General Overview

This toolkit is intended as guidance to better serve the community. This past year has been tough, and we’ve suffered through a lot. The vaccines will help us get back to work, back to spending time with family and back to a more normal life.

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VACCINE COMMUNICATIONS: BEST PRACTICES

- Keep information short and simple and avoid jargon.
- Repeating information will also help improve a person’s ability to remember it.
- Tell the truth and be transparent.
- Be positive and do not repeat vaccine myths.
- Highlight stories and use visuals. See attachments.
- Emphasize the personal and social benefit of vaccines.

Misinformation can come from a variety of sources. Be sure to understand the source of information before you address misinformation. We recommend the following sources of information:

- Boulder County Public Health
- CDPHE
- CDC

WHAT YOU NEED TO KNOW

- Vaccinations can stop the pandemic, if most people get it
- Vaccines stop you from getting sick
- You protect your community, family and friends
- Keeps businesses and schools open
- There are two double dose vaccines available and a 1-dose option now
- You cannot get COVID-19 from the vaccine
- Side effects are limited
- Vaccine protects all races, ethnicities and medical conditions
GENERAL COVID-19 VACCINE INFORMATION

Below is a list of talking points you may want to consider as you communicate the importance of vaccines to your community.

- Vaccines are a free, safe and effective
- Can stop illness or make it mild
- To stop the pandemic, most people need to get it
- Helps protect community, family, friends
- Help businesses and schools stay open
- Vaccines offer protection from the virus to people of different ages, races, ethnicities and medical conditions
- Getting a COVID-19 vaccine is a safer choice

SIGNING UP FOR A VACCINE APPOINTMENT

The Colorado Department of Public Health and Environment (CDPHE) has complete control of the distribution of all COVID-19 vaccine to local communities. All vaccine providers administer vaccine according to the state’s vaccine prioritization.

People must sign up with providers for a vaccine appointment. See Boulder County’s list of providers.

WHAT IT MEANS TO BE FULLY VACCINATED

People are considered fully vaccinated:

- 2 weeks after their second dose in a 2-dose series, such as the Pfizer or Moderna vaccines, or
- 2 weeks after a single-dose vaccine, such as Johnson & Johnson’s Janssen vaccine.

If it has been less than 2 weeks since the 1-dose shot, or you still need the second dose of a 2-dose vaccine, you are NOT fully protected.

- For more information, visit www.cdc.gov/coronavirus/2019-ncov/vaccines/fully-vaccinated.html
REGISTRATION ASSISTANCE

We understand that registration on some vaccine provider websites can be complicated for some residents. Individuals can contact the vaccine provider (e.g. hospital, clinic, pharmacy) directly by calling their main number.

If community members need help with vaccine registration, they can contact

- Boulder County Public Health Call Center at 720-776-0822 (M-F, 9 a.m.- 2 p.m.) English and Spanish information.
- Call 211 for registration, local resources and services. Over 150 languages available.
- The state’s hotline at 1-877-COVAXCO (1-877-268-2926) 24 hours a day, 7 days a week. Multiple languages available.

VACCINE APPOINTMENT INFO: WHAT TO EXPECT

- Many providers around the state are currently offering vaccines to eligible Coloradans. These locations are not open for walk-in appointments. They should be contacted directly for more information.
- It’s important to know that vaccine providers may have varying or limited amounts of vaccine doses during any given week.
- Providers should be contacted directly for more information.
- CDC currently recommends that persons who receive a COVID-19 vaccine be observed after vaccination for the following time periods for anaphylaxis:
  - Persons with a history of anaphylaxis (due to any cause): 30 minutes
  - All other persons: 15 minutes
- Some providers may mention an administrative fee but residents will NOT pay this fee
ADDRESSING CONCERNS

Your vaccine record is confidential information

- To receive the COVID-19 vaccine, you will need to share your name, date of birth, phone or email. Sharing this information ensures the vaccine is given safely, effectively and responsibly.

