



# Preparing Staff for the COVID-19 Vaccine

## Communication and Confidence Checklist

Use this checklist to promote COVID-19 vaccine confidence among your shelter personnel.

| Check | Activity  |
|-------|---|
|       | <p>Train personnel on basic COVID-19 vaccine communication and confidence-building strategies.</p> <p><b>Resources:</b></p> <ul style="list-style-type: none"><li>• <a href="#">Building Confidence in COVID-19 Vaccines Among Your Patients: Tips for the Healthcare Team (PowerPoint)</a></li><li>• <a href="#">How to Staff Confidence in COVID-19 Vaccines (Guide)</a></li></ul>  |
|       | <p>Hold an initial discussion with 8–10 staff members to identify strategies for making vaccine confidence visible within your facility.</p> <p><b>Resource:</b></p> <ul style="list-style-type: none"><li>• <a href="#">Preparing Staff for the COVID-19 Vaccine: Meeting Template (Guide)</a></li></ul>   |
|       | <p>Provide training and education.</p> <ul style="list-style-type: none"><li>• Educate all staff about the COVID-19 vaccine.</li><li>• Train staff teams about the vaccines, how to build vaccine confidence, and how to have effective conversations about vaccines with patients.</li></ul> <p><b>CDC Resources (these are targeted to healthcare personnel, but the information is applicable to all personnel):</b></p> <ul style="list-style-type: none"><li>• <a href="#">COVID-19 Vaccine Basics: What Healthcare Personnel Need to Know (Flyer)</a></li><li>• <a href="#">Building Confidence in COVID-19 Vaccines Among Your Patients: Tips for the Healthcare Team (PowerPoint)</a></li><li>• <a href="#">Quick Answers to Common Questions People May Ask about COVID-19 Vaccines: Tips for Healthcare Professionals (Flyer)</a></li></ul> |
|       | <p>Post COVID-19 vaccine educational materials (posters, handouts, FAQs) in staff break rooms and common areas in your health facility.</p>   |
|       | <p>Post COVID-19 vaccine information blogs and articles (blog posts, social media, videos) on your website, intranet, and social media platforms.</p>   |
|       | <p>Create and publicize a feedback mechanism for staff members to ask questions or receive guidance about COVID-19 vaccination (email inbox, phone number, point of contact).</p>   |
|       | <p>Share regular staff updates on COVID-19 vaccination efforts (staff meetings, email blasts).</p>  |
|       | <p>Communicate where, when, and how personnel will be offered the vaccine. Share any plans to support personnel needing time away from frontline work if they are experiencing any expected post-vaccine side effects (posters and flyers in break rooms, staff meetings, email blasts).</p>  |
|       | <p>Have conversations with staff about the vaccines and use strategies identified during staff discussions to make vaccine confidence visible in your facility.</p> <p><b>Resource:</b></p> <ul style="list-style-type: none"><li>• <a href="#">COVID-19 Vaccination Conversation Tips for Homeless Service Providers (Guide)</a></li></ul>   |
|       | <p>Share testimonials from personnel who volunteer to speak about why they got vaccinated and promote them among staff, such as on the intranet or internet, in staff meetings, and on social media (blog posts, etc.). Ensure you have equitable representation across race, identity, and ability, as much as possible, that is reflective of staff.</p>  |
|       | <p>Recognize personnel who have been effective vaccine confidence boosters (staff meetings, email blasts, social media, blog posts).</p>  |