

# COVID-19 Vaccine Accessibility for Homebound Individuals or those with Mobility Issues

Update to York Region health care providers as of March 31, 2021

York Region Public Health recognizes there are many individuals with varying levels of mobility issues who may face barriers to accessing the COVID-19 vaccine. Public Health has been working closely with community and health system partners to reach homebound chronic home care recipients in their homes.

## FOR YOUR PATIENTS WITH MOBILITY ISSUES

York Region residents who are [eligible for the vaccine](#) and able to access a vaccine clinic on their own, or with support, are encouraged to do so as it will be the fastest way for them to access the vaccine. A drive-thru clinic at Canada's Wonderland opened on Monday, March 29 which may be a more supportive option for those with mobility challenges. If transportation support is required, please see the options below.

### How to book a vaccine appointment:

Please note vaccines are by **appointment only** for eligible individuals. Walk-in or drive-up appointments are **not** available.

If you are eligible for the vaccine, book your appointment online at [york.ca/COVID19Vaccine](http://york.ca/COVID19Vaccine). If telephone support is required, the corresponding phone number is listed online for each location.

### Transportation options:

York Region Transit (YRT) offers residents the following safe and reliable transit services:

- **Local and rapid transit services in all nine towns and cities in York Region**
  - To learn more and to plan your trip, visit [yrt.ca](http://yrt.ca) or call 1-866-668-3978
- **Mobility On-Request (MOR):** Allows you to request transit when and where you need it, within select service areas
  - To learn more visit [yrt.ca/MOR](http://yrt.ca/MOR) or call 1-844-667-5327
  - A dedicated MOR service for **seniors 65+** is also available; MOR will take you to the closest vaccination clinic from your home. For more information, visit [yrt.ca/MOR65](http://yrt.ca/MOR65) or call 1-866-744-1119
- **Mobility On-Request Paratransit:** Door-to-door, shared ride, accessible public transit service for people with disabilities
  - For people unable to use regular public transit due to a physical, cognitive, visual or sensory disability for all or part of their trip. To use this service, you must meet specific eligibility criteria
  - For more information, visit [yrt.ca/MORParatransit](http://yrt.ca/MORParatransit) or call 1-866-744-1119

If you are unsure which YRT service is right for you, please call the Contact Centre at 1-866-668-3978 and a customer service representative would be happy to assist you.

**Community Ride Programs:** There are also other transportation services offered by community partners residents may be eligible for. For a complete list of community transportation options, call 211 or visit [211central.ca](http://211central.ca)

- **CHATS:** Provides local and long-distance drives for seniors to medical appointments and other outings. For more information, call 1-877-452-4287 or visit [chats.on.ca](http://chats.on.ca)
- **Carefirst:** Transportation services for seniors and persons in need residing in Scarborough and York Region. For more information, call 416-502-2323 or visit [carefirstontario.ca](http://carefirstontario.ca)
- **Routes:** Transportation services for residents who cannot travel by conventional transit or taxi because of their financial, physical or mental challenges. For more information, call 905-722-4616 or visit [routescc.org](http://routescc.org)

## FOR YOUR PATIENTS WHO ARE HOMEBOUND

For your patients who meet the definition of homebound, York Region Public Health in partnership with York Region Paramedic Services will vaccinate these York Region residents at their home. Lists of homebound patients have already been gathered for those who receive home care services through the LHIN, hospital or other service provider organizations.

### Homebound Definition

A normal inability to leave home must exist (e.g., the patient is not leaving their home environment on their own or with support to access medical services, public services or social services). In addition, leaving home must require a considerable and taxing effort.

### Patient considerations:

- Safety risk: high risk of falls, unable to physically transport to medical appointment
- Transfer: 2 person or requires mechanical lift
- Mobility: non-ambulatory and not mobile
- Advanced cognitive impairment: dependent on others for safety, unable to navigate community safely

For patients who meet the definition of homebound but do not receive home care through the LHIN, hospital or other service provider organization, they can call Access York at 1-877-464-9675 to be added to a list of homebound patients or your office can fax a list of these patients to 905-895-5860.

Please let your patients know that reaching homebound residents will take some time due to the logistics of transporting the COVID-19 vaccine and the large number of residents who require home visits. Patients are encouraged, to access one of our fixed clinics sites or drive-thru at Canada's Wonderland if they are able as this will be the faster option to access a COVID-19 vaccine at this time.