



TOWN OF RIDGEFIELD  
OFFICE OF EMERGENCY MANAGEMENT  
400 MAIN STREET, RIDGEFIELD, CONNECTICUT

**IMPORTANT LINKS:** [WWW.RIDGEFIELDDCT.ORG](http://WWW.RIDGEFIELDDCT.ORG) CLICK ON RED BANNER FOR COVID-19 UPDATES  
[WWW.CT.GOV](http://WWW.CT.GOV) CLICK ON RED BANNER FOR COVID-19 UPDATES  
[PIO@RIDGEFIELDDCT.ORG](mailto:PIO@RIDGEFIELDDCT.ORG) EMAIL FOR ADDITIONAL QUESTIONS

**Frequently Asked Questions (FAQ) for  
COVID-19 Information Including Registration and Eligibility for Vaccine Clinics**  
Updated: March 21, 2021

**What is the Vaccine Clinic?** The Town of Ridgefield Health Department is sponsoring a COVID-19 Moderna Vaccine Clinic in partnership with RVNAhealth that is located at the Yanity Gym by appointment only. Only those eligible to receive the vaccine under the current phase, as established by Governor Lamont and the State of Connecticut, can make appointments via the VAMS portal.

## **1. The VAMS portal**

### **- What is VAMS?**

CDC (Center for Disease Control) developed the Vaccine Administration Management System (VAMS) for the public to submit qualifying information as well as to then register and make an appointment to get a vaccine. Individuals must register on VAMS prior to receiving their vaccine at the town sponsored clinic. <https://dphsubmissions.ct.gov/OnlineVaccine> for those eligible or <https://www.ridgefieldct.org/home/urgent-alerts/covid-updates> for those eligible as well for registration tutorial.

### **- Where can I find the VAMS registration tutorial/ step-by-step explanation?**

<https://www.ridgefieldct.org/home/urgent-alerts/covid-updates> for those eligible.

## **2. Eligibility to get the vaccine at RVNAhealth clinics:**

### **- Can I get the vaccine if I have had a flu shot recently? Can I receive the COVID-19 vaccine at the same time as I receive other vaccines?**

No, if you have had any inoculations (vaccines) within 14 days prior to your scheduled COVID-19 vaccine appointment (1<sup>st</sup> or 2<sup>nd</sup> dose), you are not eligible to get the COVID-19 vaccine. If you arrive for your appointment within two weeks of receiving another vaccine (Shingles, Flu, Tetanus, etc) you will be asked to leave and schedule another appointment as it is unclear how it will affect the vaccine effectiveness in your body.

### **- Can my spouse/partner/aide get the vaccine if I will be getting it?**

Unfortunately, no. The Town of Ridgefield in concert with RVNAhealth is required to roll out vaccines in accordance with the phased vaccination approach outlined by the Connecticut Department of Public Health. The state currently offers phases by age group with some modifications. You must live or work in Connecticut in order to receive the vaccine in this state. All CT rules apply **EVEN IF** you were able to confirm an appointment on VAMS.

**- How do I know if I am eligible to get the vaccine? When is my phase scheduled?**

*Information on phases and proposed timelines can be found here:*

<https://portal.ct.gov/Coronavirus/COVID-19-Vaccination---Phases>

**- I have had allergies (or other medical issues) in the past, should I get a vaccine?**

*If you have any concerns about your specific medical condition and/or allergies, please speak with your personal physician in advance of your appointment. Our vaccinators will also be completing a pre-vaccination questionnaire with you at the time of the appointment and will assess for any contraindications (things that will affect the effectiveness) to the vaccine.*

**- Can I get the vaccine in CT if I live out of state or live in another town than Ridgefield? I live (or my relative lives) in New York, right over the border. Can I come to RVNAhealth to receive my COVID-19 vaccine?**

*The COVID-19 Vaccines being administered at the Town of Ridgefield Mass Vaccination Clinic held in partnership with RVNAhealth are intended for people who live OR work in Connecticut.*

### **3. Registration/Appointments for RVNAhealth clinics:**

**- How do I find the video that explains how to get the vaccine?**

*Go to the Town of Ridgefield COVID landing page and select the red "COVID Updates" link (Please note that VAMS has been simplified since the video but it will help with some of the trickier navigation aspects: <https://www.ridgefieldct.org/home/urgent-alerts/covid-updates>*

