

# User feedback on provincial-territorial COVID issues

Jan 19 Travel restrictions & vaccines

# Provincial page on Travel

<https://travel.gc.ca/travel-covid/travel-restrictions/provinces>  
68K visits week of Jan 7-13, 34K via Google

[Canada.ca](#) > [Travel](#) > [Travel, quarantine and borders](#) > [Travel restrictions in Canada](#)

Travel restrictions in Canada

## Provincial and territorial restrictions

There are currently travel restrictions and exemptions when moving between some provinces and territories.

### On this page

- [By region](#)
- [When federal and provincial or territorial requirements are different](#)
- [Connecting flights within Canada](#)

## By region

To find out if you can travel to another province or territory and to know quarantine rules when crossing between provinces, go to the website of the province or territory.

- [Atlantic provinces](#)
- [Central \(Ontario and Quebec\)](#)
- [Prairies](#)
- [West Coast \(B.C.\)](#)
- [North](#)

## Atlantic provinces

Atlantic provinces are restricting entry for people from other provinces and territories. You may require documents to declare your arrival.

- [New Brunswick](#)
- [Newfoundland and Labrador](#)
- [Nova Scotia](#)
- [Prince Edward Island](#)

## Central Canada (Ontario and Quebec)

### Sections

- [Find out if you can travel to Canada](#)
- [Mandatory isolation or quarantine](#)
- [Visitors, foreign workers and students](#)
- [Foreign nationals reuniting with family](#)
- [Caring for others, funerals and support](#)
- Provincial and territorial restrictions
- [Flying to and within Canada](#)
- [Entry, borders and transit](#)

## User feedback tool at bottom of page

[Flying in Canada →](#)

Did you find what you were looking for?

What was wrong?

☐ The answer I need is missing

☐ The information isn't clear

☐ I'm not in the right place

☐ Something is broken or incorrect

☐ Other reason

**Please provide more details**

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

Maximum 300 characters

# Provincial restrictions feedback

\* 269 questions in January as of January 19, 8 AM

Many provincial questions are posted on pages other than the provincial page - since changes to page on Dec 23. - not seeing links to Provincial and territorial restrictions?

- From Flying in Canada (43)
- From Mandatory isolation (50)
- From Travel restrictions in Canada (95)

**Many questions are about whether travel is permitted between provinces or interprovincially :**

- *We live in Prince George BC and want to visit Grande Prairie AB is this allowed ?*
- *I live in Sask and want to know if I can travel to Alberta?*
- *There is lots of information about flying into Canada but no clear info about within.*

**Or whether quarantine/isolation is required between provinces or interprovincially :**

- *If someone moves from Alberta to Ontario. Do they have to self isolate?*
- *Do you isolate after travelling region to region in ON?*
- *When traveling from another province do you have to isolate for 14 days?*

**People differentiate between driving and flying, and changing provincial restrictions:**

- *I'm unsure about driving from one province to another.*
- *Is it allowed to drive between Ontario and Québec during current lock down?*

# Options for helping Canadians understand jurisdictions

1. State outright that it's provincial and don't provide ANY advice
  - a. Provide provincial links in list or dropdown
2. Use a templated approach to pull in key answers and link to province


Given how quickly travel restrictions and vaccine distribution are changing, we are trying Option 1 - no advice.

## Health insurance cards

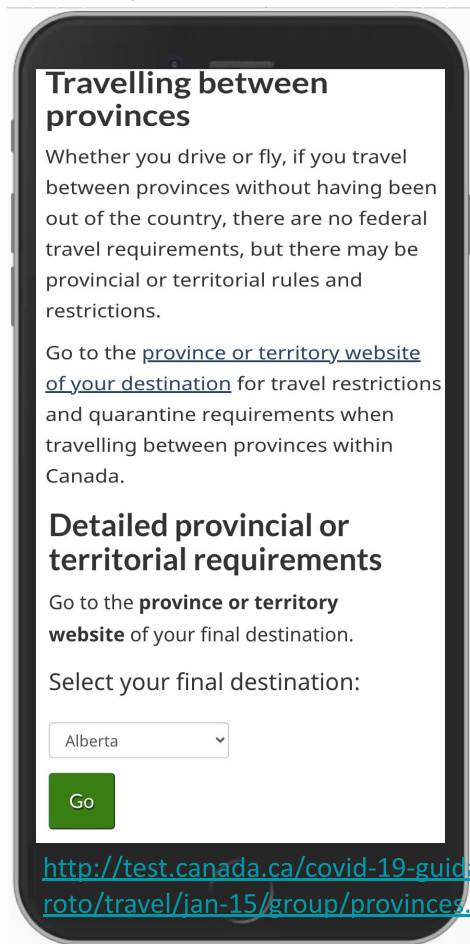
Health cards (also called Care Cards), are a provincial responsibility. For information on how to apply for a health card, click on your province or territory of residence below:

