



Helping Older Adults Get COVID-19 Vaccinations: Partner Toolkit

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1. A message from the Oregon Health Authority

The Oregon Health Authority thanks you for helping older adults to get vaccinated. We will continue adding to this toolkit. Our goal is to send twice weekly updates with the most relevant information.

We need your help to ensure older adults have the information they need to get COVID-19 vaccines. On February 8, 2021, adults age 80 and older can start getting vaccinated against COVID-19. Older adults age 65 and above will become eligible to get a vaccine over the following 3 weeks. All adults age 65 and older will be eligible to get a vaccine by the end of February.

Vaccines are scarce. There are more than 750,000 people aged 65 and older in Oregon. Every older Oregonian will be able get a vaccine, but most older adults will not be able to get their shots for many weeks.

In the coming weeks, we know there will be more older adults who want to get vaccinated than there will be vaccines available. **We are asking for your help to set expectations with older adults.** While vaccine providers can't give every older adult an appointment as soon as they want one, we can give them different ways to get linked to vaccine information and events.

On February 8, 2021, the Oregon Health Authority will launch a new tool at [covidvaccine.Oregon.gov](https://covidvaccine.oregon.gov) called **Get Vaccinated Oregon**. This tool will allow people to determine if they are currently eligible for a vaccine and register to get email alerts or text notifications when they become eligible. Once eligible to be vaccinated, this tool will help direct users to vaccine events in their area. This tool will be open to all Oregonians. Using this tool does not guarantee users a specific "spot in line." Once eligible, notified users may use the tool to find a vaccine event in their area.

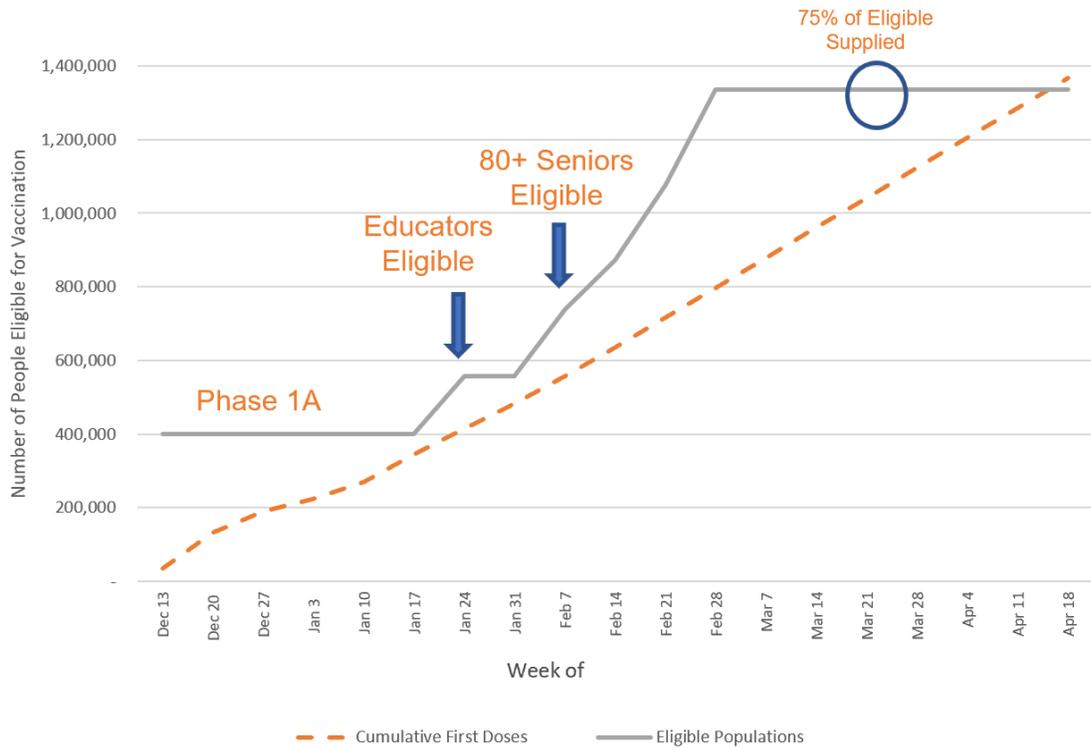
Multnomah, Washington, Clackamas, Columbia and Marion County have created more centralized vaccination appointment/scheduling tools. These tools are found through the **Vaccine Information Tool** (Chat Bot), an orange box on the bottom right of covidvaccine.oregon.gov. Several counties have requested that this tool continue to serve that purpose until this functionality is available on Get Vaccinated Oregon in the coming weeks. The tool is available in English and Spanish.

