose systemic corticosteroids, alkylating agents, antimetabolites, or tumor-necrosis factor (TNF) inhibitors and other biologic agents that are significantly immunosuppressive. • Residents of high-risk congregate settings including long-term care homes, higher-risk licensed retirement homes and First Nations elder care lodges <p>Individuals in these groups can receive their third dose at a <u>minimum of eight weeks following their second dose</u> and <u>will be contacted by their health care provider</u> such as their primary care provider, specialist, or their hospital specialty program. <u>Recommendation is to not advise caller to contact their health care provider for third dose.</u></p> <p>Third doses will be offered to residents of high-risk congregate settings including long-term care homes, higher-risk licensed retirement homes and First Nations elder care lodges <u>in their residence</u> (either within the home or through a mobile clinic) and can be administered at a minimum of <u>five months following their second dose</u>.</p> <p>Locations and timing for third doses may vary by public health unit based on local considerations, with some beginning as early as this week where opportunities exist.</p>
3.	Why is Ontario offering a third dose of COVID-19 vaccine to certain groups only?	<p>A complete two-dose COVID-19 vaccine series provides strong protection against COVID-19 infection and severe outcomes, including against the Delta variant, in the general population. However, for some populations, a third dose may be required to provide sufficient protection based on a suboptimal or waning immune response to vaccines and increased risk of COVID-19 infection.</p> <p>Based on the recommendation of the Chief Medical Officer of Health and health experts, the province will begin offering third doses of a COVID-19 vaccine to select vulnerable populations:</p> <ul style="list-style-type: none"> • Transplant recipients (including solid organ transplant and hematopoietic stem cell transplants)

		<ul style="list-style-type: none"> • Patients with hematological cancers (examples include lymphoma, myeloma, leukemia) on active treatment (chemotherapy, targeted therapies, immunotherapy) for malignant hematologic disorders • Recipients of an anti-CD20 agent (e.g. rituximab, ocrelizumab, ofatumumab) • Residents of high-risk congregate settings including long-term care homes, higher-risk licensed retirement homes and First Nations elder care lodges
4.	What scientific evidence is the decision to administer third doses to certain groups based on	<p>Transplant recipients, patients with hematological cancers on active treatments, and recipients of an anti-CD20 agent have a decreased immune response after COVID-19 vaccines compared to the general population, potentially increasing the risk of breakthrough cases for those who have already received two doses.</p> <p>A third dose will help to provide individuals in these groups with an improved immune response.</p>
5.	Which locations will be administering third doses to those who are eligible?	<p>Locations and timing for third-dose administration will vary by public health unit based on local considerations, with some beginning as early as this week where opportunities exist. Please be patient as it may take time for health care providers to reach out to all eligible individuals.</p>
6.	If asked about single dose booking and caller <u>does not</u> have information about their first dose in COVax (i.e. received first dose out of Province).	<p>*If caller does not have dose information in COVax, redirect to local PHU for next steps.</p> <p>*If caller does have dose information in COVax, proceed with next steps (i.e. booking second dose or providing receipt)</p> <p>If you received a COVID-19 vaccine outside of Ontario or Canada, you are required to provide proof such as a vaccination receipt or certificate to your public health unit in order to be registered in the system. Once complete, you will be able to book your second dose appointment through the provincial booking system, directly through public health units that use their own booking system or through a participating pharmacy or primary care setting, at an interval that aligns with Ontario's vaccine strategy.</p> <p>Ensuring vaccination information is up-to-date and complete will enable you to:</p> <ul style="list-style-type: none"> - Book a second dose appointment through the provincial booking system or directly through public health units that use their own booking system, or through a participating pharmacy or primary care setting with the appropriate second interval (for those who have only received one dose of a two-dose vaccine).

		<ul style="list-style-type: none"> - Receive an Ontario vaccination receipt which may be used to show immunization status. - Share your COVID-19 immunization records with your health care providers and for other uses as authorized and required by provincial law.
7.	Key Message – if asked about AstraZeneca vaccine.	<p>The Ontario government, in consultation with the Chief Medical Officer of Health and other health experts, including the Ontario Science Advisory Table, is further accelerating the second dose interval for individuals who received their first dose of an AstraZeneca COVID-19 vaccine to eight weeks, with informed consent, from 12 weeks.</p> <p>With informed consent, individuals can choose between a second dose of AstraZeneca or an mRNA vaccine, at an eight to 12-week interval, recognizing that while waiting 12 weeks helps to ultimately provide more protection, some may choose to receive their second dose sooner to have the increased protection provided by a second dose earlier. All of these options provide protection against COVID-19, including the Delta variant, and have been deemed safe.</p> <p>This decision is based on emerging clinical evidence about the administration of two doses of different vaccines, as supported by the National Advisory Committee on Immunization (NACI). Evidence from multiple studies indicates that mixing of COVID-19 vaccines (receiving an mRNA vaccine after an AstraZeneca vaccine) at dosing intervals between eight and 12 weeks is safe and demonstrates a beneficial immune response. There is evidence that a longer interval between two doses of the AstraZeneca vaccine (such as a 12-week interval) provides higher protection.</p> <p>Website Links to information about mixing doses: En: Ontario.ca/mixingvaccines Fr: Ontario.ca/combinaisondesvaccins</p>
8.	Key Messages regarding Phase 2 – Pregnant individuals	<p>Pregnant individuals may choose to receive the vaccine at any time during their pregnancy. However, essential consideration should be made for those in the later stages of their pregnancy.</p> <p>It is recommended, but not required, that pregnant individuals have a discussion with their treating health care provider, or with a health care provider familiar with their pregnancy, that includes:</p>

		<p>(1) a review of the potential risks and benefits of the vaccine, (2) a review of the risk of acquiring a COVID-19 infection during pregnancy, (3) a review of the potential risks /consequences associated with a COVID-19 infection during pregnancy, and (4) an acknowledgment of the limited evidence from clinical trials of COVID-19 vaccines in the pregnant population.</p> <p>Please see the COVID-19 Vaccination Recommendations for Special Populations for further details on COVID-19 vaccination for pregnant individuals.</p>
9.	Is the vaccine safe for people who are pregnant?	<p>Yes, the vaccine is safe. Only vaccines that Health Canada has approved and determined are safe and effective will be administered in Ontario. Health Canada has one of the most rigorous scientific review systems in the world. Health Canada only approves a vaccine if it is safe, it works, it meets manufacturing standards, and the benefits of being vaccinated outweigh the risks.</p> <p>The Ministry of Health has provided guidance on special populations. You can get information on your situation here: COVID-19 Vaccination Recommendations for Special Populations. If you have additional questions, please reach-out to your primary care provider, and if you do not have one at this time call the Telehealth Ontario line.</p>
10.	Why are public health regions vaccinating at different rates?	<p>Each public health unit region in Ontario serves unique populations and sizes. That is why some regions are moving at different speeds than others. Some regions are continuing to move through priority populations based on their local circumstances and unique needs.</p> <p>Ontario is working with each public health unit to continually work on solutions to efficiently rollout vaccines in their region based on their local needs.</p> <p>Although the province's priority is to distribute vaccines to all public health units in a balanced and equitable way, this may change over the course of the vaccine rollout due to changes in shipments from the federal government. Prioritization and distribution decisions will always align with the provincial Ethical Framework.</p> <p>To find out if you're eligible and how to book your appointment, visit ontario.ca/bookvaccine.</p>
11.	How do you respond to criticism that vaccine allocations so far have not been population based?	<p>The province aims to achieve a balanced and equitable distribution of vaccines to all public health units, but we recognize that these rates may vary over time due to changes in expected shipments from the federal government. As vaccine delivery and availability</p>

		stabilizes, future allocations will be more in line with the population of each health unit, and in alignment with the provincial Ethical Framework.
12.	What sociodemographic data are being collected from patients through the vaccination process?	As part of its commitment to ensure an equitable vaccine rollout, Ontario is collecting sociodemographic data (race, ethnic origin, language, income, and household size) on a voluntary basis from individuals who get the COVID-19 vaccine.
13.	What is the purpose of collecting sociodemographic data?	<p>The Ministry of Health recognizes the key role that sociodemographic data has in understanding and addressing disparities experienced by different individuals and communities across the health system. The collection of sociodemographic data such as race, ethnicity, income, household size and language during the vaccination process will support the efficient, equitable and effective vaccine roll-out for communities that are demonstrably at-risk and are disproportionately impacted by COVID-19. It will also allow the Ministry to assess uptake for underserved populations at risk or with higher burden of COVID-19. Once collected, the Ministry will be able to use these data to:</p> <ul style="list-style-type: none"> • Inform and monitor vaccine roll-out in communities facing disproportionate impacts; • Describe how many Ontarians are receiving COVID-19 vaccines and their characteristics related to risk of severe illness or death; • Identify uptake by different priority groups to tailor delivery, communication and engagement strategies to improve uptake where needed; and, • Expand opportunities for research and analysis on population-based health experiences and outcomes inside of government and with key research partners.
14.	Is the vaccine only available to citizens?	The vaccine is available to anyone who would like to have it.
15.	Where on Ontario.ca can we direct them for more information?	'For information on Ontario's vaccination plan visit Ontario.ca/covidvaccine .'

Children (12-17)

#	Question	Response
16.	Is the vaccine safe for children?	Vaccination for children and youth 12 years and up in 2021 is safe and effective. Vaccines are safe, effective and the best way to be protected from COVID-19. Health Canada has authorized the Pfizer vaccine for youth ages 12 to 17 and has determined it is safe in youth with no serious side effects. Close to 3 million doses of the Pfizer vaccine have already been

		given to those aged 12 to 17 in the United States. No serious side effects have been identified in this age group. In clinical trials, the Pfizer vaccine has been demonstrated to be highly effective at protecting against COVID-19 for individuals 12 and over in 2021. Youth can often have very good immune response following vaccination, resulting in strong protection.
17.	Who can book the vaccine for children?	The child can book their own appointment, or their parent / legal guardian can also book on the child's behalf. Alternatively, a trusted individual who has permission on behalf of the child, their parent or legal guardian can also book on their behalf. Booking an appointment is separate from providing consent to receive the vaccine (refer to question below).
18.	If asked about consent for receiving the vaccine.	<p>COVID-19 vaccines are only provided if informed consent is received from the person, including those aged 12 to 17, and as long as the child has the capability to make this decision. This means the young person understands the treatment, why it is being recommended, and the risks and benefits if they accept or refuse to be vaccinated. If the individual is incapable of consenting to receiving the vaccine, they would need consent from their substitute decision-maker, such as their parent or legal guardian.</p> <p>The health care provider and family must respect a young person's decision to be vaccinated. Ideally, this decision should be discussed in advance with a trusted adult or guardian to ensure that they understand what they are consenting to. When a young person receives their vaccine, the person giving them their shot will check that they understand the nature of the treatment and its risks and benefits.</p> <p>Allowing access to vaccines in a timely manner and at convenient locations, without requiring parental consent, will improve the health of children and communities and are consistent with practices before COVID-19. Parents are encouraged to discuss vaccination with their children prior to attending a clinic.</p> <p>Consent forms are available online: English: https://covid-19.ontario.ca/covid-19-vaccines-youth#consent French: https://covid-19.ontario.ca/fr/covid-19-vaccination-pour-les-jeunes#consentement</p>
19.	Is the COVID-19 vaccine safe for my child?	Yes. Only vaccines that Health Canada has approved and determined are safe and effective will be administered in Ontario. Health Canada has one of the most rigorous scientific review systems in the world. Health Canada only approves a vaccine if it is safe, it works, it meets manufacturing standards, and the benefits of being vaccinated outweigh the risks
20.	How can I be connected to the SickKids line?	At this time, the SickKids COVID-19 Vaccine Consult Line is not fully operational and thus has limited capacity, but I can provide you with an email address if you are interested in

		<p>exploring that option further. In the meantime, I am happy to answer any questions of yours that I can.</p> <p>If you would prefer to, or would still like to, connect with the SickKids COVID-19 Vaccine Consult Line, I can share with you that the line is focused on offering vaccination information specific to youth (age 12-18). They focus on inquiries from youth/children themselves, or from a parent or guardian of a youth/child who identify the following in the youth/child:</p> <ul style="list-style-type: none"> • Complex medical histories or medical conditions (ie. chronic illness) • Previous side effects/reactions to childhood vaccines • Side effects/reactions to their first COVID-19 vaccine • Additional support required for their COVID-19 vaccine due to medical complexity, developmental disorder or mobility, communication, behavioural or other specialized needs, including significant needle phobia <p>You can contact the line at vaccine.consults@sickkids.ca. When contacting them, you should include the following in your email:</p> <ul style="list-style-type: none"> • The age of the child or youth • Specific question or issue you would like answered
21.	Which vaccine will my child receive?	Your child will receive the Pfizer-BioNTech vaccine as Health Canada has approved this vaccine for children aged 12 and older in 2021.
22.	Can the vaccine give my child COVID-19?	No, the COVID-19 vaccine cannot give your child COVID-19 or any other infectious disease. None of the Health Canada approved COVID-19 vaccines contain the virus that causes COVID-19.
23.	Does my child still need to wear a mask after they have been vaccinated? Will they be able to play with their friends?	Yes, your child will still have to wear a mask and follow other public health measures after being vaccinated. For now, and until scientific experts say it's safe to stop, it is important to continue to follow the advice of public health officials including wearing a mask, maintaining a physical distance of two metres from people outside of your household, practicing proper hand hygiene and limiting non essential travel. These measures will help keep you, your child, loved ones and your community safe.
24.	What if my child is not up to date on their regular immunization schedule? Can they still get the COVID-19 vaccine?	Yes, we strongly encourage those who are not up to date on their immunizations to contact their health care provider to get up to date. However, you will need to wait a period of time after receiving the COVID-19 vaccine to get other vaccines. Similarly, if your child just had another vaccine you may need to wait before receiving the COVID vaccine. Please speak with your health care professional for guidance on timing of the vaccines.

