

# City of Toronto Vaccination Strategy for Homebound Persons

## Key Messages and FAQ

This document was created as a part of the City of Toronto Vaccination Strategy for Homebound Persons Program. This document provides communications guidance about the program and key messages to share with those seeking information about in-home vaccination of homebound people.

### Key Messages:

- **What are we doing and why?**
  - There are thousands of persons in the City of Toronto who are not able to leave their homes to receive medical care. To ensure every Torontonian who wants a vaccine can get one, we are coming together to support this population. The goal is to ensure no one is left behind in having an opportunity to be vaccinated against COVID-19.
- **Who is eligible for in-home vaccination?**
  - Homebound individuals are defined as those having *medical, physical, cognitive, or psychosocial* needs/conditions that inhibit them from visiting a local clinic, pharmacy, or their primary care provider to receive their COVID-19 Vaccination. This is not about providing a convenience but rather a necessity. Furthermore, transportation and other strategies to remedy the access difficulties have been considered but are not available or not appropriate in the person's circumstances.
- **Who is involved?**
  - We are leveraging existing trust and relationships individuals have with their physicians and the existing infrastructure and support available across the City. Partners include Toronto Public Health (TPH), Ontario Health (OH), Toronto Paramedic Services (TPS), the University Health Network (UHN), and Local Primary Care, Home and Community Care and Community Support Services Providers and Agencies.
- **How are individuals being prioritized?**
  - Prioritization of vaccination efforts are developed by the Ministry of Health and established locally by Toronto Public Health (TPH).
  - To support an equitable rollout, mobile vaccination efforts, vaccine supply and health human resources in the City of Toronto will be directed to communities most in need first and wherever possible homebound efforts will be aligned with this plan.
- **How are we approaching in-home vaccination of homebound people in the City of Toronto?**
  - Given the complex home-based needs of this population, their care providers who are most familiar with their needs should be able to provide homebound vaccinations wherever possible.
  - Toronto Paramedic Services are not the only team who are vaccinating homebound people in their homes; a lot of primary care providers are self-organizing and some hospitals and their affiliated primary care teams have been offering in-home vaccinations. Toronto Paramedics Services has already received over 5000 referrals for in-home vaccination of homebound people but have finite capacity to reach all these individuals on their own in a timely manner.
  - Mass Vaccination Clinics or Pharmacies remain the fastest way to get a COVID-19 vaccine.

# City of Toronto Vaccination Strategy for Homebound Persons

## Key Messages and FAQ

- **What is the possible scale and scope of the need for in-home vaccinations of homebound people in the City of Toronto?**
  - The Ontario COVID-19 Science Advisory Table identifies that there are ~20,000 individuals in Toronto that require in-home support, we estimate that approximately 6,000 homebound individuals will require in-home vaccination.
  - To make sure we are making the best use of limited resources and reaching the most people, in-home vaccination has to be approached by neighborhood clusters, prioritizing in-home vaccinations in the highest risk neighborhoods first.
- **What can I do to help?**
  - Primary Care, Home and Community Care and Community Support Services Providers and Agencies:
    - To minimize duplication of effort, and to ensure no patient or client who wishes to receive a vaccine is left behind, we ask that primary care providers, home care, and community support services teams identify their known homebound patients/clients by completing the attached spreadsheet and sending it via email to [homevaccination@toronto.ca](mailto:homevaccination@toronto.ca). We ask that you please identify a list of patient/clients as follows:
      - **A list of patients/clients that I will vaccinate**
      - **A list of patients/clients that I am not able to vaccinate**
  - The support and capacity of our entire health system is critical and we want to leverage the trusted relationships and expertise of our Primary Care, Home and Community Care and Community Support Services Providers and Agencies in this effort.
  - Please spread the word using the following Twitter hashtags and handles:
    - #TeamVaccine, #DeliveringHope, #NoELDERLeftBehind, #NoOntarianLeftBehind
    - @TOPublicHealth @ONThealth @ONTSante @TorontoMedics @UHN

### FAQ for Homebound Persons:

*There are approximately 6,000 homebound individuals that require in-home vaccinations. Since in-home vaccinations have been made available ~2,000 individuals have already been vaccinated and we expect to accelerate this with other mobile efforts that are underway.*

*A typical home vaccination will take an hour to provide; it is a very resource intensive. This is why we are leveraging our Paramedics and Primary Care Providers to offer as many home vaccinations as soon as possible.*