- No health insurance is needed

- No U.S. residency or immigration status is needed or checked

What information is shared

Boulder County Public Health (BCPH) will NOT use your information for any immigration or law enforcement purposes.

- The state health department will submit daily, anonymous COVID-19 vaccine data to the CDC as required. Personal identifiable information like your name and full address will NOT be shared with CDC.

Immigration status does not matter

The Department of Homeland Security announced that vaccination sites will be considered sensitive locations. This means that ICE will not carry out enforcement activities at or near vaccination sites.

BCPH will not share your information for any immigration or law enforcement purposes. Receiving the COVID-19 vaccine will not count against you in any public charge determinations.

How to submit a concern

- If a provider is requiring you to show identification in order to get vaccinated, you can submit a report using the state’s COVID-19 Concerns form: www.covid19.colorado.gov/CovidConcerns

- If you have problems with your insurance company, you can contact the Division of Insurance by phone at 303-894-7490 or by email at DORA_Insurance@state.co.us.

- If someone is making you pay for a vaccine or a vaccine appointment, it may be a scam. You can report potential vaccine scams to the Colorado Attorney General’s Office at www.stopfraudcolorado.gov.
ADDRESSING HESITANCY: WHY SHOULD PEOPLE GET VACCINATED?

Vaccine is safe and effective

How do vaccines work?
• Vaccines make a copy of a part of the virus
• Your body recognizes part of virus and makes antibodies to fight it
• Vaccine does NOT change DNA or genes
• You are protected without severe illness
• You CANNOT get COVID-19 from vaccine

Vaccine side effects are limited.
• The process of building immunity can cause symptoms, which is normal and shows that your body’s immune system is responding to the vaccine.
• Side effects can affect your ability to do daily activities, but they should go away in a few days.
• People are considered fully vaccinated two weeks after their second shot of the Pfizer-BioNTech or Moderna COVID-19 vaccine, or two weeks after the single-dose Johnson and Johnson’s Janssen COVID-19 vaccine. You should keep using all the tools available to protect yourself and others until you are fully vaccinated.

What to expect:
On the arm where you got the shot:
• Pain
• Redness
• Swelling

Throughout your body:
• Fever
• Chills
• Tiredness
• Headache
• Muscle or joint pain
• Nausea/vomiting
After you are fully vaccinated for COVID-19, you may be able to start doing some things that you had stopped doing because of the pandemic. Learn more about what you can do when you have been fully vaccinated.

**Vaccine meets safety standards**

- COVID-19 vaccines were tested in large clinical trials to make sure they meet safety standards.
- There is also independent oversight from scientists, researchers and academics.
- The Food and Drug Administration (FDA) has rigorous standards and procedures to ensure vaccine safety.
- In emergencies like the current COVID-19 pandemic, the FDA can authorize the use of vaccines through an Emergency Use Authorization (EUA). An EUA permits the FDA to get lifesaving medicines to people who need them safely and efficiently.
- Getting as many of us vaccinated as possible will hopefully allow us to achieve widespread community immunity, so we can get back to normal.

**Religious Concerns**

- None of the current vaccines contain human cells or tissue. However, some human cell lines were used in the production of Johnson & Johnson’s Janssen vaccine. Pfizer and Moderna used human cell lines to test their vaccines.
  - These cell lines originally came from fetal tissue more than 30 years ago. None of the original tissue remains today: all descended cells are grown in labs. No new fetal tissue is required in the ongoing development and production of vaccines.
  - Multiple purification steps ensure that cells are not in the final vaccine.
  - For more information about human cell lines, please see the College of Physicians of Philadelphia’s webpage Human Cell Strains in Vaccine Development.
- Johnson & Johnson’s Janssen vaccine includes ethanol, a form of alcohol, as an inactive ingredient.
**ADDRESSING BARRIERS OF PRIORITY POPULATIONS**

**Microaggressions**
- Making assumptions about a person based on their appearance and other factors can lead to microaggressions.
- Microaggressions are subtle comments or assumptions about a person based on stereotypes.
  - Example: White women are asked whether they have children and BIPOC (Black Indigenous People of Color) women are asked how many kids they have. The assumption being that BIPOC women always have children because of racial stereotyping.
  - Example: Asking non-white Americans where they are “really” from. It assumes that non-white Americans are not actually from the US, even if they were born here.

