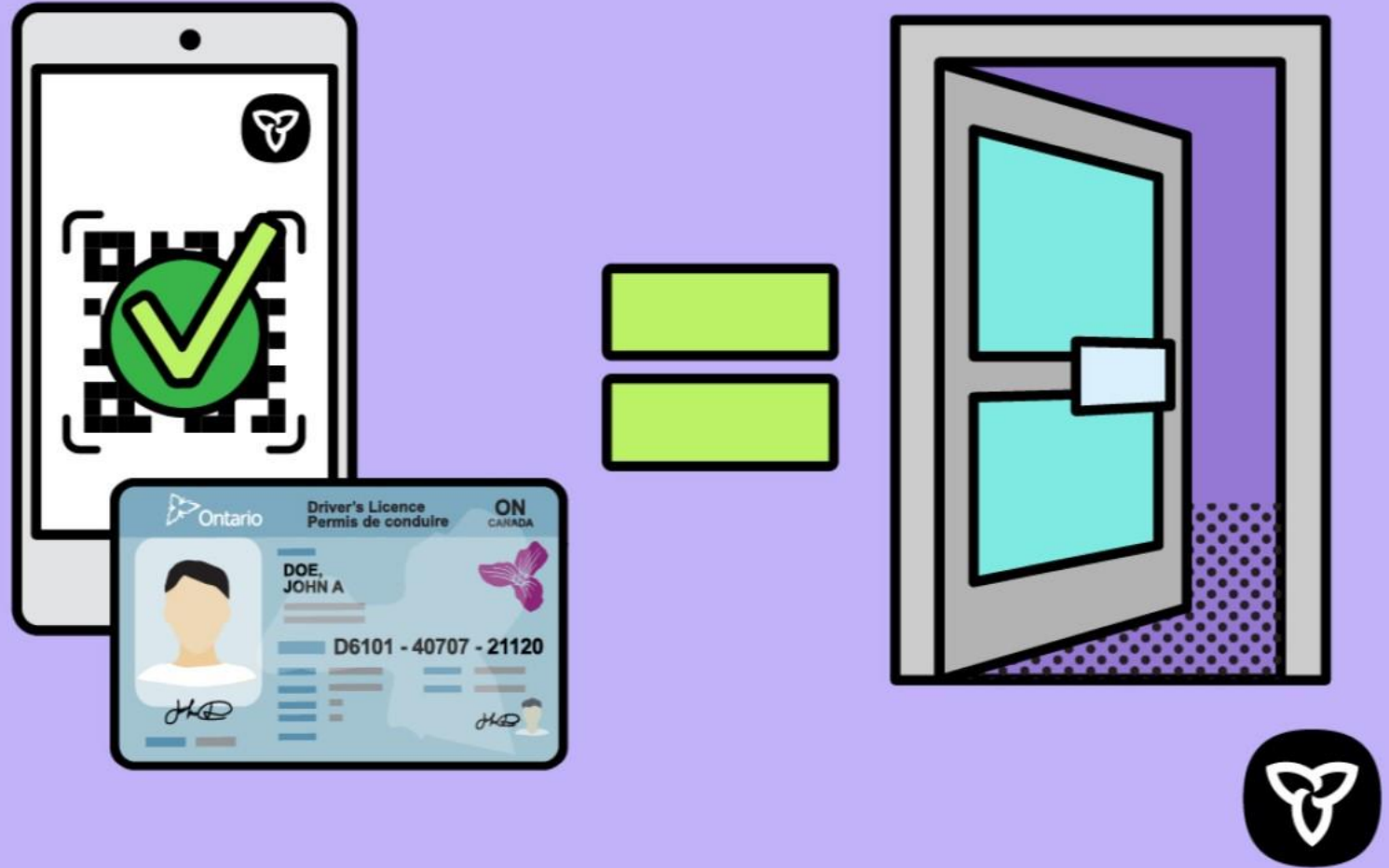


**Ontario's
Enhanced COVID-
19 Vaccine
Certificate
with QR Code
and
Verify Ontario App
for Business**



October 15, 2021

Proof of Vaccination: Update

Beginning September 22, 2021, Ontarians have been required to show proof of vaccination to keep businesses open, help increase vaccination rates and protect individuals in higher-risk indoor settings.

