

VACCINE APPOINTMENT NETWORK

POWERED BY
REPAIR THE WORLD | EDJCC | GW HILLEL

The Vaccine Appointment Network is a project template for a community-based program matching tech-savvy volunteers with eligible community members (focusing on seniors ages 65+) for support navigating the COVID-19 vaccine appointment process.



Reminders!

- Change your Zoom name to: **First name, Pronouns, State**
- Please keep yourself muted
- Use the chat to ask questions!
- We are recording



Schedule

12:00 Welcome!

12:05 NJHSA's Role

12:10 Origins of the Project

12:20 The Toolkit

12:40 Q&A

12:50 Next Steps



Vaccine Appointment Network Leadership

Jordan Fruchtman: Senior Director, Jewish Service Alliance, Repair the World

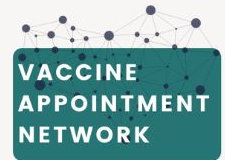
Miranda Rosenblum: Virtual Service Associate, Repair the World

Dava Schub: CEO, Edlavitch DCJCC

Adena Kirstein: Executive Director, GW Hillel

Sarit Wishnevski: Consultant, Repair the World

VACCINE APPOINTMENT NETWORK





Lessons Learned from EDCJCC & GW Hillel

- **Now** is always a better time than **later** to address an urgent need
- Clarify roles between partners
- Regularly pause to ask: “Are we getting this right? Are there ways we should be adjusting and adapting as we go forward?”
- When to slow down and when to speed up
- Set quantitative **and** qualitative goals
- There are many layers to the vaccine story - which layer are you tackling?



Key Terms

Community Partner: refers to an organization who works with a population eligible for the vaccine (seniors 65+, for example) in need of support navigating the vaccine appointment process

Volunteer Partner: refers to an organization who works with tech-savvy volunteers available to support eligible community members schedule a vaccine appointment

Vaccine Appointment Network // Toolkit

DOWNLOAD ALL



Graphics // Vaccine Ap...

Files

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Welcome to the Vaccine Appointment Network!

The COVID-19 vaccine roll-out in the United States is an incredible need of volunteers. Eligible community members across the country, particularly seniors over 65, are struggling to navigate the complex online systems required to establish an appointment to receive the COVID-19 vaccine. Being able to take these volunteers by the hand, with advice, shared stories and a desire to support their comrades.

Editor: Jewish Community Center of Washington, DC DJCJCC and Hill at the George Washington University still need general a successful approach to the problem by connecting DJCJCC population of seniors with city Hill's population of student volunteers. Repair the World to the rescue, and we worked to bring a central strategy to all who contribute as possible. Recognizing that a single outreach approach will require a local approach. Repair the World set out to replicate DJCJCC and Hill Hill's materials to create a template vaccine sign-up support program model for any local community to replicate.

According to Jewish tradition, someone who saves a life is credited as if they have saved an entire world. By supporting vulnerable community members in receiving the COVID-19 vaccine, we have a chance to live out the Jewish value of pikuach nefesh (saving a life is a direct and recognizable way).

What is the Vaccine Appointment Network?
The Vaccine Appointment Network is a project template for a community-based program reaching both-vulnerable seniors with eligible community members (primarily in seniors ages 65+) to support navigating the COVID-19 vaccine appointment process.

*Toolkit Roadmap // Va...

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Branding Toolkit & Social Media Assets

This document contains all the branding tools you will need to recruit volunteers and vaccine-eligible community members in your locale.

REMEMBER: These are template documents. They are designed for you to replicate and edit to meet the needs of your local Vaccine Appointment Network. To create your own version of this document, click "File" in the top left hand corner of your screen and select "Make a copy".

Branding Assets

[VACCINE APPOINTMENT NETWORK LANDING PAGE](#)
[DOWNLOAD SHAREABLE GRAPHICS HERE](#)

LOGO TEMPLATES
STORY | SQUARE

Sample Posts for Facebook, Twitter, & Instagram

- Are you both senior? Seniors ages 65+ and other eligible community members need assistance scheduling their appointments at [RTRW](#). Tap up to view our post your size! #VaccineAppointmentNetwork
- Want to help us recruit more seniors to [RTRW](#)? Visit [http://www.repairtheworld.org/vaccine](#)

Branding Toolkit & Soci...

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Collaborative Tips & Tricks Document for Volunteers

This document is intended to serve as a communication tool for volunteers. Make sure to adjust the "Share" settings so that all volunteers are able to edit the document.

If your project will have multiple geographic regions that have different outreach procedures (e.g., cross-state, multiple counties, etc.), use attachment multiple sections for each area. Simply copy and paste the same name.

