

Phone Script for Approaching Apartment Complexes about Vaccine Clinics

Agencies working to prevent the spread and impact of COVID-19 across RIM communities by eliminating practical and physical barriers to vaccination. One very successful way is to bring vaccines to people's homes by partnering with apartment complexes to host vaccine clinics. Bringing vaccines to apartment complexes not only makes it easier for individuals to access vaccinations, but also helps apartment managers keep their complexes healthy and safe. Below is a sample script that organizations can reference when reaching out to potential apartment complex partners.

Tips:

1. This is just an example. Feel free to go through the below script and make it relevant for your setting.
2. If you need ideas for how to identify apartment complexes, reach out to your local resettlement agency. They will likely know which complexes have higher numbers of resettled refugees and immigrants based on their experience. Resettlement agencies also have formed partnerships with apartment complexes over the years and may be able to help link you with appropriate contacts and help make the case for why a clinic is needed.

Background*

**Adapt as necessary if your organization already has a relationship with the apartment complex.*

Hi [insert contact name/apartment complex name]. My name is [name], and I work with [insert name of organization]. The [insert name of organization and 1-2 brief sentences about the work your organization does within the local community].



The International Rescue Committee helps people whose lives and livelihoods are shattered by conflict and disaster to survive, recover and regain control of their future.

The National Resource Center for Refugees, Immigrants, and Migrants (NRC- RIM) is funded by the U.S. Centers for Disease Control and Prevention to support state and local health departments working with RIM communities. Learn more at nrcrim.umn.edu. Last update: 09/03/2021.

Ask

[Name of Agency] is working to prevent the spread of COVID-19 in our community by partnering with apartment complexes to host vaccine clinics. This makes it easier for those who want to get vaccines to do so without additional barriers like transportation. It also helps keep our community, and your apartment complex, healthy and safe.

[If applicable, provide a brief example of a recent, successful vaccine event partnership in the local community to indicate 1) Visibility, what other apartment complexes have you partnered with? What did the partnership entail 2) Feasibility, was it successful and what made it successful?]

For example, "on June 26th, St. Alphonsus Hospital hosted a vaccine clinic at another apartment complex called Civic Plaza. The accessible location and gift card incentives from Blue Cross Idaho made the clinic a huge success with XXX people vaccinated!"

Our agency facilitates the connection with the medical provider, drafts and translates all the messaging, promotes the event, and provides language support (interpretation/translation). We also ensure that all service regulations and safety measures are in place.

Questions

Are you interested in finding out more about what it would take to have [insert name of 1-2 local healthcare organizations] provide a vaccination clinic at your apartment site?

If yes:

1. Who would be the best person to act as a point person for coordination on the logistics?
2. Do you have any special needs/requirements?
3. Would you allow door knocking and/or leaving flyers in the weeks preceding the clinic?
4. What days/times would work well for you and your apartment complexes?

Thank you for your time and interest! I will be following up with you shortly via email to summarize our conversation, get your questions answered and discuss next steps. Looking forward to speaking soon.

If no:

Thank you for your time. We really appreciate it.



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Common Questions and Responses

1. Why are you reaching out to my apartment complex?

We're particularly interested in reaching those who identify as being from refugee, immigrant and migrant communities. We believe that many people from those communities live in your apartments. However, the vaccines would not just be for refugees and immigrants. Anyone who wants one who is of the currently approved ages can get vaccinated at our clinics.

2. What will you do if someone has a bad vaccine reaction at my complex?

Anyone vaccinated at our clinics is requested to wait at least 15 minutes afterwards to ensure there are no negative reactions. They will be observed by the healthcare providers from [name of partner healthcare agency]. If someone has a bad reaction those healthcare providers will provide care. Anyone vaccinated will also receive instructions about what to do if they experience side effects after leaving the clinic site.

3. Will I be liable if someone has a bad reaction at my complex?

You will not be liable if someone has a bad reaction at your complex. Because [Name of partner healthcare agency] are the ones administering the vaccinations, any issues would be covered under their liability insurance. We have successfully partnered with [names of other apartment complexes] who were all covered under [Name of partner healthcare agency]. If you would like I can have [Name of partner healthcare agency] share more specifics about how this works with their insurance.

4. I don't want people here to feel like they are being pushed to get the vaccine?

It's really important to us that no one feels forced to get the vaccine at our clinic against their will. We recognize each person's human dignity and ability to make decisions for themselves. That's why we're very careful to only provide fact-based information and to emphasize in our messaging that those who are interested are welcome to get the vaccine. We're also very open to having conversations with those who are hesitant and discussing people's concerns if they ask to discuss this. If you would like, I can share with you the kinds of flyers and messages we use when we've promoted vaccine clinics at other apartment complexes.



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