

COVID-19 Information Bulletin #99

Date issued: March 4, 2021

Purpose of bulletin: To keep local stakeholders informed about COVID-19 and its implications for Wellington County, Dufferin County and the City of Guelph (WDG).

All editions of this bulletin are posted on [our website](#).

Current WDG Zone Level: [Red-Control](#), ([O. Reg 263/20](#))

Surveillance

- Information about [cases in WDG](#) can be found on our website
- Information about institutional outbreaks can be found in the [Retirement and Long-Term Care Outbreak Bulletin](#)
- Information about [vaccination progress in WDG](#) can be found on our website

New and Amended Guidance

- WDGPH's [COVID-19 Guidance for Restaurants and Other Food Premises](#) (updated March 3)

New Vaccine Registration and Booking Help Line

WDG Public Health has opened a new dedicated Vaccine Registration and Booking Help Line. The phone line is open as of today. Eligible priority groups needing help pre-registering for their vaccine appointment or booking their appointment online can call 1-844-780-0202 for assistance from public health staff. **Eligible priority groups are still strongly encouraged to [pre-register and book their appointments online](#) as much as possible as it will be the fastest way to get in the system.**

The help line will be open Monday to Friday from 9 a.m. – 4 p.m. and messages will be returned within 1-3 business days. The previous troubleshooting extension (ext. 4506) will no longer be in service. Visit our [website](#) for more information.

COVID-19 Vaccine Confidence Toolkit

The Ministry of Long-Term Care has created a toolkit for people to use to boost vaccination rates and engage with their colleagues and community on vaccine safety. The kit contains a welcome letter, posters, fact sheets, tips for holding effective conversations, FAQ, and sample Facebook and Twitter posts that users can share on their social networks. All products are available in English and French.

- [English](#) (21 MB - .zip format)
- [French](#) (22 MB - .zip format)

Announcements and Changes to Services

- On March 4, the [Government of Ontario](#) announced it is providing an additional \$500 million to help the province's 444 municipalities address ongoing COVID-19 operating costs.
- On March 3, the [Prime Minister, Justin Trudeau](#) announced an investment of more than \$518 million to support researchers and fund projects that help beat the pandemic and build a more resilient Canada.
- On March 3, the [Government of Ontario](#) announced it has hired over 100 new occupational health and safety inspectors to support business inspection campaigns, and help ensure employees, businesses and the public are protected.
- On March 3, the [Government of Canada](#) announced that Health Canada has authorized a submission from Pfizer-BioNTech to allow its COVID-19 vaccine to be stored and transported at standard freezer temperatures (between -25°C and -15°C) for up to two weeks instead of ultra-cold conditions, facilitating more flexible transportation and local re-distribution of this vaccine.
- On March 3, the [Government of Canada](#) announced that the Canada Emergency Wage Subsidy, the Canada Emergency Rent Subsidy and Lockdown Support will be extended until June 2021.
- On March 2, [Health Canada and the European Medicines Agency \(EMA\)](#) collaboratively published the full clinical data reviewed as part of their authorizations of the Moderna COVID-19 vaccine.

Additional Resources

- PHAC's [COVID-19: How to Make Your Mask Fit Properly](#) (March 1)
- PHAC's [AstraZeneca COVID-19 Vaccine: What You Should Know](#) (February 26)
- NACI's [Recommendations on the Use of COVID-19 Vaccines](#) (updated March 1)
- [NACI Rapid Response: Extended Dose Intervals for COVID-19 Vaccines to Optimize Early Vaccine Rollout and Population Protection in Canada](#) (March 3)

Contact Information for Additional Support

WDGPH COVID-19 Call Centre

Please note we are experiencing higher than normal call volumes and you may not be able to get through.

For health-related questions, including symptoms, close contacts or travel:

- Call 519-822-2715 ext. 7006
- Available Monday – Friday from 9:00 a.m. – 4:00 p.m.



For non-health related questions, including business or workplace concerns, social distancing/face covering questions or non-emergency reporting questions:

- Call 519-822-2715 ext. 4020
- Available Monday – Friday from 9:00 a.m. – 4:00 p.m.

Please do not call Public Health for your test results. Visit [how to get your COVID-19 test results](#).

Local Assessment Centres and Testing

Visit our website for hours and information about [local assessment centres and testing](#).

Reliable Information Sources

Wellington-Dufferin-Guelph Public Health: www.wdgpUBLICHEALTH.ca

Ontario Ministry of Health: www.ontario.ca/coronavirus

Public Health Agency of Canada: www.canada.ca/coronavirus

Ontario Emergency Information: www.ontario.ca/page/emergency-information