



A NEWCOMER INCLUSIVE APPROACH TO THE COVID-19 VACCINE ROLLOUT IN BC

Survey of the Settlement Sector

Summary of Process and Findings

AMSSA is an association of member agencies who provide immigrant and newcomer settlement and multicultural services in communities throughout British Columbia (BC). AMSSA advocates for a just and equitable society, in which everyone benefits from social and economic inclusion. Therefore, we have offered our support to Immunize BC and to the 5 Regional Health Authorities to **foster a newcomer inclusive approach to the Covid-19 vaccine rollout**, because everyone in BC is eligible to receive the vaccine, regardless of status.

Newcomer is defined as permanent residents, temporary residents – with or without legal status, such as refugee claimants for example – and naturalized citizens. As of April 4, 2020, the Immigrant serving sector was deemed as **an essential service industry in Canada** by the federal government, followed by provincial and territorial governments.

With over 80 member agencies as well as hundreds of community stakeholder agency partners who serve immigrants and newcomers throughout BC, AMSSA is uniquely positioned to collaborate with Immunize BC and the Health Authorities. The purpose of this partnership is to ensure that the Settlement and Integration sector can provide the best possible support to newcomers, **ensure they understand the COVID-19 vaccination process in BC**, and foster a positive outlook about the vaccine.

A coordinated, provincial wide strategy is critical for ensuring that newcomers, including those with minimal English, English as an additional language, with or without status, in metropolitan centers or isolated regions, can be informed about **how, when, and where they can be vaccinated**.

AMSSA surveyed member agencies, aiming to **gauge the attitudes of newcomers and frontline workers** around the vaccination rollout and **assess their needs in terms of information**. The purpose of this survey was to assess potential resistance, to find ways to address concerns or hesitancy to being vaccinated, to determine the most effective ways to inform frontline workers and newcomers about the vaccination rollout, and to confirm potential training information that would support frontline workers.

The survey was open from Monday March 1st, 2021 to Thursday March 4th, 2021 at noon. It was 15 questions and shared with the 80 AMSSA members agencies. **It was responded to by 244 frontline workers** in all 5 regions of BC.

Overall, this survey indicates that frontline workers show little hesitancy towards the vaccination process. They appear to be **supportive** of the immunization campaign, and could inform their clients, if they are provided with appropriate communication media.

Because newcomers **trust** frontline workers with whom they have already developed relationships, frontline workers are a **reliable** channel to reach immigrant populations.

They ask our personal opinions as they respect what we would do personally

However, as one frontline worker mentions, they should not be expected to advocate for the vaccine.

As an immigrant-serving agency, our goal is to share timely and accurate information to allow newcomers to make their own informed decisions. I hope that it will not be expected of us to become advocates of the vaccine, as this will negatively impact our clients' level of trust with us.

Newcomers are perceived as **more hesitant** regarding the vaccination campaign. It is **difficult for newcomers to access reliable information** on the immunization process in their own language.

AMSSA could serve as a hub and disseminate information to frontline workers, who could then share this information with their clients by email and social media.

The communication media provided to newcomers should be formulated in **simple plain language**, translated professionally **into the languages of newcomers** – minimally into Cantonese, Mandarin, Punjabi, Arabic, Tagalog, Korean, Spanish, French, and Farsi¹. These media could include info-sheets, posters, FAQ, or videos on topics like **timeline and process to access the vaccine, effectiveness and safety, side effects, eligibility and cost, and mandatory nature**.

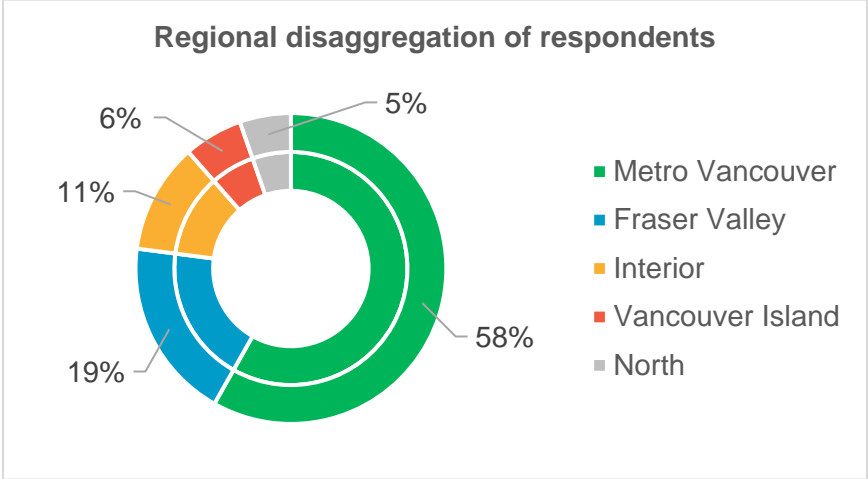
In order to enhance the efficacy of communication, frontline workers would benefit from training specifically directed to them, so that they can support their clients. These training sessions could address the topics mentioned earlier, as well as **language barriers and digital illiteracy**.

As a reminder, survey results should be viewed cautiously and simply as an indication of how frontline workers perceive newcomer opinions.

AMSSA would like to extend **a heartfelt thank you to all the frontline workers** who took time from their busy schedules to respond to this survey. The comments and suggestions they shared provide invaluable insight.

¹ Although the survey identified the following language priorities, we are also aware of other languages of lesser diffusion where the flexibility for translation is needed.

The data collected included the region where the organization of the frontline worker is located. Overall, the regional disaggregation of data is coherent with the size of the organizations and populations served in the different regions.



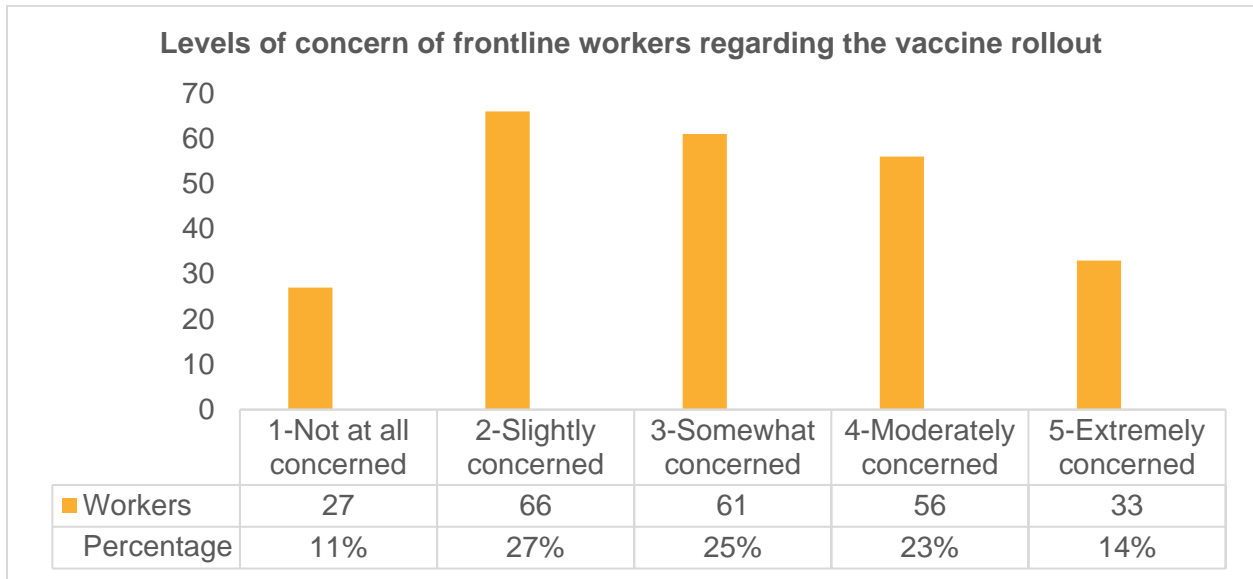
This report will present the overall results of frontline workers throughout BC. The disaggregated data is presented in annex for each region in order to shed light on **specific regional dynamics**:

- [Annex 1: Disaggregated data for Metro Vancouver](#)
- [Annex 2: Disaggregated data for the Fraser Valley](#)
- [Annex 3: Disaggregated data for the Interior region](#)
- [Annex 4: Disaggregated data for Vancouver Island](#)
- [Annex 5: Disaggregated data for the Northern region](#)

1 Attitudes of frontline workers towards the vaccine rollout

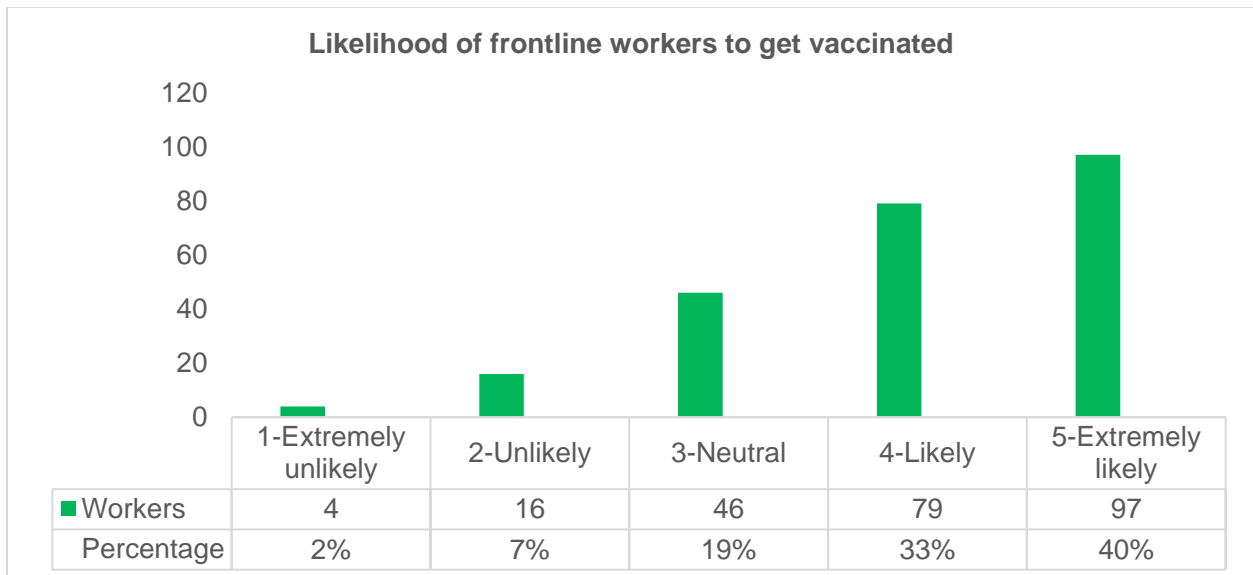
1.1 Levels of concern of frontline workers regarding the vaccine rollout

Overall, the levels of concern of frontline workers regarding the vaccine rollout are distributed in a bell shape. They are concerned; neither overly anxious, nor disinterested. This reveals a steady and **reasonable attitude of frontline workers towards the vaccination rollout.**



1.2 Likelihood of frontline workers to get vaccinated

The likelihood of frontline workers to get vaccinated shows a clear and marked ceiling effect: most frontline workers are likely or extremely likely to get vaccinated when the vaccine becomes available. This denotes a **positive and welcoming attitude of frontline workers regarding the vaccination campaign.**

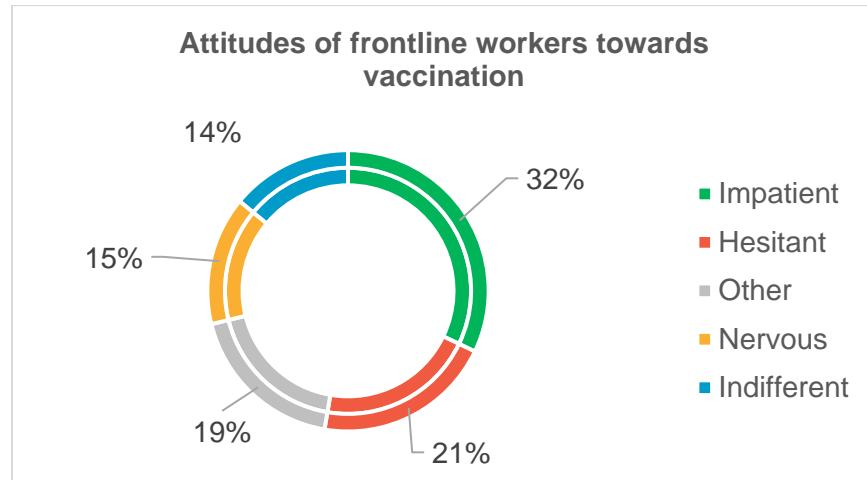


1.3 Attitudes of frontline workers towards vaccination

Frontline workers were asked to assess their own attitudes towards the vaccine. They were given the option to choose between 4 adjectives or select 'other' and suggest their own.

Unanimously, the frontline workers who selected 'other' provided positive adjectives. In their own words, they feel: positive, good, ready, patient, confident, excited, welcoming, optimistic.

It is important to note that the options provided were somewhat limited. Therefore, the quantitative data may not be fully representative of the respondents' opinions.



Overall, the data presented in the previous three previous charts indicates that **frontline workers are not resistant towards the vaccination process.**

The data suggests that frontline workers welcome and feel positively about the vaccination process. They have a calm attitude and are patiently awaiting their turn to receive a vaccine.

A minority of frontline workers expressed the potential need to be vaccinated earlier, as frontline staff:

Outreach worker should be also a priority group to get the vaccine sooner.

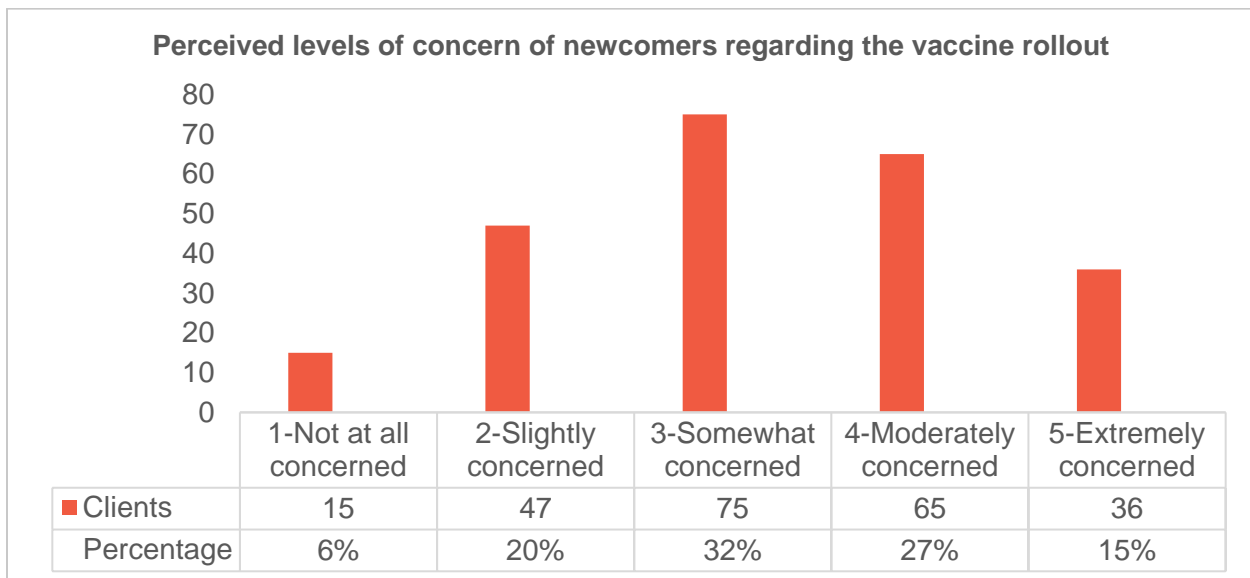
2 Perceived attitudes of newcomers towards the vaccine rollout

This section details the attitudes of newcomers towards the vaccine rollout. Please note, these are ‘perceived’ attitudes, as the survey was completed by frontline workers and not by the newcomers themselves. While frontline workers have broad community connections and close relations with newcomers, it is important to balance and moderate the findings of these results².

2.1 Perceived levels of concern of newcomers regarding the vaccine rollout

The levels of concern among newcomers regarding the vaccine rollout, much like those of frontline workers, are distributed in a “normal” bell shape, tending to a slight ceiling effect. Frontline workers feel that newcomers are somewhat concerned regarding the vaccination rollout. Although there seems to be no distressing alarm in the newcomer population, the findings indicate that the vaccine rollout is a topic of concern to them.

