COVID-19 Vaccine Outreach Program **Toolkit**

Click here for Spanish language version of the Toolkit: <u>Kit de Herramientas de Vacunas en</u> <u>Español</u>

Thank you for joining our grassroots effort to increase equity and access to the COVID-19 vaccine in our communities.

With this toolkit you can launch a vaccine outreach program within your organization. This toolkit provides program options that can be tailored to your organization's capacity and the needs of the people you serve. We offer guidance and tools for setting up either a simple program distributing information, or a more robust program providing vaccine sign-up support

- Section I of this toolkit helps you decide which outreach program approach is right for your organization.
- Section II of this toolkit helps you determine which are the most important services that your outreach program should focus on for your community.
- Section III of this toolkit offers staffing guides, tools, and templates to use when setting up your outreach program.

Each section of the toolkit offers specific information based on whatever outreach approach you choose.

One of our recent partners, Program Director Cassie Sorensen of the nonprofit <u>Store to Door</u> of Oregon, had this to say: "Using the Madeleine's toolkit, we were able to launch our Vaccine Outreach Program in just 48 hours. After our initial conversation, the team quickly developed three tools to suit our clients, including a phone script for intake, a flyer to tuck into our weekly deliveries, and a web form to efficiently organize our data. Their website consolidates information about the vaccination process at all vaccination sites in our area, and their team now alerts us to vaccine appointment opening times."

These materials are updated continuously to incorporate best practices, vaccine distribution information, and vaccine location accessibility for those with mobility limitations. Please check back frequently for updates.

For inquiries or to schedule a webinar, contact Margaret Scharle at <u>vaccine@themadeleine.edu</u>

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SECTION IV. TOOLKIT DISCLAIMER

WHO WE ARE

Our Mission

Our mission is simple. We aim to partner with community-based organizations by providing a framework to seamlessly implement a COVID-19 vaccine outreach program within their existing infrastructure. Together we can combat inequality, inaccessibility, and mistrust in the Covid-19 vaccine.

How It All Started

Margaret Scharle, Professor of Philosophy & Humanities at Reed College, knew she needed to do something when she struggled to sign her 90-year-old mother up for an appointment. Scharle worked with the staff and volunteers at The Madeleine Parish in Northeast Portland to create an outreach system and a website with the latest vaccine information. After realizing the success of their grassroots effort, Scharle created a toolkit to help other organizations set up similar outreach programs within their communities. Her toolkit was promoted nationally by a spotlight KGW news story picked up by stations across the country and Tyler Cowen's top economics blog, Marginal Revolution. The Oregon Health Authority distributed the toolkit to 1800 faith-based communities throughout Oregon. She continues to collaborate with the Oregon Health Authority's Faith Communications, Rich Hammons, are collaborating with the Oregon Health Authority's Communications team.

Traci Wheeler, a Beaverton resident with years of operations and logistics planning experience, joined forces with Margaret after a mutual friend realized the two of them had similar vaccine outreach ideas in mind. Once connected, Margaret and Traci moved quickly to create this enhanced toolkit and mobilize their outreach mission.

Melissa Leavitt discovered Margaret's outreach program when she was looking for information on how to get her mother signed up for a vaccine, and immediately asked Margaret how she could get involved. An Oregon resident since 2013, Melissa is putting her experience in education, communications, and social impact research to work in creating enhanced outreach tools and capturing findings and best practices to continually enhance the program.

Why this Program Works

<u>The lesson of West Virginia's successful vaccine rollout is that trust is the key to vaccine uptake</u>. Networks of trust at the local level need to certify health information, explain it, and initiate engagement and follow-through with their members. By tearing down the walls of inequality and accessibility through vaccine programs like ours, we at the same time address vaccine hesitancy — the offer to help schedule a vaccine legitimizes it — thereby removing the three greatest barriers to recovery in a single gesture of outreach. The toolkit was promoted nationally in a spotlight article for <u>Catholic News Service</u> and by a <u>headline Associated Press article</u>, which was picked up across the US and Canada, including on <u>US News</u>, <u>PBS Newshour</u> and <u>ABC News</u>.

