



CITY OF NAPLES EMERGENCY OPERATIONS CENTER

Vaccination Point of Distribution

Date of Distribution: Friday, January 29, 2021

Time: 9:00A – 1:00P

Place: Fire Station One - 835 8th Ave S., Naples, FL 34102

Reservation Date: Wednesday, January 27, 2021

Reservation Time: 10:00AM EST until the first 500 calls

Reservation Line: (239) 260-3087

Purpose: To provide information to the community on the vaccination point of distribution in the City of Naples.

Plan: Provide an alternative vaccination site to assist the Collier Department of Health using City of Naples Firefighter Paramedics to deliver the Covid-19 vaccination. The City of Naples is exploring a seamless registration process using a phone call reservation system, creating a one-time vaccination registration list built in the order that messages were received for the current and future vaccination efforts.

Registration: The City of Naples wants to meet expectations; however, it is important to understand that demand for the vaccine far exceeds availability at this time, leading to an unprecedented volume of people trying to register. This sheer volume of calls and internet traffic is crippling other providers registering the public for vaccines, including commercial providers utilizing special services that specialize in high volume ticket and event registration sales.

To mitigate the effects of the high volume of people seeking to register, the City will provide a phone call to message service that will accommodate **100 concurrent callers at a time**. The 101 caller will receive a busy signal and should try to call back. It is important that calls be made within the time period that the reservation system is active. Due to the limited amount of vaccines the City will receive, only the first 500 callers will be placed in a "registered" group who will then be contacted by a City employee to verify eligibility and set up an appointment. Please be patient.

Once the caller is in the messaging system, the callers will be asked to **only** leave their name as it appears on their government issued identification and a call back number! **No additional message or information should be left.** This will reduce the time callers are in the queue, allowing more callers to connect before receiving the busy signal. **PLEASE CLEARLY LEAVE ONLY YOUR NAME AND CALL BACK NUMBER!**



CITY OF NAPLES EMERGENCY OPERATIONS CENTER

A City of Naples staff member will call each person back in the order that their call was received. Please be aware that City staff will never ask for personal information (other than the date of birth for eligibility and the consent form), financial insurance information or social security numbers on the phone. Any information required to administer the vaccine will occur at the vaccination site.

Callers who are not able to get through will have another opportunity to register. Please continue to check the City's website for future times and dates of when the reservation system will be active.

Vaccination Site: Vaccinations will occur at Fire Station No. 1, located at 835 8th Avenue South next to City Hall. Members of the community that are registered for the vaccine will first check in at the parking lot on 8th Avenue South across from the Fire Station. The check-in will be staffed by the Naples Police Department, and you will be asked to **remain in your vehicle. Face Masks are required at any time you have contact with City of Naples personnel.**

Naples Police will confirm your appointment and registration paperwork will be provided to you. If you arrive too early for your appointment, you will not be allowed to enter the check point site.

Once your appointment time arrives, please bring the completed paperwork into the Fire Station apparatus bay to the registration table. **Face Masks are required. If you do not have a face mask, one will be provided.** Your paperwork will be checked and you will receive your vaccination card.

Once all paperwork is confirmed and you have signed the consent form, you will move to the next available vaccination table to receive the vaccine.

After the vaccine is administered you will be required to go to the observation area for 15 minutes. **Please advise onsite Firefighters of any issues you may be experiencing from the vaccine.**

After you have been in the observation area for 15 minutes and have shown no signs of a reaction, you will be allowed to leave the site. **Please follow directions given by Naples Police.**

Remember you are receiving the Moderna vaccine and will need to return to this vaccination site 28 days later for your 2nd vaccination. Please mark your calendars.