Please contact Christina Wiles, cwiles@bouldercounty.com, or Angela Simental, asimental@bouldercounty.org, for a toolkit tailored to these communities:
- LGBTQ+
- Latinx
- People with Disabilities

**Documentation**
- The Department of Homeland Security announced that vaccination sites will be considered sensitive locations. This means that ICE will not carry out enforcement activities at or near vaccination sites.
- No health insurance is needed
- No U.S. residency or immigration status is needed or checked
- Different providers may ask for different information. Call your provider to find out what information you may be asked about.

**Planning for a vaccine**
- Many people receive wages only for the days they work. If they must miss work due to vaccine side-effects, they need to plan. Please be transparent about the side effects and the time it might take to fully recover.
- People from some racial and ethnic minority groups are disproportionately represented in essential work settings such as healthcare facilities, farms, factories, grocery stores, and public transportation.
Healthcare Access
People from some racial and ethnic minority groups are more likely to be uninsured than non-Hispanic white people.

Healthcare access can also be limited for these groups by many other factors, such as lack of transportation, child care, or ability to take time off from work; communication and language barriers; cultural differences between patients and providers; and historical and current discrimination in healthcare systems.

Housing
Some people from racial and ethnic minority groups live in crowded conditions that make it more challenging to follow prevention strategies. In some cultures, it is common for family members of many generations to live within a single household.

Isolation
Hispanic/Latinx family units can be multigenerational with extended family members living together and strong social networks, which increases the potential of COVID-19 transmission to more people and makes isolation in a full house or small space more difficult. There are few temporary housing options available in Boulder County.

Lack of access to accurate information about how COVID-19 spreads, confusion about transmission while asymptomatic, and unfamiliarity with Western medical treatments has compounded the risk of transmission.

For help with reasonable accommodations, including interpretation, please call 720-776-0822 (English & Spanish)

RESOURCES FOR PEOPLE EXPERIENCING BARRIERS

Access to Technology
To sign up for an appointment or get connected to resources, call
- Boulder County Public Health Call Center at 720-776-0822 (M-F, 9 a.m.- 2 p.m.) English and Spanish information
- 211 for registration, local resources and services. Over 150 languages available.
- The state’s hotline at 1-877-COVAXCO (1-877-268-2926) 24 hours a day, 7 days a week. Multiple languages available.

Mobility and Transportation
- For resources that address transportation and/or mobility barriers, visit https://assets.bouldercounty.org/wp-content/uploads/2021/04/2021.04.05_mobiltyforall_transportdoc.pdf
ADDITIONAL RESOURCES

Worker’s Rights

It is against the law to discipline, cut hours, reduce wages or fire someone, including independent contractors and undocumented residents, for leaving work due to COVID-19.

Please tell Boulder County Public Health about any employer or business not following requirements. It will help to stop the spread of COVID-19. You can remain anonymous.

- **Call Center:** 720-776-0822 (English & Spanish)

Colorado laws help protect you at work by making sure the workplace is safe, you are getting paid for COVID-19 benefits, and you are getting support from your supervisor.

- Learn about your rights and responsibilities in the [workplace](#).
- Federal law requires up to two weeks paid leave for anyone who must isolate or quarantine due to COVID-19 and who work for an employer with fewer than 500 employees.
- Some employers with 50 or fewer employees may be exempt.
- The Colorado Health Emergency Leave with Pay Rules ("Colorado HELP Rules") adds coverage for workers as well. [Read more in the FAQ.](#)

Legal Support

There is free legal help available in English and Spanish if you are having trouble with work or school and COVID-19.