Section I: Determining Your Outreach Program Approach

Step 1: Which kind of outreach program is right for our organization?

This toolkit provides organizations an array of options, from streamlined operations that can be run by a single individual using our information base, to more labor-intensive programs linking into existing structures such as homebound outreach programs.

Simple Outreach (requires only a couple hours using our tools)

A simple vaccine outreach program shares information about the vaccine, including eligibility and availability, with a specific community. It is best implemented by organizations that have effective forms of outflow but may not be able to manage a large degree of inflow. In other words, you can easily share information with your community via email, newsletter, bulletins, flyers, etc. but may not have the internal infrastructure to support incoming inquiries or personal vaccine support services (i.e. setting up vaccine appointments for members).

Robust Outreach

A robust outreach program not only effectively communicates vaccine education to community members, but also has internal resources to personally help members navigate the entire vaccination process.

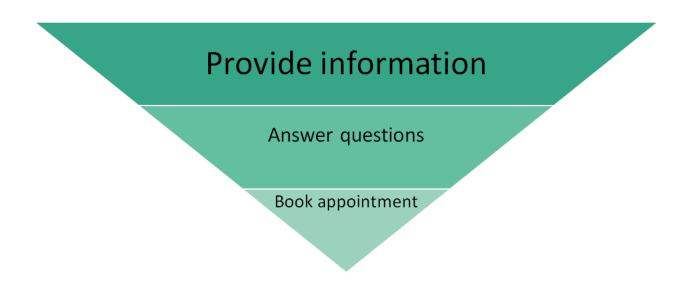
Determining the right outreach approach

Use this chart to determine the best approach for your organization. All levels of outreach will require some staff/volunteer time and organizational capacity to communicate with community members. More robust outreach will require additional time and capacity to provide other services.

Do we have	Simple Outreach	Robust Outreach
Contact information for our community members (or ability to collect contact information)		
Channels we already use to communicate with our members and/or ability to		

easily set up communication channels (eg newsletter, website, email)	
Staff or volunteers who can research and communicate vaccine information	
An easy way for community members to contact us	
Staff or volunteers available to respond to inquiries	
Staff or volunteers who can act quickly to sign up community members for vaccines when appointments become available	

Visualize Your Outreach



Step 2: How can my outreach program best serve the needs of my community?

Checklist of Community Needs (to be filled out by a community leader or a representative sample of the community): Once you identify community needs, you can better discern what your outreach program should focus on.

Lack of or limited digital literacy, or lack of technology (eg cell phone or computer)
Difficulty finding or identifying reliable information
Frustration over booking appointments
Navigating vaccination site with mobility limitations
Lack of or limited transportation options
Skepticism about the vaccine
Concerns about side-effects
Other

Step 3: What services will my outreach program provide?

Service Options

Next you will need to identify the outreach services you plan to provide. This may depend directly on the staff or volunteer support available within your organization.

Consider each of the following services. The more services offered, the more robust your outreach will become.

- Communicate vaccine information, including appointment eligibility and sign-up procedures
- Direct community members to other local organizations providing individual vaccine support (for example, in Portland, <u>Hollywood Senior Center</u> or <u>Multnomah County</u> <u>Libraries</u>)
- Make vaccine appointments for members who are unable to navigate the system on their own or with the help of a family member/support person
- Link members with local ride services
- Provide follow-up checks after vaccination

Section II. Setting Up Your Outreach Program

Key Tasks and Roles for Your Outreach Program

Visualize Your Staffing



Depending on your outreach approach, you will need staff and/or volunteers to take on the following roles.