Since this time, the province has reached two key milestones in its COVID-19 response, with more than 87 per cent (87.3 per cent) of individuals aged 12 and over vaccinated with at least a first dose and more than 82 per cent (82.8 per cent) with two doses.

Following the proof of vaccination announcement on September 1, 2021, more than four million individuals have downloaded their vaccination receipt using the COVID-19 vaccination portal.

To make the process of proving and verifying vaccination status easier, more secure and convenient for Ontarians, the government is rolling out:

1. enhanced vaccine certificates with scannable QR codes for people.
2. a free, made-in-Ontario verification app, called Verify Ontario app, for businesses and organizations.

Enhanced Vaccine Certificate with QR Code

EASY

The enhanced vaccine certificate with official QR code certificate only contains essential information and does not include health card number.

TRUSTED

The enhanced vaccine certificate with official QR code contains the Ontario and Canada logo and will work seamlessly with the Verify Ontario app.

QR code is built to the SMART Health Card standard adopted by the federal government in collaboration with provinces and territories.

ACCESSIBLE

The enhanced vaccine certificate can be printed or stored on your phone, and the QR code allows it to be quickly scanned by businesses using the app.

COVID-19 Proof of Vaccination / Preuve de vaccination contre la COVID-19

Issuing Province / Territory
Province / Territoire de délivrance

Country of issuance /
Pays d'émission

Ontario 

Canada 

Name / Nom : **Doe, Jane Liz**
Date of birth / Date de naissance : **02 JUL / JUIL 1985**

SMART Health Cards QR Code / Code QR de la carte Santé SMART



Vaccinations administered / Vaccins reçus : 2

Date : **05 FEB / FÉV 2021**
Product / Produit : **MODERNA COVID-19 mRNA-1273**
Lot : **818364**

Date : **05 JAN / JAN 2021**
Product / Produit : **MODERNA COVID-19 mRNA-1273**
Lot : **Not available / Non disponible**

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Enhanced Vaccine Certificate with Official QR Code

The enhanced vaccine certificates with **scannable QR codes** makes it more convenient for people to prove that they have been vaccinated:

- Combined with the free Verify Ontario app for businesses, it will also make the process of proving and verifying vaccination status faster, easier and more secure.
- Available for download from the [COVID-19 vaccination portal](#) beginning October 15th. Initially being made available for download in cohorts.
- People can save the electronic version of their vaccine certificate to their phone or print a paper copy. Businesses must accept both electronic and paper versions.
- People can continue to use their current vaccine receipt if they feel more comfortable doing that.
- Verify Ontario is the **only** app that the Government of Ontario endorses for use. We encourage all businesses and organizations in Ontario to download and use the free Verify Ontario app from Apple App and Google Play stores.



Enhanced Vaccine Certificate with QR Code

- To ensure a smooth user experience, the province is initially making the enhanced vaccine certificate with scannable QR code available for download in cohorts based on an individual's birth month over a period of three days:
 - October 15, 12:00 a.m. to 11:59 p.m. : all individuals born between **January and April**
 - October 16, 12:00 a.m. to 11:59 p.m. : all individuals born between **May and August**
 - October 17, 12:00 a.m. to 11:59 p.m. : all individuals born between **September and December**
- Starting October 18 at 6:00 a.m. the portal will open for any individual to download their enhanced vaccine certificates, regardless of their birth month.
- Individuals can call the Provincial Vaccine Contact Centre at 1-833-943-3900 to have their enhanced vaccine certificate emailed or mailed to them. This line is available 8 a.m. to 8 p.m., 7 days a week. Information is available in more than 300 languages.
- Ontarians will need to continue to show a piece of identification with their name and date of birth along with their proof of vaccination when visiting select businesses and organizations
- Beginning October 15, all Ontarians who get the vaccine will receive the enhanced vaccine certificate instead of the previous vaccine receipt. However, if the individual is not yet fully vaccinated, when scanned by the Verify Ontario application, the QR code will not generate approval to enter a prescribed setting.