We hope this will help reduce confusion and frustration as we work together to support older adults at a time when vaccines remain in critically short supply in the U.S. and here in Oregon.

More than 115,000 people aged 60 and older have already gotten a vaccine due to their status as a healthcare worker, educator or other already eligible group. State health officials estimate it will take weeks to vaccinate more than 7 in 10 adults aged 65 and older. Below is a graphic that explains the current status of total vaccine-eligible folks versus total cumulative vaccine supply over time here in Oregon:

High Level Forecast

First Dose Supply vs. Eligible Population



All older adults will be eligible to get a vaccine by the end of February. Here are dates for when adults age 65 and older can start getting vaccinated:

Who	When	Approximate Number of Adults	Phase
80 and older	February 8	168,000	1B, Group 2
75 and older	February 15	134,000	1B, Group 3
70 and older	February 22	206,000	1B, Group 4
65 and older	March 1	258,000	1B, Group 5

You can help make the vaccination process better for older adults.

Since the start of the pandemic, Oregon has prioritized protecting older adults. While every COVID death is tragic, Oregon has the second lowest COVID-19 infection rate among older people, and the third-lowest death rate among older people, in the nation.

Your partnership has helped save lives. We are committed to sharing information with you as we continue to roll-out Oregon's vaccination program. Thank you for all you are doing.

2. Talking Points for Older Adults

Below are several talking points you can use to communicate with older adults.

- **The pandemic has taken a hard toll on older adults.** The state's vaccine plan prioritizes older adults since they can face life-threatening health consequences if exposed to the virus.
- **Every older Oregonian will be able get vaccinated, but most will not get their vaccines for many weeks.**
 - Please have patience.
 - There will be more older adults who want to get vaccinated than there is vaccine. State health officials think it will take weeks to have enough vaccine to vaccinate more than 7 in 10 adults aged 65 and older.
 - This means you might be in a group that *can* get a vaccine, but will still have to wait. It all depends on how many vaccines the federal government sends to our state.
- **You will most likely not get an appointment right away.** Vaccines are scarce but every week the state gets more doses. Eventually, everyone who wants an appointment for a vaccine will get one, it is just going to take time. While vaccine providers can't give you an appointment as soon as you want, we can give you different ways to get linked to vaccine information and events.

There are two main ways you can learn about getting vaccinated:

- **NEW FEATURES on covidvaccine.Oregon.gov:** OHA's vaccination website features facts about COVID-19 vaccines. **As of February 8, 2021**, the website also includes a new tool, **Get Vaccinated Oregon**. This tool will allow people to determine if they are currently eligible for a vaccine and register to get email alerts or text notifications when they become eligible.

Once eligible to be vaccinated, this tool will help direct users to vaccine events in their area. This tool will be open to all Oregonians. Using this tool does not guarantee users a specific "spot in line." Once eligible, notified users may use the tool to find a vaccine event in their area.

- **As of Feb 5, 2021** vaccine information by county will be newly updated on our website at covidvaccine.Oregon.gov to include specific information about where an older adult can access vaccine in their area.
- **211:** Older Oregonians can also text ORCOVID to 898211 to get text/SMS updates (English and Spanish only) or email ORCOVID@211info.org. If they can't get their COVID-19 vaccine question answered on the website, by text, or by email, they can call 211 or 1-866-698-6155, which is open from 6 a.m. to 7 p.m. daily, including holidays. Please be aware that wait times may be long due to high call volumes. There is an option to get a call back rather than wait on hold (in English and Spanish). Free interpretation is available for all other languages. TTY: Dial 711 or call 1-866-698-6155.

WHY get a COVID vaccine?