Simple and Robust Outreach Models:

- Information Coordinator (in the Portland Metro area, this role should be combined with the Communications Coordinator, as The Madeleine's information base and alerts fulfill information gathering needs)
 - Watch for updates on The Madeleine website and linked hot sheet at <u>www.themadeleine.edu/vaccine</u>
 - Send an email to <u>vaccine@themadeleine.edu</u> with your text number so that you can be notified immediately of appointment slot openings
 - Share vaccine appointment openings with Communications Coordinator and Appointment Coordinator
 - Email <u>vaccine@themadeleine.edu</u> any information you think The Madeleine website is missing

(for those outside the Portland Metro area)

- Identify vaccination sites, appointment lines, and websites to gather information like those on The Madeleine website at <u>www.themadeleine.edu/vaccine</u>
- Read the news daily for important information impacting the vaccination process

- Get first-hand reports from vaccination locations, including information about lines, wheelchair/escort services, bathrooms, and accessibility for those with limited mobility
- Share this information with Communications Coordinator and Appointment Coordinator
- (2) **Communications Coordinator -** manages outreach program communications and vaccine support services for all members

To members WITH email and web access

- Send an email blast describing the services you plan to provide and offer information about the vaccination process
- Consider setting up a dedicated phone number and email account for vaccine inquiries
- If vaccination appointment booking services are offered, send member fillable web form to collect necessary appointment information (Robust Outreach only)
- Send email blasts as vaccine appointments open up for those who wish to book on their own

To members WITHOUT email and web access

- Include a vaccine outreach announcement in a direct mailer, bulletin, newsletter, or flyer
- If vaccination appointment support services will be offered, identify those members in need of support

Robust Outreach Model Only:

- (3) **Appointment Coordinator -** If vaccine booking support services are offered.
 - Complete training of staff and volunteers working to directly assist members with the vaccination appointment process. Consider having your team call members without email or web access to offer services. <u>Training tools</u> include:
 - Phone call scripts
 - Intake information collection web form and script
 - Vaccination site descriptions and selection process
 - Ride service options to get to and from vaccine sites
 - Vaccine appointment confirmation emails
 - What to expect at vaccine appointment information
 - Follow-up communication plan
- (4) **Post Vaccine Coordinator** (perhaps an established homebound outreach person)

- Work with Communications Coordinator to identify those members in need of post-vaccine support
- Identify volunteers willing to make follow-up calls and perhaps bring comfort foods or other assistance to your members
- Consider referring to other programs within your organization or to external programs, such as <u>Ride Connections</u>, <u>Store to Door</u>, <u>Meals on Wheels</u>, for ongoing outreach

Section III. Tools for Launching Your Outreach Program

Step 1: How will I tell my community about our outreach program?

Use these templates for different communications options. You will want to use some or all of the following communication channels:

- Email blasts
- Social media posts
- Phone calls
- Direct mailers
- Flyers
- Posters

For additional templates, see CDC Community Based Organizations Toolkit.

Simple Outreach Model:

SAMPLE BULLETIN/NEWSLETTER ANNOUNCING SIMPLE OUTREACH PROGRAM:

Information about how to get the Covid-19 vaccine changes often, and it's hard to know how to sign up for your turn. Here are a few easy ways that you and other *[members of your organization]* can make sure you have all the information you need to get a vaccine appointment.

- Visit this user-friendly website to see all the information you need in one place. You'll find
 info about where to get a vaccine, how to sign up, and how to get ready for your
 appointment, including information for those with mobility limitations:
 www.themadeleine.edu/vaccine
- Call the Hollywood Senior Center for information and assistance: 503-288-8303; staff@hollywoodseniorcenter.org
- Visit your local library or contact a librarian here: 503.988.5123 by library email contact form
- [insert other resources tailored to your community]

Please let others in our *[organization name]* community know about these resources and offer to lend a hand. Together we will help keep our community strong and healthy!

SAMPLE SOCIAL MEDIA POST:

Vaccination works better when all of us at [your organization] do it together. Join us to spread hope and get vaccinated today! Any questions? Contact us at [email, direct message, and/or phone number].