In order to test the consensus bias – the possibility that frontline workers might overestimate how much newcomers agree with their own beliefs and attitudes – the correlation between frontline workers and newcomers’ answers to this question has been calculated. The correlation is 0.44, which is moderate and indicates that their answers are not strongly affected by this cognitive bias.



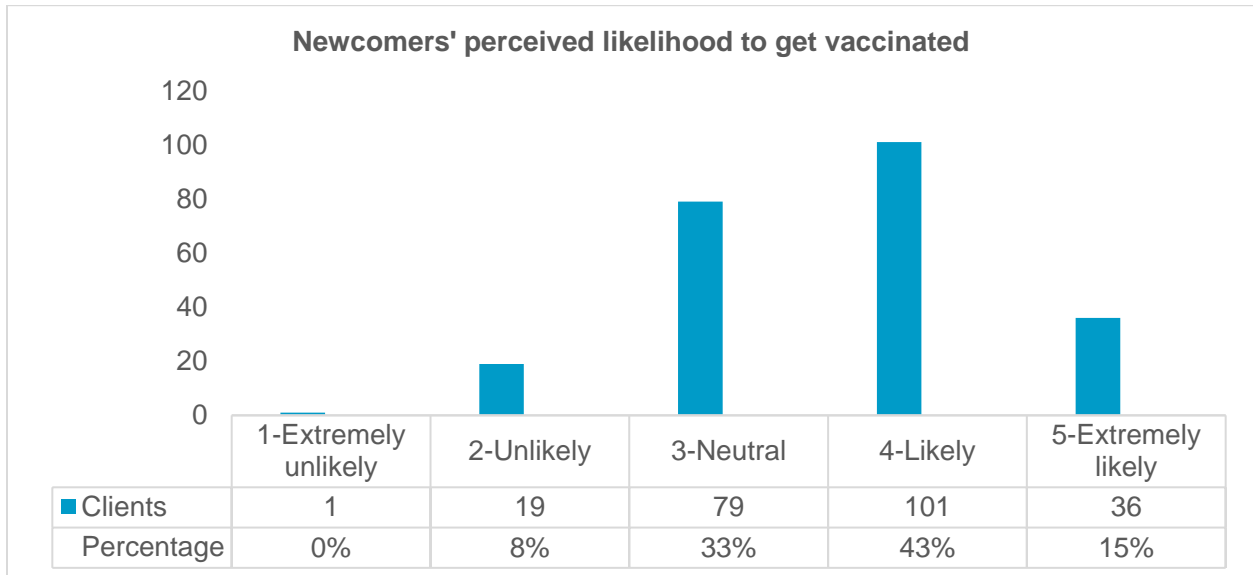
2.2 Perceived likelihood of newcomers to get vaccinated

Frontline workers were asked how they perceived the likelihood of newcomers to get vaccinated. The results show that the likelihood is somewhat distributed in a bell shape, with a much less marked ceiling effect than in frontline workers themselves. Although not fully resistant, newcomers

² As a frontline worker expressed:

Many of the questions in this survey are not going to get a fair picture of the situation without asking directly the clients themselves. I'm not sure if similar surveys are being conducted, which they should, for the clients. I think responses from the clients are more helpful than from frontline workers who may not have gained enough feedback when taking this survey.

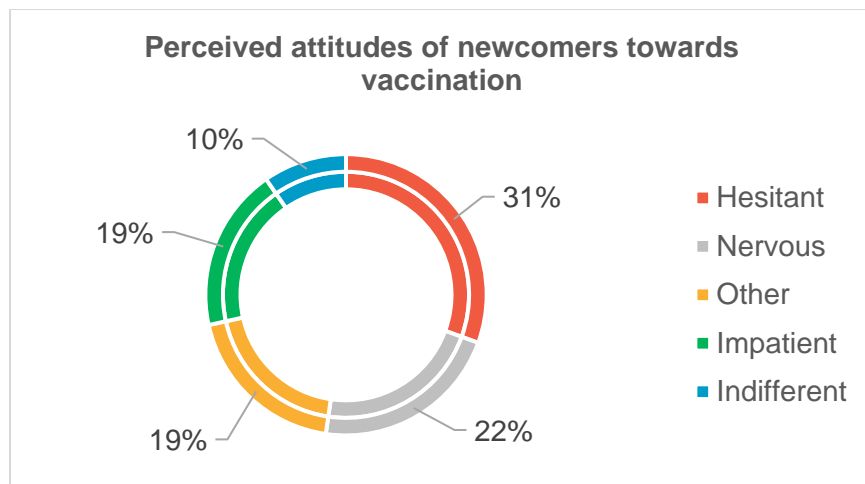
are perceived as less likely to get vaccinated. This result is to be taken with caution since this is only a perception of frontline workers.



The correlation between frontline workers and newcomers' answers to this question is 0.42, which is moderate. The answers to this question are not strongly affected by the consensus bias. In other words, frontline workers do not assume that newcomers feel the same way as they do regarding the vaccine.

2.3 Perceived attitude of newcomers towards the vaccine

As mentioned earlier, the question assessing the perceived attitude of newcomers towards the vaccine is somewhat problematic and the quantitative data should be viewed cautiously. However, despite the previous question's results, **newcomers appear to have some level of resistance and hesitancy towards the vaccine.**



Some frontline workers mention that the vaccine is not a topic that clients have addressed with them.

Most clients have not addressed this topic with me

Other workers mention that the attitudes of newcomers regarding the vaccines are “varied”.

Most of them are impatient and some are hesitant

Some are impatient, others are indifferent

Some are looking forward to it but some don't want to

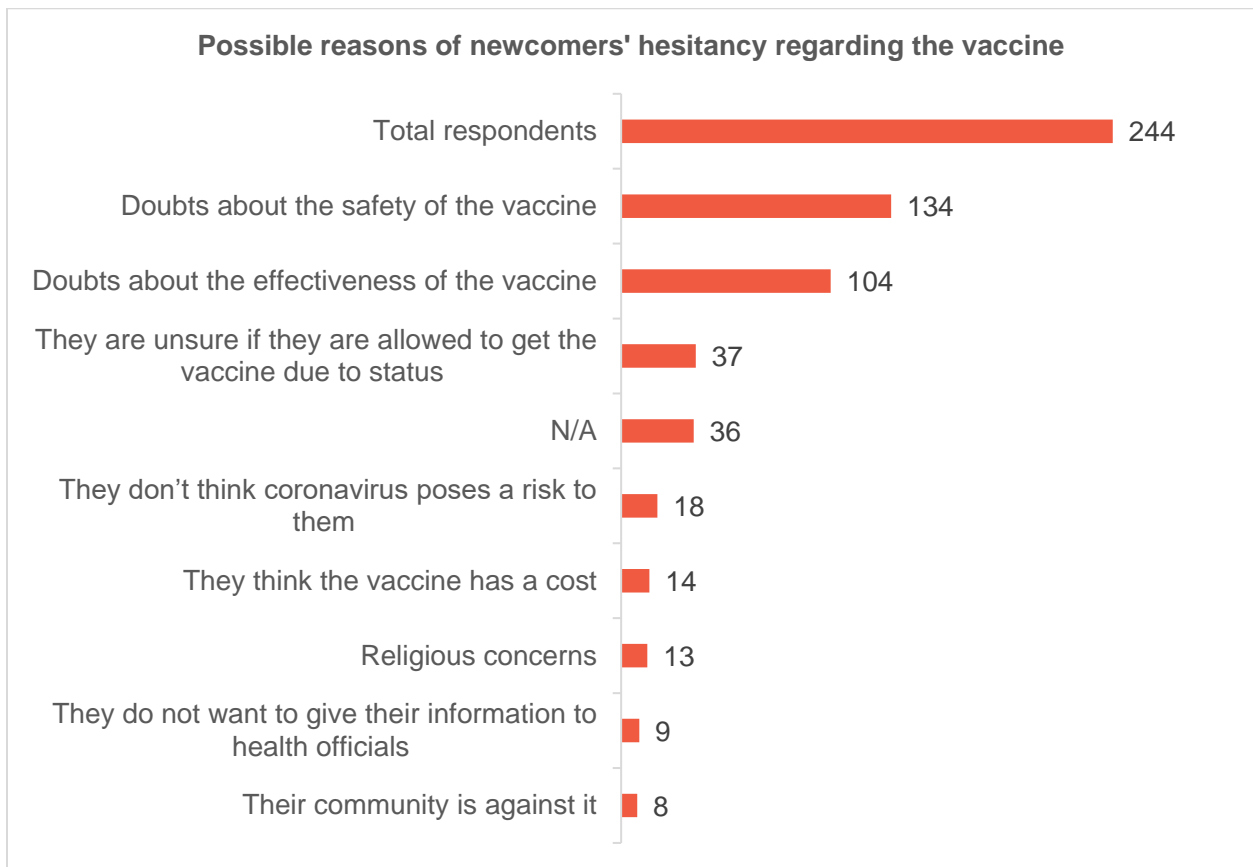
Some seem keen, others seem a bit reluctant

2.4 Hesitancy and resistance

When asked about the reasons underlying newcomer’s possible hesitancy regarding the vaccine, the large majority of frontline workers responded that their hesitancy was possibly related to **doubts about the vaccine’s safety and effectiveness**.

A notable proportion also mentioned hesitancy **related to status**.

An interesting finding is that, according to frontline workers, **religion and community do not appear to negatively influence the attitude towards the vaccination process**.



2.5 Possible ways to address hesitancy and resistance

Frontline workers were asked an open question about which methods they think would be most effective for addressing newcomers' concerns and hesitancy. Their answers are informative.

In order to address resistance, the majority of frontline workers think it is necessary to create awareness and **share clear and multilingual information with their clients.**

Clear, reassuring written information

Provide simple information (in the form of illustrations) about the safety and effectiveness of the vaccine and how it works.

Create FAQs or PPT materials that SPOs/settlement workers could use to present to clients

Clearer information on the vaccine and roll out plan for clients. Everything is slightly confusing and it makes them even more nervous.

Simple posters in various languages that can be easily shared on community partners' social media platforms

Some frontline workers mention that this information, to be effective, should **address the positive aspects of the vaccination campaign:**

More statistics that show the benefits

Finally, they stress that the information needs to be **multilingual, but also culturally and religiously sensitive:**

Multi-lingual information sheets on the process

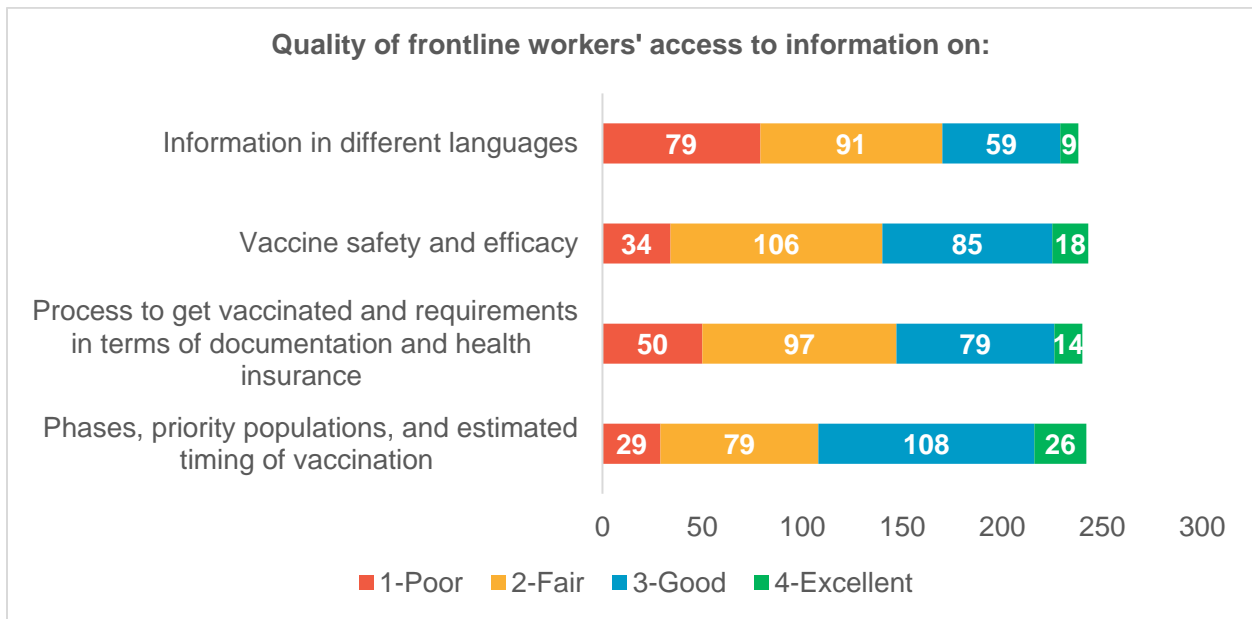
Information provided to clients should consider the cultural aspect of healthcare

Make more informational & awareness campaigns in different language; Get answer to questions answers and get it distributed by organizations & health care providers. [...] People hear news from all over the world specifically their home land and different types of vaccinations but they unsure which one will be used in Canada. it requires a bit of explanation specifically for illiterate people & people with language barriers

3 Frontline workers' access to information on the vaccine rollout

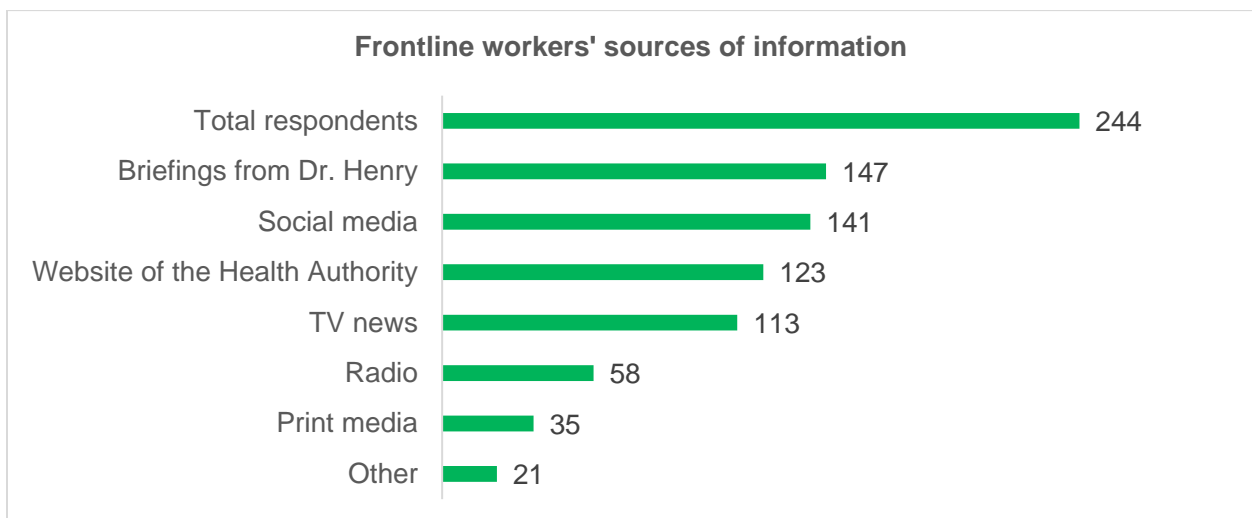
3.1 Frontline workers' levels of information

Frontline workers appear to have decent access to information on the vaccine rollout, although there is room for improvement. From the chart below, what is most striking is that **they have a poor access to information on the immunization campaign in different languages.**

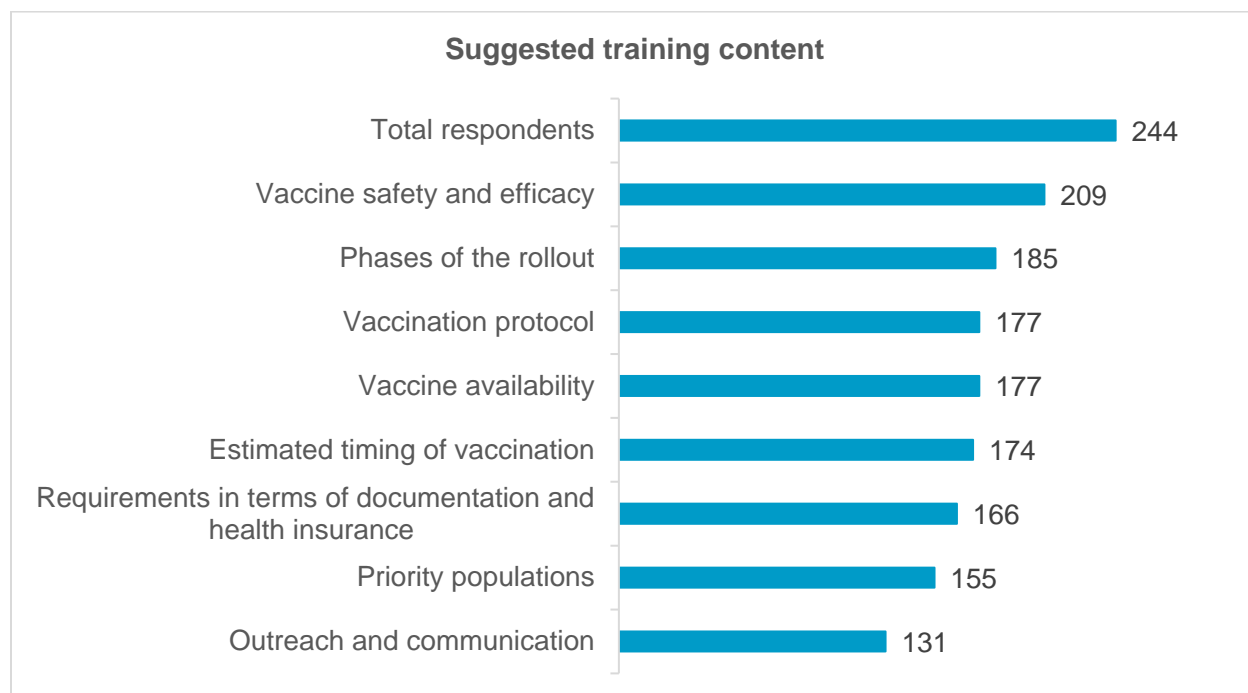


3.2 Frontline workers' sources of information

Overall, frontline workers have robust access to reliable official information. The majority of frontline workers access the briefings of Dr. Henry, the Provincial Health Officer, and the website of the Health Authority. When discussing TV or radio sources, they mention CBC, CTV News and Global News.



