

Script for COVID-19 Community Ambassador Outreach

Hello,

My name is _____ and I wanted to share some information with you around COVID-19 resources. I am a Community Ambassador with SF Community Health Center.

OFFER: Today I can offer you some masks, and COVID-19 rapid tests, and information on how you can get COVID-19 testing and vaccines if you are interested.... are you up to date on your vaccinations?

YES: That's awesome! Nice work taking care of your health; are you Boosted?

- **YES:** That's great! You're on top of it...ok, well would you like some masks and tests to have on you, or information on how to get treated if you get COVID -19? (if yes, provide supplies and information on connecting to SFCHC or CRC ; if no, thank them for their time and let them know the following: "If you ever see me on the street again, and are interested, feel free to stop me and we can talk again...")
- **NO:** see below

NO: Provide vaccine information and provide vaccine options (Glide; vaccine roving team); discuss importance of being vaccinated based on rising cases; also find opportunities to discuss

- **Testing:** provide language on "knowing your status"
- **Vaccines:** Describe accessibility and benefit of vaccines and how they can access vaccines on Thursdays and Saturdays via drop-in
- **Treatment:** "since you are not vaccinated its really important for you to know that there is treatment available now for COVID-19. Should you think that you are having symptoms related to COVID-19 its really important to get a test and get connected to a provider for treatment so that you can take care of your health....there is a lot of benefit to getting treatment to help with managing your symptoms and feeling better in the long run --- feel free to provide story about yourself and your COVID-19 experience.... NOTE
 - If COVID-19 positive: use safety steps and offer linkage to CRC; if they decline offer contact information to CRC and make plan to check in with them tomorrow or next week
- **Closing-up:** Circle back to any information that seemed to perk them up and remember to:
 - **OFFER:** masks and rapid tests
 - **OFFER:** Information for SFCHC and how they can access primary care + more tests
 - **OFFER:** Information for Glide testing and vaccine days
 - **OFFER:** Information that will let them know they can stop you anytime to talk or connect with other Community providers like (SFAF, Curry, Glide) to get connected to treatment options.

Updates:

- Changing language to be more digestible, for example...medication vs treatment; describing symptoms vs just saying symptoms; more self-disclosure
- Symptom management: "it can make you feel better sooner"
- "you won't feel as sick"
- Check in with Thomas/Aldo about this...have them write out their own script...what are they doing in the community
- Are there buzz words that they use in the Community that we can continue to emphasize and lead with