Robust Outreach Model:

SAMPLE BULLETIN/NEWSLETTER ANNOUNCING ROBUST OUTREACH PROGRAM:

Our new Vaccine Outreach Program offers assistance to members of [your organization] in navigating the vaccination process. If you are in need of help getting a vaccine appointment, arranging a ride to the vaccination center, or simply have questions, we are here for you in the coming months. Contact us at [contact email and/or phone number]. Here is a user-friendly website consolidating vaccination eligibility, benefits, and locations in the Portland metro area, including information for those with mobility limitations: www.themadeleine.edu/vaccine

SAMPLE EMAIL BLAST INTRODUCTION:

Dear fellow [member],

I'm [name], a member of [your organization]. As you may already know, we have formed a Vaccine Outreach Program offering assistance to navigate the vaccination process. If you need help getting a vaccine appointment, arranging a ride to the vaccination locations, or simply have questions, we will do our best to help you in the coming months. Our email is [your vaccine email]. We can also be reached via the [organization's] office [phone number]. Here is a user-friendly website listing vaccination eligibility, benefits, and locations in the Portland metro area, including detailed information for those with mobility limitations: www.themadeleine.edu/vaccine

SAMPLE SOCIAL MEDIA POST:

Vaccination works better when all of us at *[your organization]* do it together. Join us to spread hope and get vaccinated today! Any questions? Contact us at *[email, direct message, and/or phone number]*.

Sample Outreach Flyer



VACCINE OUTREACH

FEBRUARY 22, 2021

We can help you get a COVID-19 vaccine!

- Understand your eligibility
- Understand your options
- Find information
- Book appointments
- Answer questions

In Partnership With



Covid-19 Vaccine Information

Vaccine Appointment Assistance

Store to Door's new Vaccine Outreach Program, in partnership with The Madeleine Parish & School, offers assistance in navigating the vaccination process. We can help you book an appointment and answer questions.

Helpful websites:

- www.themadeleine.edu/vaccine for vaccine location, contact, and benefits information, and information for those with limited mobility
- covidvaccine.oregon.gov for the state's main portal

Currently Eligible (as of February 22, 2021)

- · Adults age 70 and older
- Groups 1a, 1b1, and 1b2, including, but not limited to, "paid or unpaid caregivers (including parents or foster parents) of medically fragile children or adults who live at home" and "adults and age-eligible children who have a medical condition or disability who receive services in their homes."

Upcoming eligibility:

• Adults age 65 and older: March 1, 2021

Did you know?

- Covid-19 vaccines are free of cost. While you might be asked for your insurance information when you get the COVID-19 vaccine, you can still get the vaccine if you do not have insurance.
- CDC reports Covid-19 vaccines are **safe and effective**
- CDC reports you can help stop the pandemic by getting a vaccine when you are eligible
- See the CDC website for more about the benefits of the vaccine: www.cdc.gov/coronavirus/2019ncov/vaccines



Step 2: What information will I provide to my community?

Here is a sample of resources you can provide through your outreach program. Your organization can identify the best resources to provide for your community (consult the Community Needs Checklist for guidance).

Helpful Websites

Below is an example of the resources provided with the toolkit. Ultimately a personalized resource page will be constructed for use by individual organizations and their volunteers.

- COVID-19 Vaccine in Oregon
- Portland Metro Information
 - The Madeleine Vaccine Information Site
 - Multnomah County Covid-19 Vaccine Site
- Helpful CDC Websites
 - <u>CDC Community Based Organizations Toolkit</u> this site has additional resources including social media messaging ideas, communication templates and printable posters and flyers available in multiple languages
 - Key Things to Know About Covid Vaccines (CDC)
 - What to Expect from Your Appointment to Get a Covid-19 Vaccine (CDC)
 - The Benefits of Getting Vaccinated (CDC)
- Transportation services
 - <u>Ride Connection Oregon</u> Ride Connection serves older adults and people with disabilities in Clackamas, Multnomah and Washington counties (Mon-Fri). Call 503-226-0700
 - <u>TriMet Lift Paratransit</u> TriMet LIFT is a service for people who are unable to use regular buses and trains due to a disability or disabling health condition.
 Individuals should be enrolled before scheduling. Call 503-962-8000
 - Non-emergent Transportation for Oregon Health Plan Members in Metro Area
 - Ride to Care For Health Share members call 855-321-4899
 - MTM For Trillium members call 877-583-1552
 - Well Ride For Yamhill Community Care members call 844-256-5720
 - Tri-County MedLink For all other members call 866-336-2906
- Medical Equipment Rentals
 - Shamrock Medical (starting at \$7.50/day)
 - <u>All in One Mobility</u> (\$15/day)

