

## **Talking With Your LTC Staff About the COVID-19 Vaccine & Booster**

### **How to Talk With LTC Staff About the Vaccines**

- Be empathetic and acknowledge the challenges of the COVID-19 pandemic.
- Show appreciation for everything staff has done. Recognize that they have a hard job, made even more difficult by the pandemic.
- Listen to and hear staff concerns. Respond without judgement or reproach.
- Reinforce their feelings with phrases like, “That is a great question.”
- Speak openly about the vaccine and be confident in your responses.
- Address all staff concerns. If you are asked an unfamiliar question, it’s okay to say, “Let me find more information on that,” but be sure to follow through. There are multiple resources, such as the AHCA/NCAL [#GetVaccinated](#) webpage to help answer questions.
- Make eye contact to establish trust and show compassion.
- If possible, hold one-on-one conversations between leadership and staff. They may feel more comfortable asking questions in this setting.
- Provide follow up information and resources after having conversations to reinforce any concerns. Make sure follow-up is tailored to specific issues/concerns of staff.

### **Key Talking Points with LTC Staff**

- We recognize that this has been an extremely challenging time for long term care staff and residents, as well as their loved ones. [Show empathy.]
- It is very encouraging that the U.S. Food and Drug Administration (FDA) has found COVID-19 vaccines to be safe and effective.
- We encourage as many staff as possible to get this vaccine and subsequent boosters to remain up to date.

- The elderly population has a much higher risk for getting very sick, being hospitalized, or dying from COVID-19. The vaccine has been shown to provide a great deal of protection against serious illness due to COVID-19.
- The more of us that get vaccinated, the better we can protect our families and our community against potential outbreaks. We can save lives.
- While we still have to be careful, getting vaccinated will reduce restrictions the pandemic has placed on your daily life. The CDC has also released guidance indicating that individuals who are fully vaccinated can refrain from quarantine if exposed to COVID-19, and staff do not have to be routinely tested.
- The vaccines have gone through testing and clinical trials to ensure they meet the highest safety standards. It also is safe to get if you already had the virus.
- All approved vaccines require two doses. You will need to get both doses to ensure the best results. The second dose will be delivered approximately 21 to 28 days after the first dose.
- Three vaccines – Moderna, Pfizer, and Johnson & Johnson – have also been approved for a booster. The purpose of a booster is to help build back immunity against new coronavirus variants. Booster shots help you maintain protection against the virus.
- Potential side effects are listed on the fact sheet for each vaccine. You will find that these side effects are similar to the potential side effects of the flu shot, but they occur in more people.
- Please feel free to reach back out to us if you have any additional questions. We are here to help make sure you feel comfortable with this process. Frequently asked questions can be found on the AHCA/NCAL [GetVaccinated](#) website.

Please visit [getvaccinated.us](https://www.getvaccinated.us) more ideas on promoting staff vaccine uptake and other COVID-19 vaccine resources.