



## 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	<ul style="list-style-type: none"> <li><input type="checkbox"/> Lead with compassion, assurance, and education. Avoid shame and intimidation tactics.</li> <li><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.</li> </ul>
Categories	Strategies
Policy & Procedure	<ul style="list-style-type: none"> <li><input type="checkbox"/> Establish a formal space for vaccination to promote confidence and anticipation (e.g., signs showing areas for registration, administration, observation, etc.).</li> <li><input type="checkbox"/> Hold regular in-services for staff with vaccine updates and opportunities for Q&amp;A.</li> <li><input type="checkbox"/> Incorporate vaccination into care planning for residents.</li> <li><input type="checkbox"/> Develop internal policies regarding vaccination including staff incentives, extended time-off, or non-punitive sick leave policies for post-vaccination symptoms.</li> <li><input type="checkbox"/> Offer to extend observation time (i.e., 30 min when only 15 min is indicated).</li> </ul>
People	<ul style="list-style-type: none"> <li><input type="checkbox"/> Dedicate a vaccine team with clear roles for vaccine confidence, registration, storage, obtaining consents from residents &amp; loved ones/families, etc.</li> <li><input type="checkbox"/> Empower vaccine champions among staff who speak the preferred languages of staff and residents.</li> <li><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 &amp; safety.</li> <li><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.</li> </ul>
Culture	<ul style="list-style-type: none"> <li><input type="checkbox"/> Listen to understand, not to respond. Show compassion, avoid judgmental attitude.</li> <li><input type="checkbox"/> Engage in one-on-one conversations to protect privacy &amp; provide a safe space to hear and answer questions.</li> <li><input type="checkbox"/> Tailor approach to each individual: often need multiple approaches e.g., assurance, acknowledgement, education, more time.</li> <li><input type="checkbox"/> Promote positive testimonials including from facility leadership, respected staff, other residents (with permission), community leaders, etc.</li> <li><input type="checkbox"/> Schedule regular check-ins around time of vaccination with residents’ loved ones/families for reassurance.</li> <li><input type="checkbox"/> Provide education judiciously. Avoid educating when unwanted or without asking first.</li> <li><input type="checkbox"/> Create a celebratory atmosphere: play music, host raffles, etc. on vaccination days.</li> </ul>
Materials	<ul style="list-style-type: none"> <li><input type="checkbox"/> Provide written materials on vaccine efficacy &amp; safety available in multiple languages.</li> <li><input type="checkbox"/> Send written letters signed by the facility administrator in preferred languages to residents &amp; loved ones/families prior to vaccination, including planned vaccination date(s).</li> <li><input type="checkbox"/> Increase visibility of vaccination efforts and vaccinated persons: stickers, buttons, flyers, photos, testimonials, “why I’m getting vaccinated” board.</li> </ul>