



## Ways to Address Vaccine Hesitancy Amongst Drop-In Staff and Participants

(Current as of March 31, 2022)

### Tools for Talking with Staff and Participants About the COVID-19 Vaccines:

#### *With Staff:*

- [Vaccine Information for Employers](#)
- [COVID-19 Vaccine Getting Started Checklist for Workplaces](#)
- [COVID-19 Vaccine Sample Message to Employees](#)
- [COVID-19 Vaccines in Pregnancy](#)

#### *With Participants:*

- [COVID-19 Vaccine Communication Strategies for Community Congregate Living Settings](#)

#### *With Everyone:*

- [COVID-19 Vaccine Fact Sheet](#)
- [COVID-19 Vaccine Information Sheet \(multiple languages\)](#)
- [Vaccine development and approval in Canada](#)
- [Reasons to get your vaccine](#)
- [How mRNA Vaccines Work](#)
- [mRNA Vaccine Q&A](#)
- [6 Myths about the COVID-19 Vaccine](#)
- [Building Confidence in Vaccines](#)
- [Vax Facts – Booster Dose FAQ](#)
- [Benefits of the Moderna Spikevax mRNA Vaccine for People Age 30 and over.](#)
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#### *With Children and Youth:*

- [Tips for easing kids' fears about getting the COVID-19 vaccine](#)
- [Toronto Public Health – COVID-19: Children & Vaccines](#)
- [Vaccine Fact Sheet for Children \(age 5-11\)](#)
- [Paediatric Pfizer COVID-19 Vaccine FAQ](#)
- [Vaccine Fact Sheet for Youth](#)
- [Vax Facts for Parents – COVID-19 Vaccine for Kids](#)
- [Ministry of Health: COVID-19 Vaccine Information Sheet \(age 12+\)](#)

The Toronto Drop-In Network COVID Support and Engagement Project is funded by the City of Toronto and is supported by Inner City Health Associates. 1



## Facilitate One-on-One Conversations

- **Peer-led discussions**
  
- **Inner City Health Associates – Health Promotion**
  - Multiple positive dialogues with a familiar and trusted individual is an effective strategy to build vaccine confidence and facilitates health seeking behaviours. The Population Health Services at Inner City Health Associates (ICHA) is positioned to do just that.
  - Services include:
    - Personalized approaches
    - Building cultural competence & sensitivity
    - Addressing new and varied questions
    - Data
  - For more info, email Jamie Patel at [Jamie.Patel@icha-toronto.ca](mailto:Jamie.Patel@icha-toronto.ca)
  
- **Inner City Health Associates – Health Ambassadors**
  - Trained individuals through ICHA
  - Can come speak to clients and staff about the vaccine
  - For more info, email Grace Richandi at [grace.richandi@icha-toronto.ca](mailto:grace.richandi@icha-toronto.ca)
  
- **Vaccine Confidence Line**
  - 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.
  
- **VaxFacts**
  - Anyone can call to speak with a doctor about the vaccine and ask questions
  - One-to-one phone consultation with a doctor
  - Judgement-free conversation in a safe space
  - Book an appointment online: <https://www.shn.ca/VaxFacts/> or call to make an appointment: 416-438-2911 ext. 5738

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- **VaxFacts – For Members of Black Communities**
  - The VaxFacts Clinic is partnering with the Black Physicians’ Association of Ontario to provide a dedicated service for members of Black communities who would like to discuss vaccines with a trusted healthcare provider also from the Black community. **Our doctors are ready to talk, listen and help you get the facts.**
  - Request a phone consultation with a Black Physician at the VaxFacts Clinic:
    - [shn.ca/VaxFacts](https://shn.ca/VaxFacts)
    - 416-438-2911 ext. 5738
  
- **SickKids: COVID-19 Vaccine Consult Service**
  - By appointment phone service only (youth 12+ yrs or older, a parent/caregiver/legal guardian of a child or youth, an Ontario resident)
  - Registered Nurses available to answer and discuss the COVID-19 Vaccine for children and youth
  - Available in multiple languages, using over-the-phone language interpretation
  - To book: <https://www.sickkids.ca/en/care-services/support-services/covid-19-vaccine-consult/#book> or call 437-881-3505
  
- **Kids Health First: Information about COVID-19 Vaccines for Ontario Youth**
  - <https://kidshealthfirst.ca/>
  - Available in Arabic, Chinese (Simplified), English, Filipino, French, Punjabi, Spanish, Urdu
  
