



Community Health Ambassador Outreach Door Knocking Project to Increase COVID Vaccine Acceptance

Helpful Hints

If you're nervous, that's ok! We all still get nervous, even if we've done this before.

You don't need to have all the answers. If you are unsure of an answer, be honest. Tell the person asking that you are a volunteer, and you will take down their question so that a health department staff person can get them the correct answer. Or, if they prefer to call themselves, they can always call 847-377-8130. We have special hours for seniors every week on Tuesdays and Fridays from 12-3pm and Thursdays from 6-8pm.

Inform, don't convince. Your job is to equip the person at the door with the information/resources they need to make an informed decision about their health. You are not trying to convince anyone to do something they don't want to do.

- Review the talking points for FAQs and feel free to bring it with you to help with answering questions. ([English](#) / [Spanish](#) / [Korean](#))
- Print and share the COVID-19 Vaccine Information Flyer ([English](#) / [Spanish](#))

You are not soliciting. Because you are not seeking an order for any goods or services, you are not considered a solicitor. Therefore, "No Solicitation" signs do not apply to you while you are performing this activity. Always be respectful of the residents you interact with and if asked to leave, you must do so. "No Trespassing" signs still apply and must be complied with.

Knock and then back up. Follow COVID-19 distancing protocols and speak clearly. If someone is uncomfortable with you being there in person, offer to give them more distance or leave them a flyer.

Use your script. This will give you the basics. Once you get comfortable with it, feel free to make it sound more like you as long as all the key information is there. Make clear up front that the building has let you in and you're from the health department.

Leave a flyer even if they're already vaccinated. They may want to share it with a friend or neighbor. **Do NOT leave anything in a mailbox, that is illegal if you're not a mail carrier.**

Attitude of a golden retriever, memory of a goldfish. If someone says is angry or rude, try to not take it personally. They may just be having a bad day. Brush it off and on to the next door!

Report on your work! Be sure to fill out the Doorknocking Spreadsheet with the counts of who still needs a vaccine, who is already vaccinated, who needs more info, etc. This is important information that the Health Department is relying on!

Have fun! This is an amazing thing you're doing. Regardless of how people respond, have confidence that you are making a difference and helping to save lives.

BEFORE YOU GO: Site Captain coordinates with Property

A list will be provided to you that will include Property Managers/Community Association Managers contact information. Please reach out to them via phone or e-mail to find out about access to the Community.

Property Manager/CAM sample Q&A:

You: Hello, my name is _____ and I am a Community Health Ambassador with the Lake County Health Department. How are you today?

PM/CAM: Good but busy. What can I do for you?

CHM: I would like to come by your property to see if your seniors need any information regarding the COVID vaccine. I would like to come by this (day) _____ at (time) _____.

PM/CAM: We don't allow solicitation on our property.

CHM: I understand but I am not selling anything, we want to provide accurate information to the seniors in your community. Our goal is to maximize the vaccination effort so that ALL of your seniors receive the COVID vaccine when the clinic comes on-site. All I want is to see your seniors protected against COVID.

PM/CAM: We've been hearing about a vaccine clinic forever, when is it going to happen?

CHM: Soon. That's why we'd like access to your property to talk with your tenants and get them prepared for that day. The Pharmacy Providers chosen by the Illinois Department of Public Health are working to get you on the schedule at their earliest opportunity.

PM/CAM: My residents are very skeptical about strangers. They are concerned about getting scammed during this vulnerable time.

CHM: Again, we are not selling anything. We would just ask them if they are interested in getting the vaccine and if not, why not. Many do not have access to the reliable sources: Federal sites like CDC, State agency IDPH (IL Dept of Public Health) & your Local Health Dept – Lake County Health Dept. We just want to get as many Seniors vaccinated to keep them and your community safe.

So, what is the best process to follow in order to access the building on (day) _____ ??

PM/CAM: What information will you need from the residents?

CHM: Absolutely nothing. I won't be asking for any personal information, not even their name. I just want to see if they have any questions or concerns about getting the vaccine that I can answer. And to provide them with information if needed.

PM/CAM: When you get here, you can ring Mr. Smith in Apt 401. I'll let him know you are coming and that he's to let you in. If I'm here, I might come with you to a few.

