



COVID-19 Vaccination Conversation Tips for Homeless Service Providers

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When talking with persons experiencing homelessness and staff about getting the COVID-19 vaccine, remember to approach all discussions from a place of empathy and understanding.

Start from a Place of Empathy

- Recognize that emotions are high as we navigate the realities of protecting our nation from continued COVID-19 outbreaks.
- Acknowledge the stressful nature of the pandemic.
- Acknowledge the history of distrust that Black, Indigenous, and People of Color (BIPOC) have with the medical establishment.

Provide Truthful Education and Information

- Discuss how widespread vaccination will end the COVID-19 pandemic.
- Currently, four COVID-19 vaccines (Pfizer-BioNTech, Moderna, [Novavax](#), and Johnson & Johnson/Janssen) are being used in the United States to prevent COVID-19. Per the Centers for Disease Control and Prevention (CDC) guidance, three COVID-19 vaccines (listed in alphabetical order by manufacturer), are recommended for primary series vaccination: Moderna, Novavax, and Pfizer-BioNTech. Janssen COVID-19 Vaccine is authorized for adults aged 18 years and older and should only be used in limited situations.
 - It may seem like COVID-19 vaccines appeared quickly; however, [these vaccines have gone through rigorous clinical trials to ensure they meet safety standards.](#)
 - The vaccine development process included the participation of BIPOC medical professionals and clinical trial participants.
 - Pfizer-BioNTech, Moderna, Novavax, and Johnson & Johnson/Janssen have been authorized or approved for distribution in the United States. Millions of people in the United States have received COVID-19 vaccines under the most intense safety monitoring in US history.
 - There can be minor side effects such as headache, fever, muscle aches, and fatigue that should resolve a day or two after vaccination.
- As the pandemic evolves, everyone must continue to follow public health guidelines such as the proper use of masks, physical distancing, and frequent hand washing to avoid illness before and after vaccination.
- Program leaders are a trusted resource for people who may be confused or unsure about COVID-19 vaccination. Being a caring and empathetic source of information is crucial to vaccine education and protecting the health of your clients and team. The CDC's [Myths and Facts about COVID-19 Vaccines](#) webpage is a helpful resource that can be used in response to common misconceptions.

Listen Attentively

- Encourage questions to maintain credibility. Reassure your audience that you want to help answer their questions so they can feel confident about getting vaccinated. If you do not know the answer to their question, assure them that you will get them the information and tell them when to expect it from you.
- Offer to schedule an appointment for the person with whom you are engaging if they are interested.