

2021

Employer Solutions

COVID-19 vaccine playbook for your workplace



Dear business community



The health and safety of your employees continues to be our highest priority. Advocate Aurora Employer Solutions values the trust you have placed in us – our expert physicians, nurses and team members. Our commitment to providing your employees with the compassionate, safe and quality care they deserve continues now and always.

Advocate Aurora Health is committed to keeping you informed about vaccine news and distribution updates, so our communities can get back to what matters – friends, family and a brighter tomorrow.

In response to the current COVID-19 vaccine administration, we want you to know we're here for you and your employees. To help answer your questions, we've created this resource guide filled with helpful information from our board-certified physicians about steps your business can take to get your employees vaccinated.

With our fully integrated network of providers and resources, our goal is to get your employees the right care at the right time. Advocate Aurora Employer Solutions offers a full range of services to help you respond to COVID-19 and vaccinations while maintaining and improving the health and wellness of your employees.

We appreciate your continued confidence in Advocate Aurora. For additional employer resources, please visit the [CDC's webpage for workplaces and businesses](#) for further guidance and recommendations.

Advocate Aurora Employer Solutions

Table of contents



Vaccine education	4
Vaccine hesitancy	6
Creating a Vaccination Strategy.....	8
Prepare	8
Procurement	8
Implementation	10
Managing your workplace after vaccination – program offerings.....	11
Vaccine resources	13
Our Safe Care Promise.....	14

Vaccine education



Getting vaccinated is safe, effective and will help us beat COVID-19.

What your employees need to know about getting vaccinated

- The vaccines are extremely safe and effective.
- The benefit of receiving the COVID-19 vaccine far outweighs the risk.
- We expect everyone who wants a vaccine will be able to get one in the next few months as large quantities become available.

What vaccines are being distributed?

The U.S. Food and Drug Administration has approved emergency use authorization for three COVID-19 vaccines. The vaccine developed by Pfizer/BioNTech is approved for people age 16 and older and the vaccines developed by Moderna and by Johnson & Johnson are approved for people age 18 and older.

Are the vaccines effective?

Trials showed the Pfizer, Moderna and Johnson & Johnson vaccines were extremely effective. There were no serious safety concerns reported in the trials.

Vaccines were approved for emergency use by the FDA. What does that mean?

Emergency use authorization, or EUA, means unapproved medical products can be used in an emergency to diagnose, treat or prevent serious or life-threatening diseases, assuming safety and quality criteria have been met.



What can I expect when I get the COVID-19 vaccine?

Getting the COVID-19 vaccine is similar to getting any other vaccine. The Pfizer vaccine requires two shots given no less than 21 days apart. The Moderna vaccine requires two shots given no less than 28 days apart. And the Johnson & Johnson vaccine requires one shot. For the vaccines that require two doses, it's important to get both doses to get full protection. And you must get two doses of the same vaccine - you can't get one of each.

Are there side effects from getting the vaccine?

The most commonly reported side effects in trials included pain at the injection site, tiredness, headache, muscle pain, chills, joint pain, nausea and fever. Side effects such as these often indicate a person's immune system is responding to the vaccine.

Minor side effects are common after a vaccine, and our providers will help you understand and manage them. If you experience something more serious than a side effect after getting vaccinated, contact your health care provider to get care right away.

Will I still need to wear a mask and socially distance after vaccination?

Yes. Even after receiving the vaccine, everyone needs to wear masks and practice social distancing in public spaces. Hand washing is also important. It'll take time to immunize enough of the population to stop the virus from spreading, so we'll need to continue these safe practices for some time.

Should I get vaccinated if I already had COVID-19?

It's recommended that people who have had COVID-19 get the vaccine. However, if you're still contagious, you should delay your vaccine appointment until you no longer can transmit the virus. Contact your doctor.

For a full list of COVID-19 vaccine questions, visit:

<https://www.advocateaurorahealth.org/coronavirus-disease-2019/covid19-vaccine/news-and-faq>



Vaccine hesitancy



Count on Advocate Aurora for the information you and your employees need to stay safe and healthy.