- [Alberta](#)
- [British Columbia](#)
- [Manitoba](#)
- [New Brunswick](#)

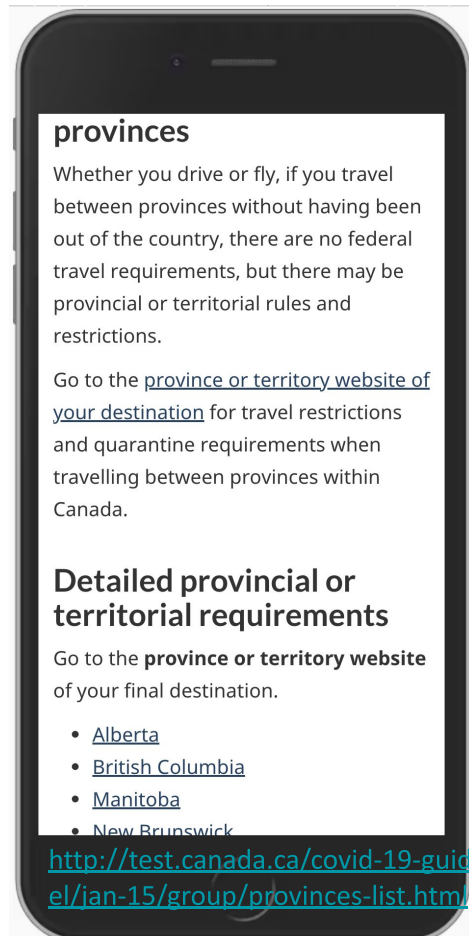
## Cannabis in the provinces and territories

▼ <a href="#">Alberta</a>	▶ <a href="#">British Columbia</a>	▶ <a href="#">Manitoba</a>
<p>Link to <a href="#">Alberta's website</a></p> <p><b>Legal age:</b> 18</p> <p><b>Where legal to buy:</b> Private licensed in-person or Government-operated <a href="#">online store</a></p> <p><b>Public possession limit:</b> 30 grams of dried cannabis or equivalent</p> <p><b>Excise stamp:</b></p> 		
▶ <a href="#">New Brunswick</a>	▶ <a href="#">Newfoundland and Labrador</a>	▶ <a href="#">Northwest Territories</a>

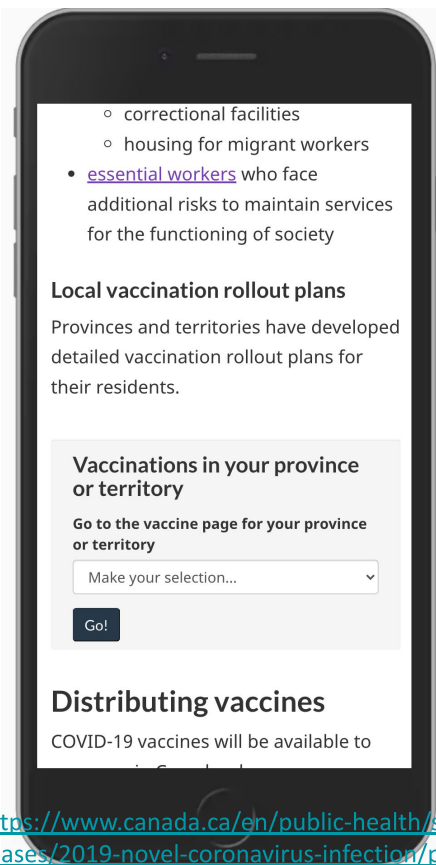
# Study planned with 'no advice' and to test list vs drop-down