25.	Is the COVID-19 vaccine mandatory?	The province has not made the COVID-19 mandatory at this time. Parents are encouraged to vaccinate their child against COVID-19. Vaccines are safe, effective and the best way to protect your child and family from COVID-19. They are an important tool to help stop the spread of COVID-19 and allow students and families to safely resume normal activities.
26.	Are you planning to have youth receive their second shots before the start of school in September?	Yes, the government is planning to offer second shots to youth 28 days after their first shot based on availability.

Appointment Process

Pre-registration

#	Question	Response
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Scheduling an appointment

How to book an appointment

#	Question	Response
27.	Where do I book my appointment? Who should I call for the booking/ what is the phone number?	You can book an appointment by visiting Ontario.ca/covidvaccine or we can determine if the Provincial Vaccine Booking Line can make your appointment for you – depending on which Public Health Unit you wish to receive the vaccine.

Where to get vaccinated

#	Question	Response
28.	Can Ontarians only get vaccinated in their home public health region,	Ontarians can get vaccinated in any public health region where appointments are available.

	or can they travel to another public health region to receive their vaccine?	
29.	How many vaccination centres are available?	Information about where vaccines are being offered can be found on the government's website at Ontario.ca/covidvaccine

Booking challenges / issues

#	Question	Response
30.	What is the process public health units use at clinics for leftover vaccines at the end of the day?	<p>Public health units are responsible for managing and overseeing the distribution and administration of vaccines for their entire region, and public health units may have different vaccine distribution processes based on local context.</p> <p>At this time, we ask that you do not show up to a clinic at the end of the day to see if they have leftover vaccines.</p>
31.	How come there are no appointments available in my region?	<p><u>If the client's PHU is still offering mass immunization clinics (please check PHU Reference Document for last mass immunization clinic dates):</u></p> <p>I'm sorry but at this time, there does not appear to be any appointments available in your region.</p> <p>The province and local public health units are constantly working together to improve and better align vaccine supply with clinic dates and appointment booking availability.</p> <p>The call centre agent will offer individuals alternate clinic locations as an option. If the caller would like to book in their public health unit and no appointments are available, the caller can be directed to call back in 3 days to check for additional availability, to contact their local public health unit or visit their website for any walk-in, pop-up or other clinics that have been made available, or to visit any participating pharmacy.</p> <p><u>If the client's PHU is NOT offering mass immunization clinics (please check PHU Reference Document for last mass immunization clinic dates):</u></p> <p>Thanks to ample vaccine supply and accelerated second dose appointments for all individuals who are turning 12 and older at the time of their appointment, as well as a variety of other channels through which to receive vaccination, your public health unit has concluded mass clinics.</p> <p>The call centre agent will offer individuals alternate clinic locations as an option. If the caller would like to book in their public health unit agents can provide the following information:</p> <p>Appointments for mass immunization clinics are no longer available in your public health unit, you can attend any of the walk-in, pop up, or other clinics made available by your public health unit, or</p>

		visit any participating pharmacy. For more information, please contact your local public health unit, or visit their website.
32.	If someone from the PHU calls with a COVAXON issue.	Unfortunately, we do not provide technical support for the COVAXON application. This call centre is only for the public to book vaccine appointments. Please check with your internal IT support or your supervisor for more information on how to resolve this issue.
33.	If a hospital worker / supervisor calls regarding the direction we're providing the public.	The call center supports people in getting their vaccine appointments booked, and helps the public answer questions they may have about their vaccine appointment based on guidance provided by the Ministry of Health.
34.	If an outside organization (ex: consulate, private company, other government branch) is inquiring regarding the overall process to book vaccine appointments in Ontario and the answer is not in the FAQ.	This call center supports appointment bookings for mass clinics in PHU regions that are using the provincial booking system. For additional information on how else an appointment can be booked in the province, please visit Covid-19.ontario.ca/
35.	Will I receive a reminder before my appointment?	By email – you will receive a reminder 24 hours before your appointment.
36.	Can someone book for me?	Yes, as long as the individual for whom the appointment is being booked is eligible to make a vaccine appointment. They will also need to have your Health card information on front and back of card, know your postal code and birth date. However, to protect your personal health information, we recommend that you book yourself.
37.	Can someone in quarantine/isolation receive their vaccine / book their appointment?	If you have any symptoms that could be due to COVID-19, you should not receive the vaccine at this time. You should also wait 14 days after receiving any other vaccine before receiving the COVID-19 vaccine.
38.	Do people need secure internet to book an appointment? How do I book without secure internet / if in rural areas with limited access to internet?	We recognize that not everyone is comfortable with or has easy access to the internet. To address this, we have established a call centre to provide individuals with appointment booking support and to answer questions about Ontario's vaccination plan. Ontario.ca/bookvaccine will act as the central point for individuals to access the information and support they need to book an appointment. All eligible individuals will be guided to the appropriate provincial booking tools, or to their local public health unit if they are living in a public health unit using its own booking system. Agent can Offer to book appointment over the phone.

Canceling / rebooking appointment

#	Question	Response
39.	If someone calls saying they have been told to call to re-book their vaccine appointment.	<p>Please re-book the client's appointment for the earliest possible date.</p> <p><u>For those with appointments on or before the “final Mass Immunization Clinic date”:</u></p> <p>All individuals who are turning 12 and older at the time of their appointment are now eligible to book their second appointment at a shorter interval past their first dose, and thanks to ample vaccine supply there is currently capacity at clinics near you. I am happy to help you re-book your second dose at the earliest possible date.</p> <p>If the client does not want their rebook their appointment:</p> <p>Thank you and have a nice day!</p> <p><u>For those with appointments after the “final Mass Immunization Clinic date”:</u></p> <p>Thanks to ample vaccine supply and accelerated second dose appointments for all individuals who are turning 12 and older at the time of their appointment, as well as a variety of other channels through which to receive vaccination, your public health unit expects to conclude mass clinics prior to the date of your scheduled second dose. I am happy to help you re-book your second dose at the earliest possible date.</p> <p>If the client does not want their rebook their appointment:</p> <p>Your scheduled appointment time is no longer available, but we can offer you another appointment at the earliest possible date. You can also attend any of the walk-in, pop up, or other clinics made available by your public health unit, or visit any participating pharmacy. For more information, please contact your local public health unit, or visit their website.</p>
40.	If someone calls saying they have had their vaccine appointment re-booked for them at an earlier date.	<p>Thanks to ample vaccine supply and accelerated second dose appointments for all individuals who are turning 12 and older at the time of their appointment, as well as a variety of other channels through which to receive vaccination, your public health unit expects to conclude mass clinics prior to the date of your scheduled second dose. Because of this, they have recently been reaching out to individuals in their region to book earlier appointments—it is most likely you were</p>

		<p>automatically rebooked after attempts to contact you about rebooking were not successful. If the new time does not work for you, I am happy to find the earliest possible date if the one booked for you does not work.</p> <p>If the client does not want their rebooked appointment:</p> <p>Your scheduled appointment time is no longer available, but we can offer you another appointment at the earliest possible date. You can also attend any of the walk-in, pop up, or other clinics made available by your public health unit, or visit any participating pharmacy. For more information, please contact your local public health unit, or visit their website.</p>
41.	What if I miss my appointment?	<p>A person can rebook their appointment if they missed their first or second appointment. Rebooking requires the individual to access their booking through the original booking channel.</p>
42.	What happens if I miss my second dose?	<p>To change, cancel or reschedule a booking, you should contact the original channel where you first made your appointment and make necessary changes.</p>

Preparing for and when at your appointment

#	Question	Response
43.	How long after I've been diagnosed with COVID should I wait to receive my vaccine?	Individuals with COVID-19 symptoms should wait to receive their vaccine until their symptoms are completely gone. If you have been advised to self-isolate due to having a confirmed case of COVID-19, or have been in close-contact with someone with COVID-19, you should not attend a vaccine clinic until your isolation period is over.
44.	How long will I be at the clinic? What can I expect during my visit?	<p>Between 30 minutes and 1 hour.</p> <p>Current public health measures will be in place and all health care providers, patients, and other staff and visitors will be expected to follow all public health measures in the clinic. Be sure to read and follow any signs or instructions provided at the clinic. You will be asked to provide your OHIP or Status card or any other form of identification to confirm your appointment.</p> <p>You will be asked to complete active screening to see if you have signs or symptoms associated with COVID-19 prior to entry into the clinic. You will be asked to wear a mask while at the clinic, as well as to clean your hands, and practice physical distancing from others (at least 2 metres). You will be asked to stay for 15-30 minutes after you receive the vaccine to monitor for any adverse events following immunization.</p>
45.	What if I don't have an OHIP card?	If you do not have a health card, you are still eligible for the vaccine. You can contact your local public health unit where you will be asked for another form of identification document (ID) or combination of IDs. Once the public health unit has confirmed your identity, they will help book your appointment. To find your local public health unit and contact number, visit Ontario.ca/bookvaccine and select the 'no Ontario health card' option from the drop down menu under Health Card Type.
46.	How do I prepare myself for the vaccine?	<p>In preparation for your appointment, please consider the following:</p> <ul style="list-style-type: none"> • Take your regular medication and eat your meals as usual. • Do not wear any scented products. • Wear a loose-fitting top or a t-shirt so that the health care provider can easily access your arm for the vaccination • If you have symptoms of COVID-19, you should not attend the clinic. Call the clinic and follow their instructions. • Do not arrive more than 10 minutes before your appointment.
47.	What time should I arrive for my appointment?	We recommend that you arrive on time to avoid unnecessary waiting time. Do not arrive more than 10 minutes before the start time of your scheduled appointment.