**- How and where can I find the site to register?**

*To make an appointment for your COVID-19 vaccine with RVNAhealth, you must register and make the appointment through VAMS (Vaccine Administration Management System). You must be an eligible member of the current State of CT Phase to make your appointment: Go to the Town of Ridgefield COVID Landing page ([www.ridgefieldct.org](http://www.ridgefieldct.org), press the red COVID button to get to the landing page) and click on the orange button. It is helpful to watch the tutorial first which is the pink button: <https://www.ridgefieldct.org/home/urgent-alerts/covid-updates>*

**- What if I do not have a computer/smart phone/email to register/make an appointment with VAMS? What resources are available to me for help?**

*Ask a friend or family to help you make an appointment through the VAMS portal.*

*<https://dphsubmissions.ct.gov/OnlineVaccine> for those eligible or <https://www.ridgefieldct.org/home/urgent-alerts/covid-updates> for those eligible as well for registration tutorial.*

*Resources for assistance:*

*Ridgefield Department of Social Services, 203-431-2777, 9 am – 4:30 pm, Monday - Friday*

*Founders Hall, 203-431-7000, 8:30 am – 4:30 pm, Monday- Friday*

*Ridgefield Help Line, 203-431-2718, 9 am – 4 pm, Monday - Friday*

*Ridgefield Library, 203-438-2282, ext 12004*

*VAMS, 877-918-2224, 8 am – 8 pm, 7 days/week*

**- What if I am living in-state with family, etc. but my ID address is out of state? My parents have been living with me during the pandemic but their ID indicates out of state residence – can I register them for the vaccine? What if I live out of state?**

*The COVID-19 Vaccines being administered at the Town of Ridgefield Mass Vaccination Clinic held in partnership with RVNAhealth are intended for those who live OR work in the State of CT and are eligible for the current phase. Currently, out of state people living long term during the COVID pandemic with family who fit in the phase category for CT are being allowed to get vaccinated.*

*Please bring proof that you are living in Connecticut when you come to the clinic. (Mail addressed to you that you have received at that address, etc.)*

**- Can I use the same email address to register more than one person?**

*No, each person submitting information on the VAMS portal to then be able to register and make an appointment must have his/her own unique email address. Think of it like your social security number for VAMS; each person must have their own. When you register, save your email and password in a safe place – you will need the information again.*

**- How do I make an appointment for the 2<sup>nd</sup> dose? What if I am not available on the exact day, I am supposed to get the 2<sup>nd</sup> dose?**

*We encourage you to make your appointment for your second dose at the time of your first dose and before you leave the clinic. Your second dose should be scheduled at the same location as your first dose. CDC guidelines allow for some flexibility in getting your second dose, which has become necessary due to vaccine shortages, however, for scheduling purposes and to ensure that the vaccine will be available for you, it is best to schedule your appointment on the 28<sup>th</sup> day for Moderna and 21 days for Pfizer. The Johnson and Johnson vaccine is a single dose vaccine.*

**- I want to make an appointment for the clinic in Ridgefield but it is not listed. Why is this?**

*When scheduling an appointment through the VAMS portal, only those available appointments within the mile radius that you entered will appear on the drop-down list and calendar. Keep checking for available clinics and/or increase your radius of miles you enter if you are comfortable driving further away keeping in mind that people are encouraged to make their 2<sup>nd</sup> appointment at that same site for the same vaccine as the first to ensure that they receive the correct vaccine (Moderna or Pfizer).*

**- How do I change a confirmed, scheduled appointment?**

*Access the VAMS portal with your email address and password that was used to register. Once in your account, you can change your appointment and/or location. It is possible to create a new appointment before cancelling the old, however, be sure to keep only one appointment in order to open appointments for others.*

**- What if I scheduled an appointment and received an email from the CDC that my appointment was cancelled?**

*Unfortunately, this happens from time to time. You will have to go back into VAMS to check. If it says you are already scheduled, then it is reasonable to believe that the message was an error. You can call the town helpline to get a confirmation that you have an appointment in Ridgefield: 203-431-2718.*