3.3 Preferred content for frontline workers' training sessions



Frontline workers mention several topics that training sessions addressed to them should cover:

- **Vaccine safety and efficacy**

Educate the public regarding vaccine safety and efficacy. There is conflicting messages on social media about the COVID-19 vaccine in general.

- **Eligibility and cost**

Are migrant workers eligible? We would love to know it

Can the implied status and no valid work permit access the vaccine?

- **Language barriers and digital illiteracy**

Language barrier and access to technology are major barriers

How to register if they are not digitally literate?

There is concerns, uncertainty and lack of information especially for isolated people with language barriers.

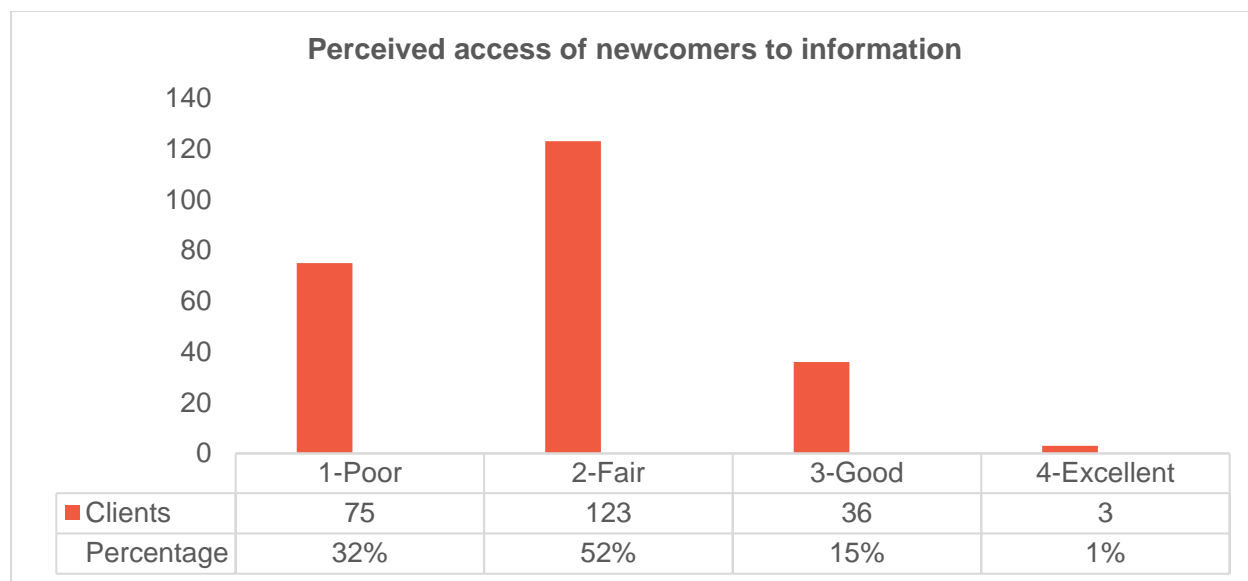
- And finally, **how to handle doubts**, conspiracy theories and how to “address anti-vaxxers”.

4 Newcomers' access to information on the vaccine rollout

4.1 Perceived access of newcomers to information

frontline workers were asked how they perceive their clients' access to information on the vaccine rollout. While frontline workers are in direct contact with newcomers (although often virtually) and have firsthand access to this population, the results should be taken with precaution.

The results show a clear floor effect: frontline workers report that **newcomers appear to have a low access to reliable information on the vaccine rollout.**



4.2 Questions that newcomers ask frontline workers about the Covid-19 vaccination rollout

Frontline workers were asked an open-ended question about the vaccination process questions they are asked by newcomers. The responses include topics that frontline workers will need to learn about in training sessions, such as **estimated timing and the vaccination process, side effects and safety.**

When/where can I get it, how many doses, how many people already got it?

What are the vaccine side effects?

Eligibility and **information sharing** are topics of concern among newcomers.

Will they ask for the valid MSP card? What about those ones that are under precarious immigration status. There is a huge anxiety among this community members in terms of eligibility.

Another question that newcomers have is **whether vaccination will be mandatory.**

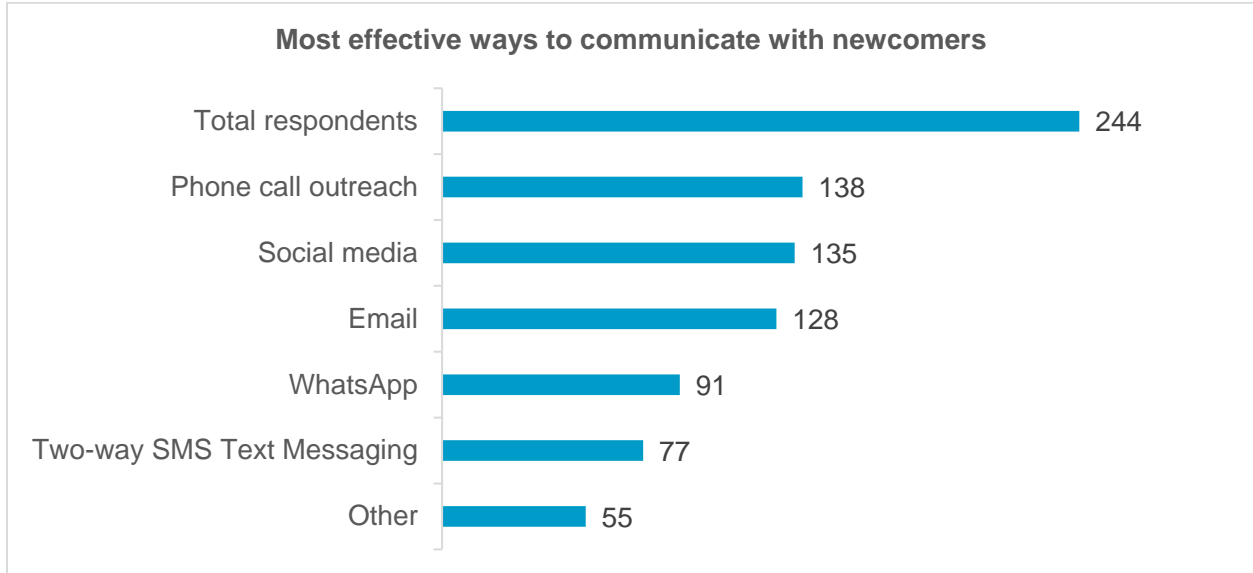
Will they lose their jobs if they choose not to get vaccinated?

If the vaccination is mandatory, what will happen to those who refuse to take it.

Will we be forced to have the vaccine or will it be our choice?

4.3 Most effective ways to communicate with newcomers on the vaccine rollout

Frontline workers think that the most effective way to reach their clients regarding the immunization process is through **phone call, social media and email**.



They reiterate that they can serve as a channel to disseminate clear multilingual information to their clients. The information could be presented as publications, or through seminars or virtual awareness sessions that they could deliver to their clients.

Sharing info with the nonprofit organizations/ communities

Multiple language is a must- please invest in accurate translations

Clear information provided to settlement workers can then be explained / reinforced with clients

Via settlement workers through provision of information and presentations to be given in workshops in first language

Virtual awareness sessions

More seminars and workshop for respective languages required

ANNEX 1: DISAGGREGATED DATA FOR METRO VANCOUVER

Respondents in Metro Vancouver: **142** (58% of total respondents)

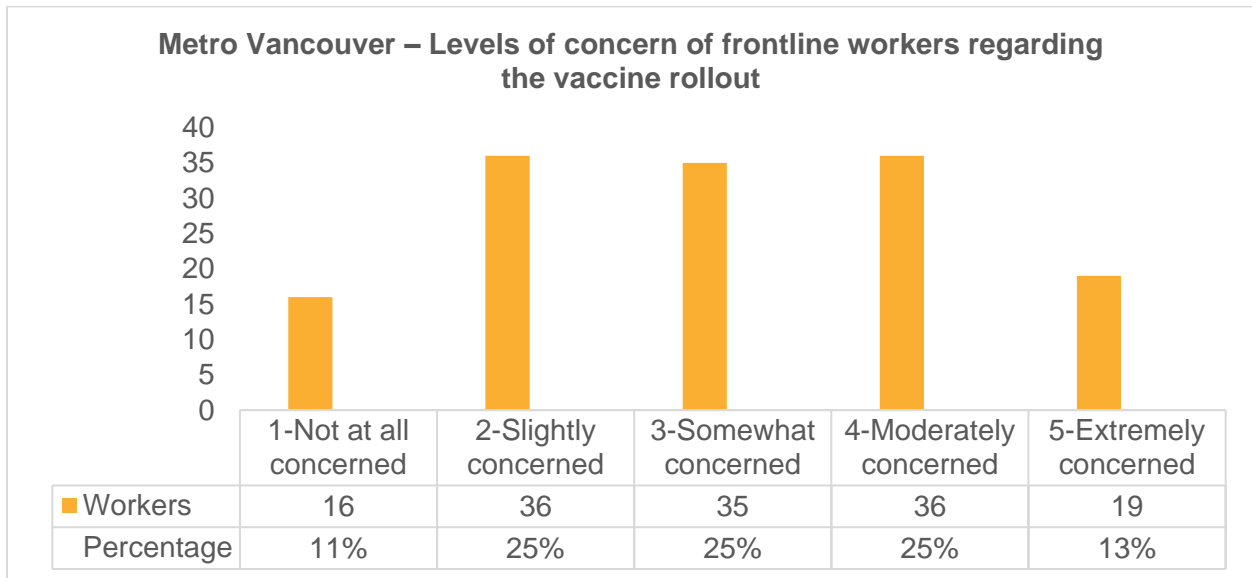
The results in Metro Vancouver are consistent with the results in the province. It does not come as a surprise: since respondents in Metro Vancouver represent 58% of the total respondents of the survey, the provincial results are mathematically aligned with those of Metro Vancouver.

However, it was noted in Metro Vancouver that:

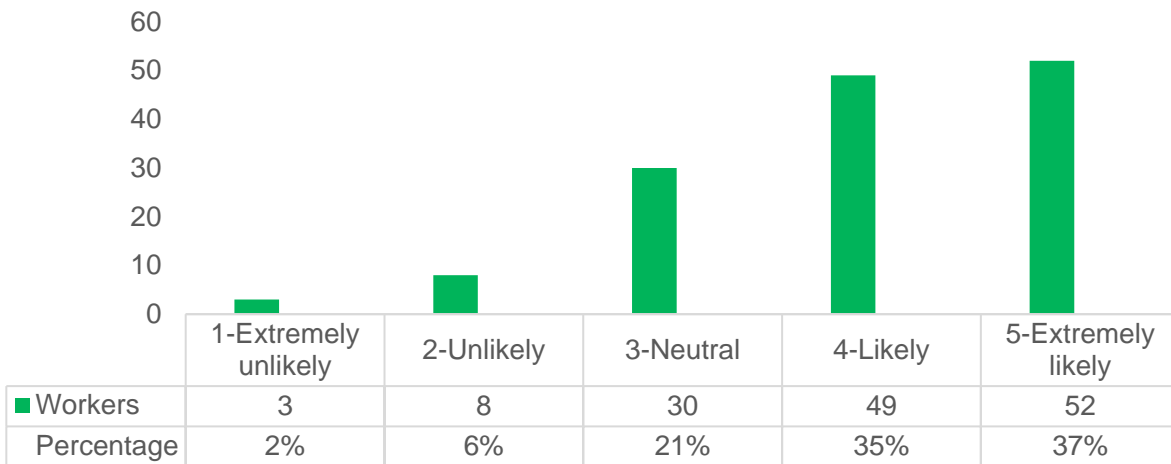
The Arab, Farsi and [South Asian] communities still have many questions and concerns

For accuracy purposes, we present below the data for Metro Vancouver.

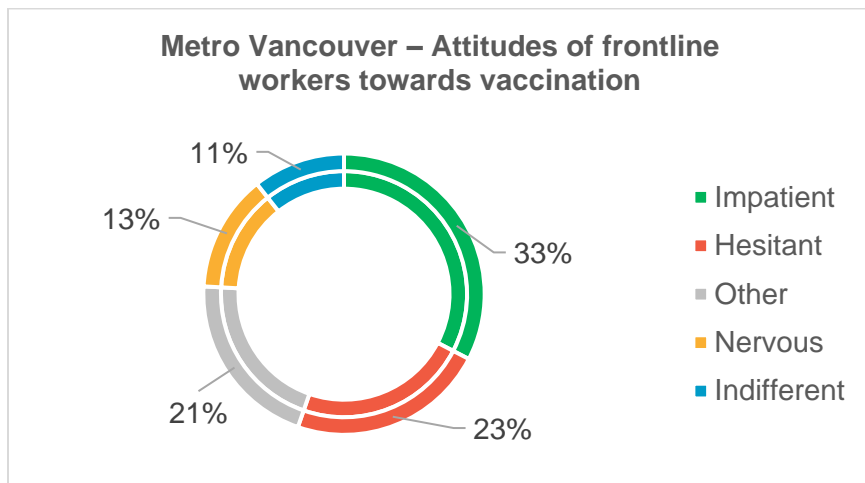
Attitudes of frontline workers towards the vaccine rollout in Metro Vancouver



