



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

FOR OTHER QUESTIONS CONTACT: PIO@RIDGEFIELDCT.ORG

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Frequently Asked Questions about the COVID-19 Moderna Vaccine Clinic located at the Yanity Gym and sponsored by RVNAhealth in partnership with the Town of Ridgefield. Please NOTE: Only those eligible to receive the vaccine under the current phase as dictated 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.

<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? I was told that there is a step-by-step explanation.

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

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 of your scheduled COVID-19 vaccine appointment, you are not eligible to get the COVID-19 vaccine. You must wait 14 days post any inoculation so you can get your vaccine on the 15th day. It is currently not advised to receive the COVID-19 vaccine within two weeks of having another vaccine (Shingles, Flu, Tetanus, etc.). If you arrive for your appointment within two weeks of receiving another vaccine, you will be turned away, 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? My relative is not eligible for a vaccine in Phase 1a and is not yet 75, but s/he has other health issues and we would like them to get vaccinated now. We even have a doctor's note! Can you accommodate my relative?

Unfortunately, no. RVNAhealth is required to roll out vaccines in accordance with the phased vaccination approach outlined by the Connecticut Department of Public Health. We encourage you to reach out to your legislators to push for inclusion of your loved one in the next group.

Per CT state guidelines, only those eligible in Phase 1a or 75 years of age and older are eligible to currently get the vaccine. If you are not in either of these categories, you will not be able to get the vaccine. This will apply EVEN IF you have a confirmed appointment on VAMS.

- Who is included in Phase 1a and Phase 1b at this time? How do I know if I am eligible to get the vaccine?

Phase 1a includes Health Care Personnel, Longer Term Care facility residents and staff, and Medical first responders. Phase 1b includes the scheduling of individuals 75 years of age and older. Phase 1b is expected to be widened within the next two weeks to 65 and older. 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 vaccine nurse 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 by RVNAhealth in partnership with the Town of Ridgefield are for anyone who lives OR works in the State of CT and is eligible for the current phase.

-When is my phase scheduled?

Phases are subject to change, but you can go on this link to check when yours is scheduled.

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

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.:

<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, 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 to register with VAMS? No family or friends to help me? Is there someone or some organization in town that can help me?

Call the Department of Social Services at: 203-431-2777 or Founders Hall at 203-431-7000. (Or town info line)

- What if I do not have an email address? How do I register to make an appointment?

Ask a friend or family to help you make an appointment thru 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. Or call: Call the Department of Social Services at: 203-431-2777 or Founders Hall at 203-431-7000 or the Town Helpline at 203-431-2718.

- What if I live out of state?

The COVID-19 Vaccines being administered by RVNAhealth in partnership with the Town of Ridgefield are for anyone who lives OR works in the State of CT and is eligible for the current phase. You will be required by the State of Connecticut as well as this clinic to sign an affidavit attesting that you qualify for the existing phase and have a confirmed appointment in order to receive the vaccine.

- What if I am living in-state with family, etc. but my ID address is out of state? My parents who are over 75 have been living with me since March but their ID indicates out of state residence – can I register them for the vaccine?

The COVID-19 Vaccines being administered by RVNAhealth in partnership with the Town of Ridgefield are intended anyone who lives OR works in the State of CT 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.

- 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. For those without an email address, call Ridgefield Social Services: 203-431-2777; Founders Hall: 203-431-7000 or Ridgefield Helpline: 203-431-2718.

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

We encourage you to make your appointment for your second dose while at the RVNAhealth vaccine clinic, in the observation area after receiving your vaccine. The second dose is critical for maximum effectiveness of the vaccine. Your second dose should be scheduled at the same location as your first dose.

It is best to get your 2nd dose of the Moderna vaccine 28 days from your 1st dose. (Pfizer vaccine is 21 days from 1st 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 28th day. (Note: they should be scheduled no earlier than day 24 for Moderna, but there is no outer limit on this.

Getting it 6 months later is still better than not receiving the second shot at all). Additional information from the Covid Task Force Infectious Disease Doctor: *Generally speaking, you do not need to be exactly at 21 or 28 days depending on the vaccine. In fact, there is data to suggest that you have up to 42 days to receive the vaccine. But the CDC does give a leeway of 4 days currently.*

- 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 2nd appointment at that same site for the same vaccine as the first to insure 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 that was used to register along with your password. Once in your account, you can change your appointment and/or location. Unfortunately, the system does not allow you to schedule a new appointment before cancelling the original. Once you cancel you might be bounced back down into the queue.

If you made your appointment through the Department of Social Services, the Ridgefield Helpline or Founders Hall and your appointment is for the RVNAhealth/Town of Ridgefield Clinic at Yanity Gym, you may also email kscribner@rvnahealth.org.

You can also call: 203-438-5555, Ext. 1119 and leave a message.

- What if I scheduled 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 and reschedule. If it says you are already scheduled, then it is reasonable to believe that the message was an error.

- 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>

- Trouble shooting 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 e-mail 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 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?

RVNAhealth is an official COVID-19 vaccine provider in the State of CT, approved by the Connecticut Department of Public Health (DPH). RVNAhealth is administering COVID-19 Vaccines in accordance with the phased vaccination approach outlined by the CT DPH. Yes, the clinic at Yanity Gym, 60 Prospect Street, Ridgefield, CT is the clinic being provided by Ridgefield RVNAhealth in partnership with the Town of Ridgefield. .

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

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 ID and insurance card (if you have one).

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

RVNAhealth is administering COVID-19 Vaccines at 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 day, time for 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 aides. It is important that the clinic equipment on hand be reserved in case of a medical incident within the building.