Patron Journey – FAQs

Where can I download the new enhanced vaccine certificate with the QR code?

Individuals with a green photo health card can download or printing their vaccine certificate from the provincial booking portal, or by calling the Provincial Vaccine Contact Centre (PVCC) at 1-833-943-3900.

Individuals with an Ontario red and white health card or a COVID ID can call the PVCC at 1-833-943-3900. The call centre agent can email a secure URL through which individuals can access their vaccine certificate.

Individuals without an Ontario health card or a COVID ID can contact their public health unit to have their identity verified and get a COVID ID (a unique number assigned to you by your public health unit in place of an Ontario health card number assigned to obtain a copy of your vaccine certificate). Then the individuals can call the PVCC at 1-833-943-3900. The call center agent can email a secure URL to access their vaccine certificate.

What if I don't have a printer?

Individuals can:

- visit their local library or ask a trusted friend or family member to help print a copy.
- call the PVCC at 1-833-943-3900 to have the vaccine certificate mailed to them. Individuals will need to provide full name, date of birth, health card number or COVID ID number and a mailing address to the agent. This service takes approximately 10 business days.
- visit a ServiceOntario centre to receive a printed copy.

Members of the Indigenous community may contact their band office, nursing station, Indigenous service provider or Indigenous health provider for assistance in printing their certificate.

What if I don't have an address?

Individuals who do not have an address can call the PVCC at 1-833-943-3900 to arrange to receive their vaccination certificate delivered to a trusted friend, family member or community organization.

Patron Journey – FAQs

Will I be able to use the QR code to show that I have a medical exemption?

Work is underway to integrate medical and clinical trial exemptions into vaccine certificates with QR codes.

Currently, individuals who cannot receive the vaccine for a valid medical reason can present a note from a medical doctor or a registered nurse in the extended class. A sample template for physicians and registered nurses in the extended class can be found at [COVID-19 Sample Medical Exemption Template \(gov.on.ca\)](https://www.ontario.ca/covid-19/sample-medical-exemption-template).

Once medical or clinical trial exemptions are embedded in a QR code as part of a receipt recording the exemption, when scanned the Verify Ontario application will display a checkmark and state “verified” so the person can enter if the displayed name and date of birth match the name and date of birth on their identification.

What if I got one of my vaccine doses out of province/country?

Ontarians who received their first or second dose of the COVID-19 vaccine out of province should contact their local public health unit to record their information and receive an Ontario receipt that they can access or print from the provincial booking portal. Both proof of identity along with proof of vaccination will be required.

Are medical notes from outside the province, or country valid?

Out of province or out of country medical documentation will be honored in Ontario if the individual's name, the physician's name and physician's contact information are provided. The note must clearly state that there is a medical reason for the individual not to be fully vaccinated against COVID-19 and the effective time-period for the medical reason.

Patron Journey – FAQs

Will the new QR code receipt version be provided to an individual who just visited a clinic and requested an electronic copy, or will the existing receipt be generated from COVaxON?

Individuals who have been given a dose at a clinic or a pharmacy after October 15 at midnight and who have asked to receive an electronic copy of their certificate will receive the new PHAC version of the document with the QR code. They will also be given their paper copy in person.

Will current receipts be available on the portal as of October 15th?

The existing vaccine receipts will no longer be available starting October 15th as we switch over to the enhanced vaccine certificate with official QR code.

While the current vaccine receipt without a QR code remains valid and will continue to be accepted, the province is encouraging individuals to download their enhanced vaccine certificate with a QR code as an easier, more secure and convenient way to have their proof of vaccination verified.

Individuals should continue to use receipt they've been using since September 22 for proof of vaccination until they can download their QR code. In emergency situations, individuals can call the the Provincial Vaccine Contact Centre at 1-833-943-3900 (TTY for people who are deaf, hearing-impaired or speech-impaired: 1-866-797-0007) for further assistance.

Patron Journey – FAQs

How can I save my enhanced vaccine certificate with a QR code to my SMART phone?