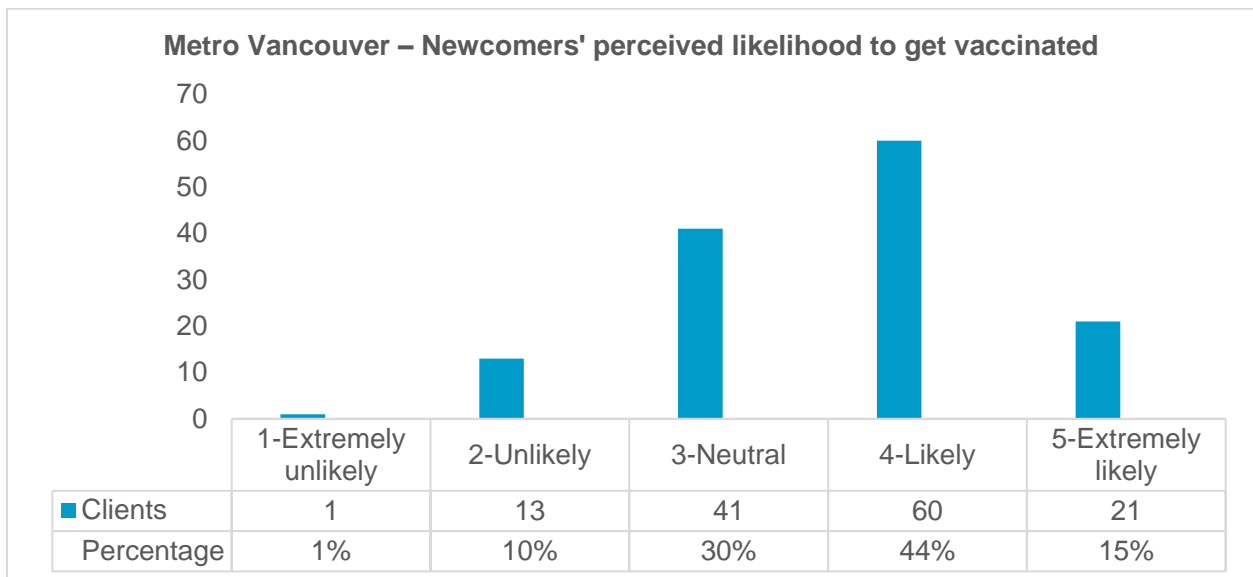
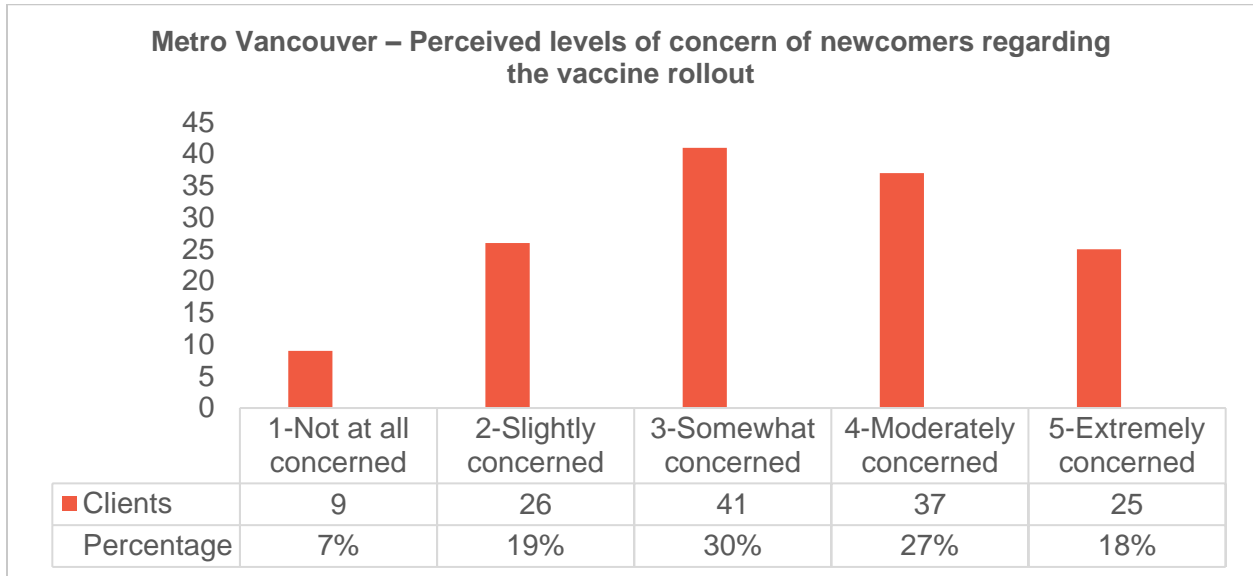
Metro Vancouver – Likelihood of frontline workers to get vaccinated in Metro Vancouver

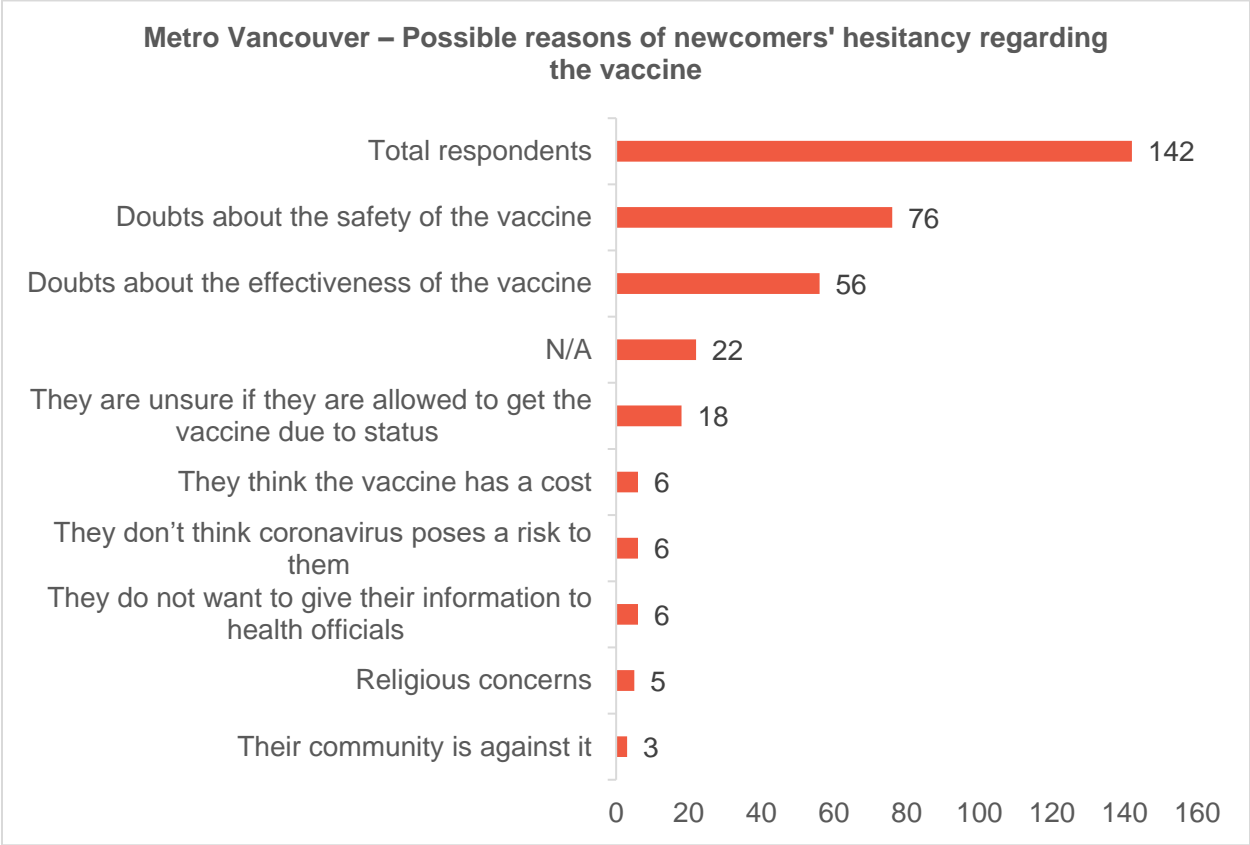
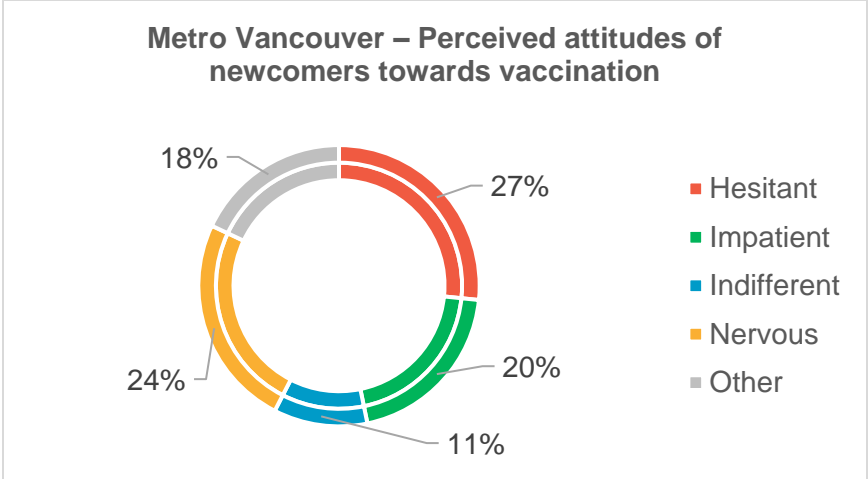


Metro Vancouver – Attitudes of frontline workers towards vaccination

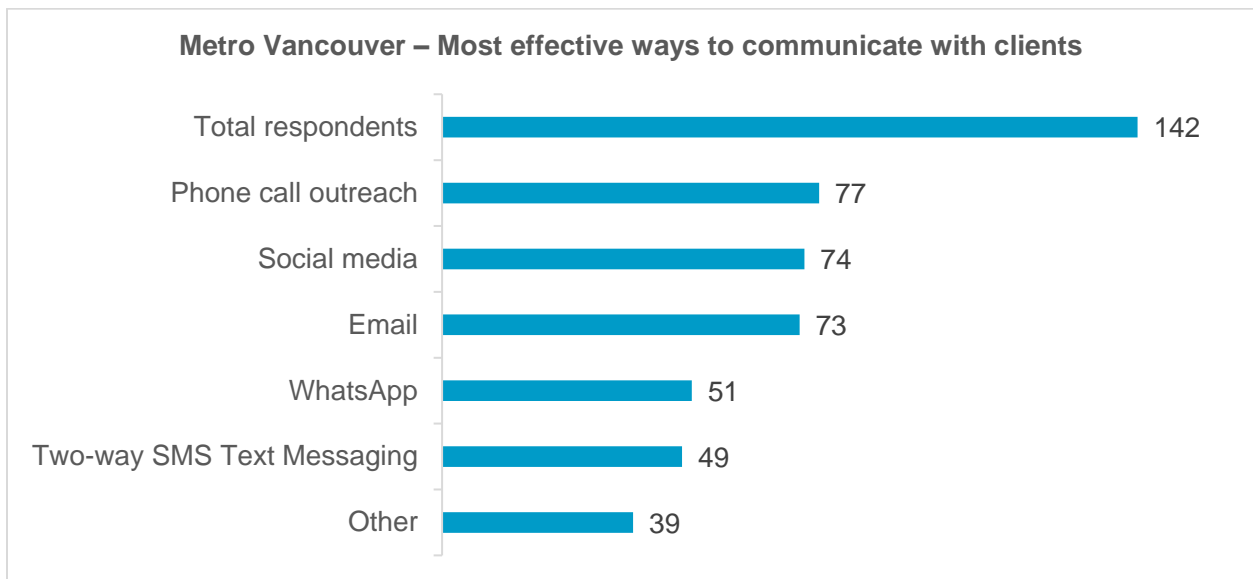
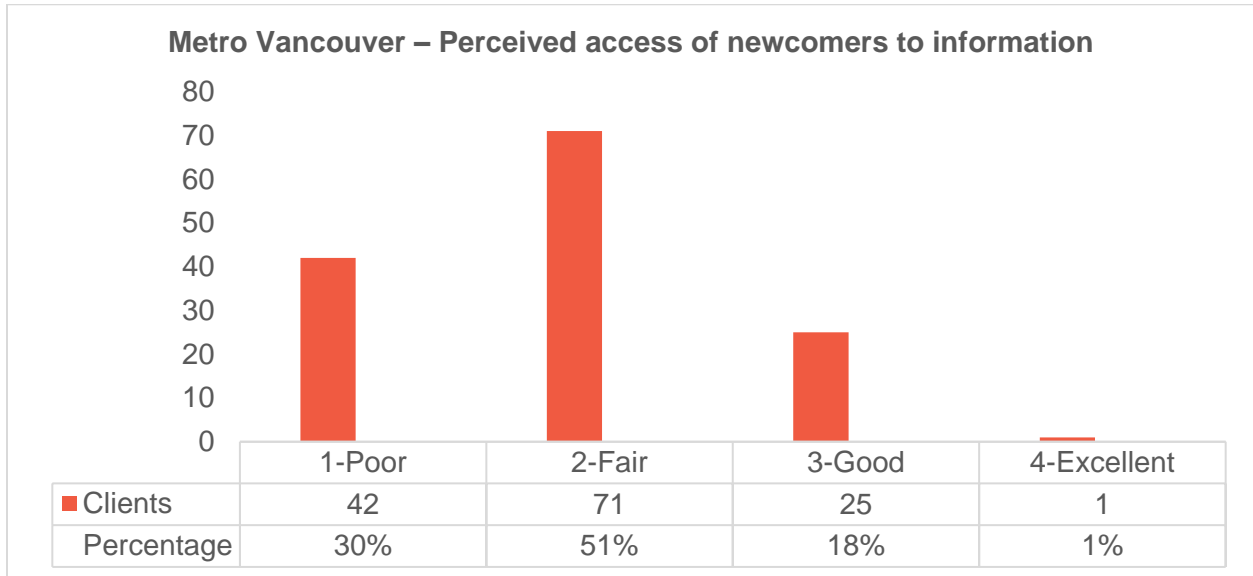


Perceived attitudes of newcomers towards the vaccine rollout in Metro Vancouver





Newcomers' access to information on the vaccine rollout in Metro Vancouver



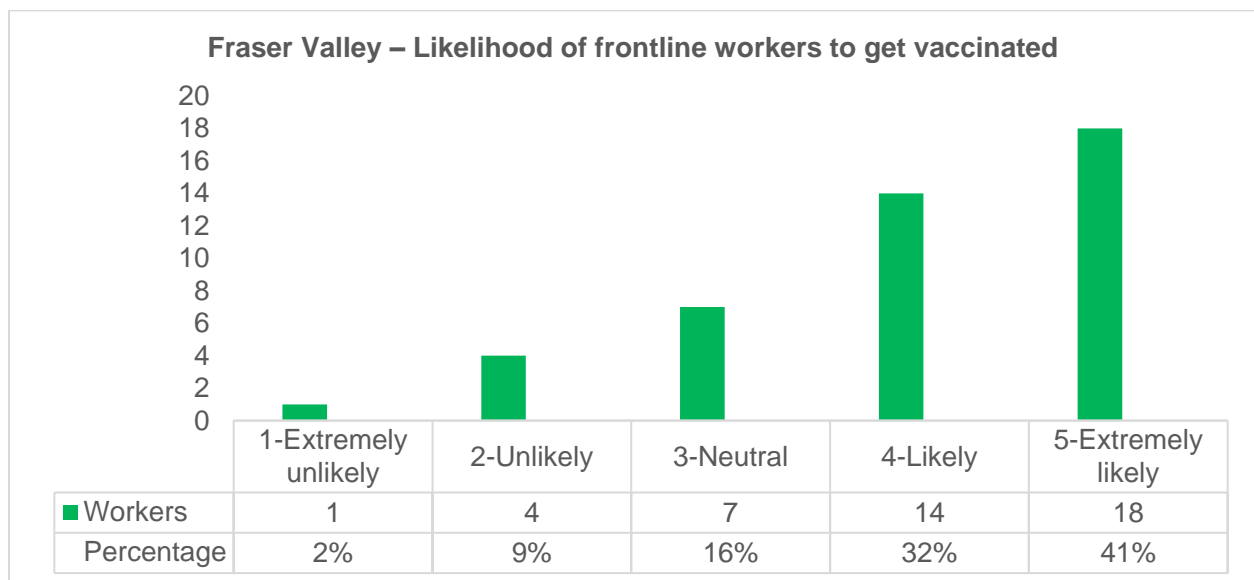
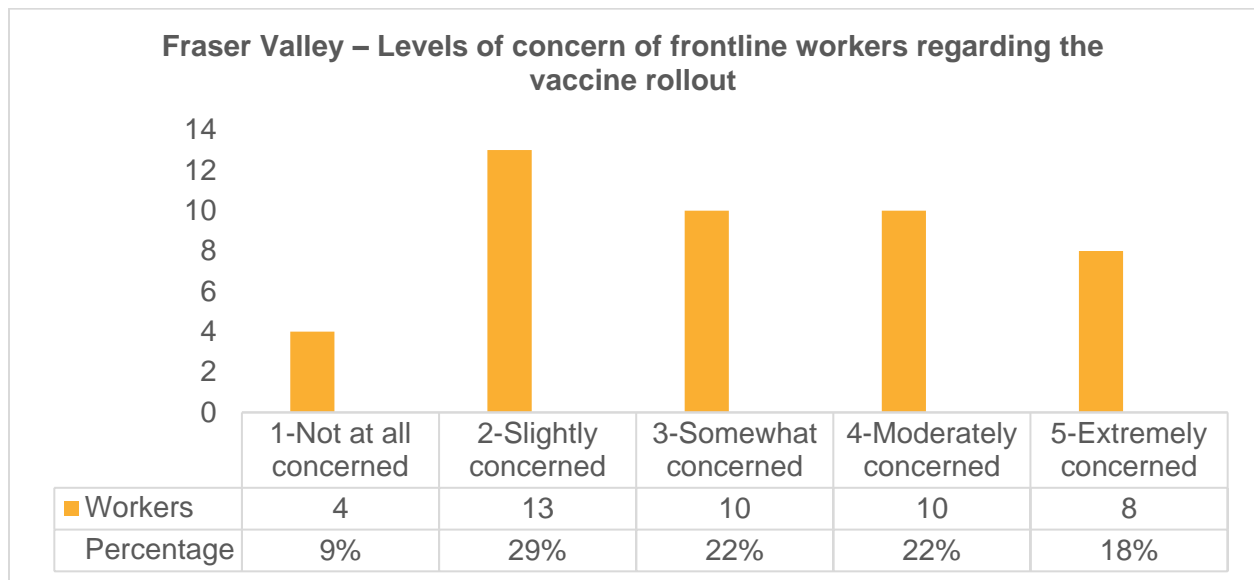
ANNEX 2: DISAGGREGATED DATA FOR THE FRASER VALLEY

Respondents in Fraser Valley: **46** (19% of total respondents)

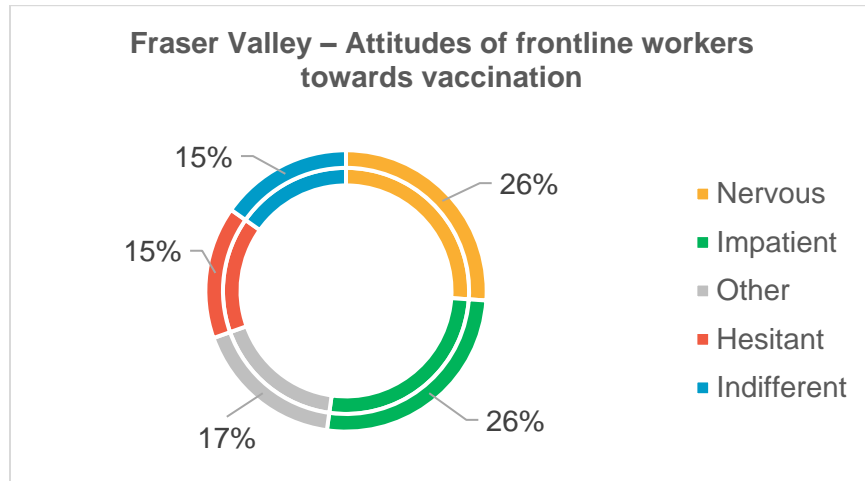
The results in the Fraser Valley are mostly consistent with the results in BC as a whole.

