



NEWS RELEASE

York County Public Affairs
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York County Covid-19 Helpline

If you or someone you know does not have internet access or needs assistance with vaccine registration

Call 757-890-5890
Monday - Friday
8 a.m. - until 5 p.m.

York County Establishes COVID-19 Helpline

February 1, 2021

As a partner of the Virginia Department of Health (VDH) and to serve residents of York County and Poquoson, the County is establishing a Covid-19 Helpline to assist individuals in registering for the COVID-19 vaccine. If you or someone you know does not have Internet access, and are having trouble getting registered, please refer them to (757) 890-5890, Monday through Friday, 8 a.m. to 5 p.m. The phone line opens at 8 a.m. Tuesday, February 2.

“Emergency Communications staff understand that hearing a kind and compassionate voice can provide a level of comfort during times of uncertainty,” said D. Terry Hall, Director of York County Emergency Communications. “We have multiple phone lines available to help with registering for the vaccine but if a call does go to voicemail, callers can leave a message and we will call them back ASAP.”

Groups currently being registered include:

- ages 65 and up
- ages 16-64 with underlying health conditions
- frontline essential workers
- healthcare providers

This is not a replacement for the VDH call center for individuals with medical questions about COVID-19 vaccines and is *not* able to schedule vaccination appointments. Those with general questions should visit the Virginia Department of Health's Peninsula Health District website at www.vdh.virginia.gov/peninsula or call their hotline at (757) 594-7496 (M-F 9 a.m.-4 p.m.)

York County's COVID-19 Connection webpage is updated regularly – often daily – with the latest information and Frequently Asked Questions about vaccines and important links to various COVID resources. Residents are reminded to check this website often for information: www.yorkcounty.gov/covid19.