48.	Which vaccine will I be receiving? How do you select which vaccine I will get?	We do not offer the choice of vaccine. Only vaccines that Health Canada has approved and determined are safe and effective will be administered in Ontario. Health Canada has one of the most rigorous scientific review systems in the world. Health Canada only approves a vaccine if it is safe, it works, it meets manufacturing standards, and the benefits of being vaccinated outweigh the risks.
49.	Do the different vaccines have different consent forms?	Currently, the same consent form is used for all Covid-19 vaccines.
50.	Are there local transportation services available? How do I get to my appointment?	<p>A number of public health units are offering options to provide transportation to vaccine sites for those that do not have it.</p> <p>The government has also partnered with the Ontario Community Support Association to help people without access to accessible transportation, including people with disabilities and chronic medical conditions, and seniors with mobility issues, get to and from vaccination sites so they can receive their COVID-19 vaccine.</p> <p>For information on how to book a ride, please visit The Accessible Drive To Vaccines web page at: https://www.ontariocommunitysupport.ca/accessible-drive-to-vaccines-program#Needhelp or call Ontario 211 for support.</p> <p>Please visit your local public health unit's website to explore further options and/or contact the PHU directly.</p>
51.	Is the vaccine free? How much does the vaccine cost?	Yes, COVID-19 vaccines are free.
52.	What resources are on site in case of allergic reactions?	As with the routine administration of all vaccines, COVID-19 vaccines should be administered in a healthcare setting capable of managing anaphylaxis, and individuals should be observed for a minimum of 15 minutes. For additional information on allergy consult the Canadian Society of Allergy and Clinical Immunology statement on COVID-19 vaccination https://csaci.ca/ .
53.	What do I need to bring with me to my appointment? Can I bring someone else with me, such as a family member or care giver?	<p>No matter where you are getting vaccinated, you should bring:</p> <ul style="list-style-type: none"> • your Ontario health (OHIP) card (if you have one) or other identification document(s) • your booking code (if you received one)

		<ul style="list-style-type: none">• a face covering or mask (wear one at all times)• assistive or accessibility devices (if you need them) <p>Wear clothing that allows easy access to your upper arm and shoulder area, such as a t-shirt.</p> <p>If possible, please limit bringing additional people with you if they do not have an appointment.</p> <p>If you need someone with you, ask the clinic ahead of time to confirm if this is possible. They will not be able to get vaccinated unless they have an appointment too.</p> <p>For more information, please consult the COVID-19 Vaccine Information Sheet.</p>
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Verification / record of vaccination

#	Question	Response
54.	Can I receive a copy of my vaccination records? Will it say which vaccine I got?	Vaccination sites are issuing vaccination receipts electronically via email if provided, or printed out if not. Individuals with the Green photo health (OHIP) card can now log-in to the provincial portal through ontario.ca/bookvaccine to obtain a PDF copy of their COVID-19 vaccine receipt for both their first and second dose. Individuals with the red and white health card can call the Provincial Vaccine Booking Line for a call centre agent to email a copy of their first and second dose vaccination receipts.
55.	Are you now issuing proof of vaccination cards/certificates for those who have had both shots?	<p>The COVID-19 vaccine will not be mandated for Ontarians but we do strongly suggest that people embrace the opportunity.</p> <p>Ontarians receive receipt of immunization for a variety of shots and this is not exclusive to COVID-19. Each individual vaccinated receives a printed receipt of vaccination and if they consent to receive information electronically and provide the needed details, they will receive a digital receipt electronically via email.</p>

Post-appointment

#	Question	Response
56.	Once I am vaccinated, do I still have to worry about the Public Health Measures like wearing a mask and social distancing?	As the vaccination rollout continues, it remains critically important that all Ontarians continue following regional public health measures, restrictions, and advice to protect our most vulnerable populations and help stop the spread of COVID-19. More information about which public health measures apply to your region can be found at: COVID-19 public health measures and advice COVID-19 (coronavirus) in Ontario
57.	Can I have people over after I get the vaccine?	As the vaccination rollout continues, it remains critically important that all Ontarians continue following regional public health measures, restrictions, and advice to protect our most vulnerable populations and help stop the spread of COVID-19. More information about which public health measures apply to your region can be found at: COVID-19 public health measures and advice COVID-19 (coronavirus) in Ontario
58.	I'm having a reaction to the vaccine. What should I do?	Please contact Telehealth Ontario at 1-866-797-0000 so a nurse can review your situation or please contact your health care provider.
59.	How can I report an adverse event for myself or someone else?	For more information on adverse events following immunization (AEFIs) or to report an AEFI visit Public Health Ontario's vaccine safety web page . If you are concerned about any reactions you experience after receiving the vaccine, contact your health care provider or Telehealth Ontario at 1-866-797-0000

Pharmacy and Primary Care Channels

#	Question	Response
60.	Key Message for Pharmacies	<p>Pharmacy information will not be uploaded onto the ministry's website locator until vaccine supply is available at the pharmacy.</p> <p>Pharmacies are using their own booking system. Visit ontario.ca/pharmacycovidvaccine to find a participating pharmacy to make an appointment.</p>
61.	How will pharmacies be validating the age of individuals when booking COVID-19 vaccination appointments?	Individuals will be required to provide their health card or another piece of identification with their date of birth
62.	Where in the pharmacies will the vaccine be administered?	Pharmacies will have a dedicated space to administer vaccines in their stores and will be adhering to proper infection prevention and control measures to help protect their staff, patients, and customers against COVID-19.
63.	How will the booking systems used by pharmacies and primary care settings integrate with the provincial booking system?	The booking system used by pharmacies and primary care providers will not be integrated with the provincial booking system, as the provincial booking system will only be used for vaccination appointments at mass immunization clinics.
64.	Will vaccines at pharmacy or primary care locations be available by walk-in or appointment?	<p>The vaccine will be available by appointment only. Pharmacies are using their own booking system. Visit ontario.ca/pharmacycovidvaccine to find a participating pharmacy to make an appointment.</p> <p>It will be up to primary care sites to book appointments with their patients. Primary care practices are not taking appointments by request.</p>
65.	If I get my first dose at a pharmacy, can I get my next dose at a different location (i.e. mass clinic)?	Yes, and I can book that now.
66.	Can I buy the vaccine at a drug store?	You cannot buy the vaccine at a drug store, however, the government is working with the pharmacy sector to offer vaccinations in retail pharmacies across the province.

67.	How can I book a vaccination appointment with my primary care provider?	Primary care providers are not taking appointments by request – they are contacting eligible populations directly to offer vaccination appointments.
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Clinical Vaccine safety

	Question	Response
68.	Are you offering the J & J vaccine?	<p>Health Canada authorized the Janssen COVID-19 vaccine for use for the COVID-19 pandemic. The vaccine is approved for people who are 18 years of age and older. Health Canada authorized this vaccine with conditions on March 5, 2021, you can find detailed technical information about the Janssen vaccine, such as the product monograph and our regulatory decision summary, in the government of Canada COVID-19 vaccines and treatments regulatory portal.</p> <p>According to the terms and conditions that Health Canada placed on the authorization, the manufacturer (Janssen Inc.) will submit to Health Canada:</p> <ul style="list-style-type: none"> • monthly post-market safety monitoring reports, including information about serious and non-serious adverse drug reactions in Canada and abroad • any further data on the long-term safety and effectiveness of the drug, including final data from ongoing clinical trials • further quality data confirming that the manufacturing processes and controls will continue to consistently produce a product of suitable quality for the intended use <p>While this vaccine has been authorized for use by Health Canada there is no supply available to be administered.</p>
69.	Re: mixing different vaccines between first and second doses	<p>The best vaccine for your second dose is the vaccine that is available first. All vaccines provided in Ontario provide strong protection against COVID-19 and its variants.</p> <p>Combining similar vaccines from different manufacturers in a series is not a new concept. Different vaccine products have been safely and effectively used to complete vaccine series for influenza,</p>

		<p>hepatitis A, and others. Ontario's Chief Medical Officer of Health and NACI's guidance also advises that the Pfizer and Moderna COVID-19 vaccines can be safely mixed for first and second doses.</p> <p>The Delta variant continues to be a concern and it is important for people in Ontario to have access to a second dose of vaccine as quickly as possible.</p> <p>Ontarians who received a first dose of an mRNA vaccine could be offered the same mRNA vaccine for their second dose or a different mRNA vaccine depending on availability. This means if you had Moderna or Pfizer for your first dose, you can safely take either Moderna or Pfizer for your second dose.</p> <p>"I have no ability to confirm what vaccine type is being offered at the clinic". The vaccine type will be verified when you arrive at the clinic for your appointment.</p> <p>Website Links to more information about mixing doses: En: Ontario.ca/mixingvaccines Fr: Ontario.ca/combinaisonsdesvaccins</p>
70.	Can someone receive the vaccine if they are fasting?	The vaccine is safe for people to take who are fasting.
71.	Is covid real?	<p>Coronaviruses (CoV) are a large family of viruses that cause illness ranging from the common cold to more severe diseases such as Middle East Respiratory Syndrome (MERS-CoV), Severe Acute Respiratory Syndrome (SARS-CoV), and COVID-19. A novel coronavirus is a new strain that has not been previously identified in humans.</p> <p>COVID-19 is a novel (new) coronavirus that was first identified in Wuhan, China in late 2019. The World Health Organization (WHO) classified COVID-19 as a pandemic on March 11, 2020.</p>
72.	Should I get the vaccine?	That is a good question but should be answered by a certified medical professional. Please reach out to your primary care provider, if you do not have one at this time call the Telehealth Ontario line @ 1 866-797-0000. Following an assessment, if warranted, Telehealth will be able to refer you to a virtual primary care provider.
73.	Is the vaccine mandatory?	The COVID-19 vaccine is not mandatory in Ontario. We are working on the approach for vaccine administration in alignment with Ontario's Ethical Framework for Vaccine Distribution .
74.	Is the vaccine real?	Yes, the vaccine is real and it is a safe and effective way to prevent the spread and reduce the impact of COVID 19.
75.	Is the vaccine safe? Is one vaccine safer than the other? What's the	Only vaccines that Health Canada has approved and determined as safe and effective will be administered in Ontario. Health Canada has one of the most rigorous scientific review systems in the

	difference between the different vaccine products? Which type of vaccine is better? Have other vaccines been approved?	world. Health Canada only approves a vaccine if it is supported by very robust scientific data and evidence, deeming that it is safe, it works, it meets manufacturing standards, and the benefits of being vaccinated outweigh the risks. After approval, Health Canada and the Public Health Agency of Canada continue to monitor the ongoing safety and effectiveness of all approved vaccines in Canada. More information can be found online at Ontario.ca/covidvaccine on the different vaccines. All of the approved COVID-19 vaccines have a high efficacy rate against severe disease.
76.	Will the vaccine conflict with my underlying condition?	That is a good question but should be answered by a certified medical professional. Please reach out to your primary care provider. If you do not have one at this time please call the Telehealth Ontario line @ 1 866-797-0000. Following an assessment, if warranted, Telehealth will be able to refer you to a virtual primary care provider.
77.	Are diabetics able to receive the covid 19 vaccination?	Diabetes Canada encourages people living with type 1 or type 2 diabetes to receive the COVID-19 vaccine when it is available, and to talk with their health-care provider.
78.	Will the vaccine change my DNA? Are there microchips in the vaccine? Was the manufacturing of the vaccine rushed?	No the vaccine will not change your DNA. No, the vaccine does not contain a microchip. Only vaccines that Health Canada has approved and determined are safe and effective will be administered in Ontario. Health Canada has one of the most rigorous scientific review systems in the world. Health Canada only approves a vaccine if it is safe, it works, it meets manufacturing standards, and the benefits of being vaccinated outweigh the risks. These vaccines were developed faster than before because of the never-before seen levels of collaboration and funding invested in this effort around the world. The technology behind the vaccines has been around for more than 10 years and have already been used in animal models for influenza, zika virus, rabies virus, cytomegalovirus (CMV) and others. Because this advanced technology already existed, scientists were able to work quickly.
79.	Is it possible to get COVID after getting the vaccine? I got sick after getting the COVID vaccine, is this possible?	Vaccinated individuals can still be infected, but vaccination greatly reduces the risk of infection, and reduces the risk of an infection progressing to the more severe form of the disease. COVID-19 vaccination will help protect you from getting COVID-19. You may have some side effects, which are normal signs that your body is building protection. These side effects may affect your ability to do daily activities, but they should go away in a few days. Some people have no side effects. In most cases, discomfort from pain or fever is a normal sign that your body is building protection. Contact your doctor or healthcare provider: <ul style="list-style-type: none"> • If the redness or tenderness where you got the shot gets worse after 24 hours • If your side effects are worrying you or do not seem to be going away after a few days As the vaccination rollout continues, it remains critically important that all Ontarians continue following regional public health measures , restrictions, and advice to protect our most vulnerable populations

		and help stop the spread of COVID-19. More information about which public health measures apply to your region can be found at: COVID-19 public health measures and advice COVID-19 (coronavirus) in Ontario
80.	Are there long-term side effects caused by Covid-19 Vaccines?	Ongoing studies of the vaccines approved for use in Canada indicate no serious side effects found to date. People who have received the vaccine in studies continue to be monitored for any longer-term side effects. For more information on adverse events following immunization or to report a reaction please visit Public Health Ontario's vaccine safety web page. https://www.publichealthontario.ca/en/health-topics/immunization/vaccine-safety
81.	How will you reach those who are reluctant to get vaccinated?	Individuals may be vaccine hesitant for many reasons. We will continue to work with community partners and stakeholders to ensure that information and tools are available to help Ontarians in their decisions regarding vaccination.