To address vaccine hesitancy, encourage employees to make their decision based on facts. By getting vaccinated, together we can beat COVID-19 for a brighter tomorrow.



COVID-19 VACCINE

Myth vs Fact



It will give me COVID-19	→	The vaccine doesn't contain a live virus strain
It will somehow change my DNA	→	The vaccine helps your body produce antibodies but cannot change your DNA
I will get sick and have severe side effects after getting the vaccine	→	All vaccines, including the COVID-19 vaccines have some side effects, most of which are mild and only last a day or two
It causes infertility	→	There is no scientific evidence that the vaccines can cause infertility in women
It is not safe and was rushed for use	→	The COVID-19 vaccines have now been used in millions of people and are considered to be very safe
Once I get it, I can stop wearing a mask	→	Once enough people are immune to the virus, you will be able to stop wearing a mask. It's coming soon!

Source: CDC

Provide answers to their questions

How do I know the vaccine is safe?

There were no serious safety concerns during clinical trials.

There have also been few serious reactions and 0 deaths from the vaccine.*

How effective is the vaccine?

The vaccines are shown to be highly effective in preventing COVID-19. Up to 18,000 deaths were avoided in just one week of vaccination.**

Do I still need to wear a mask?

Yes, it's important that you still wear a mask and social distance. It'll take time to vaccinate enough people to stop the virus from spreading.

*CDC report: Distribution in U.S. - Dec. 14, 2020-Feb. 14, 2021

**Pfizer vaccine snapshot: Phase 1A distribution in U.S. - Dec. 14-23, 2020

Addressing health inequities

Our communities are faced with two pandemics, both COVID-19 and racism. Advocate Aurora has declared racism as a public health crisis. We understand the distrust of health care due to historical racial discrimination. Because of this historical injustice, pharmaceutical companies handled this COVID-19 vaccines differently - they have been tested in people of all different ethnicities are proven safe for everyone.

We know how serious the COVID-19 virus is and how it has disproportionately impacted Black and Hispanic communities. The benefit of receiving the COVID19 vaccine far outweighs the risk.

This vaccine and the vaccination program will help us close the gap of health inequity, but we need everyone to step up when it's their turn to get vaccinated. Because the truth is, the only way we can beat COVID-19 is together, and vaccination is the only way to end the pandemic.

Engaging in COVID-19 vaccine conversations

- Start from a place of empathy and understanding.
- Listen to their concerns and then respond to the specific topic.
- Lead with open-ended questions, "I understand you are concerned - can you tell me a little bit more about what you are worried about?"
- Acknowledge concerns without judgment.
- Avoid criticizing sources - simply provide factual information.
- Link vaccine acceptance to hopes and goals.
- If continued refusal or hesitancy, wrap up conversation from a place of compassion and respect, "I understand you're still hesitant but want to encourage you to continue to learn about the safety and effectiveness of the vaccine. The CDC and our website aah.org/vaccine have great resources."

Creating a vaccination strategy



Designing a workplace vaccination plan covers three key areas: preparation, procurement and implementation.

1. Prepare

Survey employees to gauge their intent to receive the vaccine and understand high-risk populations. Their feedback will also help you to determine the best ways to share vaccine information and let them know when the vaccine becomes available.

- **Understand your state's eligibility tiers and vaccination plans**
 - [Illinois Department of Public Health](#)
 - [Wisconsin Department of Health Services](#)
- **Share educational resources to help address vaccine hesitancy.**
- **Create an employee vaccine ambassador program.**

2. Procure

Employers play a vital role in securing vaccine supply. It's essential employers partner with their county, state and health care system to acquire vaccine.

How to work with your local health department

- For more information about state vaccination plans, visit the [Illinois Department of Public Health](#) or [Wisconsin Department of Health Services](#) websites.