**- I registered to get the vaccine but I have not gotten any more emails and can't make an appointment. What do I do?**

*It is very possible that you thought you registered but you have only submitted the initial on-line form to get information about how to register. Go to the Town of Ridgefield COVID Landing page and click on the orange button. It is helpful to watch the tutorial first which is the pink button:*

*<https://www.ridgefieldct.org/home/urgent-alerts/covid-updates>*

**- Troubleshooting with trying to register include:**

*\* I did not write down/lost the email and/or password how my account was set up. How do I access my account?*

*There is a lost password option when you sign in. If that doesn't help, go back and try again to register. If it has your email address, you can call the VAMS helpline on the VAMS form or try creating a new password.*

*\* I have not rec'd a confirmation email that my appointment is confirmed. What do I do?*

*Make sure you have actually registered. Log into your account and see if you have an appointment. If not, create one.*

\* I registered but I am not able to schedule an appointment. What do I do?

*It's possible that you did not register for VAMS, but instead submitted your initial form to the State of Connecticut requesting access to VAMS. It can take up to 2-weeks to be approved in the VAMS system. Once you are approved, you will receive a second email that will give you instructions to register. When you click that link, be sure to select 'No' on the question asking if you have registered for VAMS. Once you have gone through that process, you will be able to schedule an appointment. Only available appointments within the parameters you chose will pop up. If possible, expand your parameters to see more options. The system is being used by thousands of people so you may have to just keep trying. Remember: new appointments are posted daily; you may need to check in again if you cannot find appointments within your search radius.*

\* I used my email address to schedule spouse, partner, friend, etc. and now I want to schedule an appointment for myself and I am not able to do this. What do I do?

*You must create a new email address.*

Other Tips: Do not use dashes. Use lowercase for your email entries and when you get to the race button, answer the question, see the drop-down menu indicating race and see a small arrow that you must click to enter race.

#### **4. Vaccine Clinic at Yanity Gym, 60 Prospect Street, Ridgefield, CT**

##### **- Is the clinic at Yanity Gym the same as the RVNA clinic?**

*The clinic at Yanity Gym is the Town of Ridgefield Mass Vaccination Clinic and RVNAhealth is the designated licensed vaccinators so they are the same.*

##### **- What do I need to bring with me to the clinic?**

*For your 1<sup>st</sup> dose, bring documentation (physical paper or confirmation on a mobile device) of your confirmed appointment showing day, date and location being 60 Prospect Street, Ridgefield, Ct along with your photo ID, insurance card (if you have one), proof of CT residency and proof of CT employment if live out of state. Bring proof of phase eligibility. If you are scheduled for your 2<sup>nd</sup> dose, bring your documentation of your scheduled appointment along with your COVID Vaccination Card, ID and insurance card (if you have one).*

##### **- Where is the clinic and where do I park? Are there handicap parking spaces?**

*Vaccines are at the Yanity Gym, 60 Prospect Street, Ridgefield CT 06877 by appointment only. You can park wherever there are spaces. There are limited handicap parking spaces available. This is not a walk-in clinic; those without a confirmed appointment for the date and time of the clinic will be asked to leave.*

##### **- Can someone come to my car to give me the vaccine?**

*No - registration, vaccine and observation are indoors.*

##### **- Is there a wheelchair available at the clinic to help transport my parent, client, etc. from my car to the clinic?**

*Please bring your own wheelchairs or other aids. It is important that the clinic equipment on hand be reserved in case of a medical incident within the building. **Please be prepared to assist the person you are with using your own wheelchair, etc.***

##### **- Can someone (aide, child, spouse, partner, etc.) come with me?**

*Yes, someone can be with you. Both you and whoever is with you will be asked to use hand sanitizer and have temperature taken upon entering the clinic.*

##### **- What time should I arrive for my appointment?**

*You should arrive at your appointment time.*

**- Can I walk in without an appointment? - If I have a scheduled appointment for another day at another location, can I walk in at Yanity and be taken?**

*No, The Town of Ridgefield Mass Vaccination Clinic held in partnership with RVNAhealth are not walk-in clinics. You must have a confirmed appointment for the day, time and location of the specific clinic. If you do not have an appointment or if your appointment is for a different day, you will not get the vaccine and will be asked to leave the clinic.*