- **You can protect yourself and help stop the pandemic by getting a COVID vaccine.** Getting vaccinated against COVID-19 is one of the best ways to protect yourself, your family and those who are close to you, and your community.
- We understand some people may be concerned about the vaccines and have questions, but they have been shown to be safe and effective. The U.S. Food and Drug Administration (FDA) has granted Emergency Use Authorizations (EUA) for the COVID-19 vaccines because the data, from large clinical trials, showed they were safe and effective. The known and potential benefits from the vaccine outweigh the known and potential harms from getting COVID-19.
- The more people who get vaccinated against COVID-19, the better it is for everyone. When enough people get vaccinated, we will be able to see our loved ones and restore some normalcy to our lives.

WHO can get a COVID vaccine? WHEN?

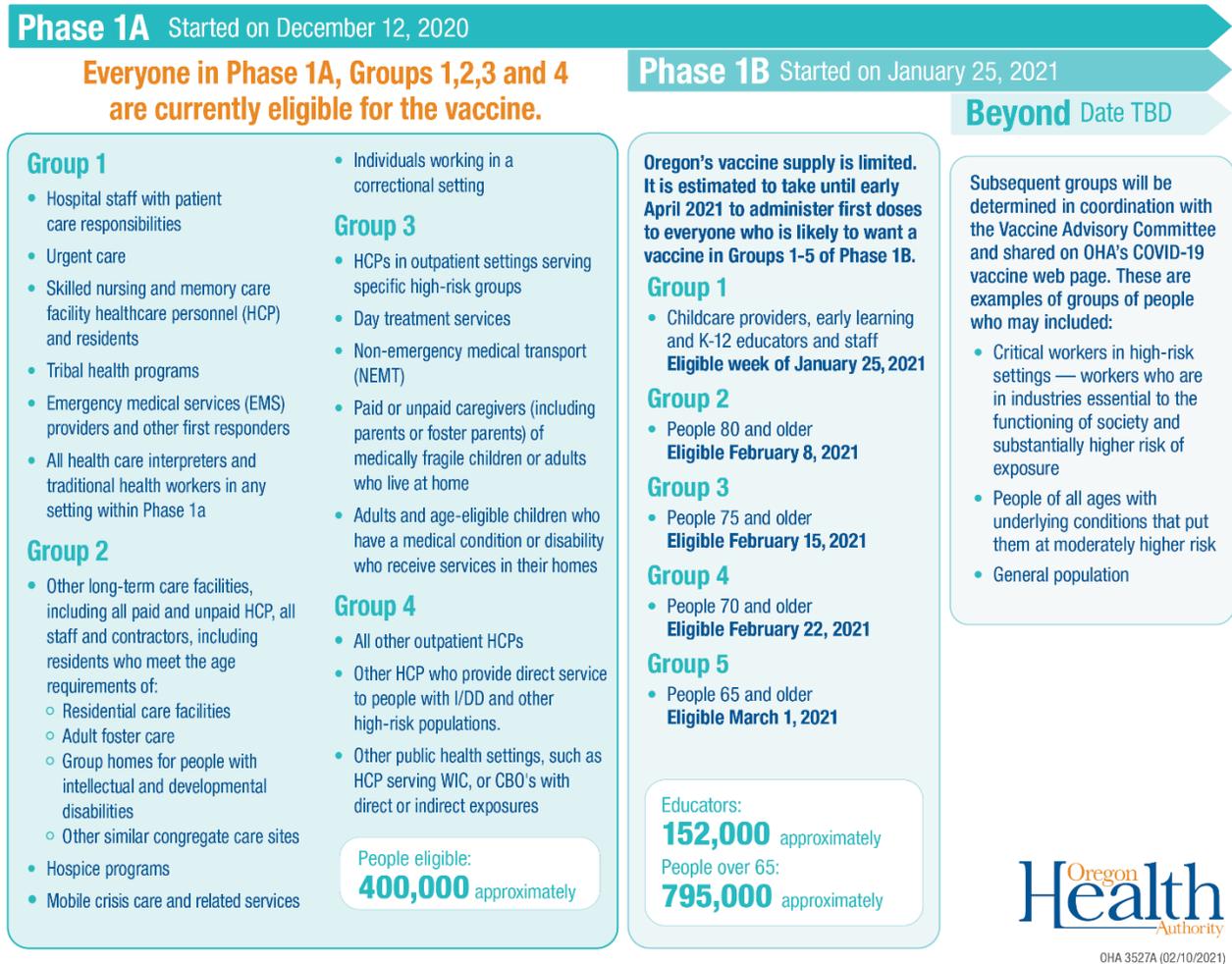
- Several categories of groups are currently eligible for vaccine
 - Phase 1A included healthcare providers and other groups, please visit covidvaccine.Oregon.gov for a detailed list of eligible groups.
 - Phase 1B includes public and private K-12 educators and staff, child care providers and staff, and early childhood educators and staff.
- Please visit our website at covidvaccine.Oregon.gov to see the full list of Phase 1A eligible groups and visit here to see the most up-to-date infographic as groups become eligible.

