

COMMUNITY PLAYBOOK

Cook County Invites You to Host a Mobile Vaccination Clinic



COOK COUNTY
HEALTH



COOK COUNTY
GOVERNMENT



TABLE OF CONTENTS

I. INTRODUCTION/ GENERAL INFORMATION	3
II. VACCINE TYPE: CONSIDERATIONS FOR YOUR EVENT	4
III. MOBILE AND POP-UP VACCINATION CLINIC OPTIONS	5
1. Host a clinic at your site (choose your audience — open vs. closed)	
2. Have a vaccine pop-up at your event	
3. Promote vaccine pop-up in your community (identify site for pop-up and coordinate promotion)	
IV. VACCINATION CLINIC SITE READINESS CHECKLIST	6
V. GENERAL ROLES/RESPONSIBILITIES	7
VI. WHAT TO EXPECT ON THE DAY OF VACCINATION CLINIC	9
VII. VACCINATION CLINIC PROMOTION AND OUTREACH	10
VIII. APPENDIX: VACCINATION CLINIC PROMOTION & OUTREACH RESOURCES	12



Introduction/ General Information

Thank you for your interest in helping get Cook County vaccinated. Cook County Department of Public Health (CCDPH) is looking forward to supporting you in hosting a vaccine clinic that matches your vision. CCDPH will match community partners to vaccine provider partners and coordinate implementation of vaccine events. This playbook offers guidance for supporting community partners in the implementation of a COVID-19 community vaccination site: vaccine provider coordination, vaccine education collateral, clinic set up and site parameters, communication collateral, and other relevant resources.



Vaccine Type: Considerations for Your Event



12+ YEAR-OLDS

.....
2 SHOTS 21 DAYS APART

Up to 42 days after 1st shot okay

Johnson & Johnson

18+ YEAR-OLDS

.....
ONE DOSE SHOT

Optimal for hosting vaccines at a single event

moderna

18+ YEAR-OLDS

.....
2 SHOTS 28 DAYS APART

Up to 42 days after 1st shot okay





Mobile and Pop-up Vaccination Clinic Options

WHAT IS YOUR VISION FOR WHO YOUR MOBILE VACCINATION CLINIC OR POP-UP VACCINATION SITE WILL SERVE?

- Would you like to host or co-host a clinic for only people associated with your organization(s) or event?
- Would you be open to hosting a clinic that is open to people who live and work in your community and neighboring communities?




WHO IS YOUR TARGET POPULATION?

- Youth (12-17)
- Adults 18+
- Seniors 65+
- All of the above

TYPE AND FORMAT

- Hosting a mobile/pop-up vaccination clinic at a community site/organization
- Hosting a mobile/pop-up vaccination clinic in conjunction with a community event at your site
- Promoting a mobile/pop-up vaccination clinic in your community through community canvassing, door-to-door outreach, etc

WHICH OF THE FOLLOWING TYPES OF MOBILE VACCINATION CLINIC ARE YOU MOST INTERESTED IN?

TYPE OF MOBILE/POP-UP VACCINATION CLINIC	 Host a Mobile/Pop-up Vaccination Clinic at Your Site/Organization	 Host a Mobile/Pop-up Vaccination Clinic in Conjunction with a Community Event	 Promote a Mobile/Pop-up Vaccination Clinic at a Site in Your Community
KEY CONSIDERATIONS AND INFORMATION	<p>Your organization wants to host a vaccination clinic at your site (indoor or outdoor). This can be for a targeted group of individuals affiliated with your organization, a partnered event with other organizations, and/or open to the community.</p> <ul style="list-style-type: none">• If planning to administer the Pfizer or Moderna vaccine, a second dose vaccination clinic will need to be planned for and scheduled by the day of the first dose vaccination clinic.	<p>Your organization wants to host a vaccination station at an upcoming community event (indoor or outdoor). This is typically a one-time event that serves a targeted audience in attendance of the event or the community at large.</p> <ul style="list-style-type: none">• If planning to administer the Pfizer or Moderna vaccine, a second dose clinic will need to be scheduled on the day of the first dose vaccine event.	<p>Your organization identifies a place to host a mobile/pop-up vaccination clinic. This is typically a well-known community site (e.g. grocery stores, churches, local businesses, etc.) and serves the community at large. You must obtain approval from host site.</p>