To save your vaccine certificate with a QR code to your phone, [log-in to the COVID-19 vaccination portal](#) using your Apple or Android mobile device with your green health card in hand:

- Select “Get your vaccine receipt”
- Scroll to the bottom of the page under “To download your proof of vaccination or book an appointment” and check off the “Terms of use” box
- Click “Continue”
- Fill out the following form using your date of birth, health card info, and postal code. Click “Continue”
- Next, you'll get two options: one for booking a vaccination appointment and another to access your vaccine receipts. Click “continue” on the yellow box that says “Proof of vaccination”
- Click “Download proof of vaccination” on to save it to your phone, file manager or iCloud as a PDF file. This will work on both Apple and Android phones.

Patron Journey – FAQs

How can I save my enhanced vaccine certificate with a QR code to my SMART phone? (cont' d)

To easily access your vaccine certificate on your mobile device once downloaded:

- Take a screen shot of the certificate to save it to your photos. If you “favourite” the photo of your vaccine certificate, it will be saved in your “favourite” album; or
- Save the PDF or photo of your certificate to your home screen.
- On an Apple mobile device, use the Shortcuts app and press “Add Action” to search the PDF of your certificate by the name it is saved under in your Files app, or to search the photo of your certificate under the album where it is saved. Create the shortcut and add it to your home screen.
- On an Android mobile device, use the file management or cloud storage app such as Google Drive, OneDrive or Dropbox where the PDF of your vaccine certificate is saved to generate a home screen shortcut. Press-and-hold on an empty home screen space and select “Widgets” from the menu, find the section for your app of choice, and then press-and-hold on the shortcut widget to drag it to your home screen. Follow the steps to select the PDF of your certificate or the folder where the PDF of your certificate is saved, depending on which app you are using.
- Ontario is working towards developing functions that would allow users to add their enhanced vaccine certificate with an official QR code to their Apple or Android wallets.

Verify Ontario/VérifOntario

Verify Ontario is a **free QR code scanner** for businesses that **makes it quicker and easier** to confirm that visitors have been fully vaccinated:

- Works on Apple and Android Devices
 - iOS 11+ (iPhone 5S) and Android 6+
- Businesses and organizations can download the free Verify Ontario app from the Apple app and Google Play stores.
- Available in French and English
- Can be used without an internet connection but should be connected periodically to receive updates
- Scans government-issued QR codes presented either on paper or displayed on a phone screen
- Compatible with other provincial QR codes - starting with British Columbia and Quebec
- Never stores personal information
- Released as open-source software like other leading digital governments

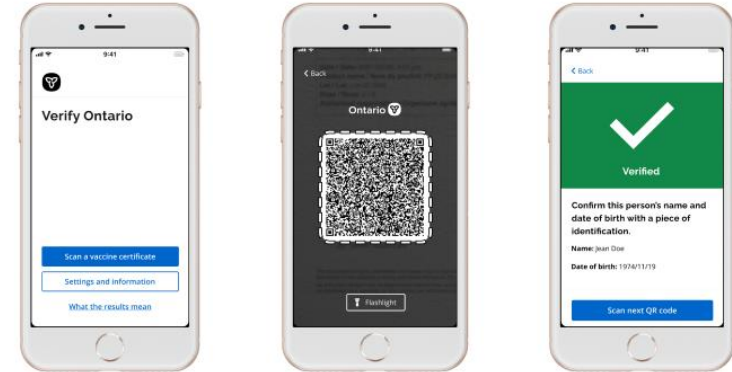
Verify Ontario is the only app endorsed by the province to scan and verify vaccine certificates in Ontario for entry into prescribed settings where proof of vaccination is required.

Learn more at <https://covid-19.ontario.ca/verify>

Verify Ontario App Demo

Verify Ontario:

Ontario's official app for verifying COVID-19 vaccine certificates.