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Collaborative Tips & Tricks Document for Volunteers: [LOCATION]

Send all of our volunteers an email, either through a mass email or a message board, for volunteers to share tips & tricks with each other. Maybe you just found out that volunteers have easier access through a VA office nearby, or that there is a location you just found out that volunteers have appointments as they become available, or maybe there is an app that will edit and you would prefer that over appointments. Spread the knowledge for your fellow volunteers!

We encourage volunteers to check these updates regularly! This document is open for editing so any volunteer can share ideas & updates.

Collaborative Tips & Tri...

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Onboarding Forms & Email Drafts

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- ONBOARDING FORMS**
 - [Volunteer Sign-Up Form](#)
 - [Volunteer Appointment](#)
 - [Vaccine-Eligible Community Member Sign-Up Form](#)
 - [Vaccine Feedback Form](#)
- EMAIL DRAFTS**
 - [Vaccine-Eligible Community Member Sign-Up Email](#)
 - [Volunteer Appointment Email](#)
 - [Volunteer Sign-Up Email](#)
 - [Email to Vaccine-Eligible Community Members with Volunteer Status](#)
 - [Email to Volunteer with Community Member Status](#)
 - [Email to Check-in with Volunteers](#)

Onboarding Form

Onboarding Forms & E...

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Security Recommendations & Liability Waiver Templates

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Security Recommendations

We strongly recommend that all participating organizations implement a security strategy for their communities and for themselves. This includes having volunteers and seniors sign liability waivers, background checks for volunteers, and frequently highlighting data security best practices for volunteers as it relates to the people for whom they will be scheduling appointments. Please note **this is not legal advice** but rather a recommendation based on our findings. **Please consult with a lawyer to make the decisions that are best for your organization.**

Upon registering to the toolkit, your organization will have read and agreed to our terms relating Repair the World Team, including:

- Volunteer Liability Waiver:** We recommend that every volunteer signs a liability waiver given to them by the organization who is recruiting the volunteers. You can find a template for this document below.
- Community Member Liability Waiver:** We recommend that every person requesting volunteer assistance in registering for the COVID-19 vaccine sign a liability waiver given to them by the organization who is recruiting community members seeking appointments. You can find a template for this document below.

Security Recommendat...

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Volunteer Management Best Practices

This document is meant to:

- Share best practices on running a successful volunteer program informed by lessons learned from the pilot program.
- Help you think about the role of volunteers - who are you recruiting and why?
- Set you up for success!

Purpose for Volunteers

The Vaccine Appointment Network is focused on helping to get digital community members appointments for the COVID-19 vaccine. In addition, this project is also:

- A way to keep the community connected and showing to both seniors who might be feeling isolated.
- A way for volunteers to feel like they are doing something important and relevant in a time when many of us want to feel useful but don't know how.

It is important to keep this in mind as you recruit volunteers so that your messaging allows volunteers to feel seen and engaged in the higher impact of the work beyond just their personal. It will make a difference to see them there as a side part of this project and a connection point for a potentially isolated member of your community.

Volunteer Retention

You, volunteer, receive a large amount of interest from young people who want to volunteer. Be prepared that many will fit out the interest faster but many will not follow through. Here are some tips to help you identify the commitment who are who and how to connect to them.

Volunteer Managemen...

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Volunteer Onboarding Document

This document is intended to be used to create volunteers to the project. It should have all the information they might need when asking vaccine-eligible community members to schedule their appointments, including a step-by-step guide to volunteering, local vaccine information, and a script for calls.

Opportunities for non-volunteer are highlighted in [blue](#).

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- [Onboarding Document for Volunteers](#)
- [Task for Seniors with Older Adults](#)
- [Vaccine-Eligible Community Member Sign-Up Document](#)
- [Volunteer Sign-Up](#)
- [Sample Call Script](#)

Volunteer Onboarding for Vaccine Appointment Network: [LOCATION]

There you for volunteering to support an eligible community member through the process of obtaining a

Volunteer Onboarding ...

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Volunteer Training Pre...



The Toolkit

- Toolkit Roadmap
- Onboarding Forms and Email Drafts
- Security and Liability
- Volunteer Documents
 - **Internal:** Volunteer Management Best Practices
 - **External:** Volunteer Training Slides, Volunteer Onboarding, Collaborative Tips + Tricks for Volunteers
- Branding Toolkit & Social Media Assets



Next Steps

- **Office Hours:**
 - Tuesdays, 2pm - 3pm ET
 - Thursdays, 11:30am - 12:30pm ET
- **Monthly Surveys:** VERY IMPORTANT for Repair to be able to track and understand impact



THANK YOU!

This work is essential to support the most vulnerable members of our communities. It wouldn't happen without you!

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