# I&R and COVID Caller Resource

## Using this Resource

The following section is to assist you in developing and formalizing your information and referral (I&R) process for assisting callers for this project. If you do not have a formalized written process for I&R at your CIL, a template is at the end of this section. Please note, the template will need to be customized to meet the needs of your CIL.

The first section of this process will focus on managing consumers, documentation of calls, and general COVID-19 resources.

Additionally, Appendix A includes a template for I&R procedures that you can use with your CIL.

## Role of I&R with COVID-19 Callers

Depending on your center’s role in the DVAO Center grant, the role of Information and Referral in your organization may vary. Still, all organizations will be helping to share COVID-19 vaccination information in some form, so please ensure you have a process for collecting information.

When providing resources as part of the DVAO Center program, please make sure you are collecting the below information which will be needed for reporting.

* Consumer demographics
* Individual services and information given to consumers

As part of this toolkit, we are providing a simple DVAO Center Call and Data Log. The log will allow you to record demographic and service information for the program. You can use it if you don’t have a centralized database to record your data or prefer it in this format for reporting purposes.

I&R is usually the first contact for many consumers, and it is important that we address callers as knowledgeable peers.

### Responding to Callers

As CILs, one of our primary goals is to provide accurate information and peer support to the disability community. We are not medical professionals, and our information should come from a position of knowledge that we cannot give medical advice. But we are trusted representatives of the disability community and are the best experts when it comes to disability. You have the power in your role to address many hesitancies and concerns about COVID-19 and the vaccine.

If the consumer/caller has specific questions about how they might respond to the vaccine, they should contact their doctor or another medical professional. I&R services can be provided to assist with locating a doctor or medical professional if they do not have one.

If a caregiver or family member is calling to schedule a vaccine for an individual with a disability who does not want to be vaccinated, ask if it is possible to speak with the consumer directly to ensure that the individual is included in the decision-making process. Many consumers with sensory or other disabilities may have high anxiety about getting any vaccine, and this may be an area where providing peer support and problem-solving with the consumer and the family is a great use of your expertise.

If an individual is nervous about calling to schedule an appointment or having trouble accessing assistance on the phone, offer to make a 3-way call with them to schedule an appointment. There will be times where someone may have difficulty writing a phone number down or need additional assistance with this process, so be sure to be prepared to meet the consumer where they are in regards to getting assistance from the CIL.

### Documentation

You are welcome to document your work, calls, and referrals in whatever format you want. If you currently use a CIL database system, you should be able to record I&R and referrals in that system.

If you do not have one of those systems or would like to use something project-specific, there is a DVAO Center Call and Data Log included in the toolkit that you can use to record demographics, calls, and a few other items required for reporting. Instructions for that document are in the Data Collection and Reporting section of this toolkit.

Whatever system you decide to use, you will need to make sure you have a way to pull monthly reporting information and data on consumers and the services provided.

### Resources

There are a lot of excellent resources that you can use to address vaccine hesitancy and other questions. The majority of those and other questions can be answered in the COVID-19 FAQ linked to this toolkit. Below are a few critical resources you can use during the I&R process.

**V-Safe**

* Get personalized health check-ins after you receive a COVID-19 vaccine with the [V-safe After Vaccination Health Checker](https://www.cdc.gov/coronavirus/2019-ncov/vaccines/safety/vsafe.html)
* V-safe is a smartphone-based tool that uses text messaging and web surveys to provide personalized health check-ins after you receive a COVID-19 vaccine. Through v-safe, you can quickly tell the CDC if you have any side effects after getting a COVID-19 vaccine. Depending on your answers to the web surveys, someone from the CDC may call to check on you and get more information. V-safe will also remind you to get additional COVID-19 vaccine doses if you need one.
* Parents and guardians can enroll adolescents (ages 5 and older) in v-safe and complete health check-ins on their behalf after COVID-19 vaccination. All adolescents in the family who are eligible to be vaccinated can be enrolled in v-safe. Parents and guardians should use their smartphones to complete a separate v-safe registration for each adolescent. All v-safe communications will be sent to the parent or guardian’s smartphone.

**Disability Information and Access Line (DIAL)**

* The Disability Information and Access Line (DIAL) connects callers to information about how to access the COVID-19 vaccine and related supports for people with disabilities. DIAL connects callers to vaccine sites and provides information related to barriers to vaccination by referring callers to local and national disability resources. [acl.gov/dial](https://acl.gov/DIAL) | 888-677-1199 from 9:00 AM to 8:00 PM ET | [DIAL@n4a.org](mailto:DIAL@n4a.org)

**Center for Disease Control & Prevention (CDC): Disability Information**

* This information includes important information for people with disabilities, including health conditions, that may increase a consumer's risk of getting and spreading COVID-19, and for their care providers. The CDC also developed a [toolkit for people with disabilities](https://www.cdc.gov/ncbddd/humandevelopment/covid-19/toolkit-for-people-with-disabilities.html) that may be helpful.

**U.S. Health and Human Services: We Can Do This Campaign**

* The We Can Do This Campaign [developed a toolkit](https://wecandothis.hhs.gov/toolkit-people-disabilities) that contains resources for organizations and people that want to help increase confidence in and uptake of COVID-19 vaccines among people with disabilities. It includes information from the CDC and new, culturally tailored materials from the HHS COVID-19 public education campaign and its team of multicultural experts.