

# OPEN HOUSE CENTER COVID-19 VACCINATION

Provided by the Open House Center (OHC) in partnership with CCCHS, CDPH, RCEB and the CCCDDC

February 24, 2021

#### Why?

Resiliency

 Staying well together...Direct experience on how the community rallied and supported one another, clients, families, providers, CCCDPH, RCEB, advocates, allies and friends.

 "A drop in the bucket". Identify how to best respond to known/unknown barriers impacting our population related to access to much needed resources.



#### Who are we?

- Open House Center (OCH) founded in 2017 Not for Profit. Specialized for Individuals with Medical and behavioral health needs
- OHC Mobile Influenza Vaccination, as part of the Contra Costa County DPH Strike Team in October and November 2020.
- OHC has been approved by the Contra Costa Public Health to also assist in the Phase 1a and 1b distribution phase of the COVID19 Vaccine in January 2021. Staffed with licensed LVNs, RNs and Pharmacist.
- OHC offers a meaningful alternative, "a quiet" vaccination site, quiet and friendly approach.
- OHC offers "One Stop Shop" approach to older adults and adults with disabilities. Assistance in the registration of 1st and 2nd dose.













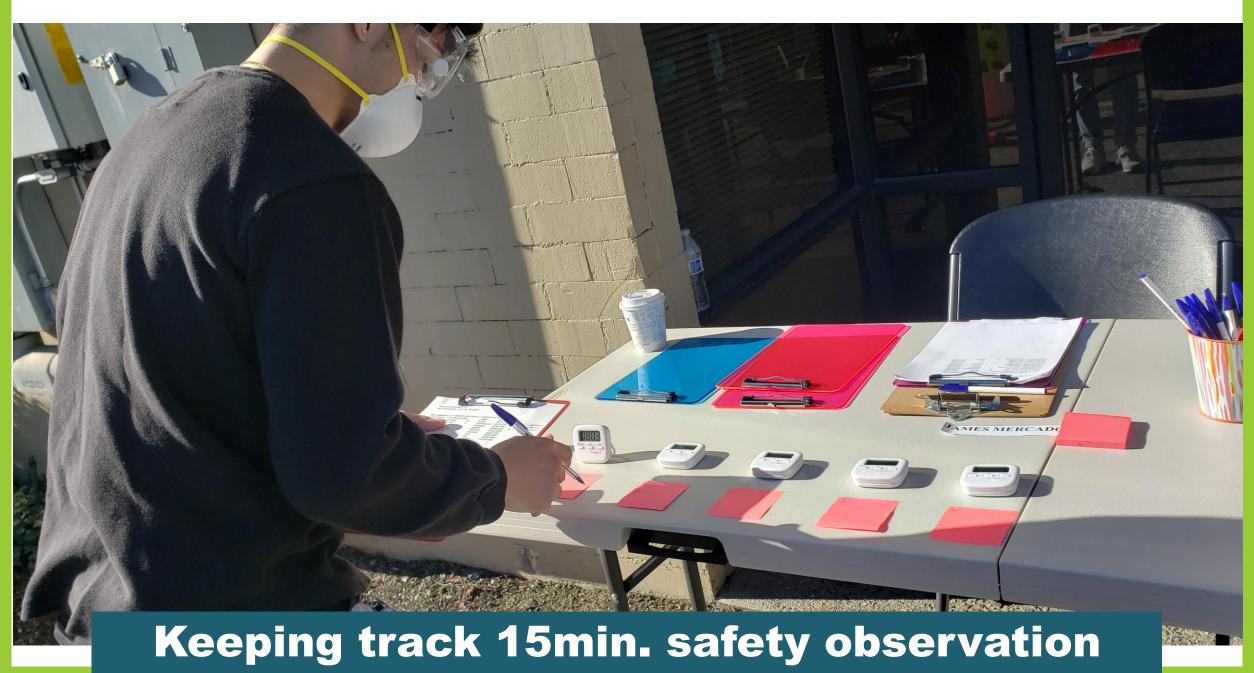


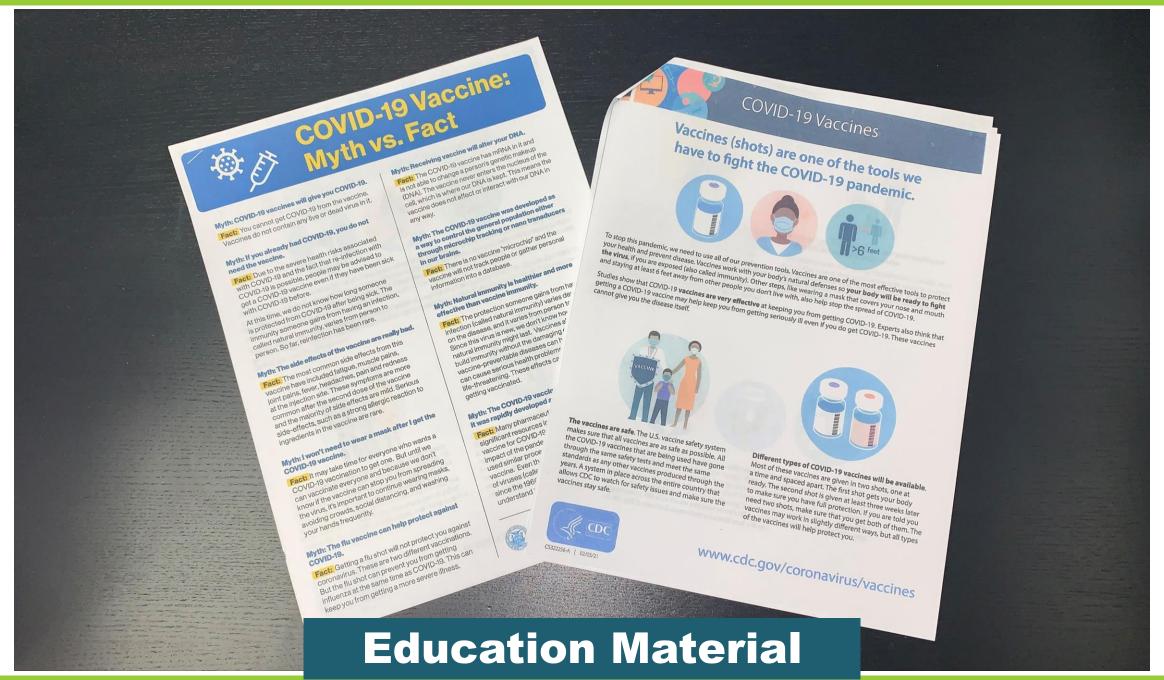




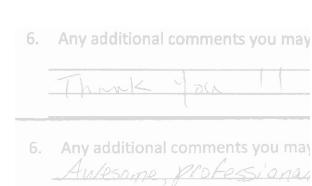












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**Congratulations Vaccination Sticker** 

#### **Client Outcomes:**

- A total of 54 individuals were vaccinated
  - 34 or 63% are older adults/RCEB consumers
  - 20 or 37% are primary caregivers or our clients