IV

Vaccination Clinic Site-Readiness Checklist

- ☐ A dedicated, private space that will only be used for vaccination during clinic (i.e. cannot use half of the lunch room)
- ☐ Allow for social distancing of staff and clients.
- ☐ One-way traffic flow is preferred (people enter through one door, and exit through a different door). If drive-thru, be mindful of one-way traffic flow of cars
- ☐ Observation area that allows for 6ft social distancing of chairs for people to wait post-vaccine
- ☐ Indoor or outdoor, weather-appropriate area (i.e. access to heating or AC, if indoors, access to tent/covering, if outdoors)
- ☐ Tables, chairs, and trash containers available for use by vaccination staff
- ☐ Ideally, access to the internet, and a printer/copier
- ☐ Easy access to restrooms and sinks for handwashing for vaccination staff only
- ☐ Parking space for vaccination staff and mobile vaccination van (as needed)
- ☐ One or two facility staff that can serve as host site point of contact to support clinic planning and assist with client management on-site the day of vaccination
- ☐ Security personnel on the premises/ coordination with local law enforcement to ensure patient, staff, vaccine, and supply safety





General Roles and Responsibilities

COOK COUNTY DEPARTMENT OF PUBLIC HEALTH (CCDPH)

- Encourage organizations to complete the [Mobile Vaccination Request Form/Process](#)
- Review Mobile Vaccination Request Form submission and assign sites to a vaccine provider partner
- Participate in planning meeting with host site/community partner and vaccine provider partner to review clinic planning and operations
- Coordinate any activities around vaccine education and awareness, as discussed with the organization hosting the mobile vaccine strategy
- Ensure that vaccine providers will bring all medical/vaccination staff, vaccine, and vaccine supplies to support vaccination
- Ensure pathway for follow up to set up second dose appointments, as needed

COMMUNITY PARTNERS HOSTING A VACCINATION CLINIC

- Assign a point-of-contact to coordinate efforts with CCDPH
- Complete the [Mobile Vaccination Request Form/Process](#)
- Participate in a call with CCDPH and the vaccine provider that CCDPH matches you with for your vaccine event
- Determine if indoor, outdoor, or drive-thru is the best fit for your clinic
- Plan for first and second dose vaccination clinics at your site or another location. If J&J used, no second dose clinic is needed. If Pfizer or Moderna used, a second dose clinic is needed
- Promote the mobile/pop-up vaccination clinic to your employees, community members, etc. This can include, but is not limited to, social media, outreach calls, text messages, in-person conversations, event details in existing communications such as newsletters
- Review site requirements with CCDPH and Vaccine Provider Partner
 - Allow for a site walk-through as requested by the vaccine provider and/or CCDPH
- Vaccine providers generally require at least 20 participants per mobile vaccination or pop-up clinic
- Pre-register interested participants in advance of the vaccination event is appreciated; walk-ups (participants that show-up without pre-registering) are also encouraged
- Ensure all those scheduled to get vaccinated are pre-registered two days before clinic date, and complete vaccine provider paper-based or electronic consent forms
- Let CCDPH know whether you intend to vaccinate youth under the age of 18 (some providers require parents to sign a consent form, other vaccine providers require a parent to be present at the vaccination site), and work with CCDPH to ensure any parental consent/participation is noted during pre-registration process
- Following the clinic, fill out a short CCDPH survey about experience hosting the mobile/pop-up vaccination clinic

CCDPH VACCINE PROVIDER PARTNERS SERVING AS MOBILE TEAM

- Coordinate a planning meeting with the host site to discuss clinic planning and operations, as needed
- Coordinate a site walk-through of community facility
- Provide host site with all required paperwork in languages needed by participants (e.g. consent forms, registration link/form, etc.)
- Bring all clinical staff, vaccine, and vaccine supplies to support vaccination
- Operate the mobile/pop-up clinic:
 - Set-up the clinical space
 - Collect and review completed consent forms
 - Address any questions about the vaccine and vaccine safety
 - Administer Vaccine to clients
 - Observe clients for adverse reactions
 - Dispose of all vaccine supplies in a proper manner
- Provide all vaccinated individuals with proof of vaccination (usually CDC vaccination card)
- Complete CCDPH surveys with data regarding the numbers of vaccines administered





