Hello, this is (your name), I am a Community Health Worker calling from [name of your organization]. I am calling today to talk to some of our clients about COVID vaccines and some of our services. Is now an ok time to talk?

Great, thank you. First of all, we want to make sure our clients know that [your organization’s] Community Health Workers are here to reduce COVID, offer COVID services, and make sure everybody has access to good information. We are not here to tell you what decisions you should make. Only you know what is best for you.

Are you interested in getting a COVID vaccine?

Yes

No

Do you have transportation?

No

Yes

Have you already been vaccinated?

No

Yes

The health of our community is very important to us, and I want to make sure you have the best information for you to make your decisions. Is it ok if we schedule a time for a community health worker to meet with you at your home to go over some information about the vaccine with you?

What is the best day of the week and time for us to schedule a visit to your home?

Write date and time on contact sheet

Thank you and have a great rest of your day

Ok, I will forward your name and phone number to a team member from [your organization] who will contact you to help you schedule an appointment for the vaccine and set up transportation

Write that the client needs help to set up an appointment and transport on the contact sheet

Thank you and have a great rest of your day

Ok, I will text you a list of this week’s vaccine sites. No ID, appointment or insurance are needed at these sites. When you arrive, make sure to ask for interpretation and it will be provided to you.

Is it ok if we collect some information from you about that? It helps us learn how we can best serve our clients.

What is the best day of the week and time for us to call back on contact sheet

Thank you and have a great rest of your day

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