

# WORD ON THE STREET

## NAVIGATING COVID-19 CONVERSATIONS

### IN THE NEWS: CHILDREN AGES 5-11 YEARS CAN NOW RECEIVE THE COVID VACCINE

#### Need help finding a vaccine location?

- You can call 877-VAX-4NYC (877-829-4692) to schedule an appointment at certain sites or request an at-home vaccination appointment.
- Walgreens, CVS to Begin Offering COVID Vaccines for Kids Under 12 This Weekend. November, 3, 2021. [Read here.](#)
- NYC Offers \$100 Incentive to Kids Age 5-11 Vaccinated at City-Run Sites Starting Now. NBC New York. November 4, 2021. [Read here.](#)

#### WHAT ARE OUR NAVIGATORS HEARING?

*"Where's the best place for me to get vaccinated?  
Should I trust the vans?"*



#### WHAT TO KNOW:

COVID-19 vaccines are available for FREE and regardless of immigration status at sites across the city. When deciding where to get vaccinated, ask yourself:

**What location is easiest to visit? And, where will I be most comfortable?**

COVID-19 vaccines are available at the following locations:

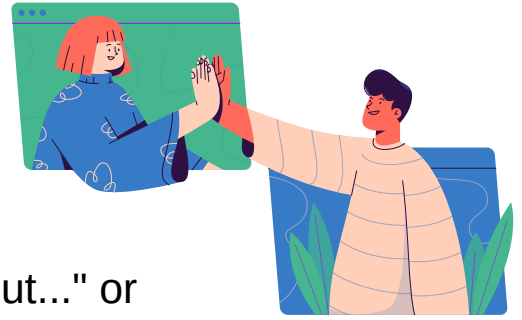
- Your Primary Care Doctor's office or Urgent Care Centers
- At home: [sign up here](#) to make an appointment for the NYC Department of Health to visit you at home
- Pop-up vans, tents, or other sites through NYC Department of Health or NYC Health + Hospitals
- Community Health Centers
- Pharmacies
- Other places: find all vaccination sites [here!](#)

**Important:** all NYC mobile vans and pop-ups are staffed with trained, licensed nurses who will safely and conveniently vaccinate and observe patients.

**Bonus:** A \$100 debit card, gift voucher, or free tickets to NYC attractions are available for those receiving their first COVID-19 vaccine dose at a NYC Department of Health or Health + Hospitals location!

# SENSITIVE CONVERSATIONS

One motivational tip that many find helpful is the "OARS" technique. Practicing the tips highlighted below will help ensure you show the person you're talking with empathy. This, in turn, could help them open up to you in meaningful ways.



**O** **Open Questions** like, "What do you think about..." or "Help me understand your feelings on..."

**A** **Affirmations** such as "I've really enjoyed our conversation..." or "You're a very thoughtful person..."

**R** **Reflective Listening** which may include saying things such as, "It sounds to me like you're saying ..."

**S** **Summaries** that build on reflective listening and allow you to confirm your understanding. You might provide a summary and ask, "Is there anything I am missing or anything more you wish to tell me?" In your summary, you can also provide educational information you have that would be helpful to the person. When appropriate, you can end with an action step.

Source: Motivational interviewing: Open questions, affirmation, reflective listening, and summary reflections (oars). Motivational Interviewing: Open Questions, Affirmation, Reflective Listening, and Summary Reflections (OARS) | The Homeless Hub. (n.d.). Retrieved November 4, 2021, from <https://www.homelesshub.ca/resource/motivational-interviewing-open-questions-affirmation-reflective-listening-and-summary>.

## HELPFUL TIP IN ACTION

**You might start by saying:** "Help me understand your concerns about getting a vaccine from a van."

**Then you might say,** "I can tell you're a thoughtful person who is really considering your own safety. It sounds to me like you're worried about the safety protocols of the van. Is that right? I can assure you that the vans are monitored and run by licensed professionals who keep safety top of mind. Is there anything more you wish to tell me about your concerns, or anything I misunderstood?"



# FROM UNSURE TO VACCINATED: STORIES FROM THE FIELD

Saturday morning, as I walked around in the community on my way to buy coffee, I noticed several friends on their way to play basketball. Walking with them to the courts, a conversation arose about the vaccination process and the now ongoing discussions with the NBA about players being vaccinated before they are allowed to play. The misinformation that has been going around through the media and social media was also in the discussion.

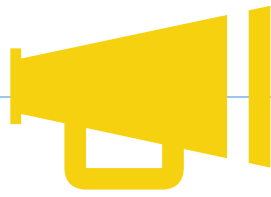
As we prepared to play, several of my friends were in favor of the mandate and several of them were not—they were still hesitant to get vaccinated. In my discussion with them I spoke about the need to understand science and how we have been living with science ever since we were born. As the conversation carried on, we began to bounce the ball and play like we came to do. During the first game, one friend stated that he wasn't getting vaccinated until he finds out what is inside the vaccine. I informed him on how to go about obtaining that type of information. By then, everyone had spoken a little about what they felt and gave their personal reasons for not wanting to get vaccinated.

The NBA came up in the conversation once again. So my thinking was to show them how the virus may be contracted. Showing how science comes into play when people are in close contact with one another. How we as family members have to be mindful of our loved ones who may already have a health condition that they are dealing with. How germs and viruses can be passed on to these loved ones without us even knowing until it is too late. It wasn't too surprising to find that everyone was more careful than they were a little while ago. After having the conversation about the players of the NBA and how the virus is actually contracted, it was obvious that everyone needed to be vaccinated if close contact was to resume amongst us all. 4 of the gentlemen decided to make a vaccination appointment immediately. I think having a deep discussion about medical science and how it plays a part in our daily lives is the key to open awareness about being vaccinated.

