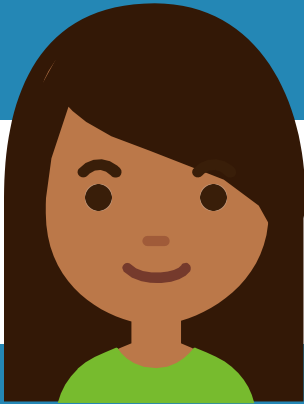


Supporting Difficult Conversations in COVID-19 Vaccine Clinics



We have all faced so much over a condensed period of time, with many factors not within our control. Big challenges can bring out the best and worst in people.

Engage & Empathize

Stop what you are doing. Slow down. Focus entirely on the person. Show understanding of their concerns without necessarily agreeing with them.



Actively Listen

Allow them to express their concerns. Listen without interrupting.



Clarify

Ask questions to clearly understand what the person's concerns are.



Validate

Paraphrase what they've said and check you have understood them correctly.



Acknowledge

Acknowledge their concerns and what they may be feeling without arguing or correcting them.

Offer Information



Offer an opportunity to address concerns with information, e.g. the Vaccine Card is intended to increase safety at non-essential social activities with large groups of people, such as restaurants or concerns, but is not required for essential activities, such as going to the grocery store.

Offer Options



- Choice of vaccine product if available.
- Time to think about it to ensure they are ready, and come back another day.
- If they remain unhappy, offer an avenue to voice their concerns: Provincial Health Officer's Office 250-952-1330 or provhlthoffice@gov.bc.ca

Ask for Help

Please reach out for support from clinic supervisors any time the situation is escalating.



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Examples

- Paraphrase, Validate:
 - I'm hearing the Vaccine Card is making you feel you must have the vaccine, but you are concerned about the vaccine's safety. Is that right?
- Acknowledge:
 - It is important to feel confident in the safety of the vaccine before you decide to take it.
- Offer Options, Offer Information:
 - Taking the vaccine is your decision - you can choose not to have it.
 - The Vaccine Card is only needed for social group activities that already have restrictions to prevent COVID-19 transmission, but not every day activities for living your life - like going to the grocery store.
 - Is it ok if I give you some information about the vaccine's safety?
- Clarify:
 - Can you tell me more about your safety concerns?
- Call for help:
 - You raise some excellent questions. I'd like to include the clinic supervisor in this discussion – would that be ok?