When a business or organization scans a visitor's digital or paper QR code, this app will:

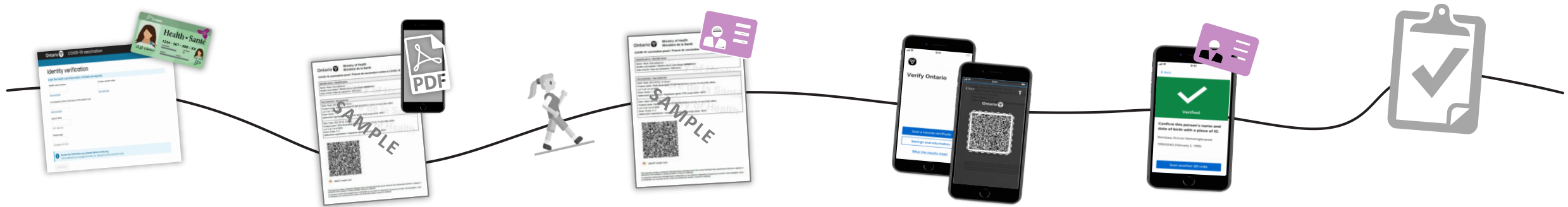
- protect user privacy by only reading certificates that are trusted and secure
- check if a certificate is valid and the visitor can enter
- show a visitor's name and date of birth so their identity can be verified
- work offline (without an internet connection)



Download the Verify Ontario app at:
ontario.ca/verify

Ontario 

Vaccine Certificate Journey



Jane visits the **Ontario.ca** website and provides her **green health card information** through the **website**

After entering her information, Jane can **download or print her vaccine certificate with QR code** for **presentation at settings**

Jane visits a business and is asked to **show her vaccine certificate** and a **piece of identification**¹ before entering the premise.

The business uses the **Verify Ontario app** (previously downloaded onto a SMARTphone) to scan Jane's QR code

The app applies Ontario's rules² and **presents an approval screen** if Jane is permitted entry

The business verifies that Jane's **ID information matches her vaccine certificate** (i.e., name and date of birth)

Jane **provides her contact information**, answers the **COVID-19 screening questions** and is permitted to enter the business

Note:

1 – Work is underway to enable individuals to store their downloaded enhanced vaccine certificate with a QR code in their Apple or Android wallet.

2 – The person's identification must be issued by an institution or public body and show the name of the identification holder and their date of birth. A photo identification is not required. The current proof of vaccination remain valid.

3 – The Ontario Verify app will check criteria such as vaccine type, number of doses, dose dates, etc. according to Ontario Regulation 364/20

Looking Forward

- Ontario is continuing to develop further enhancements with the vaccine certificate and Verify Ontario app.
- The Ministry of Health, with support from the Ontario Digital Service, will be working with the capabilities available on Apple and Android equipped devices to make it easy to download to their mobile wallet options.
- Current limitations on Apple devices means that SMART Health QR codes cannot be loaded into the existing Apple wallet on IOS release 15.01 or earlier. Apple is currently working to address this situation.
- We are currently working on incorporating medical and COVID-19 vaccine trial exemptions into certificates with a QR code.

Appendices

Definition of Fully Vaccinated

A person is fully vaccinated against COVID-19 if:

They have received:

- the full series of a COVID-19 vaccine authorized by Health Canada, or any combination of such vaccines;
- one or two doses of a COVID-19 vaccine not authorized by Health Canada, followed by one dose of a COVID-19 mRNA vaccine authorized by Health Canada; or
- three doses of a COVID-19 vaccine not authorized by Health Canada.



They received their final dose of the COVID-19 vaccine at least 14 days before providing the proof of being fully vaccinated.

Settings Where Patrons Must be Fully Vaccinated*

Proof of vaccination does not apply to access necessary medical care, food from grocery stores, and basic medical supplies

To enter the business or organization, with limited exemptions:

- The patron must provide proof of being fully vaccinated and proof of ID (at point of entry of the required setting)
- The business or organization must review and confirm the proof
- Other public health and workplace safety measures will still apply, including masking and screening



Indoor areas of concert venues, theatres and cinemas



Indoor areas of facilities for sports and recreational fitness activities, including personal fitness training



Indoor areas of meeting and event spaces (e.g., banquet halls and conference / convention centres)



Indoor areas of horse racing tracks, car racing tracks and other similar venues



Indoor areas of commercial film and TV productions with studio audiences



Indoor areas of waterparks



Indoor areas where spectators watch sporting events



Indoor areas of casinos, bingo halls, and other gaming establishments



Indoor areas of restaurants, bars, and other food or drink establishments (excl. outdoor patios, delivery and takeout)