- **Colorado Department of Labor & Employment, Division of Hour and Wage**
  - **Call Center:** 303-318-8441 (Toll Free: 888-390-7936)
  - **Email:** cdle_labor_standards@state.co.us
- **Boulder County Bar Association**
  - Virtual legal clinic: [www.boulder-bar.org](http://www.boulder-bar.org), click on “BCBA Virtual Legal Clinic Registration.” Select “yes” for “Is this COVID-19 related” to prioritize a request for an attorney.
- **Towards Justice**
ABOUT COVID-19 VACCINES

- **Johnson & Johnson vaccine CDC details** - Authorized for adults 18 and up
  - Johnson & Johnson FDA Fact Sheets
  - Johnson & Johnson EUA Fact Sheets for Recipients & Caregivers
- **Pfizer vaccine CDC details** - Authorized for everyone 16 and up
  - Pfizer FDA Fact Sheets in English & Additional Languages
  - Pfizer Fact Sheet for Recipients & Caregivers
- **Moderna vaccine CDC details** - Authorized for adults 18 and up
  - Moderna FDA Fact Sheets in English & Additional Languages
  - Moderna Fact Sheet for Recipients & Caregivers

OUTREACH RESOURCES

For a complete list of FAQs and additional vaccine information visit: [https://www.bouldercounty.org/families/disease/covid-19/vaccine-safety-equity-outreach/](https://www.bouldercounty.org/families/disease/covid-19/vaccine-safety-equity-outreach/)

- **Boulder County Public Health booklets**
  - Frontline workers: Your Guide to COVID-19
    - This booklet provides tips, guidance, laws and resources for anyone living in Boulder County.
    - English: [https://issuu.com/bcdhhs/docs/english_frontline_worker_outreach_booklet?fr=sNjMzMzg1ODc2](https://issuu.com/bcdhhs/docs/english_frontline_worker_outreach_booklet?fr=sNjMzMzg1ODc2)
    - Spanish: [https://issuu.com/bcdhhs/docs/spanish_frontline_worker_outreach_booklet?fr=sYWHYjg1ODc2](https://issuu.com/bcdhhs/docs/spanish_frontline_worker_outreach_booklet?fr=sYWHYjg1ODc2)
  - Your Guide to the COVID-19 Vaccine:
    - This booklet provides facts about how vaccines work, side effects and what to expect during and after you vaccine appointment.
    - Spanish: [https://issuu.com/bcdhhs/docs/span_vaccine_outreach?fr=sNmQ3MDg1ODc2](https://issuu.com/bcdhhs/docs/span_vaccine_outreach?fr=sNmQ3MDg1ODc2)
  - Vaccine Hesitancy Flyer (See included)
    - Share this flyer with residents or display it at your organization,
especially with residents experiencing technological barriers.

- **Request a Town Hall**
  - If your organization needs general information about COVID-19 and the vaccine, request a Town Hall in [English](#) or in [Spanish](#).

- **COVID-19 Community Updates**
  - These biweekly sessions are intended to provide the community with an update on the COVID-19 pandemic in Boulder County and the public health response, as well as provide an opportunity for residents to ask questions.
  - Biweekly webinars (every other week) are held on Wednesdays at 3:30 p.m.
  - Webinars include Spanish translation
  - View recordings of past community updates on [YouTube](#).

- **COVID-19 Report a Concern or Ask a Question**
  - Questions about topics such as possible exposures, travel, workplace environments, deliveries, social distancing, real estate open houses, nursing homes, etc. can be submitted at [www.bouldercounty.org/families/disease/covid-19/concerns-questions/](http://www.bouldercounty.org/families/disease/covid-19/concerns-questions/)

### VACCINE FACTS


**When can I get the COVID-19 vaccine?**

Phase 2 (or open eligibility, meaning everyone can receive the vaccine without restrictions in the state of Colorado) began on April 2, 2021. Providers may still prioritize appointments according to [Colorado’s phased vaccination plan](#).

