

Vaccine Certificate FAQs

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This document was prepared on September 3, 2021 by Natalie Garrison. Natalie works for North Yorkers for Disabled Persons as an Outreach Communication Facilitator, Information Referral and Resources Support. She can be reached at natalie.nydp@gmail.com.

People in Ontario will soon need to show proof that you are fully vaccinated to enter certain indoor spaces. This includes: restaurants, movie theatres, gyms, casinos, concert halls, and other businesses.* Here are some Frequently Asked Questions, or FAQs, that the government has answered. Click [here](#) to read the original document.

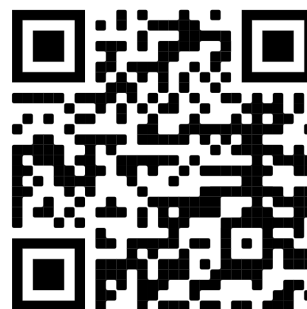
Section 1: Important Dates

Question 1: What will happen on September 22?

Starting September 22, everyone in Ontario will need to be fully vaccinated and show proof of vaccination as well as proof of identity to access certain indoor public spaces.

Question 2: What will happen October 22?

Starting October 22, an enhanced vaccine certificate will be available in a new digital format. This format will be more accessible and will better protect your privacy. On the same day, a verification mobile application will be available. This app has a unique QR code for each person. This way, businesses just have to scan the QR code without seeing your personal information.



This picture is an example of a QR code. A QR code is basically a link in the form of a picture. If you take a picture of a QR code on a phone or tablet that is connected to the Internet, it will take you to a website. This example QR code would take you to our website.

Question 3: When will we stop using these vaccine certificates?

Right now, there is no official end date. However, the government says that it is a temporary measure. The province will evaluate when these certificates are no longer necessary based on the numbers and the advice of the Chief Medical Officer of Health.

Section 2: Who can enter these indoor spaces?

Question 1: What does it mean to be “fully vaccinated”?

You are fully vaccinated two weeks after getting a COVID-19 vaccine that is approved by the World Health Organization. This is significant because it includes people who got vaccinated

outside of Canada and may have gotten a different vaccine than the ones approved by the Public Health Agency of Canada.

No matter which vaccine you got, you need a “complete series” of vaccine doses. This means that if your vaccine needs two doses to be complete, like the Pfizer, Moderna, or AstraZeneca vaccines, then you need both doses. If you don’t have two doses of these vaccines, you are not fully vaccinated.

You are fully vaccinated if you mixed vaccines, such as one dose of AstraZeneca and one dose of Moderna.

The only time when having just one dose is acceptable is if you got a vaccine that is designed to be just one dose, like the Johnson & Johnson vaccine.

Question 2: I didn’t get vaccinated, but I’ve had COVID-19 before. Can I still go into these indoor spaces?

No, you can’t. You need to be fully vaccinated.

Question 3: What if I don’t want to show my vaccination status?

That’s your choice, but you won’t be allowed to access these indoor spaces.

Question 4: What if I show a negative COVID-19 test, or if I was recently infected with the virus? Can I still go into these spaces?

In general, no, you can’t.

There is an exception for the time period between September 22 and October 12, 2021. In this time period, people who will be attending wedding or funeral receptions at event spaces will be able to attend so long as they provide a negative rapid antigen COVID-19 test. They must do this test no later than 48 hours before the event. They will have to pay for it.

The only exemptions are for unvaccinated people with medical exemptions and people under the age of 12.

Question 5: I have a medical reason for why I can’t get vaccinated. Can I still go into these spaces?

Yes, you can. You will need a doctor’s note to prove that you have a health condition that prevents you from getting vaccinated. The digital vaccine certificate will be designed to include this as an option.

Question 6: Will children who are age 11 and younger be allowed to go into these spaces?

Yes, they can. But if they are accompanied by an adult, the adult must be fully vaccinated.

Section 3: Getting your proof of vaccination

Question 1: How do I get my proof of vaccination?

You can download your vaccine receipt onto a smartphone, computer, or tablet. Click [here](#) to download your vaccine receipt. Or, if you prefer to talk to someone on the phone, call the Provincial Vaccine Booking Line at 1-833-943-3900. You can print your vaccine receipt, too.

If you want to correct or change information on your proof of vaccination, contact your local public health unit. Click [here](#) to find your public health unit and learn how to contact them.

Question 2: How do I get my proof of vaccination if... ?

I don't have an email address, a smartphone, or a computer

The provincial government is still developing an alternative for people in this situation. They will announce it in the next few weeks.

I have a red or white health card

If you have a red and white health card, call the Provincial Vaccine Booking Line at 1-833-943-3900. The call centre agent can email you a copy of your receipt.

I don't have a health card or OHIP number

Contact your local public health unit. They can help you get your vaccine receipt. Click [here](#) to find your public health unit and learn how to contact them. The provincial government is also developing alternative tools for people in this situation. They will announce it in the next few weeks.

I was vaccinated in a different province

If you were vaccinated within Canada but not Ontario, contact your local public health unit to record your information and receive proper documentation. Click [here](#) to find your public health unit and learn how to contact them. You will have to show your vaccine receipt and another form of identification, such as a driver's licence, to prove that it's really you.

I was vaccinated in a different country

The provincial government is developing a way to verify the vaccination status of people in this situation. They will announce it in the next few weeks.

I'm Indigenous, and I didn't consent to providing my data to COVAX

The provincial government will support Indigenous people with using vaccine certificates even if they did not give their data to COVAX. The government's support will maintain Indigenous data governance, control, access and possession principles.

Section 4: Businesses

Question 1: How will businesses verify digital vaccination certificates?

The provincial government will develop and use an enhanced vaccine certificate QR code that is unique to each person. This code will be available in the mobile verification app. Businesses can scan this QR code to verify that a person is fully vaccinated. An example of a QR code is on the first page of this document.

Question 2: Will the province increase the capacity limits for these businesses that require proof of vaccination?

No, the provincial government is choosing not to increase capacity limits at this time. The government will see how much the cases increase after schools reopen and more people return to their workplaces. After that, the government will re-evaluate when it may be safe to increase capacity limits in these indoor spaces that require vaccine certificates.

Question 3: How will this new requirement of proof of vaccination be enforced?

Provincial by-law officers will enforce this requirement. Inspectors from the Ministry of Labour, Training and Skills Development will begin with education and warnings visits. This is consistent with the Reopening Ontario Act.

If you think you may be experiencing symptoms of COVID-19, take the self-assessment at www.ontario.ca/coronavirus. Follow all directions from your medical provider or your local health unit at the following phone numbers:

Telehealth Ontario: 1-866-797-0000

Toronto Public Health: 416-338-7600

Peel Public Health: 905-799-7700

Durham Region Health Department: 905-668-7711

York Region Public Health: 1-877-464-9675