Efficacy

#	Question	Response
82.	Will the vaccination process provide immunity to COVID-19? What's the duration of protection?	Studies are still underway to determine how long the vaccine will provide immunity. The government will keep the public informed as new data becomes available.
83.	How long does the immunity to COVID-19 last after getting the vaccine?	Studies are still underway to determine how long the vaccine will provide immunity. The government will keep the public informed as new data becomes available.
84.	How do I know if I'm actually immunized once I get both doses?	Studies have shown that with two doses, you will be protected with a 94-95% effective rate with the Pfizer-BioNTech and Moderna vaccines.
85.	Will someone be protected by 1 dose of the vaccine?	The vaccines all require 2 doses for your body to develop adequate immunity. It takes time for your body to build protection after any vaccination. COVID-19 vaccines that require 2 shots may not protect you until about 2 weeks after your second shot.
86.	Are there any more doses needed after the series of two does is completed?	At this time, studies have shown that two doses of vaccines are sufficient.
87.	Does the vaccine still work if there is a longer time between doses?	National Advisory Council on Immunization (NACI) has provided the recommendation to extend the vaccination dose interval up to four months (16 weeks) for all two dose vaccines approved by Health Canada while maintaining a strong and sustained level of protection from COVID-19.

		<p>If the administration of the second dose of a vaccine is delayed beyond 4 months, it should be provided as soon as possible.</p> <p>This will allow Ontario to rapidly accelerate its vaccine rollout and maximize the number of people receiving first dose within a context of limited supply, pending vaccine supply from the federal government.</p>
88.	Can I pass COVID-19 on to someone else after I've been vaccinated?	Vaccination is expected to be an effective way to prevent the spread and reduce the impact of COVID-19. However, due to insufficient evidence at this time on the effectiveness of COVID-19 vaccines in preventing asymptomatic infection and reducing transmission, it is still important for vaccine recipients to follow public health guidance even after vaccination.
89.	Will these vaccines work on new strains of COVID-19?	New strains of COVID-19 are being closely monitored. The government will keep the public informed as new data becomes available.
90.	How should I protect myself from getting COVID-19 until I'm able to get a vaccine?	It is important to continue to follow the advice of public health officials including maintaining a physical distance of two metres from people outside of your household, wearing a mask, practicing proper hand hygiene and limiting non-essential travel. These measures will help keep you, your loved ones and your community safe.

General vaccine information

#	Question	Response
91.	How do COVID-19 Vaccines work?	Vaccines work with your immune system so your body will be ready to fight the virus if you are exposed. Vaccines tell your body how to make a harmless protein found in the virus and start building antibodies that know how to fight the real virus if you come in contact with it. This can reduce your risk of contracting COVID-19 and make your symptoms milder if you do get it.
92.	Who is considered fully vaccinated?	People are considered fully vaccinated after receiving the full series of a COVID 19 vaccine or combination of COVID-19 vaccines approved by World Health Organization (e.g., two doses of a two-dose vaccine series, or one dose of a single-dose vaccine series).
93.	If I have or already had COVID-19 and recovered, do I still need to get vaccinated?	<p>Yes. According to Health Canada, at this time, long-term immunity data is not available. Data will continue to be collected, from the ongoing clinical trials and from real-world use and recommendations will be made based on the evidence collected. Current studies show that the vaccine is used both for preventing the occurrence of COVID-19 infection and diminishing the severity of the infection.</p> <p>This means that the vaccine greatly reduces the risk of infection and an infection progressing to the more severe form of the disease.</p>

94.	Is it safe to get other vaccinations around the same time as the COVID-19 vaccine? Can I get a different vaccination between doses of the COVID-19 vaccine?	You should wait 14 days after receiving any other vaccine before receiving the COVID-19 vaccine. Do not receive any other vaccines (except for your second COVID-19 vaccine) until you have received both doses of the COVID-19 vaccine and at least 28 days have passed after the second dose (except in the case when another vaccine is required for post-exposure prophylaxis).
95.	Who made the vaccine? / Where does the vaccine come from?	More information is available online at Ontario.ca/covidvaccine
96.	I have allergies to certain ingredients in vaccines? Where can I find out more information on what is in the vaccines?	A full list of ingredients for each vaccine can be found at https://covid-19.ontario.ca/covid-19-vaccine-safety
97.	Are the vaccines halal / Are the vaccines kosher?	In the COVID-19 vaccines currently approved in Canada – no gelatin or animal bi-products are used.

First Nations and Indigenous Communities

#	Question	Response
98.	How are Indigenous communities being engaged in the approach to vaccination rollout?	<p>The province is working in partnership with the Ontario Regional Chief, First Nations leadership and communities, and urban Indigenous partners to identify needs and culturally safe responses regarding vaccine distribution and rollout. The province continues to engage Indigenous partners on plans to provide vaccines to Indigenous populations who have not yet received doses, including Indigenous youth in both First Nation communities and urban settings.</p> <p>The province engages with First Nations communities and urban Indigenous partners directly to identify urgent needs and provide support. The province also participates at a variety of tables that have been established to aid in the planning and support of the rollout. For example, the province leads tables with membership from First Nations communities, as well as urban Indigenous partners, to provide advice on the distribution of vaccines to First Nations communities and urban Indigenous populations across Ontario. A Communications Table also meets with Indigenous and health partners to collaboratively develop culturally appropriate communications and public education materials for First Nations, Métis and Inuit people.</p> <p>In providing vaccinations to those in the 31+ fly-in First Nation communities and Moosonee through Operation Remote Immunity, Ornge liased directly with leadership from each of the communities. Orgne also collaborated closely with Nishnawbe Aski Nation, First Nations leadership, community</p>

		<p>members, public health units, health authorities, the federal government, frontline health care workers, and the province.</p> <p>Additionally, the COVID-19 Vaccine Distribution Taskforce, which advises Ontario in planning the immunization program to deliver vaccines, remains committed to incorporating effective and culturally appropriate approaches to vaccination that address the safety and well-being of Indigenous communities.</p>
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Data, privacy and security

#	Question	Response
99.	Can I change my personal health card or vaccine information (e.g., incorrect birthdate, name, email, phone number, vaccine type)?	<p>You cannot make changes to your personal information in the COVax system. To make changes to your current health card or vaccine information:</p> <p><u>For vaccine information changes:</u> If you received your first and/or second dose at a pharmacy or hospital, please reach out to where you received your dose(s).</p> <p>If you received your first and/or second dose at a mass vaccination, mobile, pop-up or walk-in clinic, please reach out to your local public health unit to have your information corrected.</p> <p><u>For health card information changes:</u> Please contact ServiceOntario, Infoline at 1-866-532-3161 TTY 1-800-387-5559. In Toronto, TTY 416-327-4282.</p>
100.	I'd like to know more information about what you're doing with my personal information. Who can I speak to about that?	<p>The data being collected will be used by the Ministry of Health to support and inform the effective rollout of the COVID-19 vaccine program. Collecting the data will help the province have a more complete picture of who is being vaccinated and will help the government better understand COVID-19 vaccine uptake across the province. This data will help to address any gaps in access to vaccinations and ensure an equitable and effective roll-out of the vaccine, especially for communities that are at-risk and disproportionately impacted by the pandemic. It will help us ensure that we are reaching everyone who wants to be vaccinated.</p> <p>The Ministry may also use and disclose your information where otherwise permitted or required by law, in accordance with the Ministry's privacy practices.</p> <p>Data will be stored in a secure government data system called COVax.</p>

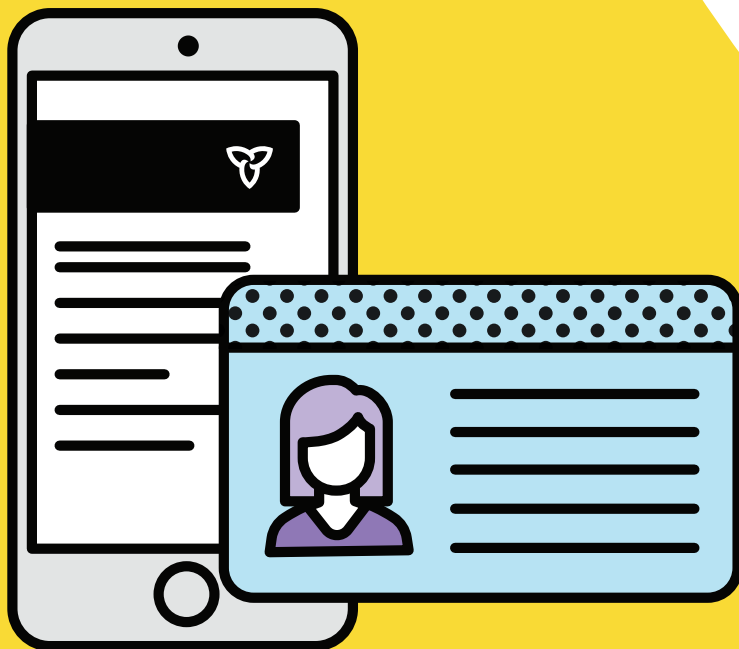
		No information that identifies you will be disclosed in any reports or findings that are shared publicly.
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Miscellaneous



#	Question	Response
101.	If asked about myocarditis or pericarditis.	<p>On June 30, 2021, Health Canada updated the Pfizer-BioNTech and Moderna Product Monographs to describe very rare reports of myocarditis (inflammation of the heart muscle) and pericarditis (inflammation of the tissue surrounding the heart) following vaccination. Cases of myocarditis and/or pericarditis following immunization with COVID-19 vaccines have been reported in a small number of people in Canada and internationally. These reports are very rare and investigations into the association between myocarditis/pericarditis and mRNA vaccines continue.</p> <p>As a precautionary measure, individuals who were diagnosed with myocarditis/pericarditis after a first dose of an mRNA COVID-19 vaccine (Pfizer-BioNTech or Moderna) should wait to receive a second dose until more information is available.</p> <p>For more information please contact your local Public Health Unit or healthcare provider.</p>
102.	If asked about domestic or international travel.	<p>Agents can defer callers to the Government of Canada website to learn more. Agents should also recommend callers find out what restrictions are in place if traveling outside of the Province or Country.</p> <p>Government of Canada website: https://travel.gc.ca/travel-covid</p> <p>Agents can also defer callers to the Government of Canada Call Centre: 1-800-O-Canada</p>
103.	What does the agent say if they do not have an answer?	<p>I am sorry I was not able to assist you today. For information on Ontario's vaccination plan visit Ontario.ca/covidvaccine.</p> <p>Have a nice day!</p>
104.	Registered or non registered health care professional wants to volunteer to support vaccination.	Public health units are responsible for delivering the COVID-19 vaccine in their regions, including the planning, implementation and operation of immunization clinics. Individuals who are interested in supporting these clinics should reach out direct to their local PHU, who are actively engaging and partnering with local health care and service providers to support their vaccination efforts.

		You may also express your interest in supporting vaccine efforts by signing up on the Ontario Matching Portal at: Home (force.com) . PHUs will have access to the portal to support their recruitment efforts.
105.	Who should I contact to report an outbreak?	Anyone reporting an outbreak needs to contact their public health unit directly (<i>the provincial line should direct them to their PHU</i>)
106.	Who should I contact to discuss re-opening plans for my business or municipality?	Re-opening calls from businesses should be directed to the Stop the Spread Business Information line at 1-888-444-3659.
107.	How is Ontario supporting employers who are eager to provide vaccinations for their workforces?	<p>The COVID-19 vaccine is not mandatory, but we encourage everyone to get it. We are working on the approach for vaccine administration in alignment with Ontario's Ethical Framework for Vaccine Distribution.</p> <p>We also continue to consult with important stakeholders such as employers and will provide updates as soon as they are available. Ontario is also enabling more health care providers to administer the vaccine as quickly and safely as possible to increase access to the vaccine for all Ontarians, including those in the workforce.</p>
108.	Who should I contact if I'm interested in selling vaccine products?	Businesses/companies wanting to sell "vaccine" products should be directed to the Ontario Together Portal (see link below). They can also call 1-888-777-0554 from Monday-Sunday 8:30am-5:00pm. https://covid-19.ontario.ca/how-your-organization-can-help-fight-coronavirus
109.	References to quick links: <ul style="list-style-type: none"> - Public Health Measures and Restrictions - Pharmacies Offering Vaccines - Out of Province Vaccination Information - Ontario Matching Portal - Ontario Together - Stop the Spread - Support the Learners - Provide Feedback - How Ontario is responding to COVID-19 	<p>COVID-19 public health measures and restrictions: COVID-19 public health measures and advice COVID-19 (coronavirus) in Ontario</p> <p>Pharmacies offering COVID-19 vaccine: COVID-19 pharmacy vaccine locations (ontario.ca)</p> <p>Out of Province Vaccination Information: https://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/vaccine/COVID-19_guidance_for_individuals_vaccinated_outside_of_ontario.pdf</p> <p>Ontario Matching Portal- Website- https://healthcloudtrialmaster-15a4d-17117fe91a8.force.com/matchingportal/s/?language=en_US Phone- 416-916-2562 Email- N/A</p> <p>Ontario Together – Website- https://covid-19.ontario.ca/how-your-organization-can-help-fight-coronavirus</p>

		<p>Phone- 1-888-777-0554 Email – No Specific email mentioned. There is an online communication channel on the website.</p> <p>Stop the Spread- Website- https://www.ontario.ca/page/covid-19-stop-spread Phone- 1-888-444-3659. Email- N/A</p> <p>Support the Learners- Website- https://www.ontario.ca/page/get-support-learners Phone# - Toll-free: 1-888-444-3770 Toll-free TTY: 1-800-268-7095</p> <p>Provide Feedback Website - Contact us Ontario.ca Email- N/A</p> <p>How Ontario is responding to COVID-19 https://www.ontario.ca/feedback/contact-us?id=25811&nid=130423</p>
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**To enter this setting
you are required to
show:**

-  **Proof that you are
fully vaccinated
against COVID-19**
-  **Personal
identification**

As of September 22nd, Ontario requires
proof of vaccination to access select
settings.

