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## Vaccine Outreach and Education for Older Adults

As federal and state COVID-19 vaccination efforts continue to expand, the Illinois Department of Public Health, in coordination with the Governor's office, have charged the Department on Aging with educating and outreaching to older adults. The purpose of our education and outreach will be to convey basic facts about the safety of the vaccine, assist with accessing/registering for a vaccination appointment, and navigating various state and local resources that aim to safeguard those we serve. **As a reminder, information changes often and is fluid as there are many factors that are being considered. IDoA will do our best to share the most up to date information with the Aging network, but we encourage you to consult the resources listed at the end of this FAQ often.**

Below are some FAQs that provide some basic information that can be shared broadly, and additional resources to assist with navigating the vaccination process in Illinois. Finally, we have provided action steps for your organization to take.

### 1) What do older adults need to do to get the vaccine?

- Right now, they must sign-up for an appointment. This may change as more vaccine doses become available and more vaccination sites open that can accommodate walk-ins.

### 2) How does an older adult sign-up?

1. Go to: [coronavirus.illinois.gov](https://coronavirus.illinois.gov)
2. Enter a zip code and city to find a vaccine provider nearby
3. The vaccine providers may have an online portal for scheduling, a phone number to call, or both
4. A brief self-attestation form may need to be filled out confirming eligibility
5. Vaccines are in short supply, so appointment slots might not be available right away; keep trying!

### 3) Can we help older adults make vaccine appointments?

- Yes. As an Aging network provider, assisting seniors with registering for vaccine appointments embraces person-centered care. We anticipate additional resources for accessing the vaccine will be available soon, but in the meantime, we appreciate your partnership and advocacy in helping older adults make appointments.

### 4) What education and information is available that I can share with older adults about the vaccine?

- "COVID-19 Vaccine Information for Older Adults" (Attached or view and download here: <https://www2.illinois.gov/aging/Coronavirus/Vaccine/Pages/default.aspx>)
- Coming soon: Targeted messaging for persons of color.

### 5) How should we distribute the flier(s) and provide information about vaccination?

#### Community Care Program Providers

- Care Coordination Units (CCUs)

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- Contact older adults on caseload and their caregivers to make them aware of the statewide vaccine registration website, provide basic support and assistance specific to registration.
- Share flier with participants during any face-to-face interaction (case-by-case approval required).
- Share flier when providing goods and services to participants through Emergency Senior Services.
- Target outreach to older adults who live alone/high risk older adults.
- Adult Day Services (ADS)
  - When conducting remote services, share information about the vaccine website and how to sign up.
  - When providing any transportation services, share flier and information about the vaccine registration website and how to sign up.
  - Display/post flier in public areas.
- In-Home Service Providers (INH)
  - When conducting in-home services, share flier and information about the vaccine registration website with participants and their family/circle of support.
  - Direct older adults and their caregivers to vaccine registration website, provide basic support and assistance specific to registration.
  - Display/post flier in public areas.
- EHRS/AMD
  - Consider, if possible, including flier in drop-shipments along with devices going to participants homes.
  - Consider, if possible, providing call-centers with flier and vaccine registration website information.
  - Support AMD “Assisting Parties” by sharing flier and vaccine registration website information when applicable.

#### **Aging Network Partner Providers**

- AAAs
  - Send flier to participants in home-delivered meals and pick-up meal.
  - Provide flier to your staff who provide information and assistance so they can refer to references quickly; post at senior centers; post in transport vehicles; share on social media.
- Ombudsmen
  - Provide flier at time of visit/share information about the safety of the vaccine.
- Adult Protective Services
  - Provide flier at time of visit/share information about the vaccine website and how to sign-up.

#### **Other possible Education and Outreach opportunities to explore:**

- Leverage your agency/business website, social media (Facebook, Twitter, LinkedIn, Instagram), and newsletters.
- Radio/tv/newspaper/local publications/church bulletins.
- Post a photo of yourself or loved one after vaccination. Include a message about why the COVID-19 vaccine is important to you with the hashtag #VaxUpIL. Tag IDoA on Facebook: @IllinoisDoA and Twitter: @IL\_DoA

#### **Resources:**

- State of Illinois Vaccine FAQs: <https://coronavirus.illinois.gov/s/vaccine-faqs> (translations in Chinese, Hindu, Arabic, Tagalog, Spanish)
- IDPH vaccination plan and FAQs: <http://dph.illinois.gov/covid19/vaccine-faq>
- For general questions about COVID-19 and Illinois’ response and guidance, call 1-800-889-3931 or email [DPH.SICK@ILLINOIS.GOV](mailto:DPH.SICK@ILLINOIS.GOV).
- IDoA website: <https://www2.illinois.gov/aging/Coronavirus/Vaccine/Pages/default.asp>
- CDC website: <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/index.html>