Vaccine Site Descriptions

Convention Center:

- Pros: potential personal assistance and wheelchairs available, more easily navigated restrooms than the drive-through site, best location when using a ride service
- Cons: You need to be able to transfer from car to wheelchair; escorts and wheelchairs are not guaranteed to be available (so you might consider renting one, see <u>rental information</u>

Description: Although drop-off at the entrance on Martin Luther King Jr. Boulevard is available (and wheelchairs should be on hand to borrow at all entrances), they encourage people to park in the Oregon Convention Center garage because they have a process in place to transport anyone with mobility limitations to the vaccination site. Those with mobility limitations can be dropped off at the elevator entrance inside the parking garage, where friendly assistants in yellow vests personally escort you from the parking garage through the entire vaccination process and back to the parking garage. The service can speed up the process, as wheelchairs are allowed to bypass some lines, but sometimes there is a wheelchair backup at the elevators since each ride can accommodate only two wheelchairs. Also, such service and wheelchairs are not guaranteed and might be in demand. Escorts' availability to help from the parking lot level is sometimes limited. If you are parking and need assistance, you can try to flag a yellow vest to help. If you don't park in an accessible parking spot or are not able to be dropped off, you may need to navigate up an incline within the parking garage to reach the elevator vestibule, where they often have wheelchairs available for use. You may prefer to rent a wheelchair or rollator with a folding seat (be sure to label it with your name and phone number). They encourage caregivers to be part of the process and recommend only one caregiver per person to come inside. If your caregiver decides to wait in the car, make sure you have their phone number as a contact. IMPORTANT: make sure to schedule your second dose before leaving. If you use a yellow-vested escort to assist you, make sure they take you to the rescheduling station on your way out, since you may not go past it via the elevator system.

Portland Airport Drive-through location:

- Pros: You do not need to exit your car to get your injection; plenty of volunteers are on site to help direct you through the process
- Cons: May require waiting times of two hours or more. The bathrooms are port-a-potties scattered throughout the site, some of which are accessible. It may be difficult to get out of the car line to pull up close to some of the port-a-potties. Be sure to bring warm clothing in case you need to wait in your car for a long period of time, keeping in mind that you may be required to turn off your engine.

Description: Located in a large parking lot near PDX, you drive through a series of checkpoints, some of which are covered by a tent. The last checkpoint is for the actual vaccination, and it takes place within a heated drive-through tent. You can either roll down your window or open your door to get the injection. Try to sit by a window or door with easy access to the arm that you

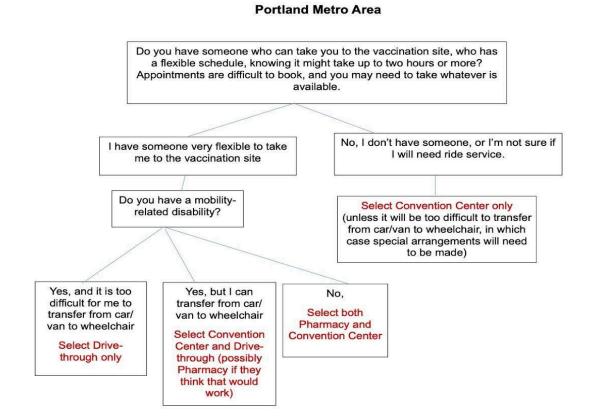
want your injection (or be able to turn around in your seat to access that side). After injection, you are held for 15-30 minutes for observation in a car line. If you have ever been on a car ferry, the experience is similar to getting on and off.