Download or print your vaccination
receipt at ontario.ca/proofofvaccination.

For questions,
call: 1-833-943-3900
(TTY 1-866-797-0007).
Help is available 7 days a week
from 8am to 8pm in more than
300 languages.

**Let's all help to protect the
health and safety of Ontarians.**



Download or print your vaccination receipt
at ontario.ca/proofofvaccination

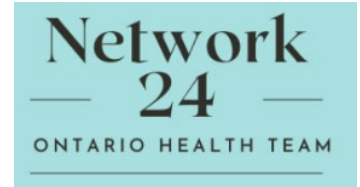
Ontario 

FOR IMMEDIATE RELEASE

September 17, 2021

Network 24 Pleased with Ontario Health Team Announcement

Today, the Province of Ontario announced the latest round of approved Ontario Health Teams (OHTs). One of the eight new OHTs will be the 'Network 24 Ontario Health Team', made up of health and social service providers in several municipalities in Renfrew County and South Algonquin Township. The name 'Network 24 Ontario Health Team' is a temporary one. A new name will be chosen in the near future.



More than 70 community health care partners in the area joined forces to develop new models of delivering timely and available patient care that 'wraps around patients and their families'. Represented among those community partners are hospitals, long-term care homes, municipalities, paramedic services, primary care providers, agencies that provide social services, palliative care, homecare, community care, mental health and addictions care, and public health — as well as patients and caregivers.

Dr. Declan Rowan, family physician leader in the Pembroke / Petawawa area, has been very involved with the OHT development to date. He said that the recent announcement of the new regional health team is the beginning of a process to make health care more integrated and accessible for residents. "These are early stages, and we will continue to work hard to evolve and improve health and care for residents in our area".

"Today's welcomed announcement of a new Ontario Health Team for our area will result in a regional coordinated health care approach that will connect family physicians and their patients more effectively with hospitals, paramedics, long-term care, mental health services, community health centers, and other parts of the health care sector. We are pleased with the Province's support and announcement. We look forward to working with our partners in the Network 24 Ontario Health Team to deliver high-quality coordinated care to our region's residents," Dr. Rowan said.

The initial focus of the Ontario Health Team will be on frail seniors and those struggling with mental health and addictions. Helping residents connect with family doctors and primary care teams is another priority.

The catchment area covered by this newly announced Ontario Health Team includes a broad and diverse set of communities in and around the Ottawa Valley. The area stretches from Renfrew to Deep River, and includes the communities of Calabogie, Barry's Bay, Eganville, Cobden, Pembroke, and Petawawa, as well as those along Highway 60 to South Algonquin Township. The area covers approximately 7,600 square kilometers and 80,000 residents.

Last year, the Ontario government began implementing its plan to build a new, integrated health care system for patients by announcing the first 24 Ontario Health Teams and Ontario Health, a single agency to oversee quality health care delivery, and improve clinical guidance and support for providers. The strong partnerships and integrated care established by Ontario Health Teams and Ontario Health has helped better position the province to respond quickly and effectively to COVID-19.

For more information, please contact the Ontario Health Team Communication and Engagement Group for Network 24:

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AMO Watchfile not displaying correctly? [View the online version](#)
Add Communicate@amo.on.ca to your safe list



September 9, 2021

In This Issue

- Projection Methodology Guideline feedback.
- Ministry of Transportation updating environmental guide for noise.
- Municipal Cyber Security Forum.
- Accessibility and year-end deadlines.
- M3RC HSP webinar on September 22, 2021.
- Risk Management Symposium October 5 & 6.
- Joint Health and Safety Committee eLearning bundle training.
- Canoe vendor spotlight: Nevco.
- Follow LAS on LinkedIn!
- Book your custom Energy Workshop & Treasure Hunt this fall.
- New High Interest Savings Account (HISA) with National Bank.
- Apply for Community Building Fund - Capital Stream funding.
- Election workers - Elections Canada.
- Careers: Windsor, Waterloo, Ajax and Chatham-Kent.

Provincial Matters

Projection Methodology Guideline feedback period ending soon. The Province is collecting feedback until September 21, 2021 on a proposed approach to support the review and update of the Projection Methodology Guideline to reflect the current land use planning policy framework in Ontario.

Until September 26, 2021, MTO is seeking feedback on a proposed update to the Environmental Guide for Noise which outlines noise impact assessments related to provincial transportation projects.

Eye on Events

On October 14, AMO and the Municipal Information Systems Association of Ontario are co-hosting our second virtual Municipal Cyber Security Forum. Learn from leading cyber experts about the shared responsibility of cyber security and how you can build cyber security resiliency across your municipality and organization. \$50 plus HST. Register today!

The December 31, 2021 deadline is quickly approaching for the *Accessibility for Ontarians with Disability Act*. Is your municipality compliant? On October 7 at 12.30 pm, join AMO and eSolutionsGroup to learn about year-end requirements and what help is available to meet the deadline.

Join M3RC for a webinar on September 22, 2021 from 12:30 PM to 1:30 PM to discuss the proposed producer responsibility regulation for Hazardous and Special Products taking effect on October 1.

Learn how you can protect the environment that help manage costs associated with

municipal risk. Attend the virtual Risk Management Symposium: (em)Powering Change - Climate resiliency for a better tomorrow. If you can't attend live, you will receive access to the recordings, so you can watch any session at your own convenience. [Register here](#).

4S Consulting Services, AMO's occupational health and safety service partner, is offering [JHSC online training](#) at member [preferred pricing](#). Use the code **AMO2021** at checkout.

LAS

The [Canoe Procurement Group](#) continues to grow! We're pleased to welcome Nevco as a supplier of scoreboards, video displays, stadium sound systems, jumbotrons, and more. Modernize your arenas with easy-to-buy state-of-the-art technology! [Contact Tanner](#) to learn more.

Looking to stay connected with us? LAS posts regularly on LinkedIn, sharing stories of interest and keeping you up-to-date on what we're doing. Follow us [using this link](#) to stay in touch.

It's September which means back-to-school and time to start learning! Check out our new [Energy Training course offerings](#) in partnership with Stephen Dixon. Contact [Christian Tham](#) to book your custom workshop. Limited dates still available!

ONE Investment

ONE brings another [HISA provider](#) onboard: National Bank in the coming weeks. Submit your interest and questions today by emailing one@oneinvestment.ca. The account is fully liquid with no transactional or monthly fee that provides higher interest on deposits than a typical savings account.

Municipal Wire*

[Apply for Capital Stream funding](#) through the Ontario Trillium Foundation to repair, renovate or retrofit existing sport and recreation facilities to address community need or public health requirements related to COVID-19. Amount awarded: minimum \$10,000; maximum: \$500,000. Next deadline: September 29, 2021.

[Election Workers - Elections Canada](#). Elections Canada becomes the largest employer in the country on election day. Make a valuable contribution to democracy - apply to work at the federal election, and please share with others!

Careers

[Commissioner, Economic Development & Innovation - City of Windsor](#). The City is looking for a driven leader with the passion and desire to have a major impact on the future of the City of Windsor. To apply for this position, please submit your application and related materials to rankin@boyden.com and state the title of the position in the subject line of your email.

[Director, Reconciliation and Equity, Diversity, and Inclusion \(EDI\) - Region of Waterloo](#). The Director will lead and/or facilitate conversations around matters pertaining to reconciliation with Indigenous communities, anti-racism, equity, and inclusion. Interested applicants can send their resume to Melissa Sumnauth or Jason Murray by e-mailing msumnauth@bipocsearch.com, or can apply through the BIPOC Executive Search [mobile app](#).

[Digital Communications Officer - Town of Ajax](#). This position is responsible for content

management, oversight and day-to-day coordination of the Town's corporate online digital platforms including town website, public engagement platform, mobile reporting application and staff intranet. Applications are accepted at www.ajax.ca/careers.

Chief Administrative Officer - Municipality of Chatham-Kent. As the key advisor to Council, you have the vision to develop and implement operational plans and ensure the coordination of services which align to and support our strategic priorities. To explore this opportunity please apply via email by September 29, 2021 or sooner to careers@waterhousesearch.ca quoting project CK-CAO.

About AMO

AMO is a non-profit organization representing almost all of Ontario's 444 municipal governments. AMO supports strong and effective municipal government in Ontario and promotes the value of municipal government as a vital and essential component of Ontario's and Canada's political system. Follow [@AMOPolicy](#) on Twitter!

AMO Contacts

AMO Watch File Tel: 416.971.9856

Conferences/Events

Policy and Funding Programs

LAS Local Authority Services

MEPCO Municipal Employer Pension Centre of Ontario

ONE Investment

Media Inquiries Tel: 416.729.5425

Municipal Wire, Career/Employment and Council Resolution Distributions

AMO's Partners



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September 16, 2021

In This Issue

- Municipal Modernization Program open for applications.
- Ministry of Infrastructure announces new broadband procurement process.
- Spaces remain for in demand Human Rights & Indigenous Community training.
- Municipal Cyber Security Forum.
- Accessibility and year-end deadlines.
- Virtual Risk Management Symposium October 5 & 6.
- Energy Reporting deadline extended to October 15.
- Blog: Protect against signature fraud and identity theft.
- Canoe: Goodyear Tire Price Increase coming soon!
- New High Interest Savings Account (HISA) with National Bank.
- Attend Pollution Probe's September 21 workshop on Enbridge's DSM plan.
- Careers: City of Waterloo and Municipality of Casselman.

Provincial Matters

Municipalities can apply for intake three of the Municipal Modernization Program until October 19, 2021. Funding will support digital modernization, service integration, streamlined development approvals and shared services/alternative delivery models. Visit www.Ontario.ca/getfunding for complete details. Webinars to assist with applications will be announced shortly.

Infrastructure Ontario launched a new competitive procurement process to support accelerated broadband expansion in the province. For more information on the Request for Qualifications (RFQ) and Ontario Connects program, click [here](#).

Eye on Events

AMO has developed training to support its members in some of the most sensitive and current issues: Human Rights and Equity and Indigenous Community Awareness. A few spaces are still available for fall sessions.

On October 14, AMO and the Municipal Information Systems Association of Ontario are co-hosting our second virtual Municipal Cyber Security Forum. Learn from leading cyber experts about the shared responsibility of cyber security and how you can build cyber security resiliency across your municipality and organization. \$50 plus HST. [Register today!](#)

The December 31, 2021 deadline is quickly approaching for the *Accessibility for Ontarians with Disability Act*. Is your municipality compliant? On October 7 at 12.30 pm, [join AMO and eSolutionsGroup](#) to learn about year-end requirements and what help is available to meet the deadline.

The mornings of October 5 & 6 you can learn about the environmental impacts on your municipalities and how to reduce the risks. [Register](#) to participate live. If you

can't make the date, note that all registrants will have access to the event for 30 days after the date.

LAS

Did you miss the O.Reg. 507/18 annual energy reporting deadline? The Ministry of Energy will accept 2019 consumption data up to October 15. Please email BPSsupport@ontario.ca if you have any questions about the regulation.

A professional seal is a guarantee of public protection, but engineers and architects have seen their seals and/or plans stolen from them, only to be subsequently accepted by authorities. Read more about how to protect your municipality against identity theft.

Effective October 1, Goodyear Canada will raise tire prices by up to 8% due to changes in the market. Beat the price increase! Contact Tanner to find out how to order your tires through the Canoe Procurement Group before it's too late.