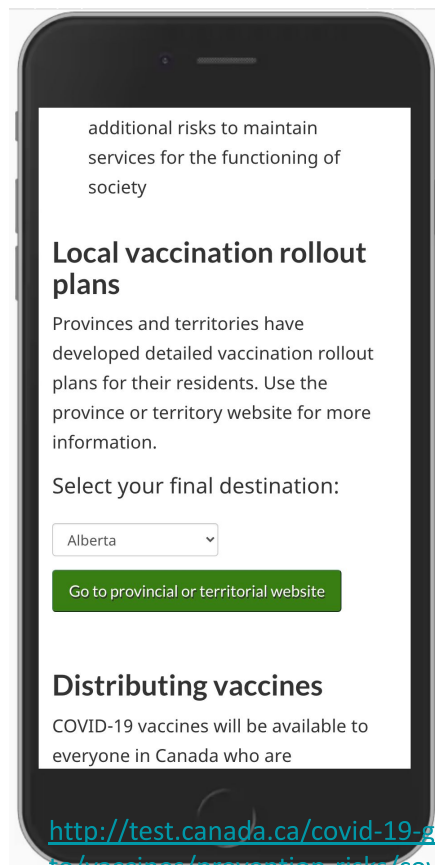
Provincial and territorial travel restrictions with more focused direction to the PT site links



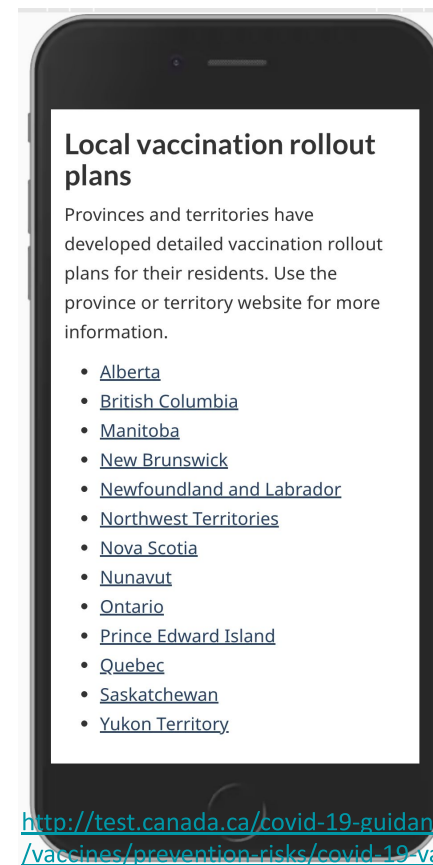
# Study will test same ideas for long vaccine roll-out page



<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks/covid-19-vaccine-treatment/vaccine-rollout.html>



[http://test.canada.ca/covid-19-guidance/proto/vaccines/prevention-risks/covid-19-vaccine-treatment/vaccine-rollout\\_Jan15.html](http://test.canada.ca/covid-19-guidance/proto/vaccines/prevention-risks/covid-19-vaccine-treatment/vaccine-rollout_Jan15.html)



[http://test.canada.ca/covid-19-guidance/proto/vaccines/prevention-risks/covid-19-vaccine-treatment/vaccine-rollout\\_Jan15-list.html](http://test.canada.ca/covid-19-guidance/proto/vaccines/prevention-risks/covid-19-vaccine-treatment/vaccine-rollout_Jan15-list.html)

# Vaccines feedback: By the numbers

- The user feedback tool was added to vaccine content pages starting December 7
- It is currently used on 16 content pages (32 pages total in English and French)
- 2899 comments from Canadians since Dec 7, 2020 (about 71 a day)