Here are dates for when adults age 65 and older can get a vaccine:

Who	When	Phase
80 and older	February 8, 2021	1B, Group 2
75 and older	February 15, 2021	1B, Group 3
70 and older	February 22, 2021	1B, Group 4
65 and older	March 1, 2021	1B, Group 5

Infographic

Here is an infographic that explains who is eligible right now. *Please click on the image below to see the most current version. The static image below was current as of February 10, 2021.*



HOW can older adults get to a COVID-19 vaccine?

- Right now, eligible adults are getting vaccinated at local public health authorities or their partners, hospitals, vaccination events, and some pharmacies (and in long-term care sites).
- Nursing home, assisted living and other licensed Long-Term Care facilities:** Pharmacy partners are vaccinating residents and staff at most licensed facilities for older adults and people with disabilities. Residents (or family members) can ask their facility operator when their residence is scheduled for a vaccination clinic.

- For now, due to the limited supply, your primary care provider (your doctor's office) likely won't get vaccines.
- **NEW FEATURES on covidvaccine.Oregon.gov:** OHA's vaccination website features facts about COVID-19 vaccines. **As of February 8, 2021**, the website also includes a new tool, **Get Vaccinated Oregon**. This tool will allow people to determine if they are currently eligible for a vaccine and register to get email alerts or text notifications when they become eligible. Once eligible to be vaccinated, this tool will help direct users to vaccine events in their area. This tool will be open to all Oregonians. Using this tool does not guarantee users a specific "spot in line." Once eligible, notified users may use the tool to find a vaccine event in their area.
 - **As of Feb 5, 2021** vaccine information by county will be newly updated on our website at covidvaccine.Oregon.gov to include specific information about where an older adult can access vaccine in their area.

3. Know Before You Go

Following are tips to share with older adults when they are able to get vaccinated. Again, we encourage you to set clear expectations that it may be many weeks before they can get vaccinated.

- **COVID-19 vaccines are [safe and effective](#).**
 - A vaccine is prevention. The vaccine makes your body stronger to fight COVID-19 and may help you from getting seriously ill even if you do get COVID-19.
 - You cannot get COVID-19 from the vaccine.
- **COVID-19 vaccines will be free for you.**
 - COVID-19 vaccines will be provided at no cost to you. You do not need health insurance. If you have health insurance, vaccine providers may charge your insurance company an administration fee for giving you the vaccine. This means that you might be asked for your insurance information when you get the COVID-19 vaccine.
- **Watch out for scams.**
 - Public health officials and health care providers will never ask for money, your bank account, credit card, or social security number. Offers to sell or ship doses of the vaccine are also a scam.

After Vaccination

- **You need to get two doses of the vaccine.**
 - For most kinds of the vaccine, you will need to get two shots. You get the second shot 3 or 4 weeks after you get the first one. It is important for you to get both shots for the vaccine to work.
 - Talk to who gave you the first shot about when you can get your second shot. You should get your second dose at the same place you got your first one. Do this unless the nurse or doctor tells you to get your second dose somewhere else.
- **You will still need to wear a mask and physically distance after getting the vaccine for now.**
 - Things can't go back to normal until enough people are vaccinated. But we don't know yet if a person who got both shots can still spread COVID-19. We don't want you to spread it to people who haven't yet been vaccinated. It is important to:
 - Keep wearing a mask
 - Stay 6 feet from others
 - Wash your hands
 - Not spend time with people you don't live with
 - Limit close contact to the people who live in your home
- **After COVID-19 vaccination, you may have some side effects.**
 - These side effects often mean the vaccine is working to keep your body healthy. After getting the COVID-19 vaccine, you will probably have a sore arm. You might have muscle aches, joint pain, tiredness, headache, chills, or maybe a fever. (Fever is less common.)
 - Sometimes these side effects may stop you from doing your normal activities for a couple days. Most of these side effects should go away in a few days.
- **CDC has developed a new tool, v-safe.**
 - V-safe helps you track and report any side effects that you might have. V-safe will also remind you when it is time to get your second dose. Your vaccination site should give you more information on V safe. You can learn more at V-safe After Vaccination Health Checker <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/safety/vsafe.html>.