**- What will the process be when I arrive at the clinic?**

*RVNAhealth COVID-19 Vaccine Clinic:*

- **Arrival:** Vaccines are administered at Yanity Gym, 60 Prospect Street in Ridgefield, CT all visitors must wear a mask covering mouth and nose to enter and your temperature will be taken. Please note: Individuals with high temperatures will not be permitted to receive the COVID-19 vaccine.
- **Check In:** Please be prepared with your Photo Identification, Confirmation of appointment, Proof of CT residency, Proof of CT employment if live out of state and Insurance Information (if insured). Bring proof of phase eligibility. For 2<sup>nd</sup> dose appointments, please have your Covid Vaccination Record Card available. Upon arrival, you will be asked a series of questions. You will be given vaccine information. Please note: Individuals who have received another vaccine within the past 14 days will not be permitted to receive the COVID-19 vaccine
- **Registration:** You will be directed to the registration desk where you will provide your identification/insurance card, your appointment date and time will be confirmed and will be checked in. You will then be directed to the wait area or to a nurse's station.
- **Nurse's Station and Vaccination:** All vaccinations are administered by RVNAhealth nurses and volunteer RNs. Prior to receiving your COVID-19 vaccination, you will review the pre-vaccine checklist and learn what to expect following vaccination. You will receive your vaccine in your arm. Wear clothing that can easily expose the upper part of your arm.
- **Monitoring:** Following vaccination, you will remain at Yanity Gym for 15 to 30 minutes (depending on the nurse's evaluation) while being monitored for any reactions. This is mandatory. While waiting, you should make your appointment for your second COVID-19 vaccine dose.
- **Second Appointment:** You will be asked to make a second appointment before you leave. This is critical so that you have correct spacing for your shots and also so that you can be assured the vaccine is reserved for you. Please come prepared with a phone that can read a qr code.

**- How long will it take?**

*It varies, but plan on 30 minutes-an hour depending upon how busy it is and how long you will need to stay in the monitoring /observation area per nurse's direction.*

**- Is there an EpiPen at the clinic site? What if I have a reaction at the clinic?**

*There are trained medical staff available in case of a reaction. If you carry an EpiPen you should be prepared to have it available.*

**- What days and times are the clinics in Ridgefield?**

*The VAMS portal will be updated with the dates and times of the Ridgefield RVNAhealth clinics as they are known. The scheduling of the clinics is solely dependent upon the number of vaccines that are allocated and sent to RVNAhealth from the state on a week-by-week basis.*

**- Which vaccine will be given? Do I have a choice of vaccines?**

*Individuals cannot choose which vaccine they will receive. The RVNAhealth clinic offers Moderna only.*

**-Can I mix the first and second doses between Pfizer and Moderna vaccines?**



**No, you cannot mix the two vaccines.** Prior to leaving the clinic, at the monitoring/observation station, you will have the opportunity to schedule your next appointment at that time. The 1<sup>st</sup> and 2<sup>nd</sup> dose of the Moderna vaccine are 28 days apart. Pfizer vaccines are 21 days apart.

**- How am I notified if the clinic should be closed due to bad weather or lack of vaccine? If closed, how do I get my vaccine, and will I be given priority?**

Anyone who registers via VAMS will receive a cancelation email in case of inclement weather. If registered through Social Services/Founders Hall / HelpLine, you will receive a call with information about rescheduling.

**- Are there people at the clinic who speak other languages than English?**

Currently all information is in English. If you have a language barrier, we ask that you upload a language app on your smart phone or device or bring someone with you to help translate.

**- Are there chairs for my parents while waiting?**

There are a few chairs available for those needing a chair while waiting.

