

QUESTIONS AND ANSWERS

B.C.'s COVID-19 Immunization Plan in Fraser Health

March 1, 2021

Q1. Who is eligible in March for a COVID-19 vaccine appointment?

- Phase 2 of B.C.'s COVID-19 immunization plan is expanding.
- As of **March 1, 2021**, first-dose immunizations begin for those living and working in independent living centres and seniors' supportive housing, as well as home-care support clients and staff. Health authorities will directly contact those in this priority group to book appointments – no need to call.
- Beginning **March 8, 2021**, seniors aged 80+ and Indigenous (First Nations, Métis, Inuit) peoples aged 65+ who are not living in independent living or seniors' supportive housing can make one call to register and book an appointment through their local health authority call centre for themselves or a loved one according to a staggered schedule.
- Do not attempt to call or book before your designated period. Anyone calling in advance of their age group will not be able to book an appointment.
- Immunization clinic locations will be confirmed at time of booking, with vaccinations starting as early as **March 15, 2021**:
 - Starting Monday, March 8 book for appointments starting March 15: Seniors 90 years of age and older (born in 1931 or earlier), Indigenous (First Nations, Métis, Inuit) individuals 65 years of age and older and Indigenous Elders (born in 1956 or earlier).
 - Starting Monday, March 15 book for appointments starting March 22: Seniors 85 years of age and older (born in 1936 or earlier).
 - Starting Monday, March 22 book for appointments starting March 29: Seniors 80 years of age and older (born in 1941 or earlier).

Q2. What communities are in the Fraser Health region?

- Fraser Health communities include: Abbotsford, Anmore, Burnaby, Belcarra, Chilliwack, Coquitlam, Delta, Fraser Valley Regional District, Harrison Hot Springs, Hope, Kent, Langley, Maple Ridge, Mission, New Westminster, Pitt Meadows, Port Coquitlam, Port Moody, Surrey and White Rock.

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Q3. What is the process to book an appointment in Fraser Health?

- Find your age group and the date you are eligible to call to book an appointment.
- When your date arrives, call Fraser Health at 1 855 755-2455.
- You can also book online –it’s fast and easy to do: [Fraserhealth.ca/vaccinebookinginfo](https://fraserhealth.ca/vaccinebookinginfo)
- The call centre will ask for:
 - Legal name
 - Date of birth
 - Postal code
 - Personal health number (PHN) from the back of B.C. driver’s licences or BC services cards
 - Current contact information, including an email address you or your family checks regularly or a phone number that can receive text messages.
- Our call centre agents **will never ask you** for financial information, including credit card information.
- If you have medical questions about the vaccine, please speak with your family physician, nurse practitioner or call Fraser Health’s Virtual Care team at 1-800-314-0999 from 10 a.m. to 10 p.m. seven days a week, or call 8-1-1 outside of those hours.
- If you have general questions about COVID-19, please call 1-888-COVID19 (1-888-268-4319) or visit www.bccdc.ca/covid19.

Q4. What is the process for Indigenous COVID-19 immunization clinics?

- In partnership with [First Nations Health Authority](#), [Métis Nation British Columbia](#), Friendship Centres and other community organizations, COVID-19 immunization clinics with cultural supports are available for those who self-identify as Indigenous (First Nations, Métis, Inuit) individuals 65 years of age or older, and Indigenous Elders.
- Indigenous individuals can call or book online.

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Q5. How do I prepare for my appointment?

- Bring your BC Services Card/Personal Health Number and photo ID, if you have them.
- Wear a mask. If you don't have a mask, we can give you one.
- Your appointment will take about 20 to 25 minutes.
- Please do not attend if you are feeling unwell, experiencing COVID-19-like symptoms (e.g. cough, shortness of breath, fever, chills, headache), or if you have been asked to self-isolate.

Q6. Will there be enough vaccines for everyone that wants one?

- Vaccines will be available for everyone who wants one, but only when eligible. We are asking for your patience during the rollout. Please only call to book your appointment when you are eligible. This will help to avoid long waits and system overload.

Q7. When will I get my second dose?

- As announced by Dr. Bonnie Henry on March 1, 2021, the Province is extending the interval between the first and second doses of COVID-19 vaccines to four months (16 weeks). This will allow more people to be protected sooner.
- Eligible residents in March will only be able to book their first dose appointment. A second appointment will be booked two to three weeks prior to the four month mark.

Q8. Where can we direct questions from our communities?

- More information on the vaccine rollout is available at <https://www.fraserhealth.ca/vaccine>.
- This information will continue to be available in multiple languages.
- Details about the registration process for additional groups will be made available in the coming weeks. Visit the [Province of British Columbia's website](#) for more details. Fraser Health will provide periodic updates to our community stakeholders in the coming weeks regarding the rollout.

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Q9. Why should residents book a vaccine appointment?

- The COVID-19 vaccines that have been approved by Health Canada are safe, effective and will save lives. Vaccines do more than protect the people getting vaccinated, they also protect everyone around them. The more people in a community who are immunized and protected from COVID-19, the harder it is for COVID-19 to spread.
- The COVID-19 vaccine will be free for everyone in British Columbia.
- For general information about the vaccine visit gov.bc.ca/covidvaccine or bccdc.ca/covid19.

Q10. What happens to restrictions if I am vaccinated?

- [Provincial Health Officer \(PHO\) orders](#) and guidelines remain in place for everyone, regardless if they have received the vaccine. Please continue to practice COVID-19 safety behaviours, such as, avoiding gatherings, wearing a mask in indoor public spaces, cleaning your hands often, coughing and sneezing into your elbow and keeping two-metres apart from others.