

# Questions from CHWs like you.



## **Every client conversation is different.**

You may still have questions about how to address certain topics.

**Here are the answers.**

## What should I do if a client won't get vaccinated for religious reasons?

- Many faith leaders support vaccination, but some have made people afraid and suspicious of vaccines.
- Everyone's beliefs are different, so it's best to listen to and ask questions of your client rather than trying to change their mind. Recommend them to a provider or medical professional who will give them factual information.
- Let your client know you're open to talking more and providing facts about vaccines.

## How do I advise clients who are pregnant or new parents and have concerns about vaccinations?

- Encourage them to talk to a health care provider or their pediatrician about the safety of vaccines — for themselves and for their children.
- Let them know they may have to ask their medical providers directly about vaccines, including for COVID-19.
- You can also reference the recommended vaccine schedule provided in [Tip Sheet 1](#).



## Am I allowed to contact a client's primary care provider if they have questions I can't answer?

- Yes, but always get the client's permission first and avoid asking providers for personal health information.
- You can help clients schedule vaccine appointments through their provider, or ask what vaccines they need.

## What if a client won't get vaccinated because of negative experiences with past providers?

- Acknowledge their experiences and feelings, and let them know their concerns are valid and that they deserve to be treated with respect.
- Offer to talk through the vaccination process. Allow them to ask questions, take their time and make informed choices.
- If they are interested, connect them to a trusted provider who you know will listen, respectfully answer questions and create a more positive experience.



Connect clients to local places they can get vaccinated.

Scan the QR code, then click the **FAQs** button.



## How can I help uninsured clients get vaccinated?

- Let clients know that many vaccines are available for free or at low cost without insurance.
- Direct them to community clinics, pharmacies and local health departments that offer vaccine appointments regardless of insurance status.
- Connect them to community-based and culturally responsive programs that offer free or reduced-cost vaccines for uninsured adults.

## What is Long COVID and how do I explain it to clients?

- Anyone who has had COVID-19 can develop Long COVID, which means their symptoms last for 3 or more months.
- Common symptoms include chronic fatigue, breathing difficulties, dizziness, memory problems and changes to heartbeat.
- Doctors are still learning about Long COVID. If a client's symptoms are long-lasting, have them contact their provider.
- Staying up to date on vaccinations is the best way to reduce the risk of Long COVID. Vaccines are available for free or at low cost.