

# ENSURING LOW BARRIER ACCESS AND POSITIVE CLIENT EXPERIENCES

## OUR AIM

- Support a safe and positive experience for those who come to the clinic – word of mouth is important
- Ensure access; maintain confidentiality
- Support clinic operations in a variety of roles - greeters, line support, registration, after care, sociodemographic data collection

## THE BASICS

1. All volunteers and staff are guests in the community. Local clinics are being organized by community leaders who have a deep understanding of their communities and what they need. We take our cues from these organizations. If you have questions about clinic operations, seek out a representative from these organizations.
2. Low barrier clinics are designed for groups that might have had negative or disrespectful experiences with large institutions in the past. As a volunteer you can do a lot to improve the experience of residents - e.g., support people in finding answers to their questions, greet people in a friendly and non-judgmental manner.
3. Clinic operations are being built and improved day-by-day, so expect that things will change. Make sure that you get an update on any changes that might have been made from one day to another. Onsite leads can help guide you to what activities you can do that will be most helpful.

# GENERAL TIPS FOR GREETERS AND LINE MANAGERS

## TURN TO COMMUNITY LEADS FOR DECISIONS - BIG OR SMALL

- Don't make decisions on your own; check in with the site manager
- If there are extenuating circumstances that bring people to the line – ask the local community site lead how to manage their request
- If there are community ambassadors that are working alongside you – defer to them; if you are both uncertain about how to proceed, ask the local community site lead for guidance.

## CONFIRMING ELIGIBILITY FOR THE CLINIC

- You may be asked to confirm people's eligibility for the clinic based on their postal code. **It's important that this transaction is clear, but not intimidating.** They can use any kind of document-- a bill, lease, ID card, letter, piece of mail, etc.

Suggested Language:

"Do you have anything that shows your postal code? A piece of mail, for example"

## ACCESSIBILITY

- **Language** - Ask every person – regardless of how they present – about language needs/preference. Don't make any assumptions based on how people present.
  - If an interpreter is required, record this on their address confirmation or let the language lead know so that an interpreter can be found for support.

Suggested Language:

"We want to ensure everyone can communicate comfortably. Is English okay, or would you prefer a different language? We have interpretation available for anyone who needs/wants it."

- Gender neutral language - Try to avoid gendered language such as, "ladies, guys, sir, ma'am, miss, etc." when approaching someone and instead use terms like, "Hi there!", "Hi folks!", "child/kiddo".
- **Mobility** - Support anyone who is using an assistive mobility aid/device (cane, walker, wheelchair, crutches, scooter, etc.) by bringing them to the front of the line or asking for guidance from the community site lead.
- **Disability, elderly, medical conditions** - Support anyone who may have difficulties waiting in line due to disabilities (physical, developmental, intellectual), age, or certain medical conditions (pregnancy, reliant on supplemental oxygen, etc.) by bringing them to the front of the line or asking the community site lead for guidance.
- **Questions** - People are generally comforted when you stop to ask them if they have any questions. If they do, take the time to get the answers for them from the community lead.

# GENERAL TIPS FOR REGISTRARS/SCRIBES/DOCUMENTERS

## SUPPORTING SAFE ACCESS

- As a registrar/scribe/documenter, you are required to record an individual's information for the purpose of checking them into the clinic. The basic information required can be easily pulled up using a health card number; **however, a health card is not required to get a vaccine.** It is important that people feel safe and welcomed even if they don't have an OHIP card.

Suggested Language:

"I'm going to register you for today's clinic and need to spell your name correctly. Do you have any ID with your name on it? If you have a health card that's great, because it helps me pull up your information easily, but I can use anything you have, even a letter confirming your name."

- Since there are no guarantees that address information entered into CoVaxON will not be shared with government agencies, some people may feel uncomfortable providing their address. People do not have to share their address in CoVaxON if they do not wish to. **The minimum required information to register for CoVaxON is: name, date of birth, and a number/email that can be used for notification of 2nd dose (can even be a number/email of a friend, family member, or community agency).** Community ambassadors will confirm people's postal code eligibility in the line, separate from any data entry process. To complete check-in, you will need to ask consent to share someone's information in CoVaxON.

Suggested Language:

"I know that you've already confirmed your address in the line, so if you only want me to record your name, date of birth, and an email or phone number to notify you about your 2nd dose, that's okay. If you are comfortable sharing more information, we are recording additional details like address. Let me know what you are most comfortable with."

"If you aren't comfortable with me recording your information in this government database that is tracking who has received vaccines, we can check you in and collect your consent on a paper copy that you keep. Whatever you are most comfortable with."

# GENERAL TIPS FOR SOCIODEMOGRAPHIC DATA COLLECTION

## THE FIVE SOCIO DEMOGRAPHIC DATA QUESTIONS

- It is important to ensure that people have good access to health care services, regardless of their race, ethnicity or income. Sociodemographic data can help communities and health care planners know if people are getting fair access to services. These five questions are asked so that health care planners and communities can better understand who is getting good access to vaccines and who is not.
- You are being asked to collect five basic sociodemographic data questions while people are waiting for 15 minutes **after** their vaccination. **All five questions are entirely optional. The optional nature of these questions needs to be clearly communicated to each client.**
  - What is your race?/How do you self-identify your race? (drop down list)
  - What is your ethnicity?/How do you self-identify your ethnicity? (drop down list)
  - What is your household income? (dropdown list of income brackets)
  - How many people live in your household?
  - What was your childhood language? (dropdown list or free text field)?
    - Which official language are you most comfortable speaking?

## APPROACHING CLIENTS

- Use your best judgement when approaching people to ask questions. Often people will feel emotional after their vaccination. As you approach, introduce yourself and your role in collecting data for five questions.
- Communicate immediately that these questions are optional, explain the purpose of the data collection, and ask again if they are comfortable being asked some or all of the questions.

Suggested Language:

"Hi my name is \_\_\_\_\_. How are you feeling after your shot? Have you received answers to all your questions?"

I've been asked to collect five basic questions about people that have come to the clinic today. This information is used by the Ministry of Health to improve fair access to the vaccine, regardless of people's race, ethnic background, language, or income. Are you okay if I ask you these questions? **This is entirely optional. If you prefer not to answer these questions, or if you don't know the answer to these questions, that is ok. Also, you can stop answering these questions at any time.**"

## ORDER OF QUESTIONS AND GENERAL TIPS

- Suggest beginning with the language questions and proceeding to race and ethnicity questions. It is important that you do not make any assumptions about the individual. Ask questions respectfully and give space for individuals to stop answering questions if they don't feel comfortable proceeding.

Suggested Language:

"Let's start with official languages - are you most comfortable communicating in English, French, neither or both?"

"Is this the same language you spoke in childhood?"

"Would you say your race is:" [show/read list including 'do not know' and 'prefer not to answer']

"You can choose more than one" [select all that apply]

"Ethnicity is a term that refers to something a little more specific - is there a group that you identify with based on your country or culture?" [show/read list including 'do not know' and 'prefer not to answer']

"How many people live in your home?"

- Household income is the least frequently answered question. If the individual seems comfortable answering the earlier questions, you may wish to proceed with this question. If they do not seem comfortable, suggest not collecting this information.

Suggested Language:

"This question is about your household income - many people choose not to answer, but if you feel comfortable answering, you can choose on this screen your household income" [share your screen and amplify the size]"

"Thank you so much for sharing your information. This information is really important to help planners ensure that everyone has fair access to the vaccine and health services. Do you have any questions for me?"