\*Fast forward a few weeks\* I spoke to one of the gentlemen just yesterday afternoon. He showed me his vaccination card and even stated it wasn't as bad as he made it out to be.

*-As told by Roger Abrams, Community Health Worker at NYU Langone*

***What are you hearing? Share the 'word on the street' from your perspective by filling out this form.***



# NAVIGATOR SHOUT OUT



The reason I do what I do is because I know how much it hurts to lose a loved one during the pandemic and have a feel of insecurity within our healthcare and government system. I understand what it feels like to feel hopeless when one is in need of help. Because of this, I want to help those who have felt or gone through the same or worse. Knowing that I have the capacity to do it, I will use it to my advantage to help others who need it. In other words, I wanted to become the hero that I needed. - Andrea Yaugal, Union Settlement



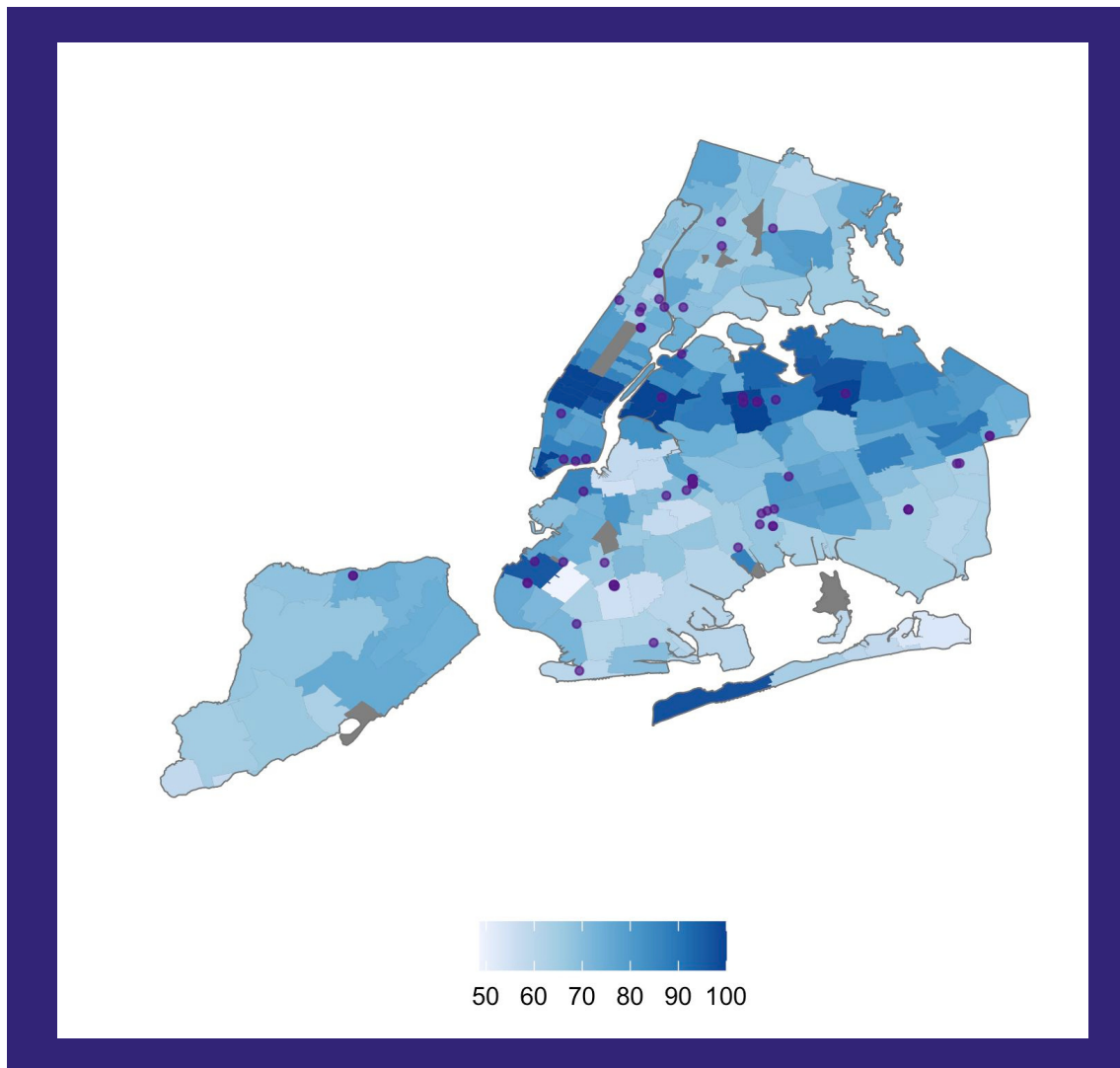
Our navigators and community healthcare workers are working hard every day to make a big impact on NYC's public health.

**We want to highlight you!** To share your bio and photo, or to nominate a colleague, complete [this form!](#)



# NYC DATA SNAPSHOT

Mobile vaccine van events within zip codes by vaccination rates



NYCEAL is working in partnership with NYC Health + Hospitals to coordinate mobile vans for on-site vaccinations at community locations. Since the program began in August 2021, 2,076 people have been vaccinated at over 70 community events with mobile vaccine vans. The map shows the sites of the van events with zip codes shaded according to vaccination rates.