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

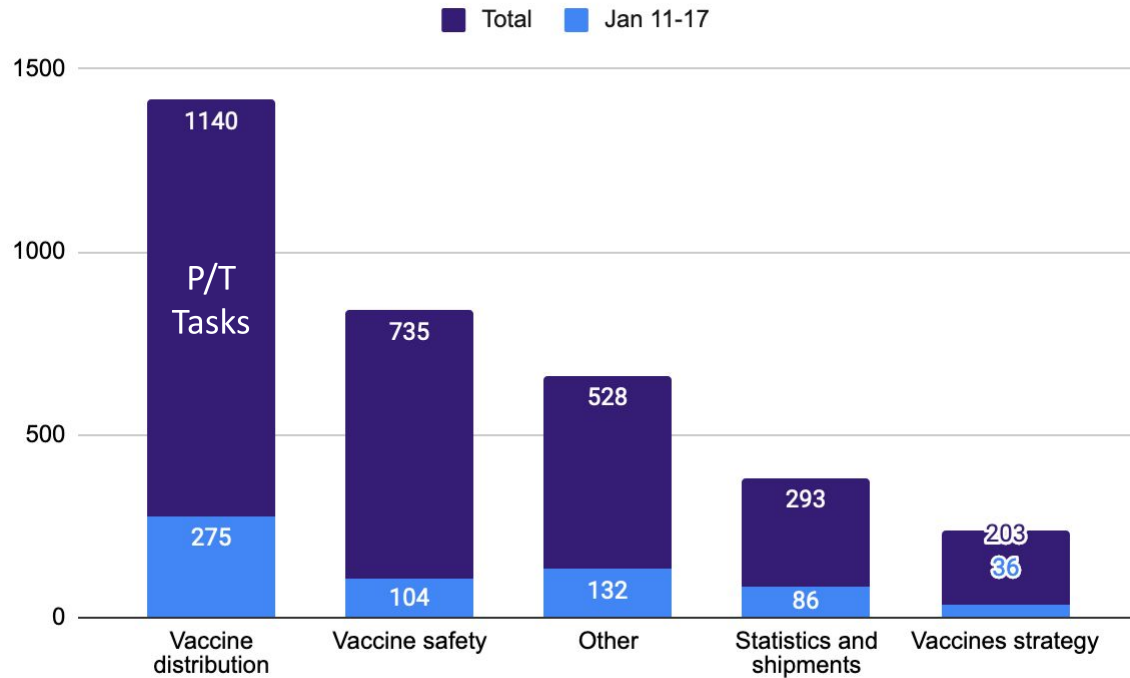
Submit

# Top vaccine task groups \* as of January 17, 11:59PM

- Vaccine distribution
- Vaccine safety
- Statistics and shipments
- Vaccines strategy

## Others include

- How the vaccine works / effectiveness
- Vaccine agreements / other vaccines
- Is vaccination mandatory?
- Impact on travel and quarantine
- Where is the vaccine made?



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?

**These tasks can only be completed at the provincial / territorial level.**

See all user feedback:

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

# 43%

Of all feedback this week was about distribution

### Local vaccination rollout plans

Provinces and territories have developed detailed vaccination rollout plans for their residents.

### Vaccinations in your province or territory

Go to the vaccine page for your province or territory

Make your selection...

Go!

# Distribution: When (age / priority group) \* as of January 17, 11:59PM

- When will I be able to get the vaccine?
- What order is the vaccine being given?

Can asthmatics get vaxed in the second wave?

It does not give me an approximate date for 70 year olds. What medical conditions put you higher on the list?

When do 65+ with lung condition get theirs?

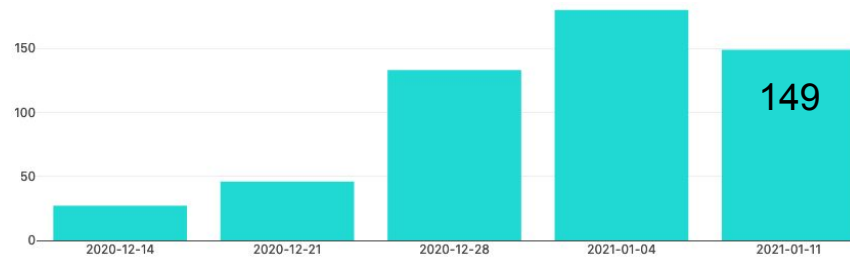
Heard there is a form you can fill out and get an Approximate date of when one might get vaccinated. Can't find. Still searching.

See big cities getting vaccine but not small communities, when will they get the distribution

When can 90 yrs and over receive a vaccination in Saskatoon?

Looking for a clear rollout plan, since that is the question on everyone's mind, and with the most swirling confusion and misinformation.

I'm looking for an estimate when certain age groups will get vaccinated.



## This week

This task represents 28% feedback

## Feedback trend:

Consistently highest task in feedback even with addition of P/T links.

## Insights:

Our content design needs to make it clearer that answers to these questions can only be found on the P/T sites.

# Distribution: Book / call / register \* as of January 17, 11:59PM

- Do I have to register or get on a list?
- How do I book an appointment?
- How do I get the vaccine?

## Examples from January 11-17

Pouvons nous prendre un rendez-vous pour se faire vacciner.

How to register for covid vaccine in radville Saskatchewan

How I can book my appointment for vaccinations?

Procedure to get the shot??

