

# Practical Approaches for Discussing COVID-19 Vaccines with Clients





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# Agenda

- Techniques & approaches for a productive conversation about COVID-19 vaccines with clients
- Parents' concerns about the vaccine – example from New Jersey
- Practice answering questions
- Q&A

**Type in the chat:** in a few words, how do you feel when clients ask you questions about the COVID vaccine for children?

# Conversation Guides



## Talking about COVID-19 vaccines while building trust

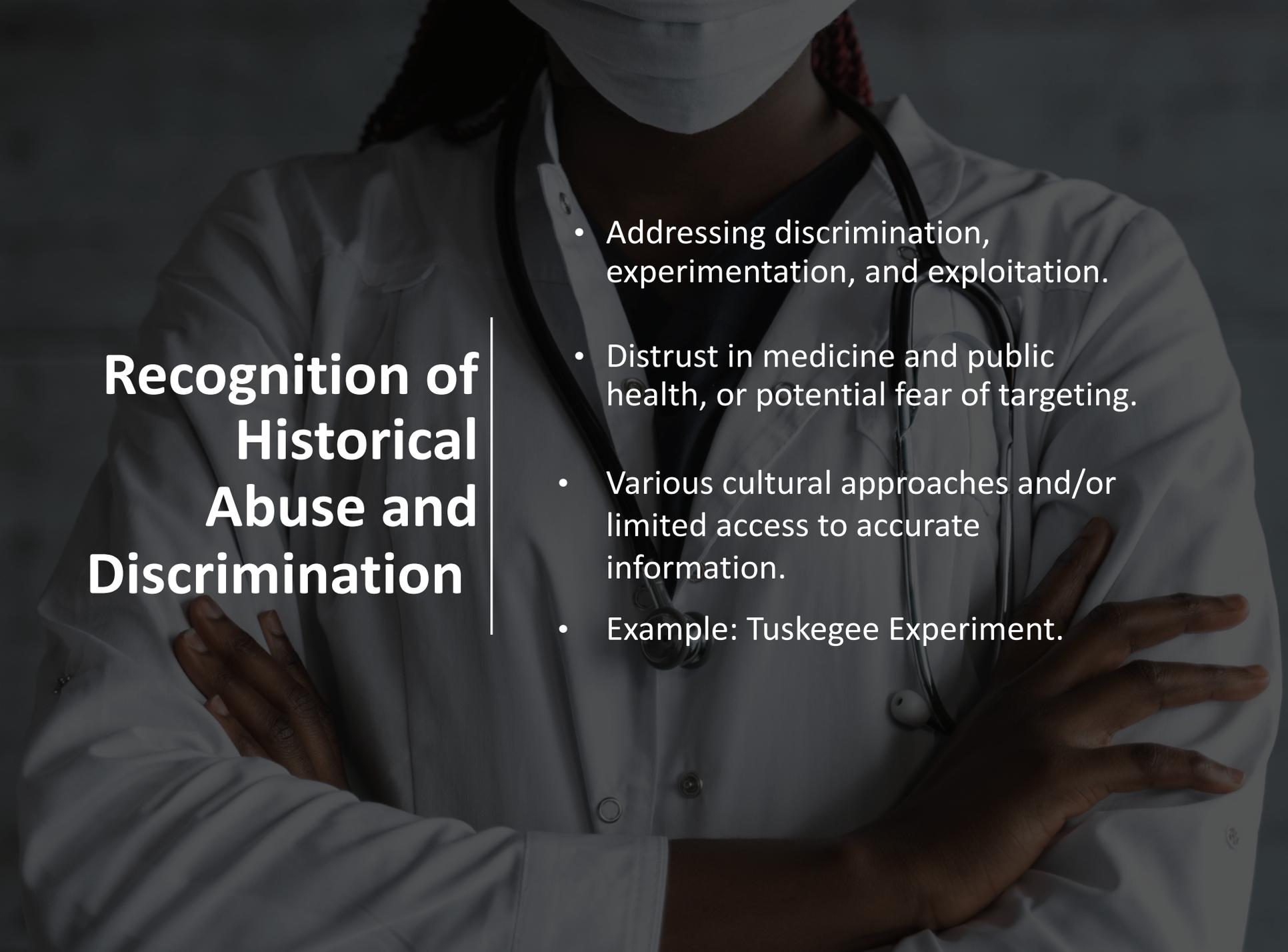
Dispelling myths and alleviating apprehensions around vaccination requires a trusted relationship and a safe, non-judgmental environment for individuals to voice their concerns and ask questions. These guides equip readers with the skills to answer questions about COVID-19 vaccines and participate in conversations with others, ultimately supporting vaccine confidence in their communities.