- **COVID-19 Outreach Rapid Response Team (CORRT)**
  - Toronto Public Health has extended the COVID-19 Outreach Rapid Response Team (CORRT) until **April 29, 2022.**
  - Staffed by Public Health Nurses, CORRT delivers COVID-19 vaccine information sessions to groups of residents or workers in Toronto who have not yet been fully vaccinated and/or received a booster dose, particularly in neighborhoods and populations with lower vaccine coverage rates.
  - Sessions are delivered to residents and staff at community agencies, workplaces, as well as other organizations in Toronto.
  - Requests for vaccine confidence information sessions can be made online: <https://s.tphsurvey.chkmkt.com/CORRT-request>
  
- **COVID-19 Vaccines - Specially Targeted Educational Program (STEP)**
  - Upcoming Vaccine Confidence session to help inform those working with Black and racialized communities on the efficacy and safety of COVID-19 Vaccines
  - Types of vaccines and how they work, efficacy/effectiveness

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## TORONTO DROP-IN NETWORK

- Speaker: Dr. David Burt, PhD – Immunologist, member of the City of Toronto’s Black Scientist Task Force on Vaccine Equity
- **REGISTER HERE:** <https://web.cvent.com/event/38f7b88a-6004-4eec-9253-099139d5c29a/summary>
- This webinar series, specifically targeted at Black and racialized communities across Ontario will provide information on COVID-19 vaccines for individuals involved in educating communities on the efficacy and safety of the COVID-19 vaccines. Through a series of talks, educators will be equipped with essential information on vaccine facts and myth-busters. Educators will be able to share information in a culturally-responsive manner, to vaccine-hesitant communities ensuring that persons within these communities deciding on COVID-19 vaccination, do so based on correct information.
- The STEP Speaker Series organized by SickKids is series of presentations that will be delivered by various experts. The programme is being run in collaboration with the SickKids Learning Institute, the Black Creek Community Health Centre, the Scarborough Health Network VaxFacts and the Black Physicians’ Association of Ontario (BPAO).
- **Topics include:**
  - General issues, myths, and misconceptions
  - Types of vaccines and how they work, efficacy/effectiveness
  - Answers to common questions
  - The COVID-19 vaccine and pericarditis and myocarditis
  - Coagulation issues with vector vaccines
  - Monitoring of vaccine safety in Ontario and Canada
  - Allergies and immune response to vaccines
  - Patients with weakened immune systems (immunocompromised)
- **Who Should Attend?**
  - Healthcare workers
  - Community health outreach workers
  - Community leaders
  - Others involved in the transfer of information to vaccine-hesitant communities

### Specialized Clinics

- **Inner City Health Associates (ICHA)**
  - Working with a number of shelter partners

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## TORONTO DROP-IN NETWORK

- To book a vaccine clinic or have a mobile clinic at your drop-in (for both staff and participants), reach out to Tina at [Tina.Kaur@icha-toronto.ca](mailto:Tina.Kaur@icha-toronto.ca) and Celine at [celine.desjardins@icha-toronto.ca](mailto:celine.desjardins@icha-toronto.ca)
- Staff and participants can also call their vaccine hotline for their vaccine: 437-779-1998
- ICHA offers \$25 incentives for clients who receive their COVID-19 vaccine
  
- **Anishnawbe Health Toronto**
  - Indigenous-led
  - Testing + vaccination
  - Monday to Friday, 9am-5pm (but may go outside these hours depending on the need)
  - Includes Scarborough
  - Contact Leslie Saunders by e-mail at [lsaunders@aht.ca](mailto:lsaunders@aht.ca) or by cell at 416-908-3526.
  - Can also contact Ginger Dean: [gdean@aht.ca](mailto:gdean@aht.ca)
  
- **Other Indigenous-led Vaccine Clinics**
  - Access Indigenous-led vaccine clinics through the Tkaronto Indigenous Vaccine Access website: <https://www.tkarontovaccines.com> OR phone Auntie at 437-703-8703
  
- **Black-Led Clinics**
  - The Toronto Shelter Network (TSN) is collaborating with the Black Physicians' Association of Ontario (BPAO), Inner City Health Associates (ICHA), City of Toronto, and IMAGINE Clinic to deliver COVID-19 vaccine clinics staffed by Black healthcare providers
  - Request a clinic [here](#)
  - Requests must be made at least 2 weeks before the date you're requesting
  - For any questions or concerns, please reach out to Maiesha Rahman ([maiesharahman.tsn@gmail.com](mailto:maiesharahman.tsn@gmail.com)) or Soha ([coordinator.tsn@gmail.com](mailto:coordinator.tsn@gmail.com)).
  
