

Frequently Asked Questions (FAQ) for Newcomers

Introduction

This document has information for Newcomers about the Vaccination Program in Halton Region. It tells you how to book an appointment and it answers frequently asked questions. There is also more information on our [Frequently Asked Questions webpage](#).

Frequently Asked Questions

Here are answers to questions that many people ask.

1. How can I book a COVID-19 Vaccination appointment?

There are four ways to book an appointment:

1. **Online**, visit Halton's [COVID-19 vaccination clinic](#) web page.
2. **By phone, call 311.**
 - a. Language interpreters are available.
3. At a **pharmacy** that offers COVID-19 vaccines, visit [covid-19.ontario.ca](#).
4. At a **Doctor's Office** that offers COVID-19 vaccines in Halton, visit Halton's [COVID-19 vaccination clinic](#) web page for more information.

2. Can I get extra support at the clinic?

Yes. The supports that are already available at the clinics include:

- a language interpreter
- Sign Language interpreter
- a wheelchair
- a private area to be vaccinated for religious or cultural reasons

To get more supports at a vaccine clinic:

1. Book your vaccine appointment
2. Contact Halton Region by calling 311 or emailing accesshalton@halton.ca

3. I don't have a car. Can someone take me to the clinic?

Yes. If you need help getting to your vaccination appointment, call 311 to request a free taxi.

If a friend or family member from outside your home drives you to your appointment, follow these tips on safe travel: [COVID-19 Public Health Guidelines: Car Travel for tips on how to travel safely \(PDF file\)](#).

For other options, see [COVID-19 vaccination clinic](#) web page.

4. I am not a Canadian citizen. Can I still get a COVID-19 vaccine?

Yes. Individuals who live, work or attend school in Halton region can get vaccinated. Your citizenship status doesn't matter.

5. Do I need a health card/OHIP card to receive the vaccine?

No. You need to show documents with your **photo, full legal name and date of birth**. You can do this with one or more documents to prove your identity and age. Accepted documents include:

- pay stub
- driver's license
- piece of registered mail
- student card
- passport
- birth certificate
- out-of-province Health Card
- other government-issued identification (even if expired), including out-of-province ID's or foreign national passports

Electronic versions of documents are accepted.

If you do not have any of the listed identification documents, please call 311.

6. Do I have to pay for the COVID-19 vaccine?

No. The COVID-19 vaccine is free to everyone in Canada.

7. Can someone come with me to my vaccination appointment?

Yes. One person may go with you to the appointment, if you need help. Only one person will be vaccinated at each appointment.

8. Do the COVID-19 vaccines have animal products in them?

No. All COVID-19 vaccines approved for use in Canada do not contain any animal products (including pork).

9. I am housebound. Can I receive the vaccine at my home?

Yes. If you and your primary health care provider feel that your mobility challenges or medical issues prevent you from going to a vaccination clinic, you can be vaccinated in your home. Two of your caregivers can also get the vaccine at the same time.

To get the vaccination in your home, ask your primary health care provider to fill out the form '[Physician Request Form for COVID-19 Vaccination of Homebound Patients](#)'. Please call 311 with any questions.

10. How do I reschedule my vaccination appointment?

To reschedule an appointment visit, Halton's [COVID-19 vaccination clinic](#) web page.

11. Will travel be restricted if I receive a different vaccine for my second dose?

Different countries may want specific types of COVID-19 vaccines. Check the vaccine needs of the country you are going to before travelling. [Visit the Government of Canada's website for more information on the requirements for re-entering Canada.](#)

12. I got my first COVID-19 vaccine dose in Ontario but outside of Halton Region. Can I book an appointment for the second dose at a Halton Region COVID-19 vaccination clinic?

Yes. To book your second dose appointment online visit, Halton's [COVID-19 vaccination clinic](#) web page.

13. I received my first dose outside of Ontario or Canada. How can I schedule my second dose?

First, you need to submit proof of vaccination to your local health unit. Refer to our fact sheet "[Reporting Out-of-Province COVID-19 Vaccination](#)" for the step-by-step process.

To book your second dose appointment online visit, Halton's [COVID-19 vaccination clinic](#) web page.

If you are unable to provide proof of vaccination, you need to restart your vaccine series.

14. I received two doses of a COVID-19 vaccine outside of Ontario or Canada. What are my next steps?

Report this information to Halton Region Public Health so that your vaccination record can be validated. Refer to our fact sheet "[Reporting Out-of-Province COVID-19 Vaccination](#)" for the step-by-step process.

If you received your first and second dose of a COVID-19 vaccine authorized by [Health Canada](#) or [listed for emergency use by the World Health Organization](#) (even if you got the vaccine outside of Ontario), you are considered to be fully vaccinated.