

Hello, this is (your name), I am a Community Health Worker calling from [name of your organization]. I am calling today to talk to some of our clients about COVID vaccines and some of our services. Is now an ok time to talk?

Yes

No

Great, thank you. First of all, we want to make sure our clients know that [your organization]'s Community Health Workers are here to reduce COVID, offer COVID services, and make sure everybody has access to good information [adjust as needed to describe the role of CHWs at your organization]. We are not here to tell you what decisions you should make. Only you know what is best for you.

What is the best day and time for us to call you back?

Are you interested in getting a COVID vaccine?

Write date and time for call back on contact sheet

Yes

No

Thank you and have a great rest of your day

Do you have transportation?

Have you already been vaccinated?

No

Yes

No

Yes

Ok. I will forward your name and phone number to a team member from [your organization] who will contact you to help you schedule an appointment for the vaccine and set up transportation

Ok, I will text you a list of this week's vaccine sites. No ID, appointment or insurance are needed at these sites. When you arrive, make sure to ask for interpretation and it will be provided to you.

The health of our community is very important to us, and I want to make sure you have the best information for you to make your decisions. Is it ok if we schedule a time for a community health worker to meet with you at your home to go over some information about the vaccine with you?

Is it ok if we collect some information from you about that? It helps us learn how we can best serve our clients.

Yes

Write that the client needs help to set up an appointment and transport on the contact sheet

Write that client would like vaccine sites texted to them on contact sheet

No

What is the best day of the week and time for us to schedule a visit to your home?

No

Thank you so much. Where and when did you get vaccinated? How did you find out about your vaccine site?

Write date/location of vaccination and how they found out about it on the contact sheet

Yes

Write best day of week and time on contact sheet

What is the best way for you to receive information? video, voice message, or written text?

Write preferred form of education on contact sheet

OK. We also wanted to let our clients know that if you or someone you know tests positive for COVID and needs help, you can call [team or person they should contact, for example, your organization's health team] for assistance. [If your organization has a case management program to assist people getting through isolation or quarantine, also mention this to the client.]

Thank you and have a great rest of your day

Wonderful. We'll have somebody reach out to you in the next week to schedule a visit. Thank you so much and have a great rest of your day.

Thank you and have a great rest of your day



The International Rescue Committee helps people whose lives and livelihoods are shattered by conflict and disaster to survive, recover and regain control of their future.

The National Resource Center for Refugees, Immigrants, and Migrants (NRC-RIM) is funded by the U.S. Centers for Disease Control and Prevention to support state and local health departments working with RIM communities. Learn more at nrcrim.umn.edu. Last update: 06/29/2021.