ONE Investment

ONE brings another HISA provider onboard: National Bank in the coming weeks. Submit your interest and questions today by emailing one@oneinvestment.ca. The account is fully liquid with no transactional or monthly fee that provides higher interest on deposits than a typical savings account.

Municipal Wire*

Pollution Probe is inviting municipal participants for a second workshop on September 21st from 1-3pm to discuss Enbridge's Natural Gas DSM Plan for Ontario. If interested, RSVP for the workshop here.

Careers

Senior Sustainability Officer - City of Waterloo. Reporting within the CAO's Office, the Senior Sustainability Officer will lead corporate and community sustainability plans and actions, with a significant focus on climate change action. For more details and to apply on-line, please visit: www.waterloo.ca/careers.

Treasurer - Municipality of Casselman. Under the CAO's authority, the selected person is responsible for coordinating the operations of the finance department. Application deadline by Wednesday, September 29, 2021, at 3 p.m.

Chief Administrative Officer - Municipality of Casselman. The CAO is responsible for the overall planning, co-ordination and administration of the Municipality and more. Application deadline by Wednesday, September 29, 2021, at 3 p.m.

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What The Liberals Have Promised Highlights of their election platform for businesses

By: Jennifer Layman
jenn@ovbusiness.com

There is not much to report on election results - we have nearly the same parliamentary make-up on Tuesday morning as we had Monday night. With the Liberal's leading the government, here is a look at what they promised to businesses in their platform: A More Resilient Economy.

Supporting Workers

Continue to expand the Canada Workers Benefit to support 1 million more Canadians in low wage jobs.

Ensure that secondary earners can exclude up to \$14,000 of their working income for the Canada Workers Benefit to receive up to \$2,400.

Introduce a new EI benefit for self-employed Canadians lasting up to 26 weeks. Self-employed Canadians would only be responsible to contribute the portion they would pay as a salaried employee.

Strengthen digital platform workers' rights so they are entitled to job protections under



the Canada Labour Code and establish new provisions to ensure work counts toward EI and CPP while making these platforms pay contributions as any employer would.

A more inclusive EI system that addresses gaps made obvious during COVID-19..

Establish an EI career insurance benefit for people who have worked continuously for the same employer for five or more years and are laid off when the business closes. It will kick in after regular EI ends, providing an additional 20% of insured earnings in the first year

following the layoff, and an extra 10% in the second year.

Extend the home expense deduction through the 2022 tax year, and increase the deductible amount to \$500.

Provide up to 5 new paid leave days for federally regulated employees who experience a miscarriage or stillbirth.

Strengthen the Canada Labour Code to better support women who need to be temporarily re-assigned during pregnancy and while breast-feeding.

Introduce legislation to prohibit the use of replacement workers when a union employer

in a federally regulated industry has locked out employees.

Protect public post-secondary educational institutions from being subject to corporate restructuring.

Double union training program to support more apprenticeship training opportunities and additional partnerships in the Red Seal trades.

Establish a new apprenticeship service to connect first-year apprentices in Red Seal trades with opportunities at small and medium-sized employers.

Supporting Canadian Businesses

Extend the Canada Recovery Hiring Program to March 31, 2022.

Provide Canada's tourism industry with temporary wage and rent support of up to 75% of their expenses.

Allow privately owned, Canadian-controlled businesses to expense up to \$1.5 million of growth-enhancing investments, including in areas like software, patents and machinery.

Continued on Page 3

Business Signage: Ideas and Solutions

Floor Graphics - Outdoor Signage

Sneeze Guards - Exit Signs

Arrows - Window Graphics

Indoor Signage - Vehicle Graphics

Business Cards - Banners

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Ottawa Valley BUSINESS

ABOUT US

Ottawa Valley Business (OVb) publishes on the first and third Tuesday of every month. OVb covers business news and events throughout Renfrew, Lanark and Pontiac counties as well as the surrounding areas. OVb is published by Forward Thinking Marketing Agency.

WHO READS US

Ottawa Valley Business is delivered by email to 3,600 subscribers in businesses, organizations and local and regional government.

HOW TO SUBSCRIBE

Subscriptions are free. Send an email to jenn@ovbusiness.com to be added to our distribution list.

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Advertising rates are as follows:

1/8 Page	\$75
1/4 Page	\$150
1/3 Page	\$175
1/2 Page	\$275
2/3 Page	\$325
Full Page	\$475

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CONTENT & SUBMISSIONS

Submissions on items related to business are welcome. This includes news, events, new hires, tender and letters to the editor. Content will be edited to fit the space available. If you have an event that is not business-related, please consider 101 Things To Do in the Valley at a cost of \$25. 101things@travelourbackyard.com

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2113 Petawawa Boulevard,
Pembroke, Ontario K8A 7G8

Events

September 21, 2021

Five Behaviours of a Cohesive Team. 11:30am-1:00pm. Is your team underperforming? Would you like them to be more cohesive? Cohesive teams make better, faster decisions, tap into the skills and opinions of all members, and avoid wasting time and energy on politics, confusion, and destructive conflict. \$90 per person. Call 613-736-5266 x.114 or education@volunteerottawa.ca

September 21, 2021

Wholesale for Handmakers-Ask the Expert. 10:00am-11:30am. Emily Arbour of Cheerfully Made will discuss the basics of expanding your small business into the world of retail. Small Business Advisor Centre. Call 613-283-7002 ext.108 or cjames@smallbizcentre.ca

September 22, 2021

Mental Health 101: Warning

signs and self-care. Explore the warning signs that can indicate someone we care about is experiencing poor or worsening mental health. \$145. 10:00am-11:00am. Volunteer Ottawa. education@volunteerottawa.ca

September 22, 2021

Obtaining Security Clearance for the Government of Canada. Webinar. 10:00am-12:00pm. Register at <https://ontario.tpsgc-pwgsc.gc.ca/cal/regist-eng.cfm?sid=2085>

September 22 2021

Canva 201 (intermediate). 10:00am-11:30am. Designed for users who want to improve their design skills on Canva through photo-editing and animation. Small Business Advisor Centre. Call 613-283-7002 ext.108 or cjames@smallbizcentre.ca

September 23, 2021

Legal Considerations For Consultants & Solopreneurs. 12:00pm-1:00pm. Practical and legal perspectives for reducing legal risks and helping you better manage your consulting business. Free. 403-506-6305 or katie.knopp@hotmail.com

September 24, 2021

Financial Empowerment for Entrepreneurs. Part 3 of 3. 10:00am-11:00am. Best practices when it comes to budgeting and cash flow. Tara Tennant, Financial Coach. Small Business Advisor Centre. Call 613-283-7002 ext.108 or cjames@smallbizcentre.ca

September 28, 2021

Legal Check-Up: duties and liabilities of directors and officers of charities and not-for-profits. Volunteer Ottawa. \$145. education@volunteerottawa.ca

September 28, 2021

Excel 101 Workshop. This workshop is for you if you want to get beyond the very basics, to learn how to use excel to do your calculations, make charts, organize data, and track progress against goals. 1:30pm-4:30pm. \$90. Call 613-736-5266 x.114 or education@volunteerottawa.ca

October 20, 2021

Instagram 101 (beginners). 10:00am-11:30am. This webinar will focus on developing the skills and knowledge you need to effectively manage your business' Instagram presence as well as creating engaging content. Small Business Advisor Centre. 613-283-7002 ext.108 or cjames@smallbizcentre.ca

October 27, 2021

Instagram 201 (intermediate). 10:00am-11:30am. This webinar will focus on developing the skills and knowledge you need to effectively create engaging content, including Instagram stories and reels. Small Business Advisor Centre. Phone: 613-283-7002 ext.108 or cjames@smallbizcentre.ca

Submit your business event to admin@ovbusiness.com

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Celebrating our 300th ISSUE

"Not Much They Can Take Anymore"
Small business owner rallies "We Are All Essential"

By Jennifer Layman
jenn@ovbusiness.com

Volunteer Ottawa's first annual 'We Are All Essential' rally was a success. The rally was held on Friday, September 17th, and drew a large crowd of people. The rally was held in front of the Parliament Building in Ottawa. The rally was a success, and it was a great day for the community. The rally was a success, and it was a great day for the community. The rally was a success, and it was a great day for the community.

We couldn't have done it without you!
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Liberal Election Platform Highlights

A look at some of the discussion on the economy

Continued from Page 1

Expand pathways to permanent residence for temporary foreign workers and former international students.

Invite 2,000 skilled refugees to fill labour shortages.

Improve foreign credential recognition.

Allow workers in the building and construction trades to deduct up to \$4,000 in travel and relocation expenses.

Require businesses supported through the Sectoral Workforce Solutions Program to include supports such as transportation, computers, food etc..

Introduce a tax credit for seniors (age 65 and older) who want to stay in the workforce.

Develop a sector-specific Agricultural Labour Strategy to address labour shortages.

An \$80 million investment to train workers for green jobs.

Opportunities to re-skill for energy workers.

Innovation, Science and Research

Add 1,000 Canada Research Chairs to help attract top talent at Canadian universities.

Establish a \$75 million a year fund for universities and colleges to help commercialize leading research.

Drawing on Canada's contribution to mRNA science and vaccines, introduce a \$100 million a year fund to pursue moonshot research into high-impact illnesses where a vaccine may be possible.

Supporting artificial intelligence innovations.

Arts & Culture

Launch a new program that will match ticket sales for performing arts, live theatres, and other cultural venues to compensate for reduced capacity.

Extend COVID-related insurance coverage for media production stoppages.

Implement a COVID-19 transitional support program to provide emergency relief to out-of-work artists, craftspeople,



creators, and authors who are primarily self-employed or independent contractors.

Protect Canadian artists, creators, and copyright holders by making changes to the Copyright Act.

Reform the Broadcasting Act to ensure foreign web giants contribute to the creation and promotion of Canadian content.

Modernize funding tools that support Canada's audio-visual sector to make funding open to more traditionally under-represented storytellers, while favouring Canadian productions.

Increasing funding to Telefilm Canada by \$50 million.

Doubling the government contribution, over three years, to the Canada Media Fund.

Increase the proportion of funding for French audiovisual content from 33% to 40% to support a better presence of French-language productions.

Increasing the annual contribution to the Canada Music Fund to \$50 million by 2024-2025.

Provide the Indigenous Screen Office with \$13 million per year.

Invest \$43 million per year to support Canadian authors and books publishers.

Require digital platforms that generate revenues from news content to share a portion with Canadian news outlets.

Reaffirm the role of CBC in protecting and promoting the French language and Francophone cultures.

Provide \$400 million over 4 years to CBC/Radio-Canada with a goal of eliminating advertising during news and other public affairs shows.

Vibrant Rural Communities

Require those that have purchased the rights to build broadband actually do so.

Expand the number of family doctors and primary health teams in rural communities.

Give rural communities greater access to a full suite of health and social services professionals.

A Fairer Financial System

Require financial institutions offer flexible repayment options by default if you fall on hard times or face a life event that causes financial stress. This will include a mandatory option for a 6-month deferral of mortgage payments in qualifying circumstances.

Establish a single, independent ombudsperson for handling consumer complaints of banks.

Crack down on predatory lenders by lowering the criminal rate of interest.

Review the prices charged by banks and impose changes if they are excessive.

Move forward with a model of open banking that will launch no later than 2023.

Modernize Canada's payments technology to deliver faster and lower cost options.

Establish Canada's first ever, nation-wide agency whose sole purpose is to investigate highly complex financial crimes and enforce federal law in this area.

Read more at:
<https://liberal.ca/wp-content/uploads/sites/292/2021/09/Platform-Forward-For-Everyone.pdf>

Book Club

DARRELL

Where to Live, What to Buy, and Who Will Lead Canada's Future

NEXT

From the co-author of *The Big Shift* and *Empty Planet*

BRICKER

Where will the world go after COVID-19? CEO of Ipsos Public Affairs Darrell Bricker's prescient and timely new book has the insights and the data to understand what we are going through and why, and who we still are despite the disruption.

In this groundbreaking new book, Bricker, a Canadian expert in what Canadians will want and need, distills the trends based on real and extensive demographic data and dares to forecast what will come next. Why is Harley-Davidson making smaller motorcycles and changing the way they sell their bikes? Should restaurateurs be focusing on vibrant, frenetic restaurants offering the latest food fashion or on open, quieter restaurants that focus on tasty standard fare? What's the fastest-growing sector in the housing market? Where should companies plan on setting up shop?

Filled with stories of Canadians making critical decisions for their businesses and their personal lives, *Next* will appeal to a wide audience: anyone who is wondering where they should look for their next job or where they might plan on living in retirement - even how they will live in Canada's ever-changing future.