#### 1. How soon will I get vaccinated?

- If you have been screened for in-home vaccination by a clinician through the Toronto Seniors Helpline, your Primary Care Provider, or a Care Coordinator who gave you confirmation, you are on the list to receive in home vaccination.
- Our ability to confirm a date and time for you depends on vaccine supply and coordination within neighborhoods.
- Currently, vaccine supply is still limited, though we expect more supply in the coming couple of weeks.
- With current supply, the highest need areas will be prioritized first – in the next two weeks, the focus will be on the following postal codes: M3N, M9W, M6M, M1J, and M1G
  - i. If you live in these postal codes, you will likely be contacted within the next two weeks
  - ii. If you do not live in these postal codes, we ask for your patience as we rapidly plan to vaccinate as soon as supply is available.
  - iii. Toronto Paramedics will contact you as soon as possible, as supply becomes available.

### 2. Who will contact me and when?

- **If you have a Primary Care Provider or Home and Community Care and Community Support Services Providers and Agencies:** Many teams have already or are beginning to self-organize to offer in-home vaccination and will begin to reach out to their patients and/or clients in the coming weeks. Those who are not able to offer in-home vaccinations are referring patients and/or clients to the Toronto Paramedic Services. Toronto Paramedics Services is receiving thousands of referrals for in-home vaccinations of homebound people but have finite capacity so getting to everyone may take a few months. With the added support of more Primary Care Providers, we are hoping to collaborate to get as many people who need in-home vaccinations vaccinated as soon as possible.
- **If you receive services through Ontario Health (OH) or Local Health Integration Network (LHIN) or Community Care Access Centre (CCAC) or Home and Community Care Support Services (HCCSS):** Care Coordinators are actively submitting lists of clients who need home-based vaccinations to Toronto Paramedic Services to support these people to get their vaccinations if their primary care providers cannot offer this themselves.
- **If you do not have a Primary Care Provider or Home and Community Care and Community Support Services Providers and Agencies:** You can self-identify (or you can identify your homebound friend and/or family member) for in-home vaccination through the [Toronto Seniors Helpline](#) if you are unaffiliated with a service (i.e., you are not connected to a PCP, do not receive Home Care through an Ontario Health LHIN, and have not been informed that a Community Service you are affiliated with has referred you for a vaccination). **PLEASE NOTE:** *The Toronto Seniors Helpline will be available to support homebound people who are 18-65 years old, as well as people 65+; They can be contacted at 416-217-2077 or by web chat following instruction on this web page: <https://torontoseniorshelpline.ca/web-chat/>.*

## FAQ for Providers:

### 1. How can I vaccinate my own patients/clients?

- Please contact a local Ontario Health Team (OHT) in your area to understand your options to vaccinate your homebound patients/clients or how to coordinate vaccination for them in collaboration with other teams. The support and capacity of our entire health system is critical and we want to leverage the trusted relationships and expertise of our primary care providers in this effort.
- You can also learn more by please reviewing the documents and resources at this link: [https://criticalcarelearning.ca/local/staticpage/view.php?page=vaccine\\_resources](https://criticalcarelearning.ca/local/staticpage/view.php?page=vaccine_resources)  
Scroll to the Homebound Persons Vaccination Strategy for City of Toronto section

### 2. How can I put my patient/client on the list to be vaccinated at home?

- If you are not able to offer in home vaccination of your patients/clients and you have explored options with a local Ontario Health Team (OHT) in your area, please refer to the following guiding document: [https://criticalcarelearning.ca/staticassets/homebound\\_persons\\_vaccination/3-Homebound\\_Vaccination\\_Screening.pdf](https://criticalcarelearning.ca/staticassets/homebound_persons_vaccination/3-Homebound_Vaccination_Screening.pdf)

### **3. How can my patient/client who received their 1<sup>st</sup> dose elsewhere and is now homebound be vaccinated at home?**

- The institution or organization that administered the 1<sup>st</sup> dose should ensure the recipient receives their 2<sup>nd</sup> dose, including making arrangements to support the recipient, as possible. Please connect with the institution that administered the 1<sup>st</sup> dose to your patient/client regarding their 2<sup>nd</sup> dose.
- It is important to confirm which vaccine your patient/client received for their 1<sup>st</sup> dose to coordinate for their 2<sup>nd</sup> dose. The vaccination strategy for homebound persons across the City of Toronto is currently using the Moderna vaccine only due to the vaccine's stability for transport within the current understanding at this time of the vaccine protocols. Those who received the 1<sup>st</sup> dose of Pfizer or AstraZeneca will need to receive their 2<sup>nd</sup> dose of the same vaccine.