How to work with Advocate Aurora

Advocate Aurora is here to partner with you to provide clinical expertise and education resources as you develop a COVID-19 vaccine plan that works best for your business.

- **Collaborate with us to develop a vaccine communication and supply plan.**
- **Advocate Aurora never schedules anyone unless we have supply.**
- **Advocate Aurora supports vaccine reporting to government agencies.**
 - Wisconsin Immunization Registry
 - Illinois Comprehensive Automated Immunization Registry Exchange (I-CARE)

Creating a vaccination strategy - *continued*

- **Prepare employees: before appointment**

- **Take action now**

- Download the LiveWell with Advocate Aurora Health app from the App Store or Google Play Store or activate your LiveWell account on our website. This is an important step so you can quickly schedule your appointment when it's your turn to get vaccinated.

- **Check your email regularly**

- Eligible individuals will receive an email when it's time to schedule. Once notified visit the LiveWell app or website regularly as we'll continue to add vaccine appointments as we receive more vaccine supply.

- **Stay informed**

- We'll continue to keep you updated on our vaccine distribution efforts. Please visit aah.org/vaccine often for more information.

- **Prepare employees: during their appointment**

- **You should:**

- Bring proper identification (employee badge or paycheck stub).
- Wear a mask.
- Be prepared to stay 15-30 minutes after your vaccination for monitoring.
- Keep your vaccination card in a safe place and bring this card to your second-dose appointment (if your first dose was the Pfizer or Moderna vaccine).
- Employees will receive a message through the LiveWell app or website indicating you can schedule your second dose.

- **Prepare employees: after appointment**

- **Employees should:**

- Schedule their second dose.
- You may experience some discomfort and soreness from the injection as well as nonserious effects.
- Continue to wear a mask, practice social distancing in public spaces and continue hand washing. It'll take time to immunize enough of the population to stop the virus from spreading, so we'll need to continue these safe practices for some time.

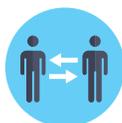
3. Implement

Manage vaccine appointment scheduling to minimize disruption to your business.

This includes:

- Staggering appointment times.
- Setting aside blocks of time and preparing to give your employees time off.
- Creating a workplace respite room for employees that may experience post-vaccine side effects.

Continuing to reinforce workplace modifications such as:



Physical distancing

- Provide flexible worksites, such as working from home.
- Provide flexible work hours: staggered work days or shifts.
- Provide physical barriers between workstations, 6 feet apart.
- Discourage workers from sharing desks, phones, tools, equipment, etc.



Surface cleaning

- Maintain regular housekeeping practices.
- Focus on common areas, restrooms, break rooms, lobby, entrances and exits.
- Focus on commonly touched items: door handles, light switches, phones, time clocks, vending machines, waste containers.



Hand hygiene

- Provide wash stations with soap and water for workers and guests.
- Provide alcohol-based hand sanitizers (at least 60%).



Respiratory etiquette

- Cover mouth and nose when coughing or sneezing.
- Provide tissues and waste receptacles.



Masking

- Provide face coverings to help reduce the spread of respiratory secretions, especially when talking, sneezing or coughing.
- Recommend cloth face coverings.

Managing your workplace after vaccination



Program offerings

Workplaces of the future will need to have an effective process in place for ongoing vaccine management. This includes updating and managing employee immunization records, staying current on the latest occupational health protocols such as pre-employment and regulatory medical examinations and ongoing COVID-19 support.

Advocate Aurora Employer Solutions is committed to keeping you and your employees healthy. As your trusted health care partner, we're available to help with our program offerings.

Medical consultation

- Maintaining a healthy workforce and protecting your employees with the expertise of our clinicians. Advocate Aurora physicians will partner with your team and provide practical advice and clinical support to guide your decision-making and policy development to ensure adherence to CDC and state guidelines.