Attitudes of frontline workers towards the vaccine rollout in the Fraser Valley

Frontline workers seem slightly less concerned with the vaccination rollout in the Fraser Valley than they are in the rest of the province. However, the difference is minimal and not significant.



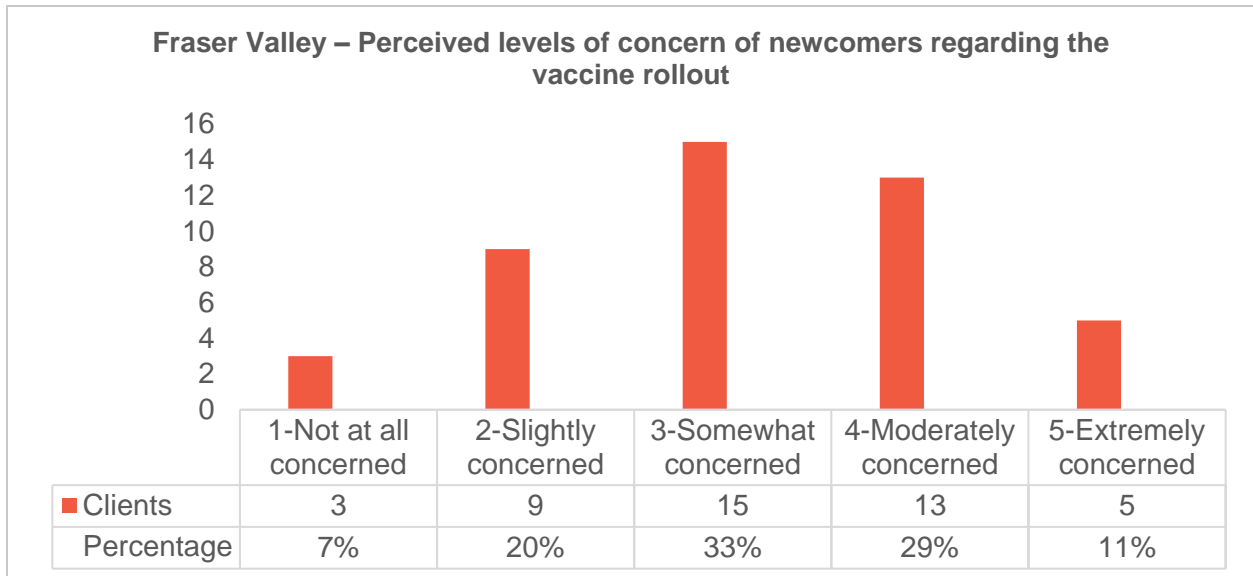
With 73% of frontline workers likely or extremely likely to get vaccinated, the frontline workers in the Fraser Valley have a very high approval rate of the immunization process.



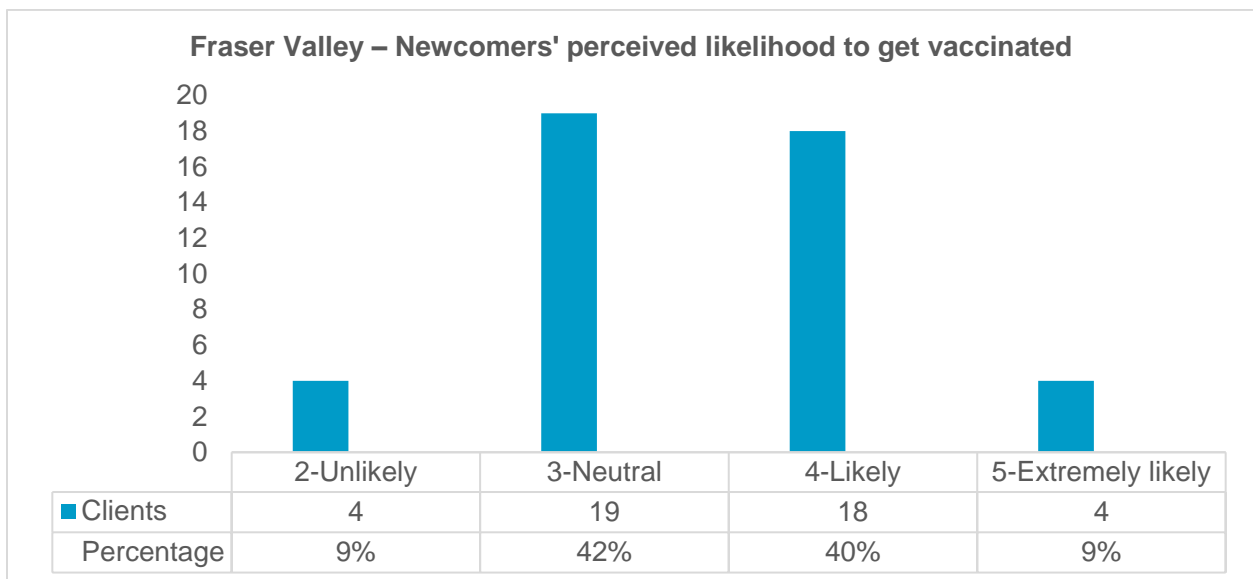
The frontline workers are, however, less hesitant towards the vaccine, with 15% of frontline workers declaring themselves hesitant towards the vaccine against 21% in the province.

Perceived attitudes of newcomers towards the vaccine rollout in the Fraser Valley

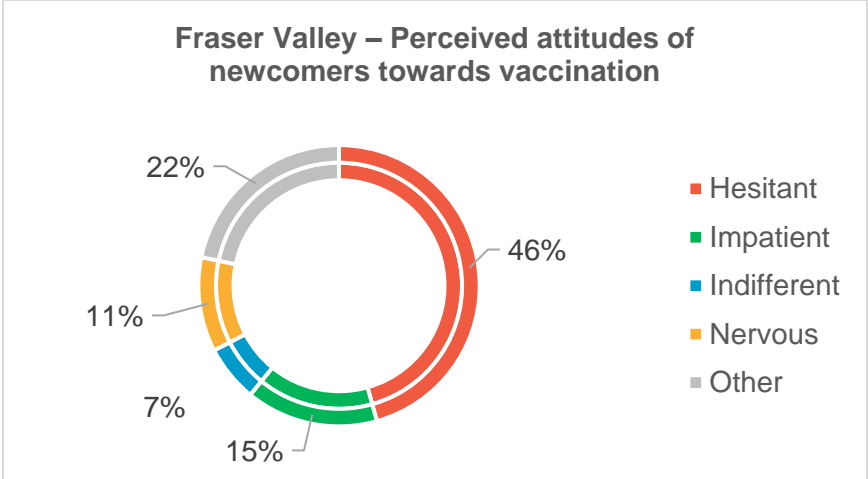
The levels of concerns of newcomers are consistent with those in the province.



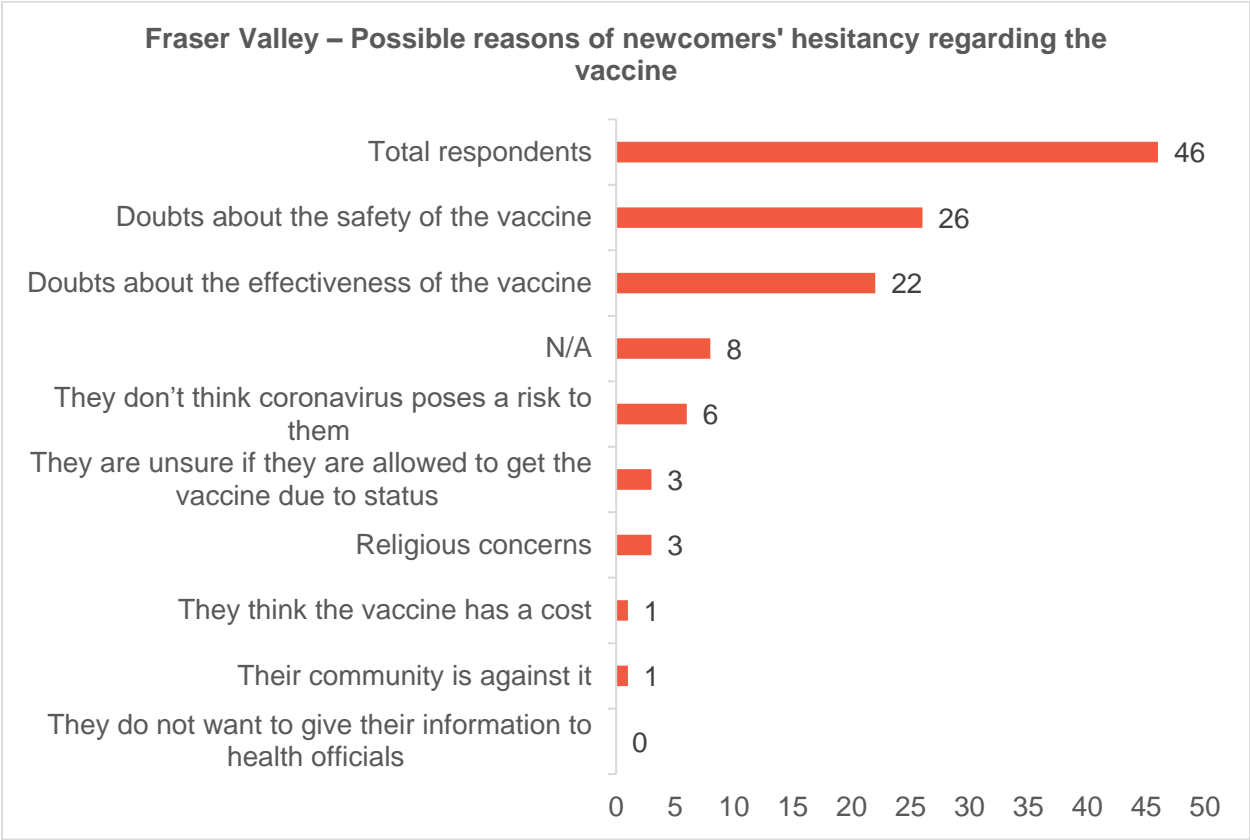
However, they seem a bit less likely to get vaccinated, with 42% newcomers perceived as neutral against 33% in the province.



The level of perceived hesitancy towards the vaccine in the Fraser Valley is 46%, which is significantly higher than the average of the province at 31%.

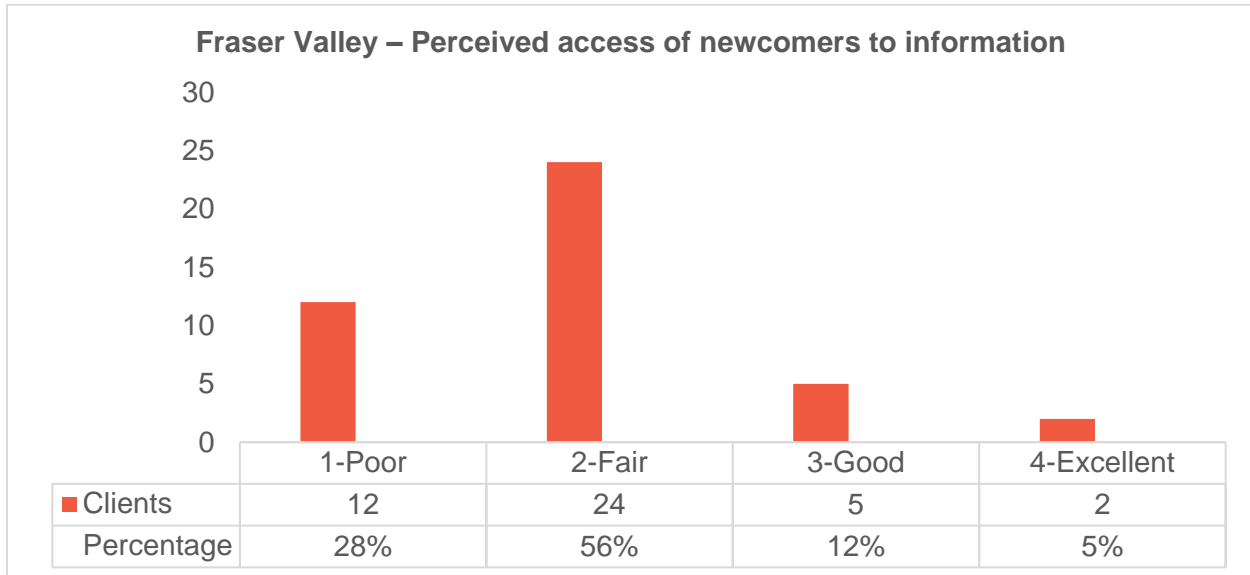


The reasons underlying hesitancy towards the vaccine are not based on religious or community beliefs: they are related to the safety and effectiveness of the vaccine. Therefore, clear information in the languages of newcomers on scientific evidence could serve to reduce hesitancy.

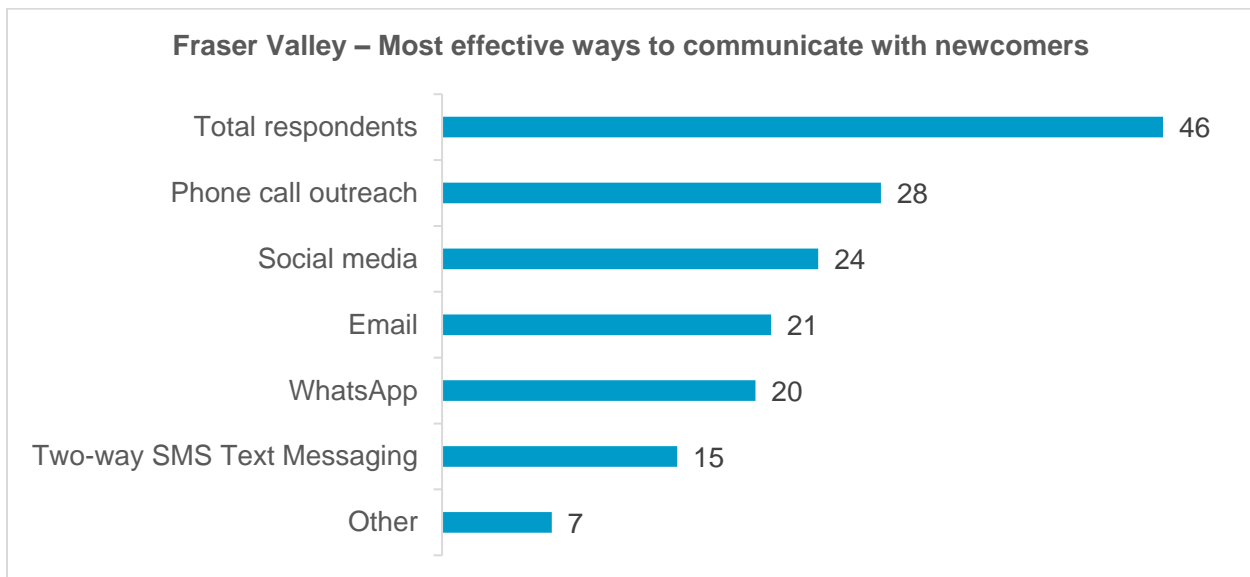


Newcomers' access to information on the vaccine rollout in the Fraser Valley

In the Fraser Valley, newcomers seem to have poor access to information on the vaccine rollout, much like in the rest of the province.