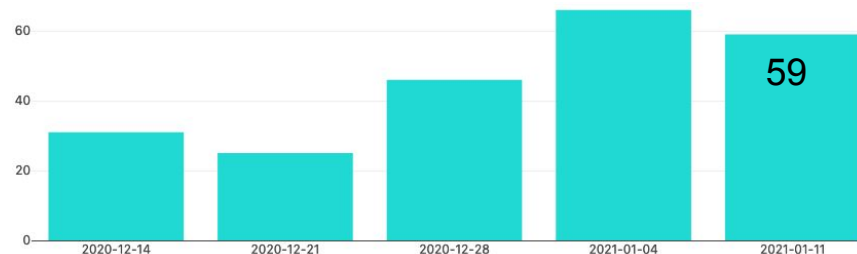
How do nurses sign up to receive the covid19 vaccine?

do I make my own appointment for the vaccine when my age group comes up?

How to apply to get the vaccine. Is there a form to fill???

Where to register for COVID 19 vaccine as an essential worker?

I am 80 where do I register to receive the vaccine once it is available in Saint John N B No info on TV as to such



## This week

This task represents 9% of feedback

Most feedback is from seniors.

# Distribution: Will someone tell me when it's my turn? \* as of January 17, 11:59PM

- How will I know when it's my turn?
- Will I be contacted?

## Examples from January 11-17

I am 75 years old and I wish to know how I will know when it's my turn for the vaccination and how I will be contacted

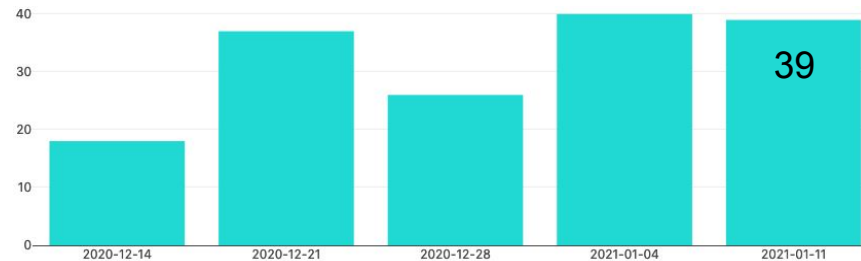
I am 81 and do not know who I should contact to receive my vaccination for COVID-19.

Will there be phone contact from Health Unit or ????

How will I know when it's my turn and I am eligible for the COVID vaccine? Will it be first come first serve? Will someone contact me by mail with an appointment time slot and place? Thank you!

I am 77 years old. Will someone send me a letter when my turn for the vaccine comes. ???

Will I be contacted to get the vaccine as I'm 79 or do I have to contact health services?



## This week

This task represents 6% of feedback

Most feedback is from seniors.

# Distribution: Where - vaccination locations \* as of January 17, 11:59PM

- Where can I get vaccinated near me?

## Examples from January 11-17

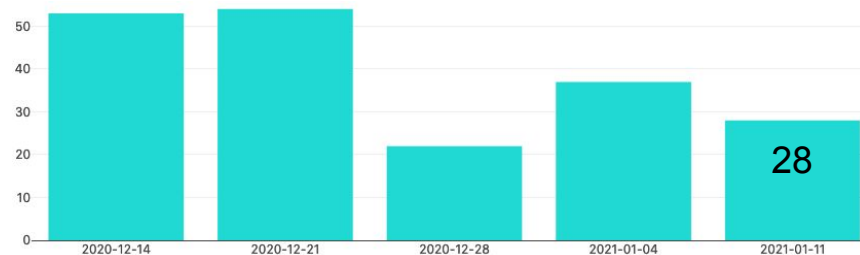
Where can we avail the vaccine?..is it through our health provider, from drug marts or from our own employer where we're currently working?

Where is my location for vaccinations ? I live in Richmond hill on and I am 71 years old.

Where and when can people in Lunenburg get vaccine especially elderly without a doctor

Where in Montreal can I get immunization

Where can I get a vaccine for the COVID-19 in British Columbia



## This week

This task represents 4% of feedback

# Statistics and shipments trends

## TASKS INCLUDE

- Vaccines administered
- Vaccine shipments and deliveries

14%

Of feedback this  
week was about  
statistics and  
shipments

# Statistics: Vaccines administered \* as of January 17, 11:59PM

## Examples from January 11-17

Need a dashboard including totals for those receiving first and second doses by type and vaccines by type being held for second vaccinations.

