



## Best Practices for Improving COVID-19 Vaccination Coverage in Community Care Facilities

Vaccine acceptance may take time, information, and effort.

Using the best practices below, Community Care Facilities (CCFs) may achieve high rates of vaccination.

High Impact Best Practices	<input type="checkbox"/> Lead with compassion, assurance, and education. Avoid shame and intimidation tactics. <input type="checkbox"/> Be persistent: schedule reminders to check in and re-offer the vaccine to persons who initially decline. Most declinations are based on a “wait and see” attitude.
Categories	Strategies
Policy & Procedure	<input type="checkbox"/> Establish a formal space for vaccination to promote confidence and anticipation (e.g., signs showing areas for registration, administration, observation, etc.). <input type="checkbox"/> Hold regular in-services for staff with vaccine updates and opportunities for Q&A. <input type="checkbox"/> Incorporate vaccination into care planning for residents. <input type="checkbox"/> Develop internal policies regarding vaccination including staff incentives, extended time-off, or non-punitive sick leave policies for post-vaccination symptoms. <input type="checkbox"/> Offer to extend observation time (i.e., 30 min when only 15 min is indicated).
People	<input type="checkbox"/> Dedicate a vaccine team with clear roles for vaccine confidence, registration, storage, obtaining consents from residents & loved ones/families, etc. <input type="checkbox"/> Empower vaccine champions among staff who speak the preferred languages of staff and residents. <input type="checkbox"/> Dedicate staff to regularly communicate with residents' loved ones/families on the facility's vaccination program and provide education on vaccine efficacy & safety. <input type="checkbox"/> If the facility has one, engage the long-term care pharmacy as a trusted source to directly address questions and concerns from staff, residents, loved ones/families.
Culture	<input type="checkbox"/> Listen to understand, not to respond. Show compassion, avoid judgmental attitude. <input type="checkbox"/> Engage in one-on-one conversations to protect privacy & provide a safe space to hear and answer questions. <input type="checkbox"/> Tailor approach to each individual: often need multiple approaches e.g., assurance, acknowledgement, education, more time. <input type="checkbox"/> Promote positive testimonials including from facility leadership, respected staff, other residents (with permission), community leaders, etc. <input type="checkbox"/> Schedule regular check-ins around time of vaccination with residents' loved ones/families for reassurance. <input type="checkbox"/> Provide education judiciously. Avoid educating when unwanted or without asking first. <input type="checkbox"/> Create a celebratory atmosphere: play music, host raffles, etc. on vaccination days.
Materials	<input type="checkbox"/> Provide written materials on vaccine efficacy & safety available in multiple languages. <input type="checkbox"/> Send written letters signed by the facility administrator in preferred languages to residents & loved ones/families prior to vaccination, including planned vaccination date(s). <input type="checkbox"/> Increase visibility of vaccination efforts and vaccinated persons: stickers, buttons, flyers, photos, testimonials, “why I’m getting vaccinated” board.