## 5. Miscellaneous

**- Is this a site for Covid-19 testing as well?**

No, the clinic is only for vaccine administration. For testing, <https://www.ridgefieldct.org/> Click on the red banner, look for testing information (click on the swab button)

<https://www.ridgefieldct.org/home/urgent-alerts/covid-updates> look for testing information

**- Can I be placed on a wait list to receive the vaccine thru RVNAhealth?**

There is a wait list in case there are extra vaccines at the end of the day. You can be put on the waitlist by going to RVNAhealth.org. **Note: We will not accept walk-ins.**

### **Here's how the ON-CALL LIST works:**

- The ON-CALL LIST will only operate on days when vaccines are being administered at Yanity Gym.
- People in the **current Distribution Phase** for the State of CT will be prioritized on the RVNAhealth On-Call List;
- You may join the On- Call List even if you have a future vaccine appointment (either with RVNAhealth or elsewhere);
- The On-Call List expires and re-sets at the end of each day. You must re-register each day if you want to be on the On-Call List for that day;
- On-Call Appointments will take place at Yanity Gym in the hour following scheduled vaccination appointments.
- We will determine if there are extra vaccines during the last hour of scheduled vaccination appointments.
- Individuals on the On-Call List will be contacted promptly by phone in consecutive order. If you do not pick up your phone, we will move on to the next person.
- This process will be reviewed regularly.

**- How safe is the clinic?**

The Town of Ridgefield follows strict infection control and hygiene practices and has extensive cleaning measures of all equipment and facilities. The Town of Ridgefield is employing cleaning staff to extend these standards to Yanity Gym. The Clinic has been operating throughout the COVID-19 pandemic and has been successful in maintaining a safe and trustworthy environment. However, it is up to all visitors to the clinic to adhere to best practices of keeping distance, sanitizing, wearing

masks and not entering the building if you feel sick or have been directly exposed to someone who is sick or quarantined.

**- How do I pay for the vaccine?**

All COVID-19 vaccines will be provided **free of charge**, as part of the CARES Act. We ask that all individuals bring their insurance cards with them to their appointments so we can be reimbursed for the administration of the vaccine. Individuals will NEVER be charged for their vaccine. If you are uninsured, you are still eligible to receive a vaccination free-of-charge.

**- How safe are COVID-19 vaccines?**

The U.S. Food and Drug Administration (FDA) has granted Emergency Use Authorizations (EUA) for the Pfizer-BioNTech, Moderna and Johnson and Johnson vaccines. The vaccines have been shown to be safe and effective as determined by data from the manufacturers and findings from large clinical trials.

**- What can I expect after the COVID-19 vaccine?**

You may experience some side effects, which are normal signs that your body is building protection against COVID-19. Both Pfizer and Moderna vaccines require that you receive two doses at pre-prescribed intervals (21 days for Pfizer; 28 days for Moderna) for maximum protection; symptoms may present themselves after each dose. The Johnson and Johnson vaccine is a single dose vaccine.

**- Can someone come to my home to administer a COVID-19 vaccine?**

CT Dept of Public Health Homebound Intake Form: "This form is optional and is only for requesting enrollment with the homebound vaccination database to be shared only with the CT Department of Public Health and vaccinator entity. Once you meet the current phase, then you will be contacted to schedule an appointment for a COVID-19 vaccination. You do not need to register in this form if you have other options for getting the COVID-19 vaccine." (State of CT)

[https://dphsubmissions.ct.gov/homebound?fbclid=IwAR0UVG7ntFcObl37yZiTU1UqlEdbIDo2WXo3NpXsEGG9XhGA\\_5J3mg2d1T0](https://dphsubmissions.ct.gov/homebound?fbclid=IwAR0UVG7ntFcObl37yZiTU1UqlEdbIDo2WXo3NpXsEGG9XhGA_5J3mg2d1T0)

You can also call the Ridgefield Helpline: 203-431-2718 or the Department of Social Services: 203-431-2777 to determine to be placed on a list for a homebound visit. Before your visit, a qualification assessment for the homebound program will be made.

**- I received my first COVID-19 vaccine, do I still need to wear a mask and keep my distance from others? What about after I receive my second COVID-19 vaccine?**

Yes! Please keep wearing your mask and keeping your distance from others. Remember, you could possibly spread the disease even if you have no symptoms yourself and until the rest of the population is vaccinated, you must take precautions. We know it is tiresome, but you must continue to:

- Wear a mask over your nose and mouth.
- Stay at least 6 feet away from others.
- Avoid crowds.
- Avoid poorly ventilated spaces.
- Wash your hands often.
- Adhere to all travel restrictions.

