

Appendix H COVID-19 Vaccine Protocol

COVID-19 Mass Vaccination Clinic Booking Script

1. *“Hello. I’m calling to offer you (or your child) the COVID-19 vaccine.”*
2. Book appointment as per health centre or mass vaccination clinic processes.
 - Please ensure you have checked both name and date of birth and review spelling on Meditech.
 - Appointments should be booked in Meditech whenever possible.
3. Ask *“Is there anybody else we should book an appointment for right now who also wants to have the vaccine, such as others in your household?”*
4. Book those appointments as per health centre or mass vaccination clinic processes, same as above.
5. Confirm that the client will be in the community for both the first and second dose. The second dose happens after 21 days for Pfizer and 28 days for Moderna. Say: **“Will you be in the community in 21 (Pfizer) or 28 (Moderna) days to receive the second dose of the vaccine?”**
 - If yes, proceed to book.
 - If no, then do not book the client for the current clinic. They can be put on a list of clients to be contacted for vaccination at a later date.
6. Book appointment. Tell the caller **“I have some information for you about your vaccine”**:
 - ✓ *Your (or your child’s) appointment is on (DATE: _____) at (Time: _____)*
 - ✓ *The vaccination clinic will be located at: (PLACE: _____)*
 - ✓ *Masks are required at the COVID-19 vaccination clinic.*
 - ✓ *If you can, try to only bring people who have an appointment to get a vaccination to the clinic. We are trying to not have crowds at the place of the immunizations.*
 - ✓ *If you have symptoms of COVID-19 (e.g. cough, fever, difficulty breathing) please do not come to the immunization clinic. Call the Health Centre and talk with a nurse.*
 - ✓ *People should wear T-shirts or sleeveless shirts to make it easy to get their vaccine.*

IF PERSON SAYS NO TO VACCINE, YOU COULD SAY: *“We are recommending that all adults and children over 12 get the COVID-19 vaccine. The vaccine is the best protection we have against getting sick from COVID-19. Would you like to talk with a nurse about your concerns with the vaccine?”*