### Vaccine Resource Center

- [Vaccine Central](#)
- [Fact Sheets](#)
- [Conversation Guides](#) \*
- [Campaigns](#)

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<https://nrcrim.org/vaccines/conversation-guides>



# Recognition of Historical Abuse and Discrimination

- Addressing discrimination, experimentation, and exploitation.
- Distrust in medicine and public health, or potential fear of targeting.
- Various cultural approaches and/or limited access to accurate information.
- Example: Tuskegee Experiment.

## TIPS FOR APPROACHING THE CONVERSATION: NORTH

N	O	R	T	H
Normalize	Open-Ended	Resources	Together	Honest
Assure clients that it is <b>normal</b> to have these questions and concerns.	<p>Ask <b>open-ended</b> questions to better understand concerns.</p> <p>Note: If a client shares incorrect information, do not correct them. Avoid repeating misinformation.</p>	Share culturally & linguistically appropriate <b>resources</b> from trusted, reputable sources.	Work <b>together</b> . It isn't your job to convince the client to get the vaccine. Instead, you should work together to ensure the client has the accurate information they need to make the best decision for themselves and their family.	<p>Be <b>honest</b>. You can share personal experiences and/or reasons why you chose to get the vaccine.</p> <p>It is okay not to know all the answers! You can offer to help look for resources.</p>



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# Parents' concerns about the vaccine – survey from our New Jersey office

# Survey of parents about the COVID-19 vaccine for children

Two language groups: Arabic & Swahili

Parents were divided on whether to vaccinate or not

Long-term effects of vaccine on children

Are vaccines mandated for school re-opening?

Low stats on COVID-19 cases in children



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# Practice answering questions about the vaccine



**Q: Do my children and I still need to get the COVID vaccine?**

Type in the chat: What concerns might you have with responding to these questions?

N	O	R	T	H
Normalize	Open-Ended	Resources	Together	Honest
				

- Case manager does not tell client what to do.
- Demonstrates role as trusted, honest source.
- Shares his personal experience.
- Encourages client to do what is best for her and her family.
- Offers to share resources.



**Q: Concerns about long-term effects**

Type in the chat: What concerns might you have with responding to these questions?

N	O	R	T	H
Normalize	Open-Ended	Resources	Together	Honest
				

- Asks open-ended question and normalizes her concerns.
- Does not repeat the myth. Instead counters with the facts.
- Does not tell client she is “wrong” or misinformed.
- Shares the risk of children getting sick with COVID-19 vs the vaccine – this will depend on case managers’ comfort levels and knowledge about what topics may upset clients.



**Q: What are the short-term side effects?**

Type in the chat: What concerns might you have with responding to these questions?

