

OPERATIONS

The Norfolk Department of Health announced Thursday, January 21 that Norfolk will move to Phase 1b on Monday, January 25. Residents in Phase 1a are still eligible to receive the vaccine. Preregistration is required. Residents can go online www.norfolk.gov/covid19vaccine or call the Vaccine Call Center 664-SHOT (7468) on Monday to preregister. Call center hours are Monday – Friday 8a-4p.

The Virginia Department of Health reports a very limited supply of the vaccine. The Norfolk Health Department anticipates it may take up to 4-8 weeks after a resident preregisters to be contacted for a vaccine appointment.

This is the first of what will become a weekly report covering Norfolk Public Health's vaccination efforts. Now that Norfolk has moved to vaccinating folks in 1b, we will be updating and presenting vaccination numbers weekly via this report.

CITY SUPPORT

The City continues to support the health department through the pandemic. The Office of Emergency Management is leading the effort as we shift from testing to vaccination. This is a massive undertaking. The City created several teams to focus on specific areas. The teams are as follows:

Senior Outreach Team

Goal: To assist in contacting and registering our senior residents to receive a vaccine if it is desired. Additionally, this team will identify sites within our city that can serve as POD (Point of Dispensing) sites for this group, using mapping data.

Facilities Team

Goal: The identification and preparation of facilities to serve as POD sites. Also to pre-identify future POD sites that will be suitable as the operation comes up to scale.

Training Team

Goal: The training of eligible personnel (including NF-R Paramedics and EMT-I's) in the handling and delivery of COVID vaccines.

Call Center/Registration Team

Goal: The development and staffing of a vaccine registration system for Norfolk residents to include call center support for residents without internet access.

Communications Team

Goal: The accurate dissemination of information surrounding vaccine operations, vaccine supply, and registration processes. Also to level set our residents expectations due to the limited supply of vaccine and vaccinators. Regular status updates to stakeholders.

Team Norfolk has stepped up in a big way to support the health department. We have staffed the call center and prepared the vaccination site so the health department is ready to go on Monday.

COMMUNICATIONS SUMMARY

The Office of Communications is supporting the Norfolk Department of Public Health with its outreach and information efforts. City staff completed the following actions this week:

- Produced and published an informational video about the vaccine featuring Dr. Lindsay
- Created graphics for a variety of platforms highlighting the current vaccination phase
- Created the vaccine information website that holds the preregistration form and FAQ's (live 1/25)
- Distributed the Phase 1b press release
- Promoted the transition to Phase 1b on Norfolk.gov and City social media pages



Volunteers vaccinating Phase 1a individuals at CLOSED clinic today, January 23. 630 individuals with appointments were vaccinated today