Pharmacy (various locations):

- Pros: Depending on location, might be able to lean on a shopping cart to assist you getting to the pharmacist for injection; likely to have accessible bathrooms
- Cons: If you are using a ride service, they may not be able to wait for you while you get your injection

Decision Tree to Help Determine the Best Vaccination Site

Vaccine Site Decision Tree:



CDC Resources



Vaccines (shots) are one of the tools we have to fight the COVID-19 pandemic.



To stop this pandemic, we need to use all of our prevention tools. Vaccines are one of the most effective tools to protect your health and prevent disease. Vaccines work with your body's natural defenses so **your body will be ready to fight the virus**, if you are exposed (also called immunity). Other steps, like wearing a mask that covers your nose and mouth and staying at least 6 feet away from other people you don't live with, also help stop the spread of COVID-19.

Studies show that COVID-19 **vaccines are very effective** at keeping you from getting COVID-19. Experts also think that getting a COVID-19 vaccine may help keep you from getting seriously ill even if you do get COVID-19. These vaccines cannot give you the disease itself.



The vaccines are safe. The U.S. vaccine safety system makes sure that all vaccines are as safe as possible. All the COVID-19 vaccines that are being used have gone through the same safety tests and meet the same standards as any other vaccines produced through the years. A system in place across the entire country that allows CDC to watch for safety issues and make sure the vaccines stay safe.



Different types of COVID-19 vaccines will be available. Most of these vaccines are given in two shots, one at a time and spaced apart. The first shot gets your body ready. The second shot is given at least three weeks later to make sure you have full protection. If you are told you need two shots, make sure that you get both of them. The vaccines may work in slightly different ways, but all types of the vaccines will help protect you.



www.cdc.gov/coronavirus/vaccines

CDC | NCIRD | COVID-19 Vaccines





The vaccines may cause side effects in some people, like sore muscles, feeling tired, or mild fever. These reactions mean the vaccine is working to help teach your body how to fight COVID-19 if you are exposed. For most people, these side effects will last no longer than a day or two. **Having these types of side effects does NOT mean that you have COVID-19**. If you have questions about your health after your shot, call your doctor, nurse, or clinic. As with any medicine, it is rare but possible to have a serious reaction, such as not being able to breathe. It is very unlikely that this will happen, but if it does, call 911 or go to the nearest emergency room.

When you get the vaccine, you and your healthcare worker will both need to wear masks.

CDC recommends that during the pandemic, people wear a mask that covers their nose and mouth when in contact with others outside their household, when in healthcare facilities, and when receiving any vaccine, including a COVID-19 vaccine.



Even after you get your vaccine, you will need to keep wearing a mask that covers your nose **and** mouth, washing your hands often, and staying at least 6 feet away from other people you do not live with. This gives you and others the best protection from catching the virus. Right now, experts don't know how long the vaccine will protect you, so it's a good idea to continue following the guidelines from CDC and your health department. **We also know not everyone will be able to get vaccinated right away, so it's still important to protect yourself and others.**

Embed Our Vaccine Information Page into Your Organization's Website

We created a tool for you to embed our vaccine information website into your organization's own website. Your website will then benefit from our continuous updates: when we make updates to our website, it will update immediately on your site.

The information is embeddable via IFRAME tag. For more information and technical assistance, email your request to <u>vaccine@themadeleine.edu</u>.

Step 3 (Robust Model Only): How do I get the information I need to assist with vaccine scheduling?

VACCINE APPOINTMENT SCHEDULING INTAKE PHONE SCRIPT/WEB FORM

There are two ways to collect the intake information you need when scheduling a vaccine appointment.

WEB FORM: The web form allows multiple staff/volunteers access to the same online collection tool. The form doubles as a phone script. On the backend, this process allows generation of a spreadsheet for ease in booking appointments and reviewing all collected data. See a sample of this <u>webform here</u>.

MANUAL PHONE SCRIPT/INTAKE FORM: If you would like to use a manual intake form we are happy to work with you to create a customized phone script and intake form that will capture the data you need to make vaccine appointments for your members. <u>See a sample of this phone</u> script and intake form.