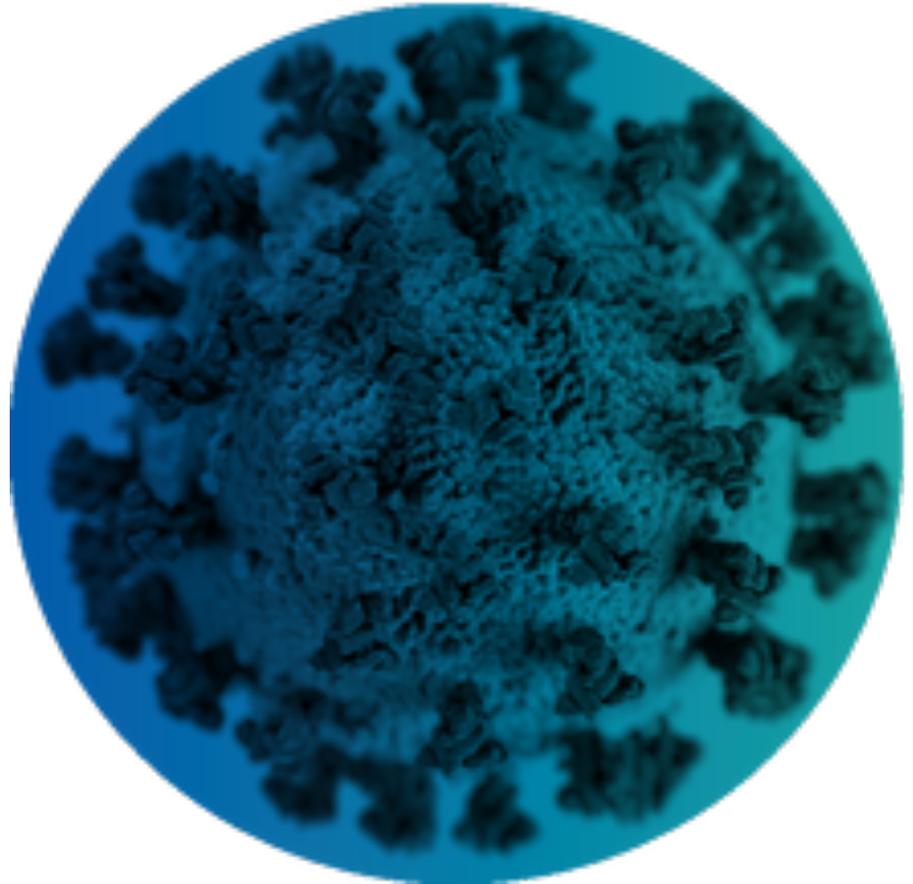
N	O	R	T	H
Normalize	Open-Ended	Resources	Together	Honest
				

- Normalizes her concerns.
- Practices empathetic listening about client's concerns.
- Repeats key messages in slightly different ways.

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**Q: What is the Delta variant? Will the vaccine protect me & my children against these variants?**

**Type in the chat: How would you answer?**



N	O	R	T	H
Normalize	Open-Ended	Resources	Together	Honest
				

- Builds trust.
- Acknowledges he is not an expert and that he's heard this information from reputable sources.
- Stays within his knowledge base.



Type in the chat: What are materials you might need in answering these questions?

**Q: Is the COVID-19 vaccine mandatory for school and after school activities?**

**Q: Will my children have to wear masks at school?**

N	O	R	T	H
Normalize	Open-Ended	Resources	Together	Honest
				

- Normalizes the questions about masks.
- Non-judgmental response helps client feel safe to bring concerns.
- Up to date on latest guidance, offers to help contact the school and is honest about what he knows and doesn't know.



**Q: If I do decide to  
vaccinate my children,  
which vaccine should I  
choose?**

**Type in the chat: How  
would you answer?**

N	O	R	T	H
Normalize	Open-Ended	Resources	Together	Honest
				

- Offers to share reputable resources in client's language → facilitates self-learning and autonomous decision making.
- Shares facts while staying within knowledge base as non-clinician.

# Key Takeaways

We are here to support you in getting:

- *Accurate Information*
- *From trusted sources*
- *So you can make the right decisions for yourself, your family, and your community*

Non-judgmental

Curious

Non-coercive

Conduit

Multiple  
engagements



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# Q & A