Business News Around The Valley

Property Taxes

Property owners in the Township of Admaston Bromley are reminded that their property taxes are due on September 30, 2021.

Lanark County Seeks

Nominations For Volunteers

Lanark County is asking for nominations for individuals who have made a significant and/or extraordinary contribution to Lanark County in one or more of the following categories: 1) volunteerism, community service and youth, 2) business, agriculture, industry and tourism, 3) heritage and ecology, 4) philanthropy and 5) other. Individuals can be nominated for a Lanark County Award of Excellence. The deadline for nominations is October 1, 2021. For more information visit www.lanarkcounty.ca/en/news

Bonnechere Valley Waste Information

Bonnechere Valley village residents are reminded that

garbage pickup on Thursday, September 30 will be moved to Friday, October 1. Also, the Lake Clear Waste Site will be closed on September 30.

New Dental Office in Petawawa

Dr. Richard Mansour has opened Home Front Dental in Petawawa. Mansour served for 20 years in the Canadian Forces and has been in Petawawa since 2014. An official opening was held September 17. The business is located at 3525 Petawawa Boulevard and is online at www.hfdental.ca.

Vaccine Passport Lamination

The Perth and District Union Public Library will be printing and laminating vaccine receipts at no cost. Stop by during open hours, call or email. Have your health card and postal code ready. The library is located at 30 Herriott Street in Perth. Their additional contact information includes 613-267-1224 (phone) and info@perthunionlibrary.ca.

New Councillor in

Drummond North Elmsley

On September 14, Drummond North Elmsley council appointed Paul Coutts to fill the position of Councillor for the duration of the term of council ending on November 14, 2022. Coutts was also officially sworn into office at that council meeting. The position became vacant when George Sachs submitted his resignation from council on June 22. Coutts, a lifelong resident in the township, lives in North Elmsley with his wife, Danita and two daughters. He operates a small general contracting firm.

Building Permits

Horton Township has issued 47 building permits through the end of August 2021. The total construction value is \$8,050,300.00. Lanark Highlands issued 38 building permits in July and August 2021. Total permit revenue was \$18,199.30 and total building value was \$4,167,880.00.

Boat Launch News

The boat launch on Dunlop Crescent in Deux Rivieres will be temporarily unavailable from September 23-24 as the County of Renfrew will be working in the area to replace culverts. For information, contact the Head, Clara and Maria municipal office at 613-586-2526.

Smiths Falls

Budget Process

The Town of Smiths Falls is seeking public input in the 2022 municipal budget. This is a chance to contribute ideas for how funds should be spent in Smiths Falls to best serve the needs of the community. The online public engagement is open until Friday, October 1. For details, visit this website: www.speakupsmithsfalls.com/budget-consultation-2022

Continued on Page 5

AGM 2021

ANNUAL GENERAL MEETING

Wednesday, September 22

The public is invited to an AGM and a movie at the Skylight Drive-In.

7:00pm - 7:30pm - AGM and Staff Awards

Guest Speaker: Chris Beesley from Community Living Ontario

Movie at Dusk: Free Guy featuring Ryan Reynolds

FREE ADMISSION FOR EVERYONE!

Canteen will be open for purchases.

Masks are required in the canteen and washrooms.

COVID-19 protocols in place.



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Business News Around The Valley

Continued from Page 4

New Vaccine Names

Health Canada has approved new names for the COVID-19 vaccines. The Pfizer-BioNTech vaccine will now be named Comirnaty and the Moderna vaccine will be SpikeVax. The AstraZeneca vaccine will be named Vaxzevria.

Lanark County Community Grants

Lanark County's Community Grants Program is now open. The purpose of the program is to provide direction in the distribution of taxpayer-funded grants to non-profit groups, and to define Lanark County community grants as taxpayer-levied funds given to third-party organizations that do not have a signed contract for service with Lanark County. Grant applications will be evaluated on a number of objectives, reviewed by the Lanark County community services committee

and may be awarded to local projects that have a direct impact on the people of the community or an indirect impact by increasing the capacity of organization to initiate and sustain local projects. \$48,000 in funding is available for the 2022 taxation year. The deadline to apply is October 8, 2021. The review process will take place the following week in October with notification following budget approval in November. For more information visit www.lanarkcounty.ca/en/news

McNab Braeside

Celebrates Employees

McNab Braeside Recreation Director, Geoff Patterson is now a Canadian Certified Playground Inspector. In addition, the municipality congratulated several members of the fire department for long-standing service awards. They included: Doug Kightley (45 years), Dave Herbert (30 years), Chief Dave Hartwick (25 years), Andrew

Mohns (25 years) and Kevin Nicholson (20 years).

Ontario Highlands Grant

Ontario's Highlands Tourism Organization (OHTO) recently announced the new TRIP – Skills Development funding stream – which begins taking applications on September 22. The purpose of the TRIP – Skills Development fund is to help businesses reduce the capacity barrier for skills training and workforce development to help ensure the industry can continue to recover through the pandemic. To learn more about the funding program and eligibility join OHTO on September 22nd at 11:00am for an information webinar via zoom. For more information visit www.comewander.ca/trip/

New Health Teams Split Renfrew County

On September 17, the Ontario government announced new Ontario Health Teams. Network 24 Ontario Health Team (OHT)

will cover the majority of Renfrew County and the Township of South Algonquin in Nipissing District. Four Rivers OHT will cover North Grenville, West Ottawa, Northern Lanark County, Arnprior and McNab Braeside.

Horton Receives Grant

Horton Township has received an Asset Management Planning and Capacity Building grant in the amount of \$43,840.00. The grant was issued through the Federation of Canadian Municipalities.

Mattawa Supports VMUTS

The Town of Mattawa has agreed to provide an annual sponsorship of \$15,000 to the Voyageur Multi-Use Trail System (VMUTS) organization for a period of five years (2021-2025) to support their ongoing operations.

Continued on Page 6



**Legitimate Jobs
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Do you need employees during COVID-19? Are you planning some changes at your workplace and need to advertise for newly created positions in the future? Consider promoting your job openings on www.ovjobs.ca

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Posting packages for 10 or more jobs
Regular posting schedules for recurring openings



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It's A Fact

Ontario Trucking

\$32.5 Billion

Freight moved by trucks across the Canada-US border in June

55.3%

Truck-shipped freight between Canada and the US (as percentage of all freight)

\$13.4 Billion

Value of computers and parts shipped across the Canada-US-Mexico border (top commodities)

\$10.7 Billion

Value of electrical machinery shipped across the Canada-US-Mexico border

\$8.8 Billion

Value of vehicles and parts shipped across the Canada-US-Mexico border

\$8.9 Billion

Truck freight that has crossed at the Windsor, Ontario border

\$5.7 Billion

Truck freight that crossed at the Sarnia, Ontario border

\$17.4 Billion

Truck freight that crossed the US-Mexico border in Laredo, Texas

6%

Increase in truck loadings in dry van, reefer, and flatbed segments

18%

Truckload rates in the U.S. are expected to end the year up this much compared to last year

100%

Capacity utilization; meaning virtually every seated truck is engaged in hauling freight

91%

10-year average for capacity utilization

33,000

Trucking payroll jobs down from pre-pandemic levels

Source: Ontario Trucking Association

Business News Around The Valley

Continued from Page 5

Fijisan Sushi Moving

The Town of Petawawa has approved a site plan application for Fijisan Sushi to move to 1 Doran Road. The restaurant will move into the former fitness facility and will become a 57-seat eatery. Additional parking will be created. Fijisan Sushi is currently located at 3477 Petawawa Boulevard.

People News

Emily England has been hired as the new Administrative and Business Development Assistant for the Ottawa Valley Tourist Association (OVTA). England was an internal candidate who has worked in the County of Renfrew for the past five years. She replaces Helen Giroux who has retired. Erin Norris is the new Tourism Industry Relations and Digital Marketing Coordinator for OVTA. In Whitewater Region, two employees have retired in the

roads department. Ward Somerville worked with the municipality for 23 years and Lindsay Broadhurst started as a temporary driver-operator and has been full-time since 2016. Dustin Denault will join the municipality as a mechanic. Denault was previously with McCrae Excavating.

Free Trees

in Lanark County

Lanark County's fall tree giveaway is taking place on Saturday, September 25th between 9:00am and noon at Lanark County's public works garage in Perth. Species available include red pine, white pine, tamarack, white birch, yellow birch and white cedar. Lanark County's tree giveaway is part of the 1 Million Trees Program in partnership with the Rideau Valley Conservation Authority. For more information about tree planting on private property visit www.rvca.ca. For more information about Lanark

County's 1 Million Trees Program visit www.lanarkcounty.ca.

Sheep For Vegetation Management

The Ottawa Valley Waste Recovery Centre is once again utilizing sheep to provide natural vegetation management at their location on Wito Station Road. Over 45 ewes and lambs have been provided through a partnership with local farmer and North Algonia Wilberforce Councillor Janet Reiche-Schoenfeldt. The Centre has been utilizing sheep since 2019 and other programs in Alberta and the United States have used goats and sheep as a natural method to assist in managing vegetative growth on landfills and in city parks.

RNP Candidate Comments Causes Loss Of Party

CBC News is reporting that Renfrew-Nipissing-Pembroke Green Party candidate, Michael Lariviere, will not represent them if elected due to comments about the vaccine passports. CBC notes that at a debate on YourTV Ottawa Valley, Lariviere said "I've been vaccinated, but I don't want to have to walk around with a passport ... the way I look at it is the Gestapo and the German military during the Second World War wanted people to be tattooed. And this is the next, you know, the beginning of that step. We've already got an autocracy in Ottawa, we don't have a democracy, and that troubles me."

Housing Development Near Arnprior Airport: Meeting

A 272-home development plan is the topic of conversation at a September 27 public meeting in Arnprior. The land (640 White Lake Road) needs to be rezoned from commercial to residential, and is near the Arnprior Airport. The development is being pursued by Tartan Homes and encompasses 36 acres. The virtual council meeting will be held on September 27 at 6:30pm.

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Lanark Lodge Redevelopment EOI

Multi-million dollar project for Lanark County

Lanark County Council has passed a motion authorizing an expression of interest (EOI) be released for potential redevelopment partners of Lanark Lodge. The county's 163-bed long-term care home is classified as a B level facility by the Ontario Ministry of Long-Term Care and must be rebuilt or redeveloped to current design standards by 2025. Two major studies have outlined deficiencies in the existing facility that continue to be addressed. A request for proposal to evaluate redevelopment was issued in September 2018. An independent review showed mechanical and electrical systems at the Lodge were

mostly past their useful life and require significant upgrades. The report provided options for a partial redevelopment of the existing facility and a partial new addition (estimated at \$73 million) or a new building (estimated at \$76 million). Estimates are pre-pandemic.

A consultant's report from early 2020 to assist with a redevelopment and management strategy for the home provided a range of possible options. Further work by staff to explore options and make recommendations to council was delayed due to the pandemic, while several upgrades and repairs were undertaken to ensure operations. The ministry

has approved an increase of 28.4 per cent in the supply of long-term care beds in Lanark County and Smiths Falls up to 2025.

The EOI will help staff to explore partnership opportunities in order to make recommendations to council. Public input will be part of the process. It is unlikely the county will meet the 2025 deadline, with construction not likely to begin before 2029. Expression of interest applications will be due September 30. Staff aim to provide recommendations to council by December. For more information, contact Jennie Bingley, Project Coordinator, at 1-888-9-LANARK, ext. 1320.

Biz Quiz

1) The Teamsters union has said that 40 per cent of employees of this business have already signed union cards. What business is it?

2) This Ontario natural gas supplier has applied for a six to eight per cent increase in rates that would take effect October 1. What company is it?

3) This country has applied to be a member of the Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP), signed by 11 countries (including Canada) in 2018.

4) Pfizer, Moderna and AstraZeneca have created new names for their vaccines. Why are they doing that now?

5) The Ontario Teachers' Pension Plan owns an airport that they are pushing to expand. Where is the airport located?

6) Compared to March 2020, foot traffic in this Ontario city is down 85.8 per cent due to workers not being back in the office. What city is it?

7) The National Post is reporting that by 2028, some 700,000 people in this line of work are expected to retire. What is the industry?

8) Inflation rates have increased to 4.1 per cent in August. This is the highest since what year?

9) According to the Ontario Chamber of Commerce, this item constitutes approximately 40 per cent of municipal revenues in Ontario. What is it?

10) This well known U.S. newspaper is 170 years old this year. What is it?

