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Sent: Sunday, January 31, 2021 10:37 PM

To:

Subject: COVID Vaccine Winter Storm Update

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DEPARTMENT OF PUBLIC HEALTH

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Dear COVID-19 Vaccine Providers,

We are closely tracking the storm and attempting to gather as much information as possible about vaccine shipments.

At this time, we do not yet know whether shipment will be attempted tomorrow for COVID-19 vaccines. We have been in touch with Operation Warp Speed and the distributors on this topic and have been told an update should be available in the morning. If you are not at a clinic to receive shipment, shipment will be reattempted later in the week – so please stay safe if you are not planning clinics tomorrow.

We are asking all providers to take the following actions:

- **Communicate with all of your patients by 10am tomorrow and, if cancelling clinics, offer an affirmative plan to reschedule this week:** If you are holding clinics, please confirm with your patients that clinics will be held. If you are cancelling, please provide clear instruction for how to reschedule. (If you are using VAMS, you may elect to “check in” all patients tomorrow so their appointments are not cancelled and work with patients to walk-in later in the week). All providers who are cancelling clinics should make an affirmative plan to catch up on doses administered by adding clinic hours later in the week or on the weekend and work with all patients who are affected to schedule into these slots. We would like to see all individuals who are scheduled for Monday or Tuesday receive their dose by Sunday at the latest. Please let us know what support you need.
- **Update your clinic information on 211:** Use the search engine at www.211ct.org and type in the name of your agency or program; Click on your agency/program and click the “more details” button; Click on the “Update this Listing” button to request updates through a pre-populated online form (users logged into a *My 211 Account* have the ability to publish time-sensitive updates to resources on the 2-1-1 website through the 2-1-1 Community Comment Feature). In the event that you cannot update your listing with these instructions, you may – as a fallback – email information about site cancellations to info@211ct.org.
- **Updating your website, social media, and other platforms with clear instructions:** Thank you to those providers who have updated your websites and social media accounts about appointment scheduling procedures due to clinic and/or call center closings. If you have not yet made those adjustments please do so immediately. You may wish to post such updates on local television station alerts and other media sites.

Notification to National Guard team members

For those providers utilizing National Guard personnel at vaccination sites, please reach out to your appropriate Guard point of contact by 8 AM Monday regarding any shift or cancellation changes.

Shipment information

Starting tomorrow, Jonathan Hartenbaum (Jonathan.Hartenbaum@ct.gov) will be the primary point of contact for information about shipping information. At this time, however, we do not have more specific information except to say that we are in touch with OWS and awaiting further information. As soon as we hear something, we will let you know.