What to Expect on the Day of the Vaccination Clinic

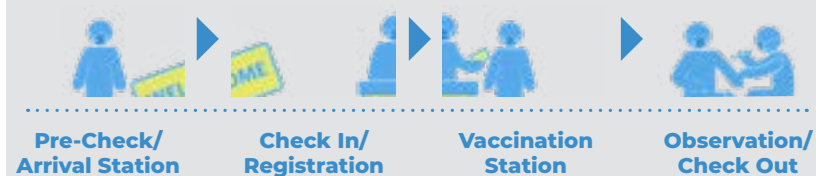


CCDPH, the vaccination provider, and community organizations can work together on the implementation of the vaccination clinic.

ADDITIONAL SITE AREAS MAY INCLUDE:

- Vaccination prep area
- Restrooms
- Parking
- Staff Break Room

The implementation of a vaccination site may vary depending on the provider,



CCDPH can also try to link the host site with an on-site physician to answer vaccine questions participants have in-person upon request.

IMPORTANT NOTE

As a reminder, the following guidelines should be followed by all staff at vaccination clinics operating within suburban Cook County. There are no exceptions, as these guidelines are critical to the ongoing health and wellbeing of our community.

IDs and insurance are NOT required to get the COVID-19 vaccine. Form of identification and/or proof of insurance are not an eligibility requirement to receive the COVID-19 vaccine. Please DO NOT demand that an ID or proof of insurance be provided for the patient to receive the COVID-19 vaccine.

COVID-19 vaccines should be administered to all, regardless of citizenship or resident status. No individual that is eligible to receive a COVID-19 vaccination should be turned away.

All vaccination clinic staff, including vaccine administrators and registration support, should make patients feel safe and welcome. Negative remarks about a patient's physical hygiene or appearance are not acceptable.



Vaccination Clinic Promotion and Outreach



This is an opportunity for Community Based Organizations (CBOs) to engage in vaccine education and outreach to address vaccine hesitancy. CBOs can work as ambassadors and trusted messengers to deliver sensitive messages to specific populations and identify volunteers to do direct outreach in the community.

To be successful, the education and outreach initiative should be done well ahead of the actual event. CCDPH can work with community partners to determine when and how messaging and engagement can happen. Ideally, outreach and engagement should occur for at least 2-3 weeks before the beginning of the clinic.

POTENTIAL INITIATIVES TO ACTIVATE

Distribution of Educational Materials

- [CCDPH Vaccine Communication Tools Library](#)
- <https://myshotcookcounty.com/>

Define, identify, and mobilize trusted messengers for vaccine education efforts

Trusted messengers can include the following: faith leaders, school principals, doctors, healthcare providers, CCDPH medical directors, Aldermen/Aldermwomen, neighborhood organization leaders, block club leaders, business owners.

- Ensure that communications are in appropriate languages and are culturally responsive
- Have assigned interested community members attend the free 2-hour online Malcolm X College Trusted Vaccine Ambassador Program Course (see *Appendix B*) to learn how to have deeper conversations on Covid-19 and have tools to help community members make informed decisions vaccination

Coordinate Town Halls and Speaker Events

Host non-judgmental conversations independently or through organized mechanisms such as the CCDPH Chicagoland Vaccine Partnership Speakers Bureau town hall (see *Appendix C*).

- Provide a safe space for community members to talk about the vaccine with healthcare providers, including healthcare providers who match the community profile

Offer Incentives as Part of Your Outreach and Promotion Efforts

- Reach Out to CCDPH about options for offering participants incentives

How can we maximize the number of community members who choose to get vaccinated at Mobile/Pop-Up Vaccination Clinics?

Activating some of the potential outreach initiatives above is a great step towards increasing participation in community partner events. Many of the vaccine providers that CCDPH works with will request that the community partner help with pre-registration of participants for the vaccination clinic, and provide an estimate of anticipated drop-in participants (known as walk-in appointments).