VACCINE APPOINTMENT CONFIRMATION EMAIL/PHONE SCRIPT

Dear [name],

We are pleased to inform you that we have booked your first vaccination appointment:

[date and time]

[location]

You will likely book the appointment for your second dose when you arrive at your first appointment. Be sure to ask when you get your first dose about scheduling the second dose appointment.

Prepare for Your Appointment

In general, you should prepare to wait up to two hours or more and anticipate bathroom limitations, food, hydration, and other personal needs.

What to bring to your vaccine appointment? Follow official instructions given by vaccination site, but usually this includes:

- photo ID
- confirmation of appointment (either a print out or on your phone or confirmation number, though they can look it up for you there): be sure to double-check the date before leaving your home
- insurance card (if you have insurance); vaccine is free of cost to everyone
- <u>mask</u> (or, better, two masks or implement other mask improvements)
- mobility-assistance equipment, labeled with your name (rentals from <u>Shamrock Medical</u> starting at \$7.50/day or <u>All in One Mobility</u> at \$15/day)
- vaccination card (if your second dose)
- Emergency contact information (could be the number of the person waiting for you)
- Prepare to open windows while riding in a car with others during COVID (NYT)

See also: What to Expect from Your Appointment to Get a Covid-19 Vaccine (CDC)

Here is more detailed information about your vaccination site [cut and paste the relevant site description from the <u>Vaccine Site Descriptions</u> below].

Need more help? Please contact me with any further questions.

Sincerely,

[Your name, organization, and contact information]

INFORMATION IN THIS EMAIL IS MEANT TO ASSIST YOU IN YOUR VACCINE PROCESS AND IS ACCURATE TO THE BEST KNOWLEDGE OF OUR VOLUNTEER ORGANIZERS. IT CANNOT BE CONSTRUED AS PROFESSIONAL ADVICE. PLEASE CONSULT YOUR HEALTHCARE PROVIDER WITH QUESTIONS ABOUT THIS OR ANY VACCINE. MANY LINKS GO TO EXTERNAL SOURCES, AND WHILE WE HAVE DONE OUR BEST, WE CANNOT TAKE RESPONSIBILITY FOR ANY INFORMATION YOU FIND THERE. THE INFORMATION ON THIS PAGE IS PROVIDED ON AN "AS IS" BASIS WITHOUT ANY WARRANTY OR CONDITION, EXPRESS, IMPLIED OR STATUTORY. WE CANNOT WARRANT OR GUARANTEE THAT THE CONTENTS OF THIS PAGE WILL BE ACCURATE, UP-TO-DATE OR OTHERWISE RELIABLE. READERS WHO ACCT ON THIS INFORMATION DO SO AT THEIR OWN RISK

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INFORMATION IN THIS TOOLKIT IS MEANT TO ASSIST YOU IN YOUR VACCINE PROCESS AND IS ACCURATE TO THE BEST KNOWLEDGE OF OUR VOLUNTEER ORGANIZERS. IT CANNOT BE CONSTRUED AS PROFESSIONAL ADVICE. PLEASE CONSULT YOUR HEALTHCARE PROVIDER WITH QUESTIONS ABOUT THIS OR ANY VACCINE. MANY LINKS GO TO EXTERNAL SOURCES, AND WHILE WE HAVE DONE OUR BEST, WE CANNOT TAKE RESPONSIBILITY FOR ANY INFORMATION YOU FIND THERE. THE INFORMATION ON THIS PAGE IS PROVIDED ON AN "AS IS" BASIS WITHOUT ANY WARRANTY OR CONDITION, EXPRESS, IMPLIED OR STATUTORY. WE CANNOT WARRANT OR GUARANTEE THAT THE CONTENTS OF THIS PAGE WILL BE ACCURATE, UP-TO-DATE OR OTHERWISE RELIABLE. READERS WHO ACT ON THIS INFORMATION DO SO AT THEIR OWN RISK.

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