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

Yes, someone can be with you. Both you and whomever is with you will be asked to hand sanitize 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?

No, the RVNAhealth clinics 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.

- If I have a scheduled appointment for another day at another location, can I walk in at Yanity and be taken?

No, the RVNAhealth clinics are not walk-in clinics. You must have a confirmed appointment for the day, time and location of the specific clinic. If your appointment is for a different day at any other clinic, you will not get the vaccine at the RVNAhealth clinic and will be asked to leave the clinic.

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

RVNAhealth COVID-19 Vaccine Appointments consist of four primary steps:

- **Arrival:** *RVNAhealth is administering COVID-19 vaccines at Yanity Gym, 60 Prospect Street in Ridgefield, CT all visitors must wear a mask covering your 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 and Insurance Information (if insured). Upon arrival, you will be asked a series of questions. Please note: Individuals who have received another vaccine within the past 14 days will not be permitted to receive the COVID-19 vaccine. You will be given vaccine information.*
- **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 a nurse's station or the wait area.*
- **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 may make your appointment for your second COVID-19 vaccine dose.*
- **Second Appointment:** *At the RVNAhealth clinic 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 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 to an hour from start to finish 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. (Please note that the PfizerCOVID-19 vaccine is available to individuals 16 years and older but Moderna is available to 18 and older.)

-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 1st and 2nd dose of the Moderna vaccine are 28 days apart. Pfizer vaccines are 21 days apart.

- My friend walked in and was able to get the vaccine. Can I do that?

No, the clinic is by appointment only for a specific day and time at Yanity Gym. There are no walk ins. During the initial rolling out of the clinic, some people were able to walk in, however, this is no longer an option.

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 cancellation email if the clinic is closed. If registered through Social Services/Founders Hall/Info helpline, you will receive a call. You will be notified if a separate clinic is set up for make-ups but you should plan to immediately go back into VAMS to reschedule.

- 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 to bring someone to help you 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 RVNA Vaccine 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 RVNA?

At the end of each vaccination day at Yanity Gym, there may be extra vaccines. To ensure that none are wasted, we are maintaining an online **On-Call List** for individuals available for impromptu appointments at the end of each day. **Note: We will NOT accept walk ins. You must add your name to the “On Call List” online only. We will NOT be able to add people to this list via telephone.**

Here's how the ON-CALL LIST works:

- The ON-CALL LIST will only operate on days where vaccines are being administered at Yanity Gym.
- Individuals may only register for the On-Call List through RVNAhealth.org. We will NOT accept phone requests to be placed on the On-Call List; nor will we accept walk ins;
- You must be in the current Distribution Phase for the State of CT to be eligible for 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). Do NOT cancel your future appointments, as vaccination through this method is not guaranteed;
- The On-Call List expires 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:
 - between 3:30pm and 4:00pm for clinics ending at 4pm.
 - between 5:30pm and 6:00pm for clinics ending at 6pm.
- We will determine if there are extra vaccines:
 - at approximately 3:00-3:30pm for clinics ending at 4pm.
 - at approximately 5:00-5:30pm for clinics ending at 6pm.
- 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.
- A new On Call List will be formed each day (to avoid calling individuals who are not available that day).
- This process will be reviewed regularly and refined as needed.

The ON CALL LIST is only available via the website: RVNAhealth.org. **Please do not call RVNAhealth to be placed on the list.**

- How safe is the clinic?

RVNAhealth 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 RVNAhealth organization 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.

- How do I pay for the vaccine? What is the cost 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 and Moderna vaccines. Both vaccines have been shown to be safe and effective as determined by data from the manufacturers and findings from large clinical trials. For the most up-to-date guidance, visit www.cdc.gov/coronavirus/2019-ncov/vaccines/saftey.html

- 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.

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

At present, the state of Connecticut does not offer in-home COVID-19 vaccines. RVNAhealth is monitoring plans closely to make this a future offering, but we are still many weeks (away from this (or longer)).

- 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. There is not enough research to know whether having a vaccine will prevent you from spreading the virus that causes COVID-19 to other people, even if you do not get sick yourself. 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.

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- If I got my first vaccine shot somewhere else, can I get my second vaccine shot with RVNAhealth?

People are encouraged to receive their second vaccine dose at the same place that they received their first. Because of the way the supply chain presently works, RVNAhealth cannot guarantee that we would have vaccine available for your second dose shot if you received your first dose elsewhere. (Note: if you receive your first dose with RVNAhealth, we will automatically receive your second dose in time for your second appointment). Vaccines should not be mix and matched – if your first vaccine was the Moderna vaccine, your 2nd 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 RVNA, can I get my 2nd shot elsewhere?

You can schedule your 2nd appointment thru the VAMS portal but be certain that you make your appointment for 28 days from your first shot (If your 1st shot was Moderna) and that the Moderna vaccine will be administered on your 28th day or after. 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 love RVNAhealth and would like to get my vaccine with you, but there is an appointment available at Other Location (Danbury Hospital, Norwalk, etc.), what should I do?

Congratulations! You registered and scheduled yourself on VAMS! That is no small feat! Since we cannot guarantee vaccine supply or availability of appointments at 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. Immunity from vaccination is probably better and more consistent. 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?

No, not currently.

- What is the Ridgefield town helpline number questions relating to the vaccine? What websites are good resources?

The Ridgefield Town Help Line is 203-431-2718, 9 am – 4 pm, Monday – Friday.

The Department of Social Services: 203-431-2777

Founders Hall: 203-431-7000

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

<https://www.ridgefieldct.org/> for main page of Ridgefield Town Web site; 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 with the message that you would like to help with RVNAhealth vaccine roll out and include your contact information, email address and phone.

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