**- If I got my first vaccine shot somewhere else, can I get my second vaccine shot at the Town of Ridgefield Vaccination Clinic?**

People are encouraged to receive their second vaccine dose at the same place that they received their first because locations are allotted second dose amounts automatically. However, if you can schedule your second dose at the Town of Ridgefield Mass Vaccination Clinic/RVNAhealth through VAMS, you can receive it there as long as it is Moderna. (Note: if you receive your first dose at the

*town clinic, we will automatically receive your second dose in time for your second appointment). Vaccines can not be mixed and matched – if your first vaccine was the Moderna vaccine, your 2<sup>nd</sup> shot must be a Moderna vaccine.*

**- If I receive my first vaccine with you, how will I schedule my appointment for a second dose?**

*While you are waiting in the observation area, you will receive instructions on how to schedule your second appointment. If you schedule your first appointment through VAMS, your second appointment will also be scheduled through VAMS.*

**- If I got my first vaccine shot at the Town of Ridgefield Mass Vaccination Clinic, can I get my 2<sup>nd</sup> shot elsewhere?**

*You can schedule your 2<sup>nd</sup> appointment through the VAMS portal but be certain that you make your appointment for 28 days from your first shot (if your 1<sup>st</sup> shot was Moderna). People are encouraged to receive their second vaccine dose at the same place that they received their first so clinics can plan the amounts they will need. It will also guarantee that you receive your correct shot (Moderna or Pfizer).*

**- I would like to get my vaccine at the Town Clinic, but there is an appointment available at an other location (Danbury Drive Thru , Norwalk, Stamford Health, CVS, Walgreens, etc.), what should I do?**

*Congratulations! You registered and scheduled yourself on VAMS or through another vaccine provider! Since we cannot guarantee vaccine supply or availability of appointments at the Town of Ridgefield Mass Vaccination Clinic/RVNAhealth, we encourage you to keep your appointment as is.*

**- I already had COVID-19 earlier this year. I do not need to get a vaccine, right?**

*Wrong. The CDC recommends that you get vaccinated even if you have already had COVID-19. It is unclear how long your “natural immunity” will last and how strong it is – it will be different from person to person. The data from the clinical trials for the vaccines did not show any safety concerns in getting the vaccine after COVID-19 infection. It’s also important to note that re-infection is a possibility, so you should get the vaccination to prevent the chances of that.*

**- Is there a list of pharmacies that will administer the vaccine?**

*Check with your local pharmacies directly.*

**- Where can I get answers to my vaccine related questions?**

*Ridgefield Help Line, 203-431-2718, 9 am – 4 pm, Monday – Friday*

*Ridgefield Department of Social Services, 203-431-2777, 9 am – 4:30 pm, Monday - Friday*

*Founders Hall, 203-431-7000, 8:30 am – 4:30 pm, Monday- Friday*

*Ridgefield Library, 203-438-2282, ext 12004*

*VAMS, 877-918-2224, 8 am – 8 pm, 7 days/week*

*Email: [pio@ridgefieldct.org](mailto:pio@ridgefieldct.org).*

*<https://portal.ct.gov/> for Covid-19 information and updated statewide information*

*<https://www.ridgefieldct.org/> for main page of Ridgefield Town Website; click red COVID banner for information on VAMS, COVID-19 testing, online enrollment and the latest town updates. There is also information on current cases and other relevant data.*

*<https://www.ridgefieldct.org/home/urgent-alerts/covid-updates> for information about VAMS and online VAMS enrollment, eligibility for vaccine, Questions and Answer, a tutorial how to navigate VAMS as well as information about COVID-19 testing*

*<https://dphsubmissions.ct.gov/OnlineVaccine> for those eligible for o line VAMS enrollment*

*<https://www.cdc.gov/coronavirus/2019-ncov/index.html> for information about Covid-19*

**- I would like to help. What do I do and who do I contact?**



*That is great and thanks for wanting to help. Email [certdir@ridgefielddoem.org](mailto:certdir@ridgefielddoem.org) with the message that you would like to volunteer with the Town of Ridgefield Vaccine program and include your contact information, email address and phone.*

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