How many doses have been given per province

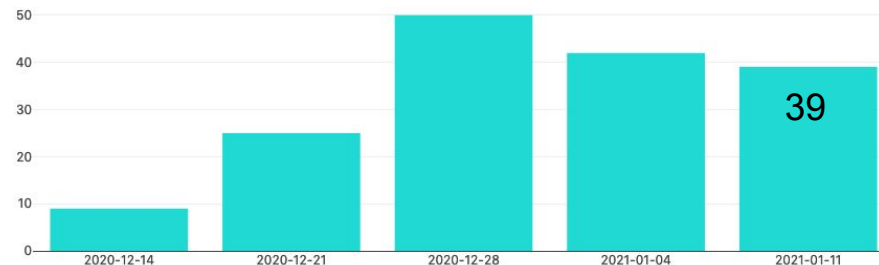
Where are the progress numbers for the vaccine in people getting vaccinated?

How many vaccinations have happened to date. Why are you withholding this number?

Vaccine doses received amounts and administered shots in arms for each province, daily or weekly

The number of vaccines delivered to each province and the number of shots in arm (single and second)

Statistics on vaccines administered in Nova Scotia



**This week**

This task represents 6% of feedback

# Statistics: Tracking shipments \* as of January 17, 11:59PM

## Examples from January 11-17

How many vaccines have been delivered in each province and schedule for the month of more to come

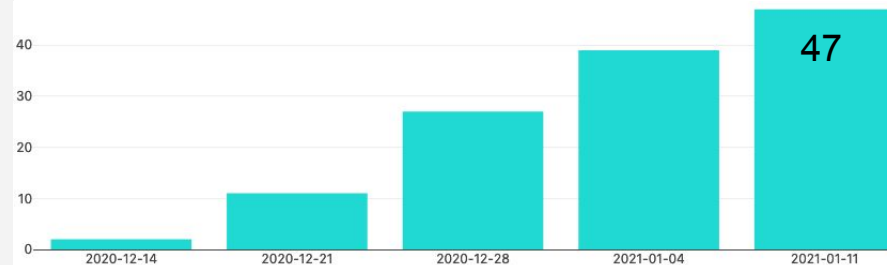
Publish the data on vaccines. Ordered with delivery dates. Delivered to provinces. Get transparent instead of covering up

Looking for amounts of vaccines that have come into the country weekly and how much distributed to each province

Doses delivered to each province/territory and next date of shipments and quantities expected.

In the numbers provided, are these numbers doses or number of vials? If they are vials are they 5 or 10 dose vials?

I am looking for the number of doses ordered, anticipated delivery dates, can the delivery be expedited and who will be administering the vaccines.



### This week

This task represents 7% of feedback  
Up +1% from last week.



# Safety trends

## TASKS INCLUDE

- Health issues / drug interactions / who shouldn't get it
- Side effects / adverse reactions
- Ingredients and allergies
- Vaccine research and clinical trials

16%

Of all feedback this  
week was about  
safety

# Safety: Side effects / adverse reactions \* as of January 17, 11:59PM

- What are the side effects?
- What adverse reactions have been recorded?

## Examples from January 11-17

Do we follow and publish possible adverse reactions?

How long after the vaccine is given can one expect to experience side effects

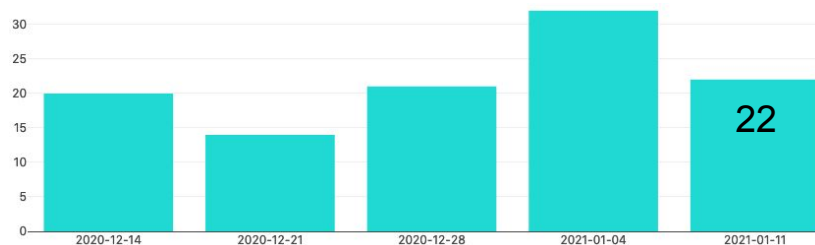
What pain or anti inflammatory medicine can be taken with vaccines

Are the side effects for the first [dose] the same as the second?

Does not state what the side effects are in detail need more information

I need all side effects from the vaccines. First and seconds one. In plain english. I am in a long term home and need answers before I get the vaccines.

Est-ce vrai que le vaccin peut créer l'infertilité?



## This week

This task represents 3% of feedback

## Insights

PHAC identified potential coordination with P/T about adverse reaction reporting forms and methods.

## Top pages with feedback for this task:

- Product pages for Pfizer and Moderna