CHM: That is perfect ... thank you !!

Community Health Ambassador Outreach

Senior Housing Tenant Q&A

After you enter the building, orient yourself so you systematically proceed from floor-to-floor, covering each wing. Utilize the tally sheet to keep count of those interested in getting the vaccine, those who refuse and those with further questions.

Please be friendly and approachable in your approach to the tenants.

Remember to: Wear a mask, Watch your distance (> 6ft at all times) and Wash/Sanitize your hands frequently.

Possible scripts & frequent questions to anticipate:

CHA: Hello, my name is _____ and I am a Community Health Ambassador with the Lake County Health Department. The reason I am here today is to talk to you about the COVID vaccine. Have you received a COVID vaccine already?

(IF THEY HAVE RECEIVED VACCINE)

Senior: Yes.

CHA: Excellent !!! How was your experience? (listen & support their answer). You are considered fully vaccinated 2 weeks AFTER your 2nd dose (or 2 weeks after single J&J dose). Are you considered fully vaccinated?

Senior: Yes.

CHA: Thank you for your time and thanks for being part of the solution in fighting COVID.

(IF THEY HAVE NOT RECEIVED VACCINE)

Alternative answer:

Senior: No (answer to getting the vaccine).

CHA: We are working to bring vaccinators on-site to provide vaccines to you and your neighbors. Are you interested in getting the vaccine here at your facility?

Senior: Yes.

CHA: Great !! I will mark you down as wanting to get the vaccine. Do you have any questions for me?

Senior: Yes, when will they be coming?

CHA: That I don't have the answer for as yet, but your Property Manager will be posting the information as soon as it is scheduled. Anything else I can help you with?

Senior: Do you know what vaccine I will be getting?

CHA: That is to be determined but it will likely be J&J.

Senior: I would rather have Pfizer.

CHA: I understand that you might have a preference, but some vaccines require specific temperatures that make it hard to transport. J&J is easy to store and transport. And best of all, it requires one, single dose.

Senior: But isn't J&J less effective?

CHA: The current vaccines are equally effective in preventing severe disease, hospitalization and death. J&J is a proven, clinically effective vaccine.

Senior: I hear nothing good about the J&J vaccine.

CHA: I understand there is a lot of information out there about the different types of vaccines, but J&J is a great option and very effective. The fact that you need only one dose is a real benefit. Two weeks after this vaccine, you are protected against COVID and you are also protecting others.

Senior: I read that the side effects are worse with J&J.

CHA: Side effects are different for each person with each vaccine, but it's important to know that side effects are a sign that your body is working to build up a defense against the virus. And side effects are not nearly as bad as a bad case of COVID. There are only 3 sources I would trust for vaccine information: at the Federal level, that would be CMS (Center for Medicare & Medicaid Services), State Public Health/IDPH (Illinois Department of Public Health) and your local Health Department, Lake County Health Department.

Senior: If I get the vaccine, do I still have to wear a mask?

CHA: Yes, wearing a mask, watching your distance – staying 6 feet away from others, and washing your hands frequently will be part of our lives for a while. Only 15% of Lake County residents are vaccinated. So, we need to practice COVID precautions until we eliminate this terrible virus.

CHA: But the CDC does say that once 2 weeks after vaccination, you can get together with friends and family who are also vaccinated.

Senior: I've had allergic reactions to medications and foods years ago, is this vaccine safe for me?

CHA: The only true contraindication to this vaccine is a severe (anaphylactic) reaction to an injectable/vaccine in your past. Or an allergy to an ingredient in the vaccine, like polysorbate. After your vaccination, they will observe you for 15 minutes to be sure you're doing well. With a history of other allergic reactions, they may want to watch you for a total of 30 minutes, instead of the standard 15 minutes, just to be sure you're feeling ok. But if you have any question about your past allergies and vaccine compatibility, you should ask your doctor/healthcare provider.

Senior: I'd like to talk to someone about getting a Pfizer vaccine instead.

CHA: I can help connect you with someone who could answer that. What is the best way for them to contact you? By e-mail or phone?

CHA: I want to thank you for taking the time to talk with me. Getting the vaccine is the first step in getting our lives back. You can be part of the COVID solution.