**What types of COVID-19 vaccine(s) are available?**

Three COVID-19 vaccines, Pfizer, Moderna, and Johnson & Johnson, are available, but supplies vary from week to week and provider to provider. Because all vaccines are safe and effective, you can schedule an appointment with your provider to receive whichever vaccine is available to you sooner.
Is it safe for me to get a COVID-19 vaccine if I would like to have a baby one day?

Yes. If you are trying to become pregnant now or want to get pregnant in the future, you may receive a COVID-19 vaccine when one is available to you.

There is currently no evidence that COVID-19 vaccination causes any problems with pregnancy, including the development of the placenta. In addition, there is no evidence that fertility problems are a side effect of any vaccine, including COVID-19 vaccines.

As with all vaccines, scientists are studying COVID-19 vaccines carefully for side effects now and will continue to study them for many years.

Can I be vaccinated if I have an underlying condition?

COVID-19 vaccines may be administered to most people with underlying medical conditions. For more questions or concerns, please contact your provider.

After getting a COVID-19 vaccine, will I test positive for COVID-19 on a viral test?

No. Neither the recently authorized and recommended vaccines nor the other COVID-19 vaccines currently in clinical trials in the United States can cause you to test positive on viral tests, which are used to see if you have a current infection.

If your body develops an immune response—the goal of vaccination—there is a possibility you may test positive on some antibody tests. Antibody tests indicate you had a previous infection and that you may have some level of protection against the virus. Experts are currently looking at how COVID-19 vaccination may affect antibody testing results.

If I have recovered from COVID-19 and completed my isolation period, do I still need to get vaccinated with a COVID-19 vaccine?

Currently, it is unknown how long natural immunity lasts after recovering from COVID-19. Early evidence suggests natural immunity from COVID-19 may not last very long in some people, and cases of reinfection have been reported. So even if you have had COVID-19 and recovered, you should plan to get a vaccine when it is your turn.

If you had a COVID-19 infection, CDC says you may wait a few months after your infection before getting the vaccine as re-infection risk is
low during this time. However, you may choose to get the vaccine earlier than that if you have recovered from your infection.

Data from clinical trials suggest that the Pfizer and Moderna vaccines are safe and effective in people who have recovered from a previous COVID-19 infection.

**Will a COVID-19 vaccination protect me from getting sick with COVID-19?**

Yes. COVID-19 vaccination works by teaching your immune system how to recognize and fight the virus that causes COVID-19, and this protects you from getting sick with COVID-19.

Being protected from getting sick is important because even though many people with COVID-19 have only a mild illness, others may get a severe illness, have long-term health effects, or even die. There is no way to know how COVID-19 will affect you, even if you don’t have an increased risk of developing severe complications.

**Will a COVID-19 vaccine alter my DNA?**

The COVID-19 vaccine does NOT affect your DNA or change your genes. The vaccines create a single harmless “spike” protein unique to the COVID-19 virus. Your body recognizes the spike protein and produces antibodies against it.

**Will the COVID-19 vaccine protect me from COVID-19 variants?**

Viruses constantly change through mutation, and new variants of a virus are expected to occur over time. Sometimes new variants emerge and disappear. Other times, new variants emerge and persist.

Scientists are working to learn more about COVID-19 variants. Early research suggests that the currently authorized vaccines are effective against the variants, though perhaps to varying degrees depending on the strain.

Even if you are vaccinated, continue to wear a face mask, social distance, wash your hands and don’t gather in groups larger than 10.

**Can a COVID-19 vaccine make me sick with COVID-19?**

No. All the currently authorized vaccines contain the SARS-CoV-2 virus, the virus that causes COVID-19 disease. All currently authorized vaccines are inactivated. The Janssen (Johnson & Johnson) vaccine contains a modified adenovirus, a different, harmless virus, but this virus cannot replicate itself or make you sick.
Can I get the vaccine if I am immunocompromised?