Effective ways to communicate with newcomers include phone outreach, email, and social media.



In comments, frontline workers note the possibility to use religious centers as places of outreach:

Religious centers and newcomer meeting places

Via settlement workers and transition housing hosts - word of mouth through faith communities

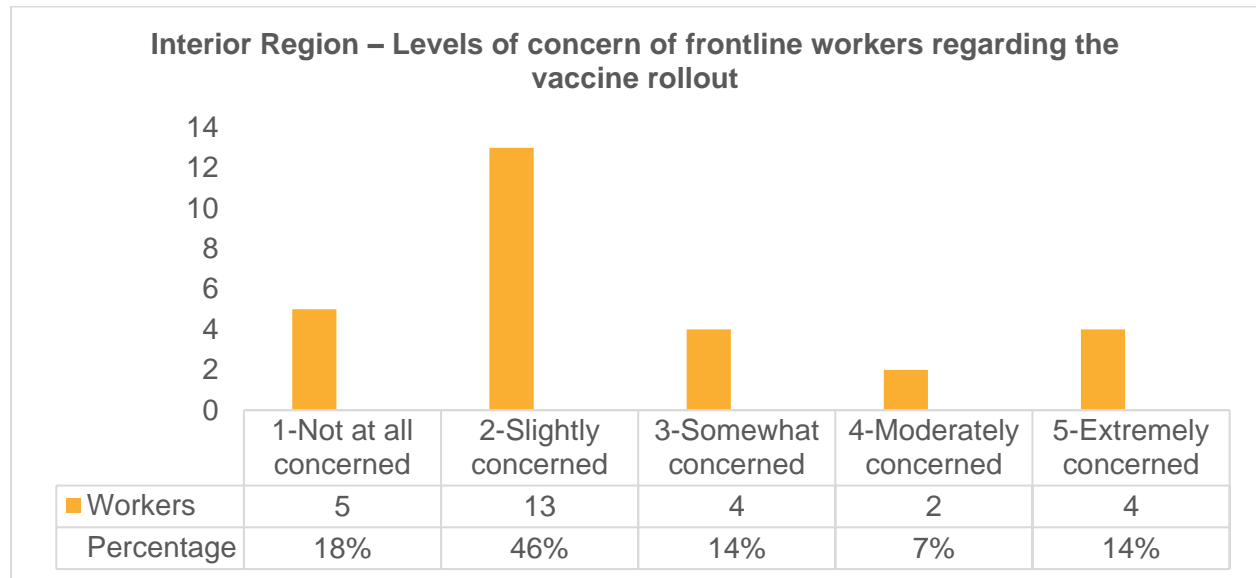
ANNEX 3: DISAGGREGATED DATA FOR THE INTERIOR REGION

Respondents in the Interior Region: **28** (11.5% of total respondents)

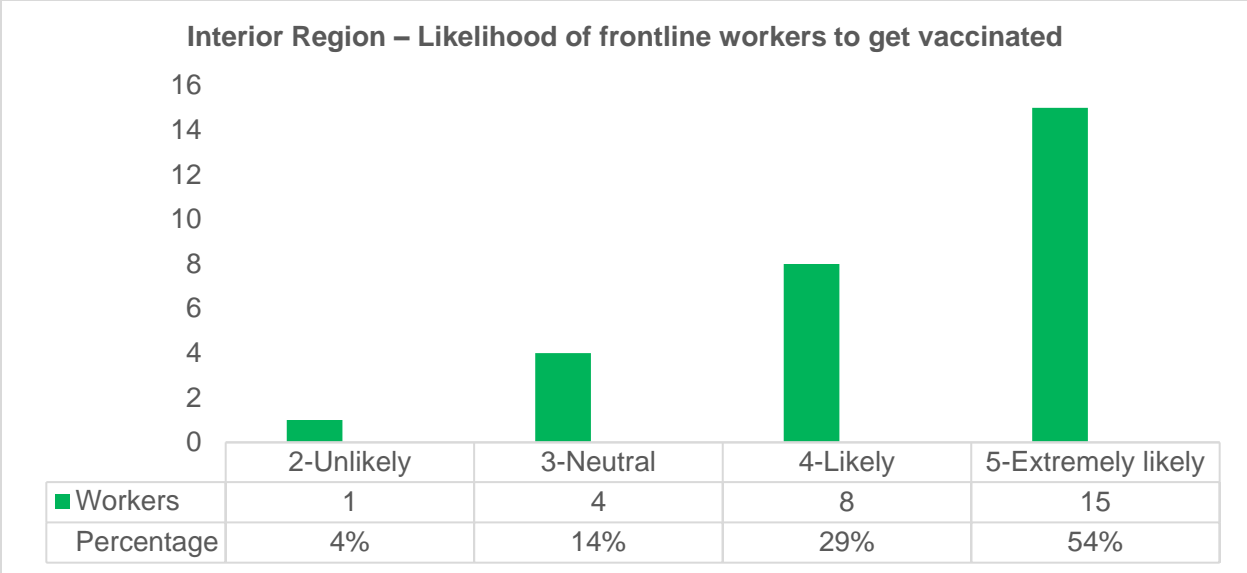
Overall, the results in the Interior region are consistent with the results in BC as a whole.

Attitudes of frontline workers towards the vaccine rollout in the Interior Region

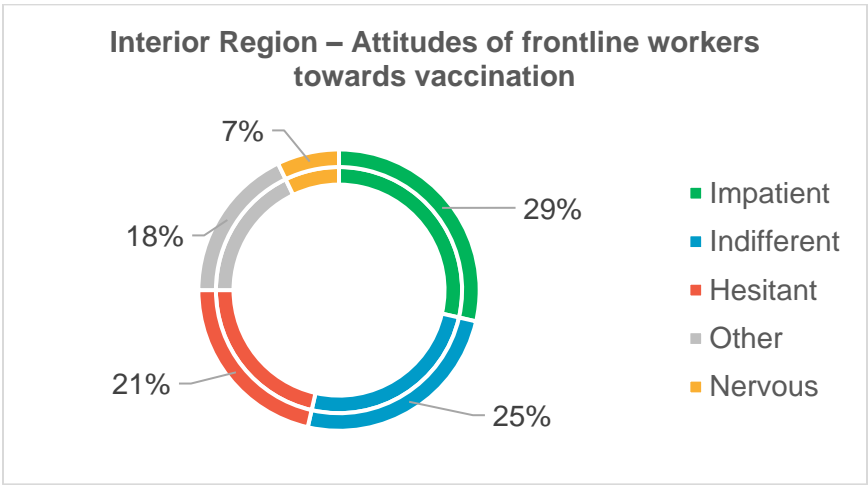
The majority of frontline workers in the Interior Region are only slightly concerned about the vaccine rollout. Compared to the province wide findings, this data indicates that frontline workers in the interior region are generally less concerned about the vaccination rollout.



The likelihood of frontline workers to get vaccinated shows a clear and marked ceiling effect: most frontline workers are likely or extremely likely to get vaccinated when the vaccine becomes available. The percentage of neutral responses was lower the provincial average. The percentage of frontline workers unlikely to get the vaccine is lower than the provincial average and no respondents indicated they were extremely unlikely to get the vaccine, compared to 2% of respondents province wide. This denotes a **positive and welcoming attitude of frontline workers regarding the vaccination campaign.**



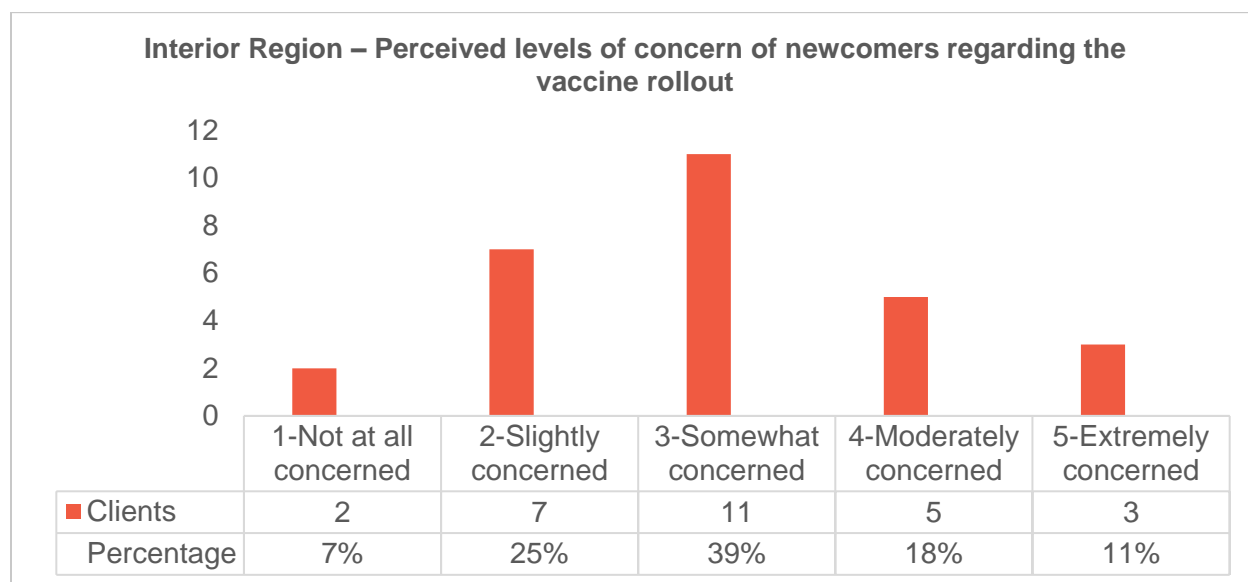
When asked about their attitudes towards the vaccination, frontline workers in the Interior Region displayed similar attitudes to those found province wide. Indifference towards the vaccine was the only significant response that show different results, with frontline workers in the Interior displaying higher levels of indifference (25% vs 14%).



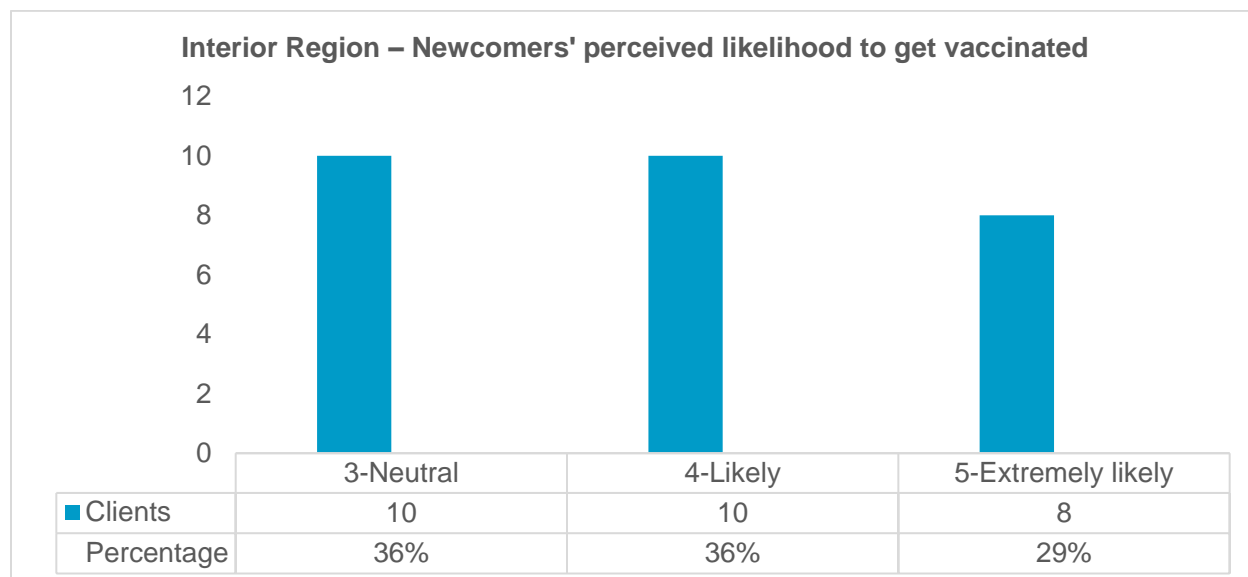
Overall, the data indicates that while frontline workers in the Interior are slightly more likely to get vaccinated, they are also less concerned about the vaccine rollout and more indifferent about vaccinations. However, the data does not appear to suggest that frontline workers in the Interior are overtly resistant of the vaccination process.

Perceived attitudes of newcomers towards the vaccine rollout in the Interior Region

The perceived levels of concern among newcomers in the Interior towards the vaccine rollout are similar to the province-wide findings. Newcomers in the Interior are somewhat concerned about the vaccine rollout. Although there seems to be no distressing alarm in the newcomer population, the vaccine rollout is a topic of concern to them.

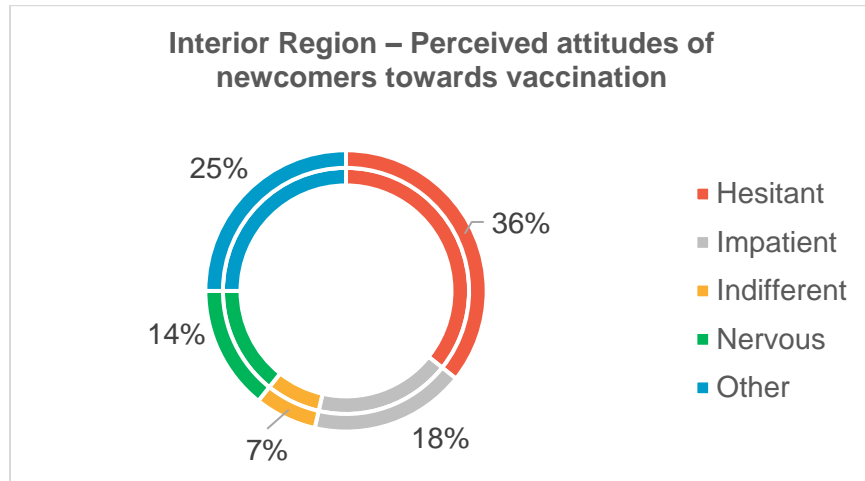


Results suggest that the majority of newcomers in the Interior are likely to get vaccinated. While this data is similar to the provincial data, it demonstrates less resistance to the vaccine. This result is to be taken with caution since this is only a perception of frontline workers.

