

Housing Providers: Communicating with Residents about COVID-19 Vaccine Clinics

1. Start from a Place of Empathy and Understanding

The pandemic has been stressful for many people. The first step is to acknowledge the disruption COVID-19 has caused in all our lives.

2. Acknowledge Uncertainty

Consider providing the following general information to patients about the timeline for COVID-19 vaccines:

- It is anticipated that vaccine supply will increase substantially in 2021.
- The goal is for everyone to be able to easily get a COVID-19 vaccine as soon as large quantities are available. However, not everyone will be able to get vaccinated right away.

3. Provide Resources

If a person has concerns or questions, this doesn't necessarily mean they won't accept a COVID-19 vaccine. Sometimes people simply want more information.

- Explain where to find more information to common questions
- Refer to other resources, like the CDC toolkit or a community organization or health department

4. Answer Questions about What to Expect

In order to go through a vaccination clinic, consent or assent for vaccination will be obtained from residents (or persons appointed to make medical decisions on their behalf). In addition, residents who receive vaccine (or their medical proxies) will also receive an Emergency Use Authorization (EUA) Fact Sheet before vaccination. The EUA Fact Sheet explains the risks and benefits of COVID-19 vaccination.

Some COVID-19 vaccination providers may require written, email, or verbal consent from recipients before vaccination. This is at their discretion; written consent is not required by federal law for COVID-19 vaccination in the United States.

Lastly, residents (or their medical proxies) will receive a vaccination record card or printout that tells them what COVID-19 vaccine they received and the date they received it.

5. Discuss Next Steps

Let your residents know that you are open to continuing the conversation and that you will share more information as you receive it. It's also important to reinforce next steps for the whole community – which policies might change as a result of the vaccination process, and more importantly, which policies will stay the same, like mask requirements or other social distancing requirements.

It is important to explain that all residents and staff will need to continue following CDC guidance to prevent the spread of COVID-19.