

Community Clinics: Frequently Asked Questions

When will community clinics roll out?

Community-based COVID-19 vaccination clinic will begin in March. Ten clinics are planned across the province. At this time, Nova Scotians who are age 80 and over will be eligible to receive their vaccine through these clinics.

Where are these clinics?

Clinics are planned in the following communities and locations:

Booking opens March 1, with a start date of March 8 for the following clinics:

- IWK Health Centre, 5980 University Ave., Halifax
- Canada Games Complex (CBU) University Blvd., Sydney
- NSCC Truro, 36 Arthur St., Truro
- New Minas Baptist Church, 9453 Commercial St. New Minas

Booking opens March 8, with a start date of March 15 for the following clinics:

- Antigonish (St. FX)
- Halifax Regional Municipality (location to be confirmed)
- Yarmouth (location to be confirmed)

Booking opens March 15, with a start date of March 22 for clinics in the following communities:

- Amherst (location to be confirmed)
- Bridgewater (location to be confirmed)
- Halifax Regional Municipality (location to be confirmed)

Who can access the community clinics?

Nova Scotians age 80 and older are now eligible to receive their COVID-19 vaccine. After those 80 and older receive their vaccine, vaccinations will continue in declining five-year age blocks until all Nova Scotians receive their vaccine.

I turn 80 (in a couple/next week(s), next month) can I pre-book an appointment?

No. You must wait until you turn 80 to book your appointment.

How can you register for your vaccine at a community clinic?

To schedule your appointment, you can book online at novascotia.ca/vaccination or by phone, toll-free: 1-833-797-7772.

Will Nova Scotians who turn 80 after March 1 receive a letter?

If you turn 80 on or after March 2, 2021, you will not receive a letter, but are still eligible to book an appointment when you turn 80 either online or by phone.

Why did those who are 80 before March 1 receive a letter?

This was an initial communication to eligible Nova Scotians as of March 1 to launch the community-based clinics. If you turn 80 on or after March 2, 2021, you are still eligible to book an appointment.

What if I turn 80 on March 2, can I receive the vaccine?

If you turn 80 on, or after March 2, 2021, you would not have received a letter, but are eligible to book an appointment when you turn 80.

Can I still book if I do not have a valid health card or an expired health card?

If your health card is expired, you can still book an appointment by phone.

What if you are not a Nova Scotia resident but are in Nova Scotia, can you get the vaccine?

We are currently developing a process for people who are temporarily residing in Nova Scotia. More information on this process will be announced when it is ready.

Can I book a first and second dose at different locations?

No. You must receive your second dose at the same location as your first dose. When you book your first dose appointment, you will automatically be booked for a second dose for the same time and location.

Will you be opening more community clinics beyond the ones on the list?

We are only opening 10 community-based clinics. We are working with pharmacists and physicians on how they can support vaccine delivery in communities.

Can I book at any community clinic?

Yes. You can book at any community-based clinic in the province. You must receive your first and second doses at the same clinic.

Why are the number of appointments at each clinic limited or says that there are no appointments available? How do I book?

The availability of appointments is based on vaccine supply. As more vaccine arrives to each clinic, more appointment times will be posted. Please check back often as more appointments will be posted.

Will I get a record of my immunization?

Yes. If you provide an email at the time of booking, you will receive a receipt that you have received your COVID-19 vaccine. If you do not have an email address, a paper record will be provided.

How long will my appointment take?

The process of receiving the vaccine is very quick. You will be asked to stay in the clinic for 15 minutes after getting the vaccine. You may be asked to wait for 30 minutes if there is concern about a possible vaccine allergy.

Will I get a reminder about my second appointment?

Yes, if you booked your appointment online you will receive a reminder about your appointments. You will receive a reminder the day before any appointment, dose 1 or 2.

Can I bring someone with me to my appointment and will they get the vaccine too?

You may bring one support person to help you. They will **not** get the vaccine at this time unless they are **also** 80 or older and have booked an appointment. They must wear a mask. They must feel well on the day of your appointment.

I have a health condition. Am I able to get the vaccine?

Some people may not be able to receive the vaccine because they:

- have a serious allergy to some of the ingredients in the vaccine

- have an autoimmune disease or immune system problems

If you have one of these conditions, you should speak with your family doctor, nurse practitioner or pharmacist ahead of time. If you are unable to do this, IWK staff will talk with you on the day of your appointment. However, it will be faster and more efficient at the clinic if you are able to speak to your health care provider in advance.

What if I am the substitute decision maker for someone who is getting the vaccine at this clinic? Do I need to bring proof of that status?

Yes. Please bring documentation with you that proves your substitute decision maker status. You will be asked to provide informed consent on behalf of your loved one.

Can I still get the vaccine if I'm not feeling well the day of my appointment?

If you are not feeling well the day of your appointment, please cancel. Do not come to the clinic. You will be screened at the appointment check in. You will be turned away if you:

- have been in a province outside of Nova Scotia and PEI in the past 14 days (or have been in close contact with someone from outside of these provinces in the past 14 days)
- have been in contact with someone who has COVID-19 or is suspected of having COVID-19
- show signs of illness or symptoms of COVID-19, including:
 - fever (i.e. chills/sweats) or cough (new or worsening)

Or: Two or more of the following symptoms (new or worsening):

- sore throat
- runny nose/nasal congestion
- headache
- shortness of breath/difficulty breathing

Who can I call with other questions?

- If you have questions about your letter, call MSI: 1-800-563-8880
- If you booked your appointment through 811 and need to cancel, please call 811 back.

What if there's a storm the day of my appointment?

In the event of a storm, we will plan ahead to ensure staff are available on site to provide the vaccine to those who are able to make it. In this case, we would advise those who are able to make it to their appointment safely, to do so. However, we never want anyone to risk their safety, so we would also offer an option to be vaccinated on a future date.

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- If you have questions about your letter, call MSI: 1-800-563-8880
- If you booked your appointment through 811 and need to cancel, please call 811 back.

Will there be transportation provided to the clinic?

You are responsible for your own transportation to and from the clinic. If you use a wheelchair, walker cane etc., please bring them with you. If you need a wheelchair to help with longer distances, we will have a few onsite.

Are the community sites accessible?

Yes. Accessibility was a requirement of site selection. If you use a wheelchair, walker cane etc., please bring them with you. If you need a wheelchair to help with longer distances, we will have a few onsite.

Will there be interpretation available onsite?

Yes. Interpretation services will be available using health interpreters over the phone. Staff will access this service for you if you need it.