- **Your vaccine provider will give you a vaccination card – don't lose it!**
 - This card tells you what COVID-19 vaccine you got, the date you got it, where you got it, and when to get your second dose.

4. Frequently Asked Questions

Following are questions you may receive from older adults. It is important to set expectations up front that there is simply not enough vaccine and it will likely be many weeks before they can get vaccinated.

- 1. Where can I get vaccinated?** Vaccines are scarce but there will eventually be enough for everyone who wants one. Right now, places that are giving vaccines—**when they have them**—include local public health authorities or their partners, hospitals and vaccination events. As the vaccine supply increases, you may be able to get vaccinated at other places. For now, due to the limited supply, your primary care provider (your doctor's office) likely won't get vaccines. You may also hear about vaccination events on the news. These events will have a way for you to make an appointment to get your shot.
- 2. How do I find out if I am eligible to get vaccinated?** Go to covidvaccine.Oregon.gov and use the **NEW Get Vaccinated Oregon tool**. It is designed to help you understand if you are eligible. You will want to register to get updates on vaccination opportunities. If you need help getting registered, ask someone to help or reach out to 211:
 - a. Text ORCOVID to 898211
 - b. Email ORCOVID@211info.org
 - c. Call 211
- 3. When can I get vaccinated?** As of February 8, [here is a list](#) of who can get vaccinated. Most older adults will not be able to get appointments for a vaccine for the next few weeks. You've waited a long time. It's hard to wait but we ask that you please have patience. We are dependent on the federal vaccine supply. Some counties are still vaccinating other eligible adults and the federal vaccine supply is scarce.

4. Where can I go for more information?

Go to covidvaccine.Oregon.gov.

Text ORCOVID to 898211 to get text/SMS updates (English and Spanish only).

Email ORCOVID@211info.org.

If you can't get your COVID-19 vaccine question answered on the website, by text, or by email, call the call center at 211 or 1-866-698-6155. It is open from 6 a.m. to 7 p.m. daily, including holidays. Wait times may be long due to high call volumes. There is an option to get a call back rather than wait on hold. English and Spanish are spoken at the call center. Free interpretation is available for all other languages. TTY: Dial 711 or call 1-866-698-6155.

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- **As of Feb 5, 2021** vaccine information by county will be newly updated on our website at covidvaccine.Oregon.gov to include specific information about where an older adult can access vaccine in their area.

5. What ID do I need to bring with me to prove my eligibility? OHA does not require proof that someone vaccinated is eligible, and doesn't plan to request verification from vaccinating providers. Vaccine providers themselves may require an individual to declare, through a verbal declaration or in some other way, they are in an eligible group before they receive a vaccine. People will receive proof they've been vaccinated. Do not lose the card you are given.

6. How much will it cost? Do I need to have insurance to get a vaccine? COVID vaccines will be free for you. You do not need health insurance. If

you have health insurance, vaccine providers may charge your insurance company an administration fee for giving you the vaccine. This means that you might be asked for your insurance information when you get the COVID vaccine. Vaccine providers cannot charge *you* for giving you a vaccine, but it is important that you bring your insurance information if you have health insurance.