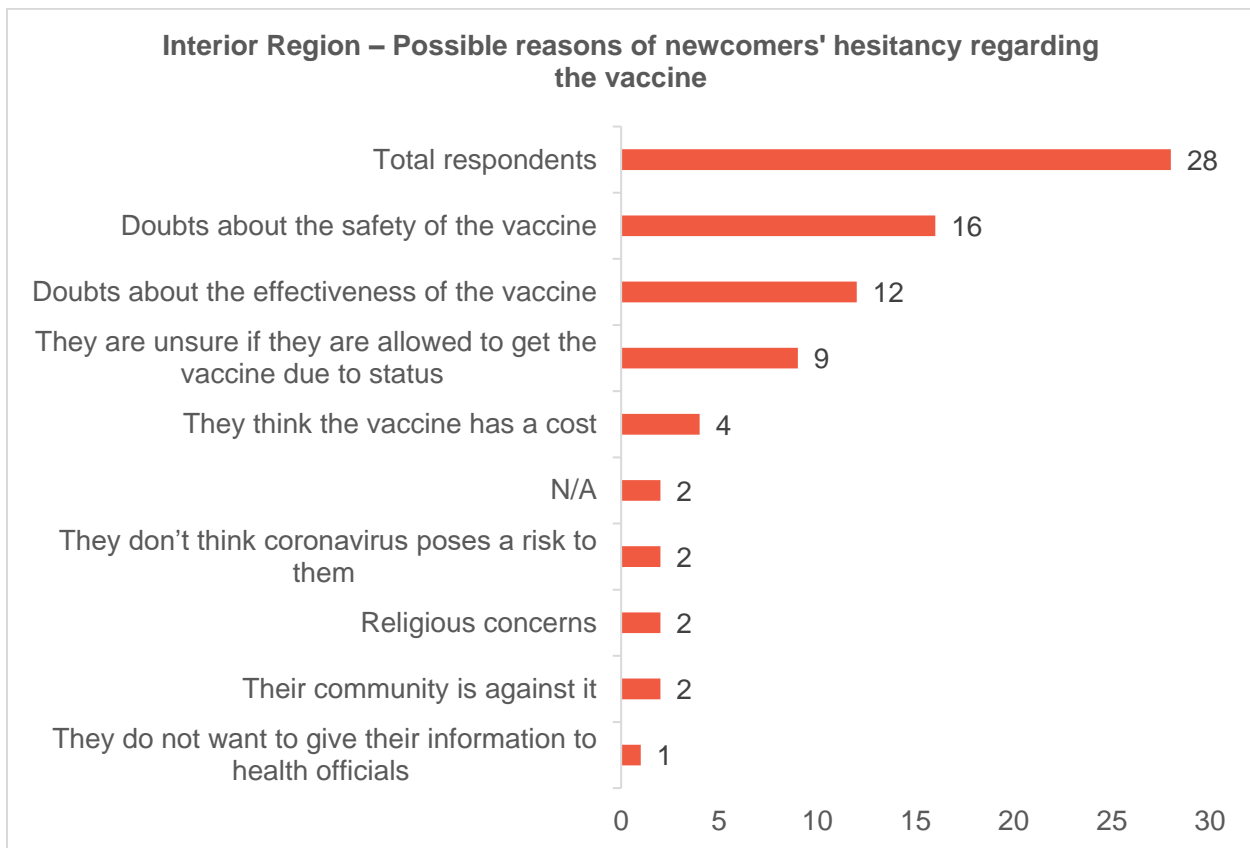


When frontline workers were asked about the perceived attitudes of newcomers towards the vaccine, newcomers in the Interior displayed similar attitudes to those found across the province.

However, newcomers in the Interior appear to be less indifferent about the vaccine and slightly more hesitant.



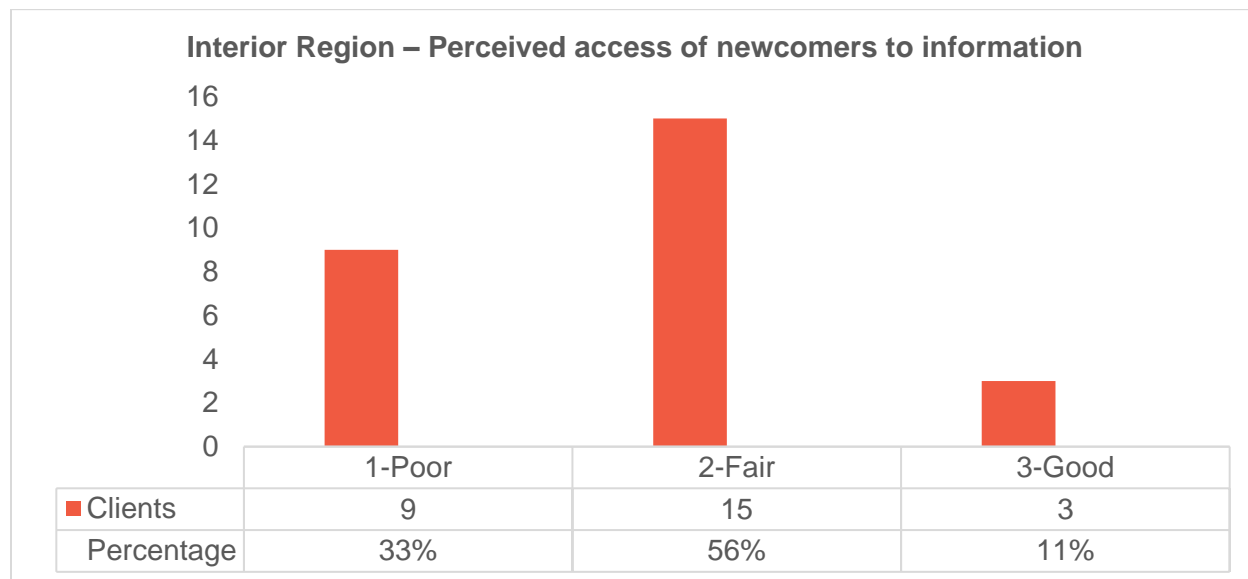
When asked about the reasons underlying newcomers’ possible hesitancy regarding the vaccine, frontline workers responded that their hesitancy was possibly related to **doubts about the vaccine’s safety and effectiveness**. This data reflects the province wide findings.



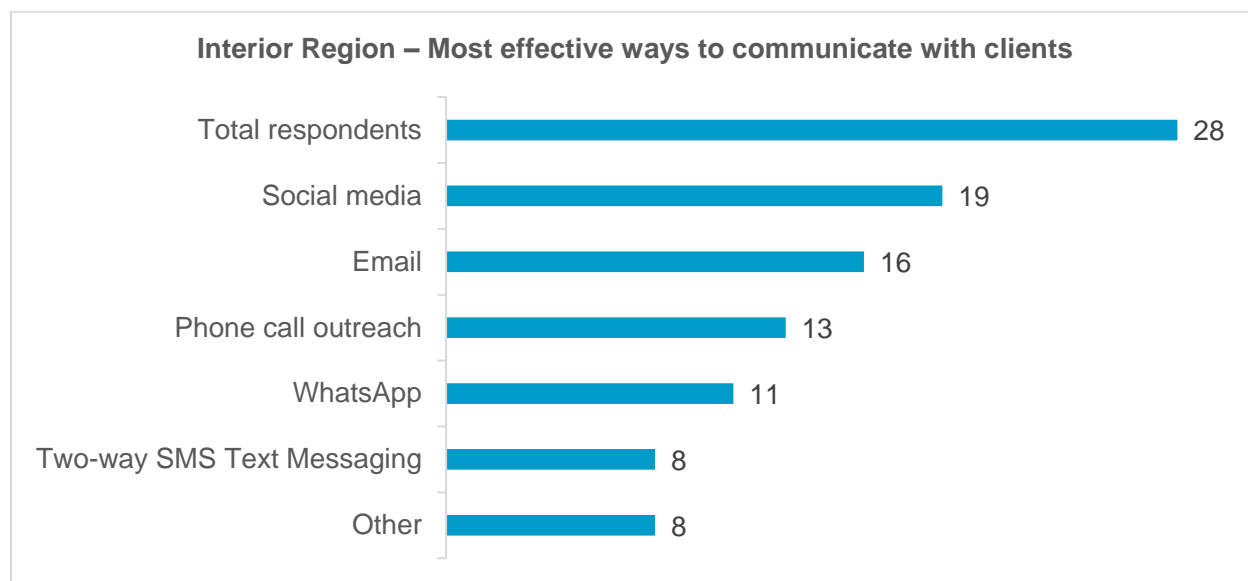
The data indicates that while there is some concern and hesitancy to get the vaccine among newcomers in the interior, they are not opposed to the vaccine and are likely to get vaccinated.

Newcomers' access to information on the vaccine rollout in the Interior Region

Frontline workers were asked how they perceive their clients' access to information on the vaccine rollout. The results show a clear floor effect: frontline workers report that newcomers appear to have a low access to reliable information on the vaccine rollout. These results are close to the province-wide findings.



Frontline workers think the most effective way to share information with newcomers in the Interior about the immunization process is through social media. The data suggests the top three methods for communicating with newcomers in the Interior are the same as the top three methods province wide.



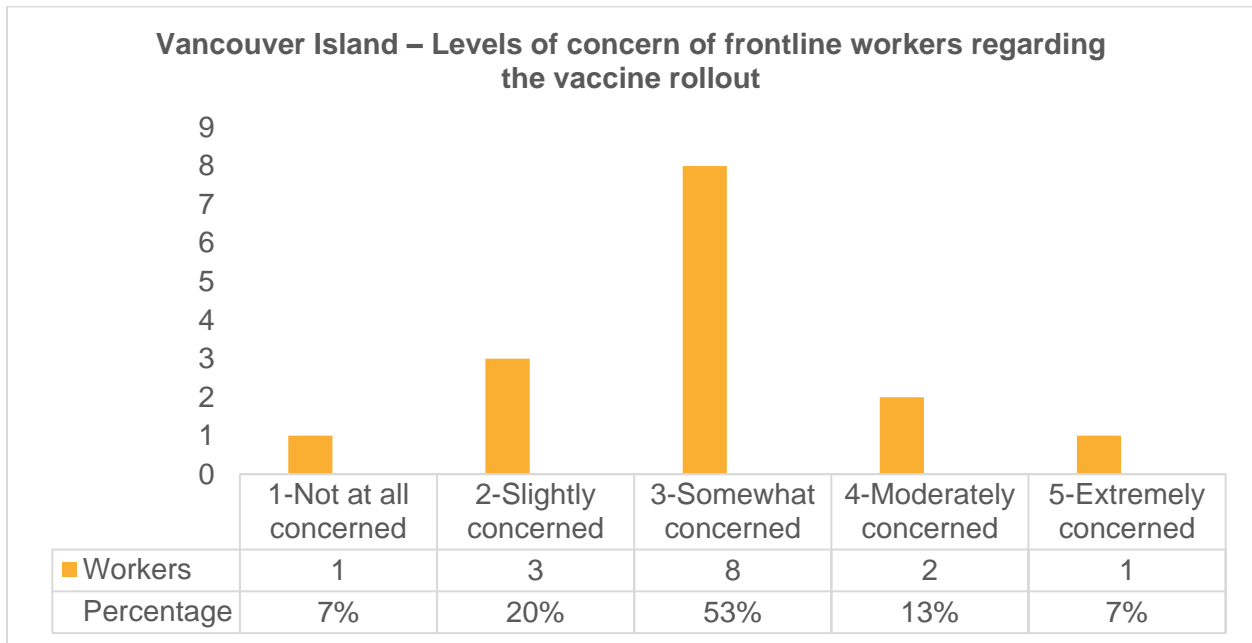
ANNEX 4: DISAGGREGATED DATA FOR VANCOUVER ISLAND

Respondents in Vancouver Island: **15** (6% of total respondents).

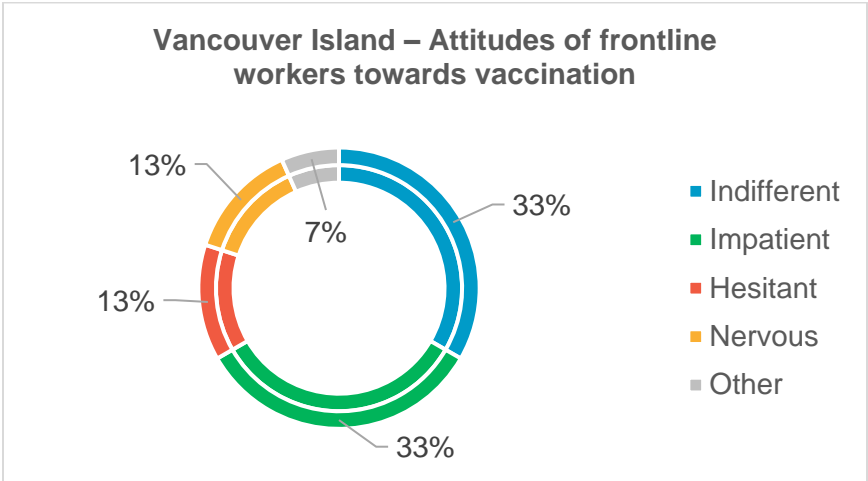
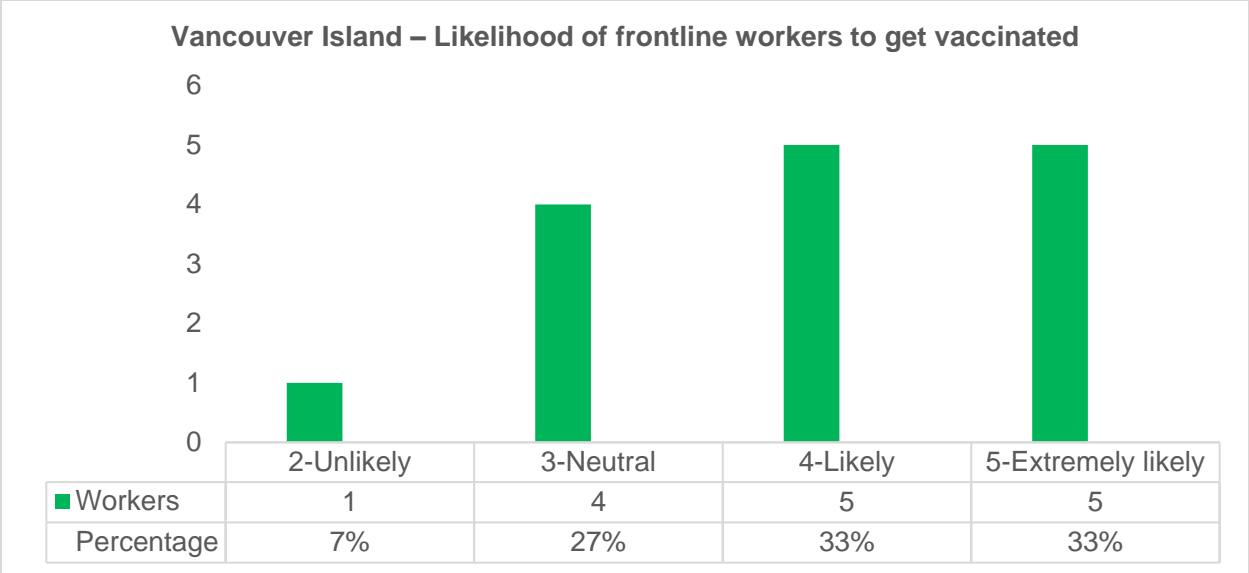
Overall, the results on the island are consistent with the results in BC as a whole.

Attitudes of frontline workers towards the vaccine rollout on Vancouver Island

The levels of concern of frontline workers on Vancouver Island regarding the vaccine rollout are distributed in a bell shape. They are concerned; neither overly anxious, nor disinterested. This reveals a **reasonable attitude of frontline workers towards the vaccination rollout**.



