



Treasury Board of Canada
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Canada

User feedback on vaccines provincial-territorial issues

Jan 25 to Jan 31

February 2, 2021

Vaccines feedback: By the numbers

- The user feedback tool was added to vaccine content pages starting December 7
- It is currently used on 17 content pages (34 pages total in English and French)
- 2741 comments from Canadians in January

Did you find what you were looking for?

Yes

No

Please provide more details

(Don't include any personal information. Note that you will not receive a reply.)

Maximum 300 characters

Submit

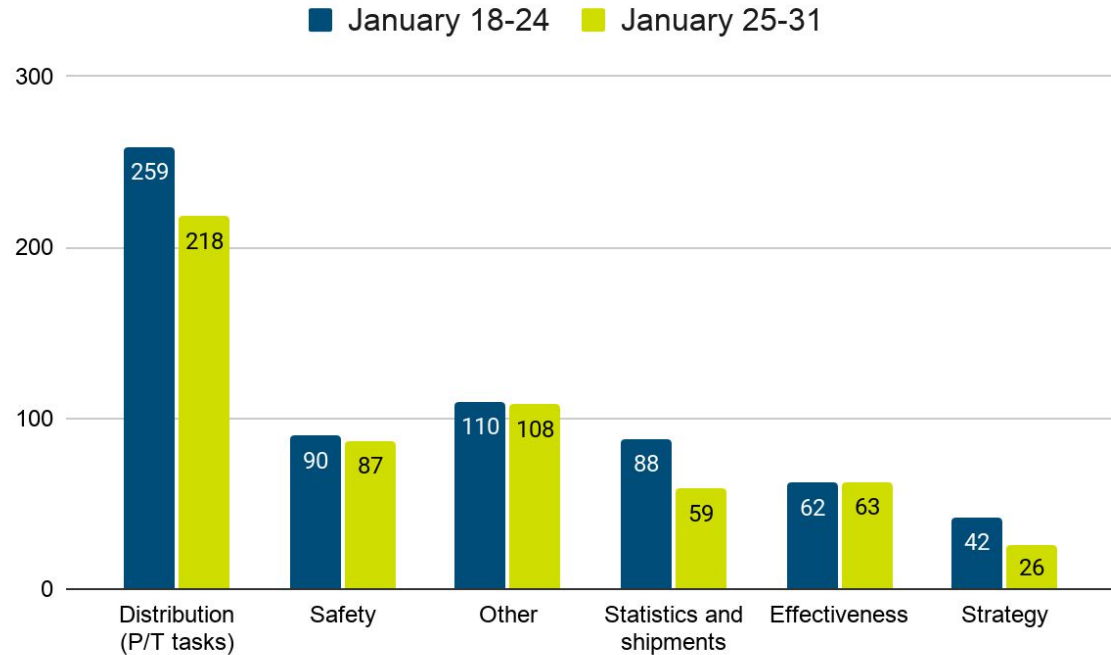
Vaccine task group trends * as of January 31, 11:59PM

5 major task groups

- Distribution
- Safety
- Statistics and shipments
- Effectiveness / After vaccination
- Strategy

“Tiny tasks” are identified under “other” until they graduate out of being a tiny task.

- Vaccine agreements / other vaccines
- Is vaccination mandatory?
- Where is the vaccine made?



Small decrease in feedback for local distribution, statistics, strategy tasks

See all user feedback: <https://feedback-by-page.tbs.alpha.canada.ca/bygroup?group=Vaccines>

Distribution trends

TASKS INCLUDE

- When can I get the vaccine? (by age or priority group)
- Do I have to book / call / register for vaccines?
- How will I know when it's my turn / Will I be contacted?
- Where are the vaccination locations?

39%

Of feedback from
January 25-31 was
about distribution

See all user feedback: <https://feedback-by-page.tbs.alpha.canada.ca/bygroup?group=Vaccines> OR

Refer to [feedback samples from January 18.](#)

Strategy and eligibility * as of January 31, 11:59PM

- Can I get the vaccine if I'm living in a different province/territory?
- Can I get the vaccine if I already had COVID?
- Can I get the vaccine if I'm not a citizen?

Examples - Living in a different province / territory

I am an Ontario resident currently in BC. Can I get a vaccination in BC

Can a BC resident go to Alberta to get the covid vaccine? I would have thought that you would have to get it in your own province since that's where you are registered.

looking for ability to get vaccine in another province besides your own.

Examples - Already had COVID

Can you still receive the vaccine if you have covid

Do people that have covid or have had it get immunized

Is it possible to receive the second dose while you still test positive

Examples - Not a citizen

Will vaccine be available for migrant workers and others here in Canada on works permits ? international students?

can non-citizens can get the covid vaccine

Effectiveness / After vaccination

* as of January 31, 11:59PM

- Do I get a proof of vaccination?
- What prevention measures are still required after vaccination?
- Do I need proof to travel?

Examples - Proof of vaccination / prevention measures

After the first vaccine dose do I receive a paper that said that?

I was looking for information on "proof of vaccination" since this is going to be a requirement for travels (etc.) I was hoping that I would get a certification with the vaccination.

After I get the vaccine, I will be receiving a vaccine certificate?

What are the ongoing precautions that people need to take after vaccinations? Masks, social distancing?

If you have to self isolate after you get the vaccine

Examples - From the travel wizard

Most vaccine-specific feedback so far is about return to Canada or leaving Canada.

If you have been vaccinated do you need to quarantine after travelling

For travel in July, we expect to have the covid vaccine. Will this allow unrestricted travel?

Si une personne a reçu les deux doses d'un un des vaccins approuvés par Santé Canada, et ce depuis plusieurs semaines, est-elle exemptée de la quarantaine?