- 7. I need help getting to a vaccine clinic. Can I be provided transportation to get vaccinated? How do I arrange for that?** If you are an Oregon Health Plan member and need a ride to get a vaccine, rides are free. Find the [OHP ride services](#) in your area. You can also call your [CCO plan](#).
- 8. Will I have to wait in line?** Many vaccination sites and events will ask you to pre-register so that they can safely manage the flow of patients. Large vaccine sites are also working to make sure their sites are accessible for older adults **and people with disabilities**, particularly those who have mobility issues. But you also may have to wait. We encourage you to plan ahead **and ask vaccine site administrator for accommodations if you need them.**
- 9. I have a caregiver who helps me with my health care needs and doctor appointments. Can they also get vaccinated if they come with me?** Only if your caregiver is also eligible. If your caregiver is [part of a phase that is eligible](#), then they can get vaccinated anytime. If not, they are not eligible to get a vaccine yet.

Vaccine Administration Questions

- 10. What happens after I get a vaccine?** You will still need to wear a mask and physically distance after getting the vaccine for now. Things can't go back to normal until enough people are vaccinated. We don't know yet if a person who got both shots can still spread COVID-19. We don't want you to spread it to people who haven't yet been vaccinated. It is important to keep wearing a mask, stay 6 feet from others, wash your hands, and not spend time with people you don't live with.

You will also need to get two doses of the vaccine. For most kinds of the vaccine, you will need to get two shots. You get the second shot 3 or 4 weeks after you get the first one. It is important for you to get both shots

for the vaccine to work. Talk to who gave you the first shot about when you can get your second shot. You should get your second dose at the same place you got your first one. Do this unless the nurse or doctor tells you to get your second dose somewhere else. You need to make sure your second dose is the same brand as your first vaccine dose.

- 11. What if I get exposed to COVID-19 after my first dose?** If you are exposed to COVID, you should follow the public health guidelines and stay home for 14 days even if you've gotten your first shot.
- 12. How long will I need to be observed for after I am vaccinated?** You will be observed for 15-30 minutes. This means you need to wait where you got your shot so the vaccine provider can watch you to make sure you're feeling okay.
- 13. What are the vaccine side effects?** After getting the COVID-19 vaccine, you will probably have a sore arm. You might have muscle aches, joint pain, tiredness, headache, chills, or maybe a fever. (Fever is less common.) This often means the vaccine is working to keep your body healthy. These are normal signs that your body is building protection. Sometimes these side effects may stop you from doing your normal activities for a couple days. Most of these side effects should go away in a few days.
- 14. Who should I call if I have side effects: the vaccination site or my primary care provider?** Side effects are common after COVID-19 vaccination. If you have concerns about any side effects after you leave the vaccination site, you should contact your primary care provider. Or you can go to an urgent care or emergency facility.
- 15. Will I need to keep wearing a mask and being physically distant?** You will still need to wear a mask and physically distance after getting the vaccine for now. Things can't go back to normal until enough people are vaccinated. However, we don't know yet if a person who got both shots can still spread COVID-19. We don't want you to spread it to people who haven't yet been vaccinated. It is important to keep wearing a mask, stay 6 feet from others, wash your hands, and not spend time with people you don't live with.

5. Template Email

This template email can be used and adapted for your needs to send information to older adults you serve. It is important to set expectations up front when you are communicating about getting vaccinated.

Dear [Name],

We want to let you know that this month, older adults can start getting their COVID-19 vaccines. Getting vaccinated against COVID-19 is one of the best ways to protect yourself, your family, and your community.

Every older Oregonian will be able get a vaccine, but most will not get their shots for many weeks. In the coming weeks, we know there will be more older adults who want to get vaccinated than available vaccine. State health officials think it will take weeks to vaccinate more than 7 in 10 adults aged 65 and older. Until the federal vaccine supply increases, there is a shortage of vaccine.

This means you might be in a group that *can* get a vaccine, but still have to wait. We are doing everything we can to get individuals access to the vaccine as soon as possible.

The state and vaccine partners are asking all adults to have patience. We know there are other people who are still waiting for their vaccines. Eventually, everyone who wants a vaccine will get one, it is just going to take time.

The vaccine is free for everyone in Oregon.