New Publishing Date: Fall Edition

Deadline to book into this issue: September 30

Issues distributes: October 20

THE OTTAWA VALLEY'S HEALTH MAGAZINE
HealthMatters
 SUMMER 2021

Choosing His Life
 Three daughters support their father's choice to have a medically assisted death

Becoming Jason Blaine
 From a kid with small town dreams to a local country star; the story behind the celebrity

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Learning Resiliency From Family Businesses

What they did, perhaps differently, to weather the pandemic storm

By: Jennifer Layman
jenn@ovbusiness.com

KMPG has released a report entitled "Mastering A Comeback: How family businesses are triumphing over COVID-19." It tests the "widely accepted view" that family-owned businesses are masters at resilience, adaptability and agility to overcome challenges. The report sought to find out if that was true during the COVID-19 pandemic. The data is compiled from surveys completed between June and October 2020.

Resilience is a key issue for family businesses, mainly because they tend to focus on the longer-term as opposed to the short-term. This is because they want to build a business to pass down to other generations, so they take time to think strategically and they have patience to plan ahead. The culture of the business is aligned with the culture of the desire to pass on the business to the family and this has given family businesses a competitive advantage when dealing with COVID-19. So, what has been their secrets to success?

Short Term Actions

Because business families

have been so committed to sustaining entrepreneurship across generations, those instincts triggered immediate financial actions such as carefully managing their cash flow and liquidity during decreased customer demand and supply chain disruptions.

Non-financial actions included family members stepping back into the business to help solve problems, maintain supplier relationships, maintain employee and customer relationships and contribute to longer-term plans.

Success in family business is not just profits and dividends, but also multi-generational succession, social capital and the emotional connection to the firm. The family legacy assisted in supporting the community during COVID-19, which deepened their non-economic value.

For many family businesses, the slowdown offered a gift of time that provided family members with the agility to diversify and explore new ideas. KMPG found that family businesses were 42 per cent more likely to deploy a business transformation strategy than non-family firms. Many took time to look at streamlining operations, accelerating digital

solutions and focusing on succession planning. The gift of time was used to plan, long-term.

Discussing Strategy

Family businesses took time to look forward and many realized that younger generations of the family had valuable input into ideas for the future. This helped with succession planning to ensure the business continued on with the next generation.

Forty-one per cent of family businesses cut costs and reduced or deferred their investments. Thirty-six per cent reduced the number of employees, hours worked or pay. Fourteen per cent made changes to their business by restructuring or closing temporarily (or permanently) and nine per cent reduced executive salaries or made adjustments to incentive compensation plans. In the early part of the pandemic, 69 per cent of family businesses reported that their revenues declined, while 22 per cent reported their revenues stayed the same.

Family Impact

Family members were called in to help with family businesses - both those who had stepped back from the business and the younger generations who were not yet in the business. The

participation helped the business continue.

The pandemic prompted "what if" discussions that included critical reviews of the future, redesigning the ownership structure and increasing flexibility in the company.

Conversations on governance accelerated to increase the speed of decision-making and become more efficient. In smaller family businesses, good governance has helped reduce risks.

Globally, family businesses reduced employees by 8.56 per cent as compared with pre-COVID levels. This connects to 69 per cent of family businesses that experienced a revenue loss at the start of the pandemic. In addition to reducing employment, 58 per cent reduced general office expenses, 50 per cent cut marketing spending and 32 per cent reduced inventories. To keep the business running, 30 per cent renegotiated vendor contracts, 33 per cent delayed vendor or loan payments, 24 per cent postponed or canceled research and development and 26 per cent took on additional debt.

For government programs, only 21 per cent of family businesses received government subsidies. However, 36 per cent made use of tax reduction and delayed tax filing opportunities.

The report found that "family businesses have an extraordinary competitive ability to act and adapt quickly as they do so in a variety of ways. They are often resilient and able to make a comeback than non-family businesses - even in the face of the most challenging of times."

Also, one size does not fit all in the business recovery and sustainability due to COVID-19. Family characteristics strongly influence how businesses make a comeback from the pandemic.

More information and a copy of the report can be found at www.thestepproject.org.

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Tender Results Around The Region

DP Trails-2021-10 – Trail Resurfacing, Highway Trail Crossing Construction and Structure Improvements to Algonquin Trail. County of Renfrew.

G.P. Splinter - \$1,040,091.00
R.G.T. Clouthier - \$1,067,500.00
McCrea Ex. - \$1,178,995.00
Bonnehchere Ex. - \$1,364,427.35

RFP 2021-33 - Roads Joint Operational Review. Whitewater Region.

Dillon Consulting
Score: 74 | \$98,342.98
Matrix Consulting
Score: 64 | \$44,570.88
WCSC Consultants
Score: 81 | \$79,372.80

RFP 2021-32 - Growth Readiness, Zoning Update, Development Standards. Whitewater Region.

Ecovue Consulting
Score: 84 | \$157,259.90
JLR Richards
Score: 82 | \$96,163.20

PW-12-2021, Winter Sand. Petawawa.

RGT Clouthier - \$21,675.00
Eastway Cont. - \$28,050.00

PW-13-2021-Snow Plowing at Municipal Buildings 2021-2022. Petawawa.

RGT Clouthier - \$1,381.00
G.P. Splinter - \$1,549.00
Eastway Cont. - \$2,795.00

PW-14-2021-Equipment Quotation for Snow Removal 2021-2022. Petawawa.

G.P. Splinter - \$19,240.00
Do-All Const. - \$21,688.00
RGT Clouthier - \$21,760.00
Eastway Cont. - \$29,200.00

Tender PR-2021-03 Wheelchair Ramp. Lanark Highlands.

There were no bids on the first or second publishing of the tender. For the third publishing, there was one bidder, Stelis Construction in the amount of \$31,398.00.

Contract RFP-2021-0300, Construction of Outdoor Washroom and Changing Facilities. Brudenell, Lyndoch and Raglan.

Zuracon Inc. - \$65,917.50
Eastway Cont. - \$88,491.20
William Sons - \$114,000.00

1980 Hough Loader. Brudenell, Lyndoch and Raglan.

Garry Keller - \$2,800.00
Dylan Quade - \$3,125.00
Jimmie Kargus - \$3,450.00
Bryce Genrick - \$3,550.00
Richard Levair - \$5,055.00

Grinding at the Brudenell Waste Site. Brudenell, Lyndoch and Raglan.

Northern Logistics - \$27,600.00.

RFQ 2021-11 Municipal Office HVAC Removal and Installation. Horton.

Saffco - \$124,000
Valley Ventilation - \$126,161.00
Valley Refrig. - \$169,755.00

RFP Admin 2021-01 Asset Management Plan. Horton.

PSD Citywide Inc. - \$66,500.00
Greenview Environmental - \$57,550.00

Supply and Installation of Grader Tires. Mattawa.
Kal Tire - \$7,185.81
Northern OK Tire - \$10,168.32
Guy's Tire & Auto - \$7,919.12

Mattawa Landfill Site Operations. Mattawa.

Dumont Backhoe - \$213,840.00
Anderson Truck. - \$216,890.36

RFP-2021-WM-001 Environmental Monitoring and ReWaste Management Services Review-Master Plans. Lanark Highlands.

Bidders ranked by score
Cambrium Inc. - 88
Dillon - 74
GHD - 85
EXP - NA

For full tenders and results, visit
www.ovbusiness.com

Tenders

EXPRESSION OF INTEREST

APN – Petawawa Construction Program for FY 2021-2022 with Security Requirements

FOR SALE

Sale of Land
174 Market Street

REQUEST FOR PROPOSAL

Supply and Delivery of Professional Engineering Services

RFP Hydrogeological Review
Maberly Pine Subdivision

Proposal No. P-21-11 Supply & Delivery of One Current Year Articulated Four-Wheel Drive Front End Loader, Plow, Wing

RFQ 2021-03 Snow Removal at Bonnehchere Manor

RFQ 2022-01 Lawn Care/Grounds Maintenance at Bonnehchere Manor

TENDERS

Rewire on 10 Residential Housing Units – Petawawa

#2202-01 MUA Replacement – Fellowes High School

2021-37 Woodwaste Grinding
Ross Landfill


LVPW-2021-12 Snow Plowing of Municipal Parking Lots

PWO-2021-15 Loader Rentals at Four Locations

Beckwith Street Reconstruction Phase 2 – Elmsley to Russell Street Contract #21-PW018

W0107-19M048/A – Cable TV Services

For full tender details, visit: www.ovbusiness.com



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Marketing Through Social Capital

How businesses can increase their profile for free



MARKETING

By: Jennifer Layman
jenn@fwdthink.net

The KMPG report on family business was an interesting read. In rural areas, there are many businesses that transition through generations, and while a generation may retire out of the business, that doesn't mean that they leave the business. The business remains part of their identity. The same holds true for generations not yet in the business - they may pursue other paths, but they have a connection to the business from their parents and grandparents who established an entrepreneurial legacy.

One of the interesting aspects of the KMPG report was that family businesses cut marketing costs to handle challenges with the pandemic. However, they did continue to pursue marketing, they just did it personally, using the social capital they had built to the benefit of their business.

I was recently involved with the Jason Blaine Celebrity Charity Golf and Concert where a lot of business owners and employees were in attendance. When making some introductions to people, I noticed a bit of a trend; when I said, "Do you know Joe Smith?" the answer was usually "No." But if I said, "That is Joe Smith from ABC Company?" the answer was always that someone recognized the business. Further, the person then connected that business to other initiatives in the community or positive experiences from customers. For a business owner, the recognition of the business is a key part of how you build your social capital.

The good news about social capital is that it helps increase the value of your business before you sell or transition to the next generation. I worked with a client years ago who was going to be selling her business in two years. She invested heavily in increasing her profile in the community in order to make the business more attractive to a buyer. This strategy involved marketing through advertising, community support and building a stronger presence with key stakeholders. And, it worked!

When the business came up for sale, there were several people interested and she was able to negotiate the price and also a plan for the employees with the company.

This is not to say that you have to sponsor or donate to every community cause that walks through the front door. While charitable giving can certainly enhance your social capital, it is not the only way to build that legacy in the community. Offering a high standard of customer service is a low-cost opportunity that every business has at its fingertips. Taking the after-hours call, going the extra mile to help someone, participating in a roundtable discussion are all ways that help spread the business name in a positive way.

The thing about social capital is that there isn't a factual way to measure it. You usually find out that you have it in a challenging situation, such as during a pandemic. Like other forms of marketing, you want to build it over time, so make it part of your regular marketing strategy to get your best results.

Jennifer is the president of Forward Thinking Marketing Agency. Her column appears in every issue.

Deadlines

OTTAWA VALLEY BUSINESS

Publishes: October 5, 2021
Deadline: September 29, 2021

Publishes: October 19, 2021
Deadline: October 13, 2021

Publishes: November 2, 2021
Deadline: October 16, 2021

Publishes: November 16, 2021
Deadline: November 10, 2021

Publishes: December 7, 2021
Deadline: December 1, 2021

Publishes: December 21, 2021
Deadline: December 16, 2021

101 THINGS TO DO IN THE VALLEY

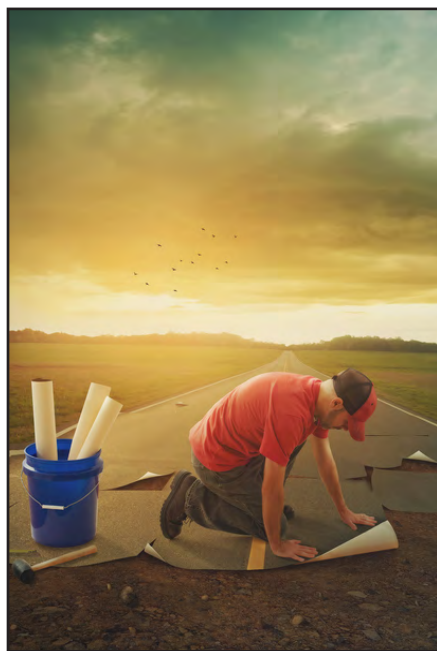
November-December 2021
Publishes: October 19, 2021
Deadline: October 15, 2021

HEALTH MATTERS

Fall 2021 Edition
Deadline: September 30, 2021
Publishing: October 20, 2021

Biz Quiz Answers

- 1) Amazon
- 2) Enbridge Gas
- 3) China
- 4) They could not brand their vaccines until they were fully authorized by Health Canada
- 5) Bristol, UK
- 6) Toronto
- 7) Trades
- 8) 2003
- 9) Property tax
- 10) The New York Times



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