Indoor and outdoor areas of food or drink establishments with dance facilities (e.g., nightclubs and restoclubs; excl. delivery and takeout)



Indoor areas of strip clubs, bathhouses and sex clubs

Including outdoor areas that have a usual capacity of 20,000 or more people

Exemptions (in settings where proof of vaccination is required, patrons do not need to prove they are fully vaccinated in the following circumstances)*:

A patron who is entering an indoor area solely:

- To use a washroom
- To pay for an order
- To access an outdoor area that can only be accessed through an indoor route
- To place or pick up an order (including placing a bet, picking up winnings at a horse racing track);
- To purchase admission
- To make a retail purchase
- Necessary for the purposes of health and safety

Individuals under a certain age

- Children under 12
- Patrons under 18 years of age who are entering the premises of a facility used for sports and recreational facilities solely for the purpose of actively participating in an organized sport, in accordance with Ministry of Health guidance

Participants in a COVID-19 vaccine clinical trial authorized by Health Canada and specified in MOH guidance

Weddings and funerals

- Effective October 13, 2021, at 12:01 a.m., proof of vaccination or an eligible exemption will also be required to attend a social gathering associated with a wedding service, rite or ceremony or a social gathering associated with a funeral service, rite or ceremony in a meeting or event space.
- Proof of a negative antigen COVID-19 test within the previous 48 hours will no longer be permitted as an alternative to proof of vaccination.

Patrons with a written document by a physician or a registered nurse in the extended class (i.e., nurse practitioner), stating that they are exempt for a medical reason from being fully vaccinated against COVID-19 and the effective time period

- Must present identification and an approved documentation

*Additional exemptions for meeting and event spaces apply to day/overnight camps, child care, social services, court services, and government services

Implementation Considerations & Enforcement

- Designated businesses and organizations are responsible for ensuring they meet the requirements to check for proof of vaccination and proof of identification from patrons.
- Patrons are required to ensure that any information provided to the business or organization to demonstrate proof of vaccination, proof of identification, or entitlement to an exemption is accurate.
- In the event of harassment or threats of violence, the police should be contacted.
- Non-compliance by individuals or businesses can result in charges and fines or other penalties under the Reopening Ontario (A Flexible Response to COVID-19) Act, (ROA).

Implementation Considerations & Enforcement (cont'd)

- Officers will continue to visit businesses and organizations to raise awareness and understanding of the new proof of vaccination requirements. Since Sept 22nd, Officers have found a high level of compliance with the new proof of vaccine requirements.
- Provincial offences officers take a measured approach to enforcing COVID Safety requirements that balances public safety, health and other risks that business owners are managing. Officers start with education and warnings to ensure businesses and organizations are meeting the proof of vaccination requirements along with the existing COVID-19 safety requirements under the ROA.
- Who can enforce these requirements?
 - Provincial offences officers, including, but not limited to, police, First Nations constables, special constables, public health inspectors and regulatory officers from several ministries and agencies have the authority to enforce orders under the [ROA](#), including compliance with the proof of vaccination requirements.

Implementation Considerations & Enforcement (cont'd)

- Provincial offences officers will continue to work collaboratively with public health units and by-law departments in response to local needs.
- Provincial offences officers will be providing information about the tools and resources available to help businesses and organizations implement the necessary safety measures including guidance to develop workplace violence and harassment measures and procedures as part of their COVID-19 Safety Plan.
- Examples of some other helpful resources are (but not limited to):
 - [Developing your COVID-19 Safety Plan](#)
 - [Understand the law on workplace violence and harassment](#)
 - [Are your employees prepared to handle COVID-linked violence?](#)
 - [WSPS Workplace Violence and Harassment Toolbox](#)
- Ontario has amended [regulations](#), and updated [guidance](#) and [questions and answers](#) for businesses to support the implementation of the enhanced vaccine receipt with QR code and the Verify Ontario app.
- Businesses can contact Stop the Spread information line at 1-888-444-3659 if they have any questions about the guidance.