



## **Increasing Vaccination Rates and Confidence in Staff and Essential Care Partners in Long Term Care: Recommendations, Resources and Lessons Learned from [Perley and Rideau Veteran's Health Centre](#) (Ottawa, Ontario)**

**1. Increase Vaccine Confidence.** Here are some strategies used at Perley and Rideau Veteran's Health Centre to improve vaccine understanding and confidence:

- Partner with a team of inter-professional staff and essential care partners with diverse cultures and perspectives. Empower the team to champion vaccination with their peers and others by:
  - Providing information about the safety and effectiveness of the vaccine
  - Answering questions and addressing concerns about vaccines
  - Describing how the vaccine can improve health and safety outcomes for them
  - Describing how the vaccine can improve the health and safety outcomes for others
- Provide accessible information and education to promote understanding of the safety, effectiveness and benefits the vaccine can provide the person and others.
- Amplify the influence of people who have received the vaccine. Collect and share their stories – including the reasons they chose to get vaccinated – through multiple communication channels, including social media and local news. Empower them to help others make an informed decision to get the vaccine.
- Make it normal. Ensure that trusted leaders, essential care partners and staff receive the vaccine. Have materials for them to proudly share that they received the vaccine if they chose.
- Convene group and 1:1 meetings to support people to make an informed choice that's right for them. In discussions, identify how people feel about the vaccine. Acknowledge and validate concerns while providing information about the science and facts around safety and effectiveness.

**2. Have a system to track vaccination rates for staff and essential care partners.** This will allow your team to monitor uptake and adjust your vaccination program as necessary.

**3. Remove barriers that may make it difficult to get the vaccine.** Offer vaccination at the workplace if possible. Provide paid leave or flexible scheduling to give people time to travel to and from offsite vaccine appointments. Offer a variety of appointment times and ask people to choose the time that works for them. Cover the cost of transportation to and from the appointment and parking as necessary.



**4. Consider if a vaccine opt-out process is appropriate for your organization.** Have a trusted and respected team member meet with people who express hesitancy to identify their questions, acknowledge and validate concerns while providing information about the safety, effectiveness, and benefits getting the vaccine can provide for the person. A safe, supportive conversation can help to ensure everyone makes a fully informed choice that is right for them. If the person declines the vaccine, have them sign a declination form that acknowledges the risks for them and for others if they do not receive the COVID-19 vaccine. Give staff the opportunity to reconsider this decision in the future.