Here's when older adults in Oregon are eligible to get the vaccine:

- People age 80 and older, starting February 8
- People age 75 and older, starting February 15
- People age 70 and older, starting February 22
- People age 65 and older, starting March 1

To find out if you are eligible and where you can go to get vaccinated:

- **Visit covidvaccine.Oregon.gov**
- **Text** ORCOVID to 898211
- **Email ORCOVID@211info.org**
- **Call** 211 or 1-866-698-6155
- (TTY: dial 711 or call 1-866-698-6155)

NEW FEATURE: On February 8, 2021, the Oregon Health Authority will launch a new tool at covidvaccine.Oregon.gov called **Get Vaccinated Oregon**. This tool will allow people to determine if they are currently eligible for a vaccine and register to get email alerts or text notifications when they become eligible. Once eligible to be vaccinated, this tool will help direct users to vaccine events in their area. This tool will be open to all Oregonians. Using this tool does not guarantee users a specific "spot in line." Once eligible, notified users may use the tool to find a vaccine event in their area.

We know you may have questions about the COVID-19 vaccine. Please know the vaccines have been tested to make sure they are safe and effective. The U.S. Food and Drug Administration (FDA) has granted Emergency Use Authorizations (EUA) for the COVID-19 vaccines because the data, from large clinical trials, showed they were safe and effective. The known and potential benefits from the vaccine outweigh the known and potential harms from getting COVID-19.

We are also here to help answer your questions.

Sincerely,

[Name of organization leader]

6. Newsletter blurb

Include information like this in e-newsletters to older adults. Setting expectations is critical to do up front.

Adults age 80 and older can start getting a COVID-19 vaccine this month. Getting vaccinated against COVID-19 is one of the best ways to protect yourself, your family, those who are close to you, and your community. **It will be many weeks until most older adults can get a vaccine.** It is important to understand that while they are eligible to get the vaccine, it will take many weeks before there is enough vaccine for everyone in this age group. State officials believe it will take weeks to vaccinate all older adults. The vaccine is free for everyone in Oregon.

To find out when you are eligible and where you can go to get vaccinated:

- **Visit covidvaccine.Oregon.gov**
- **Text ORCOVID to 898211**
- **Email ORCOVID@211info.org**
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7. Social cards/infographic copy

Here are some social media posts that you can share out on your social media channels. In every message, please be sure to set expectations that there is not enough vaccine and that it will likely take many weeks before they can get vaccinated.

When older adults can start getting a COVID-19 vaccine:

Age	Starting
80+	Feb. 8
75+	Feb. 15
70+	Feb. 22
65+	Mar. 1

covidvaccine.Oregon.gov

Text ORCOVID to 898211

Call 211

Can I get a COVID-19 vaccine? Where do I go?

Visit covidvaccine.Oregon.gov

Text ORCOVID to 898211

Email ORCOVID@211info.org

Call 211 or 1-866-698-6155

(TTY: dial 711 or call 1-866-698-6155)

Know Before You Go

COVID-19 vaccines are:

- safe and effective
- free for you

covidvaccine.Oregon.gov

Text ORCOVID to 898211

Call 211

You need to get 2 doses of the vaccine.

It is important to get both shots for the vaccine to work.

Get the second shot 3 or 4 weeks after the first one.

Get both shots at the same place.

covidvaccine.Oregon.gov

Text ORCOVID to 898211

Call 211

You will still need to wear a mask and physically distance after getting the vaccine for now.

- Keep wearing a mask
- Stay 6 feet from others
- Wash your hands
- Don't spend time with people with whom you don't live

Things can't go back to normal until enough people are vaccinated.

covidvaccine.Oregon.gov

Text ORCOVID to 898211

Call 211

After getting a COVID-19 vaccine, you might have side effects.

This often means the vaccine is working to keep your body healthy.

- Sore arm
- Joint pain
- Headache
- Fever (less common)
- Muscle aches
- Tiredness
- Chills

Most of these side effects should go away in a few days.

covidvaccine.Oregon.gov

Text ORCOVID to 898211

Call 211

You can protect yourself and help stop the pandemic by getting a COVID-19 vaccine.

Getting vaccinated against COVID is one of the best ways to protect yourself, your family, and your community.

covidvaccine.Oregon.gov

Text ORCOVID to 898211

Call 211

Document accessibility: For individuals with disabilities or individuals who speak a language other than English, OHA can provide information in alternate formats such as translations, large print, or braille. Contact the Health Information Center at 1-971-673-2411, 711 TTY or COVID19.LanguageAccess@dhsoha.state.or.us