



The COVID-19 program contains two main operational response areas:

- Case and Contact Management/Investigation and Outbreak: case and contact management of COVID positive persons and long-term care, retirement homes and high-risk congregate living outbreak support
- Vaccines: fixed sites and mobile immunization teams

## Case and Contact Management/Investigation and Outbreak (CCM/IO)

- The *Health Protection and Promotion Act* requires that each public health unit in Ontario collect information about reportable diseases (such as COVID-19), in their jurisdiction and report it to the Ministry of Health (MOH).
- The reported data helps Region of Waterloo Public Health conduct surveillance and provide outbreak management supports to high-risk settings in Waterloo Region to protect the most vulnerable in our community.
- Case and Contact Management/Investigation and Outbreak (CCM/IO) works closely with hospitals and congregate living settings with medically and socially vulnerable individuals and International Agricultural Workers.
- The CCM/IO team identifies respiratory outbreak cases in these high-risk settings for surveillance and outbreak management support.
- CCM/IO also identifies and investigates serious or unexpected occurrences of adverse events following immunization (AEFI) following COVID-19 vaccination.

## COVID-19 vaccine response

### Managing the Regional COVID-19 fixed vaccine clinics

Region of Waterloo COVID-19 Vaccine Clinics and community healthcare providers administering vaccine:

- Complement the many local pharmacies and primary care practices offering COVID-19 vaccines. This forms the foundation of an ongoing, sustainable vaccination distribution strategy. Fixed Region of Waterloo Public Health sites include 99 Regina Street South, Waterloo and 30 Christopher Drive, Cambridge.
- Provide vaccines using appointment and walk-in based clinics to those eligible according to provincial criteria.
- Manage and report adverse events following immunization (AEFI) occurrences.

### Improving access and equity with mobile and micro-mobile COVID-19 community outreach

- Building and maintaining community relationships to ensure access to COVID-19 vaccines by partnering with host clinics in:
  - Marginalized neighborhoods and populations, including refugee clinics, homeless/under housed populations, and new immigrants,
  - Areas where the vaccination rate is very low, and
  - Townships and surrounding areas.

- Supporting long-term care, retirement homes and high-risk congregate living settings to vaccinate the most vulnerable populations.
- Co-ordinating with Grand River Transit to run the vaccine bus in high need areas.
- A homebound vaccine team is available for those who have accessibility issues and are unable to attend at a vaccine clinic in the community.

### **Vaccine support for community health care providers and communication**

- Review and share Ministry guidance to ensure vaccine clinics and practices are consistent with federal and provincial eligibility and best practices.
- Work with Public Health and Corporate Communications teams to ensure messaging and promotion materials are up-to-date and that citizens have access to accurate information about COVID-19 vaccines and clinics.
- Vaccine ordering and inventory management, including distribution of COVID-19 vaccines to community health care providers.

### **Program Outcome:**

- Ensuring that all eligible individuals have access to COVID-19 vaccines.
- Working with community partners to ensure that barriers are removed for those who have difficulty accessing a vaccine.

