

# BRIEF CONVERSATION GUIDE COVID-19 VACCINATION & TESTING

**Every individual has different life experiences that color the way they see the world, and that's okay. Keep the following tools in mind when having conversations with community members:**



**O- Open ended questions:** Tell me about the concerns/questions you have about getting vaccinated. What questions can I answer for you?

**A- Affirmations:** I understand your concerns about getting the vaccine. They are valid concerns. I am here to give you the necessary information to make the right choice for you.



**R- Reflective Listening:** It sounds like you are worried about how your body might react to the vaccine and secondary symptoms

**S- Summarizing:** What I am hearing from you is that you are nervous about the vaccine because of secondary symptoms and would like more information from your doctor.



Getting vaccinated is the best way to protect our community and ourselves from severe COVID-19 and hospitalization



**SAN MATEO  
COUNTY HEALTH**  
All together better.

# CHECK LIST

**Appointments-** Offer to make an appointment for them or provide options based on their location.



- County Satellite clinics
- Pop-up Clinics
- Pharmacies- CVS, Rite Aid, Walgreens or Safeway
- Local health center
- Homebound - HR Support #855-330-3763 option #1

[Myturn.com](https://www.smchealth.org/vaccine-clinic-calendar) or <https://www.smchealth.org/vaccine-clinic-calendar>

**Tip:** Leave a flyer with them to remind them of satellite clinics schedule.



**Second dose-** Remind them how crucial it is to get their second dose



**Testing-** Explain that testing is free, safe and easy. They should get tested if they experience symptoms of COVID-19, were in contact with someone who tested positive or are an essential worker with close contact to the public



**Masking-** It is recommended by the Bay Area Health officers that folk continue to wear masks indoors especially in crowded settings.



**Social Networks-** Ask them if they know of anyone else that has questions about vaccination that you can speak to.



**Contact information-** Leave contact information where they can reach you if they have any additional questions.



**Take care of yourself-** Remember to take a deep breath. Some conversations will be difficult. Reach out for support from your supervisor or co-workers to process.