CCDPH can also help community partners with pre-registration strategies, identifying which of the outreach initiatives the organization(s) can support and/or where CCDPH can lean in to help implement.

ACTIVATE COMMUNITY SUPPORT FOR VACCINATION SITES

There are numerous non-clinical activities that need to be done on clinic days and having volunteers and partnering organizations to provide these support services is integral for the success of the event.

Community organizations may need to recruit volunteers for activities that include, but are not limited to:

- Greeting community members
- Interpretation or translation services
- Collecting forms
- Helping walk-ins fill out forms
- Language services
- Directing/Assisting people in reaching the line
- Maintaining lines and directing people to the right area
- Passing out information
- Answering questions regarding the process for vaccination

Partner organizations can be engaged to:

- Identify opportunities to provide support services to vulnerable individuals (e.g., primary care, food, housing, transportation, job training, etc.) in tandem with vaccine administration to streamline service delivery, promote vaccine uptake, and minimize impact of COVID-19 to livelihoods
- CCDPH can also try to link site with on-site physician to answer vaccine questions and concerns in-person



Leverage Local Leaders

- Mobilize community leaders
- Convene community partners
- Collaborate to conduct virtual and in-person outreach



Develop Vaccine Education Campaign

- Conduct listening tours
- Define needs and recognize distribution gaps
- Develop accessible information



Conduct On-the-Ground Efforts

- Define areas to pilot
- Develop street teams to conduct local activities
- Implement targeted education campaign via local community events (e.g. food bank)



Activate More Community-Based Organizations

- Use CBO locations as mobile vaccination clinics in vulnerable communities



Provide Support Services

- Identify opportunities to provide support services
- Coordinate with partners who provide social support to attend vaccination clinics



Utilize Vaccination Wait Times

- Promoting uptake of second dose
- Obtain feedback on vaccination experience



Appendix: Vaccination Clinic Outreach and Promotion Resources

A. MALCOLM X COLLEGE VACCINE AMBASSADOR COURSE

This program provides free online training to educate people to become trusted vaccine education ambassadors in their communities. Offered at no cost by the Malcolm X College, the course takes two hours, can be taken at your own convenience and is available in English and Spanish. Sign-up for the FREE two-hour online class here: www.ccc.edu/vaccineambassador.

B. CHICAGOLAND VACCINE PARTNERSHIP (CVP) SPEAKERS BUREAU INFORMATION & SIGN-UP

Chicagoland Vaccine Partnership Speakers Bureau

The Speakers Bureau matches requests from communities and organizations from the greater Chicagoland area who are interested in having honest and respectful conversations about the COVID-19 vaccines available and other related health concerns with medical professionals. Our speakers are all medical professionals from the Chicagoland area and beyond with firsthand experience treating COVID and supporting vaccination efforts. Please request a speaker by filling out the [form linked here](#). Kindly note, our team requests any event be at least two weeks in advance to give us time to coordinate with available speakers and ensure materials are all prepared. There doesn't have to be an established date and time for the event, but we do ask that organizers advertise and provide logistical support (Online links, etc) as needed. We work hard to ensure that a speaker who matches the community profile and is able to present the latest information and engage in nonjudgmental and non-prescriptive conversations with people. If you are interested in volunteering as a speaker, or even just a translator (particularly Spanish) please fill the form here. At this time, we only have the capacity to support virtual events or events where the speakers can present online.

C: IMPACT 4 HEALTHCARE VOLUNTEER GROUP FOR STAFFING AND SCHEDULING SUPPORT

If your CBO would like 1) staff/vaccine scheduling support from volunteers and/or 2) a doctor volunteer who can answer participant questions about the vaccine:

- Please reach out to Dr. Halleh Akbarnia at impact4HCVolunteers@gmail.com or complete this [form](#)
- Please note, this is a volunteering entity separate from CCDPH.

Chicago Medical Society:

- Can staff vaccination clinics with physicians who can answer any questions or concerns participants may have related to vaccination — contact CCDPH.



CONTACT US:

organizationsignup@cookcountyhealth.org

www.cookcountypublichealth.org