- **CAMH COVID-19 Vaccination Clinic**
  - Tuesdays-Fridays
  - 9am-4pm (arrive by 3:30pm)
  - First and second doses
  - Ages 12+
  - Where:
    - Sandi & Jim Treliving Gym in the Bell Gateway Building

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- 100 Stokes Street, Toronto
  - “Our clinic offers a small, lower-stimulation environment. Our staff are trained to support people with mental illness, substance use disorders, dementia and other neurodiversity. For people who may experience difficulties in a larger clinic setting, we try to provide a calm, judgement-free space that is safe and accepting.”
  - To book an appointment, visit: [www.camh.ca/covidvaccine](http://www.camh.ca/covidvaccine)
  - If you have needle anxiety or a fear of needles and would like accommodations during your appointment, please do not schedule through our booking site and email us instead at [vaccinationclinic@camh.ca](mailto:vaccinationclinic@camh.ca) to schedule your appointment.
- **Thornccliffe Park Community Hub clinic (for children AND adults)**
  - This clinic features a family-friendly design, including:
    - Separate vaccination pods for improved privacy;
    - Wide aisles to accommodate strollers;
    - Positive distractions, such as puppets, iPads and other activities; and
    - Child Life Specialists who work with children and families to help make the vaccination experience as comfortable as possible.
  - More info: [tehn.ca/VaccineClinics](http://tehn.ca/VaccineClinics).
- **COVID-19 Vaccine Clinic at YSM Evergreen**
  - Location: Evergreen Centre – 365 Spadina Ave
  - Date: Monday-Friday
  - Time: 12:30pm-4:30pm
  - Doses: 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup>
  - Vaccines: Moderna and Pfizer
  - **Walk-in, no appointment needed**
  - Contact 416-929-9614 ex. 2220 or 2238 to book
  - **No OHIP or ID required**
  - **For ages 18-24 only**
- **COVID-19 Vaccination at 40 Oak (Fred Victor Building) via Regent Park CHC**
  - **To Book a COVID-19 Vaccination Appointment: visit their [COVID-19 Vaccination Appointment booking page](#)**



## COVID Vaccination Clinic @ 40 Oak St. (April - 2022)

Days	Time	Age Eligibility	Booking
Tuesday	2:45 pm – 8:00 pm	12+	Appointments are strongly recommended, walk in are accepted until vaccine supplies last
Saturday	9:30 am – 1:00 pm	5+	

- If you cannot access the booking tool, please call (416) 642-1359 for assistance with booking.
- Appointments are available for 4th doses [COVID-19 Vaccination Appointment booking page](#)
- Walk-ins are welcome (try booking appointments to avoid long waiting times in cold weather)
- The clinic is open to anyone
- People with no immigration status are welcome at our clinic.
- People with no fixed address are welcome at our clinic.
- People with no identification are welcome at our clinic. But if you do have an OHIP card or other identification, please bring it with you as it will help with the registration process.
- Receiving vaccines for someone else is considered fraud.
- The clinic is fully wheelchair accessible.
- Our clinic is multilingual, and privacy stations are available.
- You are welcome to bring up to 1 support person with you, if required.
- First, second, third and fourth doses (Appointments are strongly recommended to minimize wait times outside in cold)
- Please let us know if you require any additional accommodations.
  
- **Booking Mobile Vaccine Clinics through Toronto Public Health**
  - Toronto Public Health is encouraging any homelessness service organizations to reach out to them to book a mobile clinic. Organizations can book a one-time visit, or a reoccurring clinic, and the clinic could supplement any existing bookings you have with another organization.
  - If you are interested or have any questions, please contact Linda Godfrey [Linda.Godfrey@toronto.ca](mailto:Linda.Godfrey@toronto.ca).

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- If you would prefer to book a mobile clinic online, please use this link: <https://s.tphsurvey.chkmkt.com/?e=240440&h=DOC094F37BA38A6&l=en>

**GO-VAXX Mobile Clinic Initiative**

- The GO-VAXX Mobile Bus is available to drop-ins for **onsite COVID-19 vaccinations!**
- Please reach out to [GOVAXX@ontario.ca](mailto:GOVAXX@ontario.ca) to arrange a date and time

*\*See more Info on accessing vaccination for people experiencing homelessness here:*  
<https://www.toronto.ca/wp-content/uploads/2021/05/97ad-Resource-People-experiencing-homelessness-vaccine-summary-May-19-2021-for-web.pdf>