

Fraser Health's online booking tool is going through important maintenance to ensure there is a comprehensive transition to the provincial online booking and registration system set to launch on April 6th.

This information is for your convenience please click on the link to be directed to the Fraser Health website for the most current updates: <https://www.fraserhealth.ca/vaccine#.YGS-6a9KiUn>

Booking your immunization appointment if you live in the Fraser Health region

Effective immediately, and until 7:00 a.m. on April 6, eligible people in the Fraser Health region* who would like to book their COVID-19 immunization appointment can do so one of two ways:

- **Between 7:00 am and 7:00 p.m. (Daytime):** Call our immunization booking phone line at [1-855-755-2455](tel:1-855-755-2455).
The phone line will operate from 9:00 a.m. to 5:00 p.m. on Friday, April 2 and Monday, April 5 to align with the statutory holidays.
- **Between 7:00 pm and 7:00 a.m. (Nighttime):** Access Fraser Health's [self-serve online booking tool](#).
The online tool will operate from 5:00 p.m. to 9:00 a.m. on Friday, April 2 and Monday, April 5. On Saturday, April 3 and Sunday, April 4 it will run from 7:00 pm to 7:00 am.

To date we have booked just over 222,070 immunization appointments and we acknowledge that people in our communities want to book appointments as quickly as they become eligible. We appreciate everyone's patience as we schedule very sizable populations into immunization appointments. We understand this transition coupled with high volumes has caused some challenges with people accessing the system.

*Fraser Health region communities

include: *Abbotsford, Anmore, Burnaby, Belcarra, Chilliwack, Coquitlam, Delta, Fraser Valley Regional District, Harrison Hot Springs, Hope, Kent, Langley, Maple Ridge, Mission, New Westminster, Pitt Meadows, Port Coquitlam, Port Moody, Surrey and White Rock.*

Please note: These services are for first dose vaccine appointment bookings, and at this time are only available for Fraser Health* residents aged 73 and older, and Indigenous (First Nations, Métis, Inuit) individuals aged 18 years and older, and people who are clinically extremely vulnerable.

- Please only book one appointment.
- Look for the earliest appointment.

- Appointments are available across the region and new appointments are added often.
- Cancel any appointments you can no longer use right away - use the cancellation link in your booking confirmation email or phone our call centre.

While we are doing our very best to ensure people can book their vaccine as quickly as possible, please do not get discouraged if it takes a little longer to book your appointment by phone or online. Anyone who is eligible for the vaccine and wants to be immunized will receive their immunization.

Vaccine eligibility

Vaccine booking is available for individuals in the following groups:

Eligible age groups

- Self-identified Indigenous (First Nations, Métis, Inuit) individuals born in 2003 or earlier: Call or book online.
- Individuals born in 1948 or earlier (73+): Call or book online.
- Individuals born in 1956 to 1966 (55 to 65 years old): [Contact a participating pharmacy](#).

People who are clinically extremely vulnerable

People aged 16 to 74 who are determined to be part of the clinically extremely vulnerable group will receive an invitation letter in the mail signed by Dr. Bonnie Henry, B.C.'s provincial health officer. Letters will be mailed starting March 24 and should arrive by April 15.

The letter will be mailed to your home address on file with your Personal Health Number. Appointments can be booked starting March 29 **after** you receive your letter. Please do not book before you receive your letter as you will need to bring this letter with you to your appointment.

Before you book, it is also recommended that you review information from the [BC Centre for Disease Control](#) on the planning, timing and safety of the vaccine with consideration of your health condition.

More information is available here: gov.bc.ca/cevcovid

Health care workers who live or practice in the Fraser Health* region

Health care workers, listed below, who live or practice in the Fraser Health region can continue to [book an appointment](#) for their first dose of COVID-19 vaccine online.

- Community primary care providers who are seeing patients in person (nurse practitioners, medical practitioners, other patient care staff) and office staff (including medical office assistants) working in these settings
- Laboratory staff working in public health and private laboratories
- Midwives and office staff working in these settings
- Paramedics
- Pharmacists, Pharmacy Technicians, and pharmacy staff
- Public and community health program staff (regional, provincial, federal)
- Research staff exposed to COVID-19 patients
- Speech-language pathologists and support staff
- Massage therapists
- Podiatrists
- Physiotherapists and support staff
- Kinesiologists
- Chiropractors
- Acupuncturists
- Traditional Chinese Medicine Practitioners
- Dentists, dental assistants, dental hygienists, denturists, dental technicians and their office staff
- Occupational therapists and support staff
- Canadian Blood Services Staff
- Dietitians
- Naturopaths

Important: If you book an appointment before you are eligible, your appointment will be automatically cancelled and you will need to rebook when you become eligible.

Information for priority groups:

Priority frontline workers

Starting in April, priority front-line workers or a people working in a specific priority industry, as defined by the government of B.C. can receive their first dose of the AstraZeneca/SII COVISHIELD (AZ/SII) vaccine.

Priority front-line workers identified by the COVID-19 Workplace Task Group and public health include:

- First responders (police, firefighters, emergency transport)
- K to 12 educational staff
- Child care staff
- Grocery store workers
- Postal workers
- Bylaw and quarantine officers
- Manufacturing workers

- Wholesale/warehousing employees
- Staff living in congregate housing at places like ski hills
- Correctional facilities staff
- Cross-border transport staff
- Sectors or settings prioritized due to outbreak response (currently happening)

If you are a priority front-line worker, please do not call or book online, All AstraZeneca/SII COVISHIELD (AZ/SII) vaccine appointments will be organized by employers. Appointment information will be communicated clearly and directly to each sector and employer.

Home Health and Home Support clients:

By now you should have received a phone call advising that you are eligible to receive your first dose of COVID-19 vaccine.

If you have not received your immunization, please book your appointment by calling [1-855-755-2455](tel:1-855-755-2455); or, if you need a home visit, call your [Home Health Office](#).

Before calling the phone line, please have:

- Pen and paper
- Your personal health number
- Full name
- Date of birth
- Postal code
- A phone number that you can receive text messages on or an email address that you or your family check often, in case we need to send you important information.

Our call centre agents will never ask you for financial information, including credit card information.

If you have medical questions about the vaccine, please speak with your family physician, nurse practitioner or call [Fraser Health's Virtual Care](#) team at [1-800-314-0999](tel:1-800-314-0999) from 10 a.m. to 10 p.m. seven days a week, or call [8-1-1](tel:8-1-1) outside of those hours.

If you have general questions about COVID-19, please call 1-888-COVID19 ([1-888-268-4319](tel:1-888-268-4319)) or visit www.bccdc.ca/covid19.