- 3 individuals walked thru the OHC vaccination sites

• 1 individual accessed a quiet room to register

 All clients were provided a survey at the end of the vaccination process – to hear directly from our consumers.

# Survey Questions Results: 94% (51/54) Completion Rate

Received assistance from OHC team to register: 86%

Easy Process: 100%

Friendly & Helpful: 100%

Helpful during registration process: 97.5%

Overall experience at OHC: "Excellent" 97%

## **Questionnaire Comments**

"Quick. Friendly, Polite".

"Competent...It has been so difficult to register my brother who is intellectually disabled.

...this has been a blessing."

"Wouldn't want to go anywhere else. Professional, friendly, not crowded and easy process!"

"Very quick, easy and all staff was very helpful and friendly. Thank you."

"Quick. Polite. Competent."

# LESSONS LEARNED: Recommendations in serving individuals with developmental disabilities...

- Make the process "easy" by addressing/removing potential barriers related to appointments and registration.
- Client engagement is part of the overall environment and experience. "Friendly, Helpful and polite" comments translate to calm, orderly, low-level stimuli and not crowded.
- Commitment to providing "Excellent" overall experience.

### **LESSONS LEARNED:** part 2

No one raindrop takes responsibility for the flood.

But All played their part...

#### What's next?

We will continue to partner with the community and will align our priorities with the defined target population.

For future Vaccination clinic dates, Please send an email to:

Openhousecenter@comcast.net or call (925) 349-4244