Baseline assessments

- Helping prevent injuries before they happen with on-site assessments. Our expert physical therapists, occupational therapists or athletic trainers will thoroughly assess and recommend any needed ergonomic assessments, job coaching, worker exercises for stretching and strengthening, 1:1 evaluations and treatment for work-related injuries.

Continuing screening and testing

- Offering COVID-19 PCR tests and serological antibody tests for you and your employees. We'll help you implement workplace modifications, create prevention procedures, interpret CDC and OSHA regulations and create a matrix of potential COVID-19 exposures, along with guidance on what to do next and testing updates.

Ongoing testing guidance

- Ongoing testing will still need to occur. We're available to help you implement testing protocols and understand the continuing risk of COVID-19 variants.

Ongoing COVID-19 support

- Immunization schedule management. (i.e., booster shots)
- COVID-19 training for employers.
- Management of vaccinated and non-vaccinated employee populations.
- Primary care services support for those with long-term COVID-19 symptoms.
- Mental health resources related to:
 - Isolation
 - Depression
 - Obesity
 - Despair
 - Suicide
 - Alcohol and drug addiction

Virtual health

- Offering your employees convenience in seeing a provider from home or anywhere. With our LiveWell mobile app, they can do video visits, manage their appointments, send messages to their doctors, refill their prescriptions and more – all in one place. And if an employee tests positive for COVID-19, they can easily check in to monitor their symptoms through their mobile device.

Behavioral health

- Employee Assistance Program. (EAP)
- Student and Family Assistance Program. (SFAP)
- Educational, telephonic one-on-ones and work-life balance support groups.

Primary care services

- Annual physicals
- Preventive care
- Immunizations
- Nutritional counseling and weight management
- Acute care, pediatrics and comprehensive prenatal and childbirth care

Wellness programs

- Health coaching
- Biometric screenings
- Health risk assessments
- Flu shots
- Weight management

Employer clinics

- Onsite or near-site options, including virtual visits
- Acute care and chronic care management

Occupational health services

- Workers' compensation support

Workforce health

- Injury prevention
- Early intervention
- In-person or virtual evaluations
- Acute and comprehensive return-to-work plans
- Support for post-COVID patients to return to work

Vaccine resources



For employees

- **Vaccine resource center**

- English: aah.org/vaccine
- Spanish: es.advocateaurorahealth.org/coronavirus-disease-2019/covid19-vaccine/
- Video: [Ask the experts: COVID-19 vaccine](#)

- **Top 10 things you need to know**

- English: aah.org/pdfs/top-10-things-to-know-about-covid19-vaccine.pdf
- Spanish: advocateaurorahealth.org/pdfs/covid-19/aah-covid-top10-spanish.pdf

For employers

- CDC Workplace Vaccination Program
cdc.gov/coronavirus/2019-ncov/vaccines/recommendations/essentialworker/workplace-vaccination-program.html



We're here for you

Your health and safety is our highest priority. The Advocate Aurora Safe Care Promise provides additional measures to protect you and our team members. In person or online, we're here for you.



Virtual check-in

Checking in with digital devices provides for seamless, low-contact arrivals.



Screening

Everyone goes through a COVID-19 screening before entering our locations.



Masking

Anyone who enters our locations wears a mask. If you don't have one, we'll gladly provide it.



Social distancing

Our rearranged waiting areas and staggered appointment times reduce traffic and create safe spaces.



Enhanced cleaning

We've enhanced cleaning in all areas, including additional disinfectant for high-touch spaces.



Video visit with your provider

You can often schedule video visits with your primary care provider or other members of your care team. Call your provider's office to schedule.

LiveWell

with Advocate Aurora Health

Manage your health and wellness - all in one place.

- Quick Care Video Visits and e-visits 24/7
- COVID-19 Symptom Checker
- Online chat with your doctor
- Everyone you care for - in a single view
- Meditation exercises and health quizzes
- Trusted source for COVID-19 and health news
- Test results and notifications
- Prescription refills

Get the mobile app



Use your phone to scan the QR code and download our app.

Explore app features at aah.org/livewell.