



# **FAQ: COVID-19 vaccinations will soon be available for frontline transit workers**

## **Vaccines and the TTC**

### **What are the benefits of getting vaccinated?**

Vaccines will help protect us against COVID-19. They enhance the body's natural ability to fight infections. Vaccines are an important part of helping to stop the spread of the virus and allow individuals, families and business to get back to normal life.

The pandemic will not end until the majority of Canadians are immunized. You can protect yourself, your loved ones, and your community by getting vaccinated.

### **Will vaccines be mandatory for frontline employees?**

No, the vaccine is not mandatory at the TTC or in Ontario. However, employees are strongly encouraged to follow provincial guidance and get vaccinated as soon as they are able to.

### **Will the TTC keep track of which employees receive the vaccine? Would employees need to prove that they have received the vaccine?**

No.

### **Will vaccinations take place at TTC locations, similar to TTC's flu clinics?**

No. At this time, vaccinations will not take place at TTC work locations.

### **What should I do if I start to experience symptoms once I get vaccinated? What happens if these symptoms are just a side-effect of the vaccine?**

Similar to other medications and vaccines, the COVID-19 vaccine can cause side effects although not everyone will experience these symptoms. Within the 48 hours after vaccination, if workers experience symptoms such as headache, fatigue, muscle ache, and joint pain, and where the symptoms are mild and workers feels well enough to work, they can continue to work.

If workers experience more than mild symptoms, or their COVID-19 compatible symptoms last more than 48 hours from when they were vaccinated, they should not come to work or leave work immediately, and seek further medical evaluation. If workers have any other symptoms of COVID-19 (e.g. respiratory symptoms or loss of sense of smell or taste), at any time after vaccination, they should not come to work, and seek further medical evaluation.

### **After I get vaccinated, will I still have to wear a mask at work?**

Yes, COVID-19 precautionary measures will remain in place including physical distancing, wearing masks, staying home if sick, etc.

### **How long will we have to continue to wear masks after vaccinations are rolled out?**



As per City of Toronto By-Law and provincial requirement, masks or face coverings must be worn in all indoor public settings. If this changes, the TTC will review its mask and face covering policies - always with employee and customer safety top of mind.

### **When will the government roll out vaccines for non-frontline staff?**

The provincial government has a three-phased vaccination plan, which began in December 2020. To learn more, visit <https://covid-19.ontario.ca>

### **I have questions about vaccine safety. Who should I ask?**

The best person to talk to about any health concerns is always your health care provider.

## **Booking your vaccine appointment**

### **How do I register for my vaccine?**

Once Phase 2 is launched, frontline essential workers will be able to book a COVID-19 vaccine appointment by contacting your [local Public Health Unit](#) or through the Government of Ontario's website: <https://covid-19.ontario.ca/book-vaccine/>

If you reside in Toronto, you can make an appointment for City-operated vaccination clinics through [toronto.ca/covid-19](https://toronto.ca/covid-19).

### **What information do I need to provide to make an appointment online?**

Along with your TTC employee badge, you will need:

- Information found on your Government of Ontario photo health card
- Birthdate
- Postal code
- Email address and/or phone number

The provincial system will verify your eligibility to book an appointment for vaccination based on this information and will then take you to the scheduling system.

It is important to note that an employer letter is not needed to make an appointment.

### **What if I have an old health card or don't have a health card?**

A green Government of Ontario photo health card is required to book online. Expired cards will be accepted. Those with a white and red health card or without a Government of Ontario health card can call the Provincial Vaccine Information Line at 1-888-999-6488 (for general information) and the Provincial Vaccine Booking Line 1-833-943-3900, open Monday to Sunday from 8 a.m. to 8 p.m.

### **Can I choose the date and time of my appointment?**

Yes. The provincial booking system will verify your eligibility to book an appointment for vaccination and will then take you to the scheduling system for your local Public Health Unit. This provides you the flexibility to get vaccinated when it works for you.



In the City of Toronto system, you can see all available appointment dates and times, and can select the available appointment you prefer. You are free to select whichever appointment date and time in whichever clinic that is available.

Once you select and confirm your first dose appointment, you will be asked to select the date and time for your second dose appointment. Both appointments must be booked during the same booking session.

**What if I can't book online or have questions about booking?**

The Province's call centre can help. It can be reached at 1-888-999-6488 every day between 8 a.m. to 8 p.m.

Please don't call your supervisor, 311 or Toronto Public Health to try to book an appointment, as they do not have access to the booking system.

**What languages are available?**

Online booking and provincial call centre booking is available in English and French. Individuals who are not comfortable booking in English or French are encouraged to have a trusted person help them with booking.

**What if I don't get vaccinated in this phase. Can I get vaccinated later?**

If you choose not to book an appointment at this time or you are unable to book your appointment for any reason, rest assured your opportunities to book your appointment will continue.

Once you are eligible for vaccination under the provincial vaccine priority framework, you remain eligible continuously thereafter.

---

## More information

If you have any questions, please consult your family physician, your local Public Health Unit or visit <https://covid-19.ontario.ca>

You can also view Ontario's vaccination FAQs at <https://files.ontario.ca/moh-covid-19-vaccines-fact-sheet-en-2021-02-05.pdf>