- Immunocompromised people may receive a COVID-19 vaccine if they have no contraindications or reason to believe that getting the vaccine would be harmful to them. However, it is important to talk to your health care provider if you have questions about the unknown safety and effectiveness of the vaccine in immunocompromised populations, as well as the potential for reduced immune responses.

- People living with HIV, other immunocompromising conditions, or who take immunosuppressive medications or therapies might be at increased risk for severe COVID-19 disease. There is currently not enough data to establish vaccine safety and efficacy in these groups.

- People with stable HIV infection were included in phase 2 and 3 clinical trials, though data specific to this group are not yet available.

GENERAL COVID-19 INFORMATION

- COVID-19 symptoms of may feel like flu. Stay home if you have any of these. If you lose your smell or taste, it is a clue that it may be COVID-19. Some people don’t have any symptoms, so always keep distance and wear a mask in public.

- It’s important that your mask always covers your nose and mouth because coronavirus droplets that cause COVID can spread from your nose or mouth, even if you’re not coughing or sneezing.

- Keeping 6 feet away helps keep coronavirus droplets from reaching you.

- Washing hands often helps stop the spread to your eyes or mouth if coronavirus droplets are on your hands.

COVID-19 TESTING

Free COVID-19 testing is available at several community testing sites for anyone who would like to be tested. Individuals do not have to have symptoms to be tested. Mask must be worn at all times at the testing sites. Free community sites will operate weather permitting.

Anyone who tests positive will need to isolate and monitor their symptoms. Members of the same household and those who have been in close contact will need to quarantine.
IT TAKES all of us TO END THE PANDEMIC!

If you know someone who is hesitant to get the COVID-19 vaccine, share your experience!

Here are resources and information you can share:

- **Vaccine is Effective**
  - It protects you without the risk of severe illness or death
  - Meets all the safety standards
  - Scientists, researchers and academics monitor the efficacy

- **Side Effects are Limited**
  - Fever
  - Chills
  - Tiredness
  - Headache
  - Muscle or joint pain

- **Your information is confidential**
- **No identification needed**
- **Immigration status not needed or checked**
- **No data sharing**

Thank you for being a champion and getting your vaccine!

**Remember to:**
- Take it slow and rest
- Keep wearing your mask and practicing social distancing
- Don’t forget your second dose appointment

Learn more

- Colorado Hotline at 1-877-COVAXCO
- SUMA at bocosuma.com
- BoulderCounty.org
- Follow Boulder County Public Health
¡NECESITAMOS DE TODOS PARA ACABAR CON LA PANDEMIA!

Si conoces a alguien que tiene dudas sobre la vacuna contra COVID-19, ¡compártela tu experiencia!

Estos son algunos recursos e información que puedes compartir:

- **La vacuna es eficaz**
  - Te protege de enfermarte gravemente o morir
  - Protege a todas las razas, etnias y condiciones médicas
  - Cumple con todas las normas de seguridad
  - Científicos, investigadores y académicos supervisan la eficacia

- **Tiene pocos efectos secundarios**
  - Fiebre
  - Escalofríos
  - Cansancio
  - Dolor de cabeza
  - Dolor muscular

- **Tu información es confidencial**
- **No se necesita identificación**
- **Estatus migratorio no es necesario**
- **No se comparten tus datos**

¡Gracias por ser un campeón y recibí tu vacuna!

**Recuerda:**
- Tómalo con calma y descansa
- Sigue usando tu cubrebocas y distanciamiento social
- No olvides tu segunda cita si necesitas la segunda dosis

Aprende más
- Línea de Colorado al 1-877-COVAXCO
- SUMA en bocosuma.com
- BoulderCounty.org
- Sigue a Salud Pública del Condado de Boulder