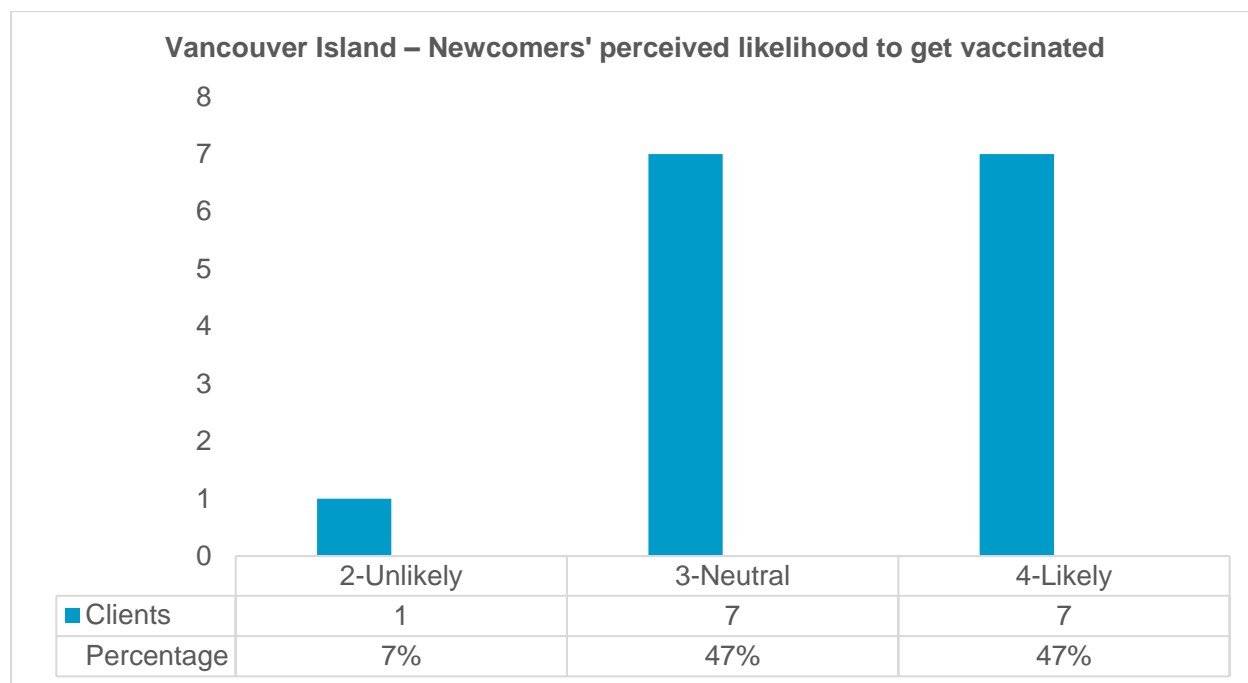
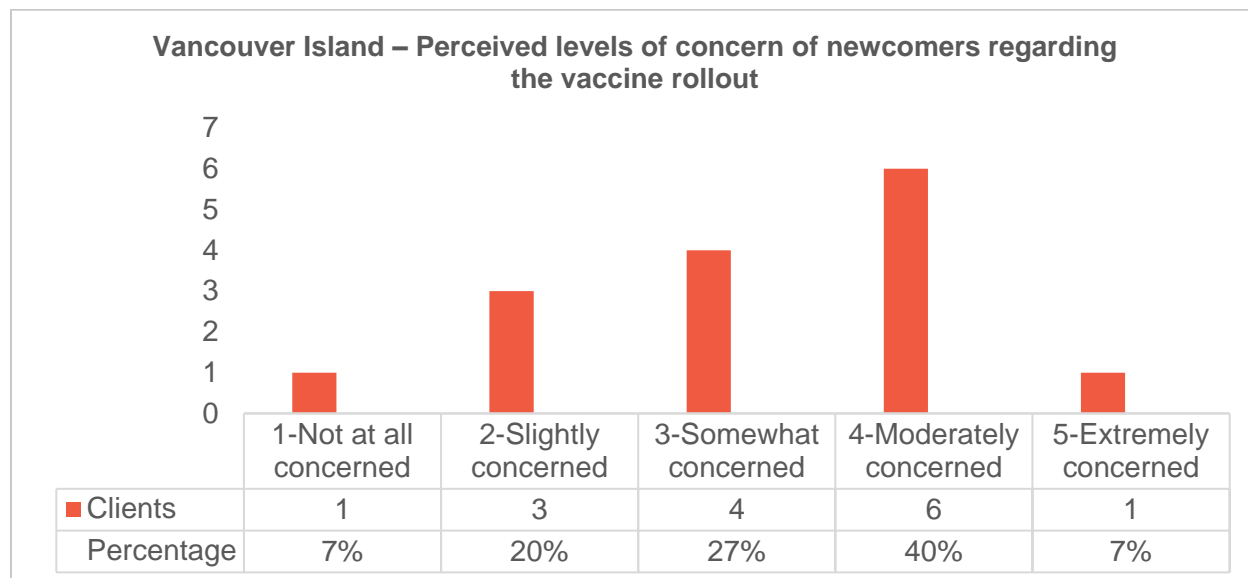
The data demonstrates a ceiling effect: most frontline workers on Vancouver Island are likely or extremely likely to get vaccinated when the vaccine becomes available. The percentage of neutral responses was lower the provincial findings. This denotes a **positive and welcoming attitude of frontline workers regarding the vaccination campaign**.



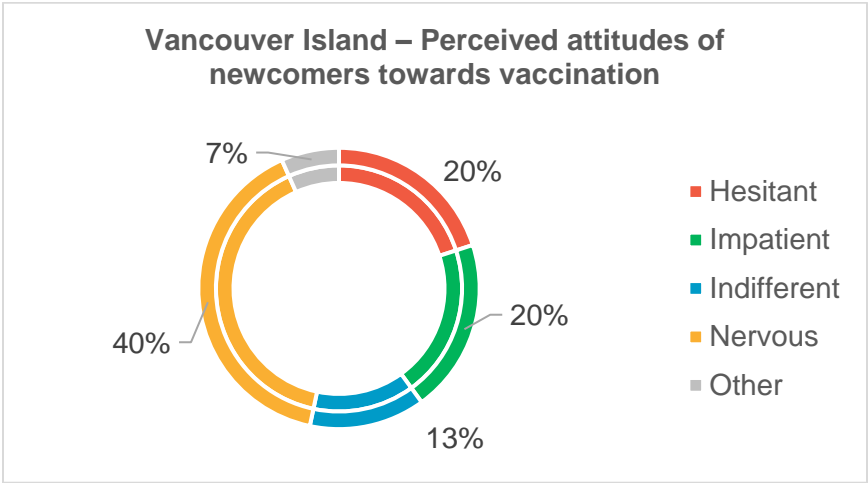
The data indicates that while frontline workers on Vancouver Island are likely to get vaccinated, they are also concerned about the vaccine rollout and slightly indifferent about vaccinations. However, the data does not appear to suggest that frontline workers on Vancouver Island are overtly resistant of the vaccination process.

Perceived attitudes of newcomers towards the vaccine rollout on Vancouver Island

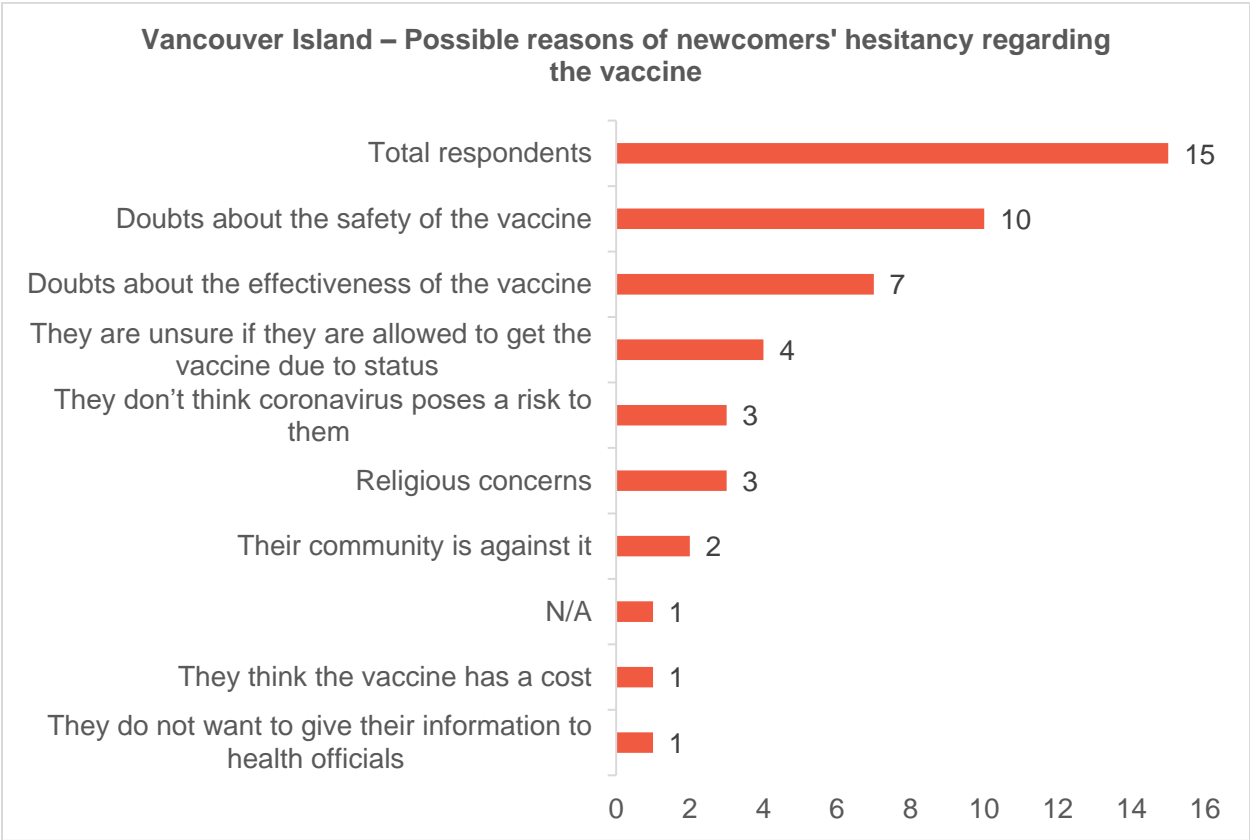
The perceived levels of concern among newcomers on Vancouver Island regarding the vaccine rollout are similar to the results in the province.



Frontline workers were asked about the perceived attitudes of newcomers towards the vaccine. Based on the results, the majority of newcomers on Vancouver Island are either nervous or hesitant to get the vaccine. Compared to province-wide findings, a higher proportion of newcomers are nervous about the vaccine. However, a similar proportion of newcomers feel impatient, indifferent and hesitant.



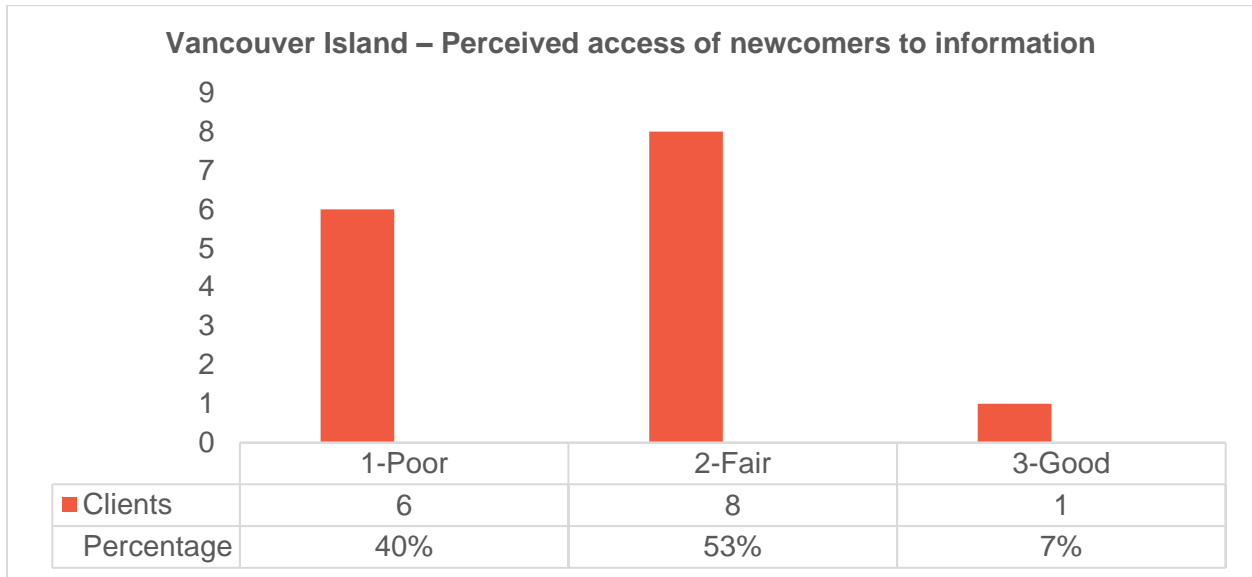
When asked about the reasons underlying newcomer’s possible hesitancy regarding the vaccine, frontline workers responded that their hesitancy was possibly related to **doubts about the vaccine’s safety and effectiveness**. This data reflects the province wide findings. Furthermore, this data aligns with the province-wide data that suggests religion and community do not appear to negatively influence attitudes about the vaccination process.



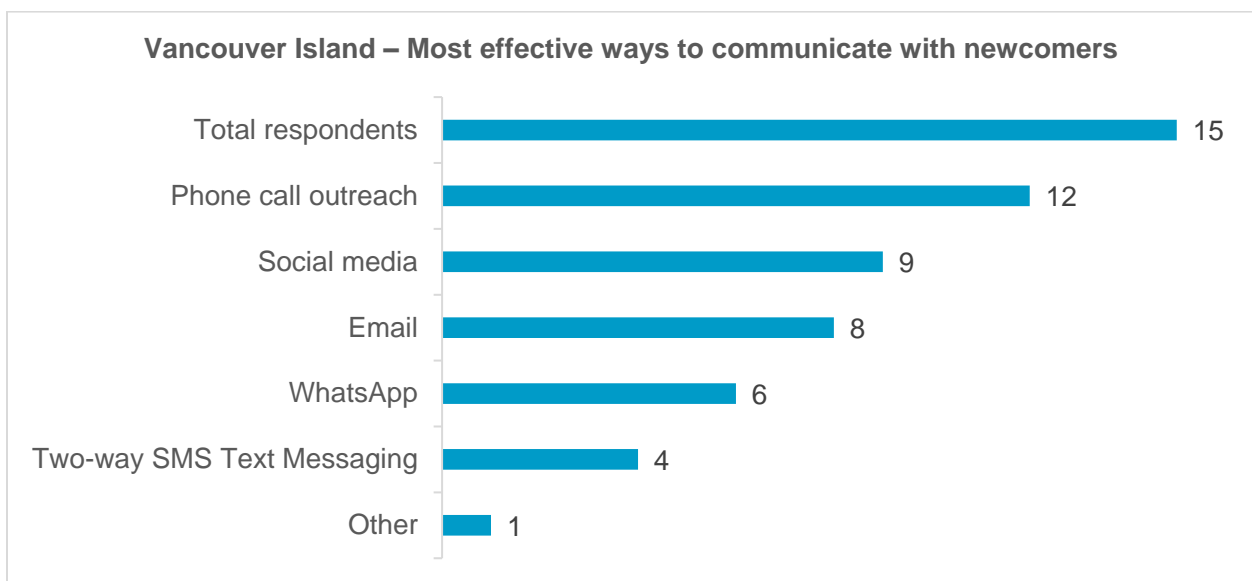
Overall, the data indicates that there is some concern and nervousness to get the vaccine among newcomers on Vancouver Island, as well as some general neutrality. However, they are not opposed to the vaccine and are likely to get vaccinated.

Newcomers' access to information on the vaccine rollout in Vancouver Island

Frontline workers were asked how they perceive their clients' access to information on the vaccine rollout. The results show a clear floor effect: frontline workers report that **newcomers appear to have a low access to reliable information on the vaccine rollout**. These results are extremely close to the province-wide findings.



Frontline workers indicated that the most effective way to share information with newcomers on Vancouver Island about the immunization process is through phone call outreach. The data suggests the top three methods for communicating with newcomers on the island are the same as the top three methods province-wide.



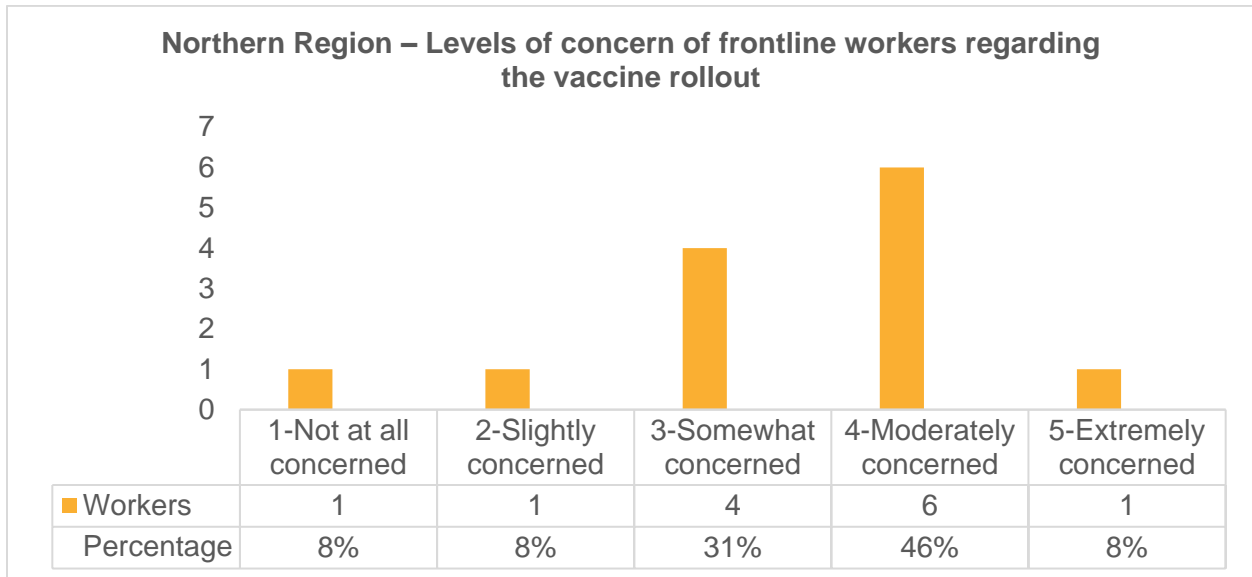
ANNEX 5: DISAGGREGATED DATA FOR THE NORTHERN REGION

Total respondents in the Northern Region: **13** (5% of total respondents)

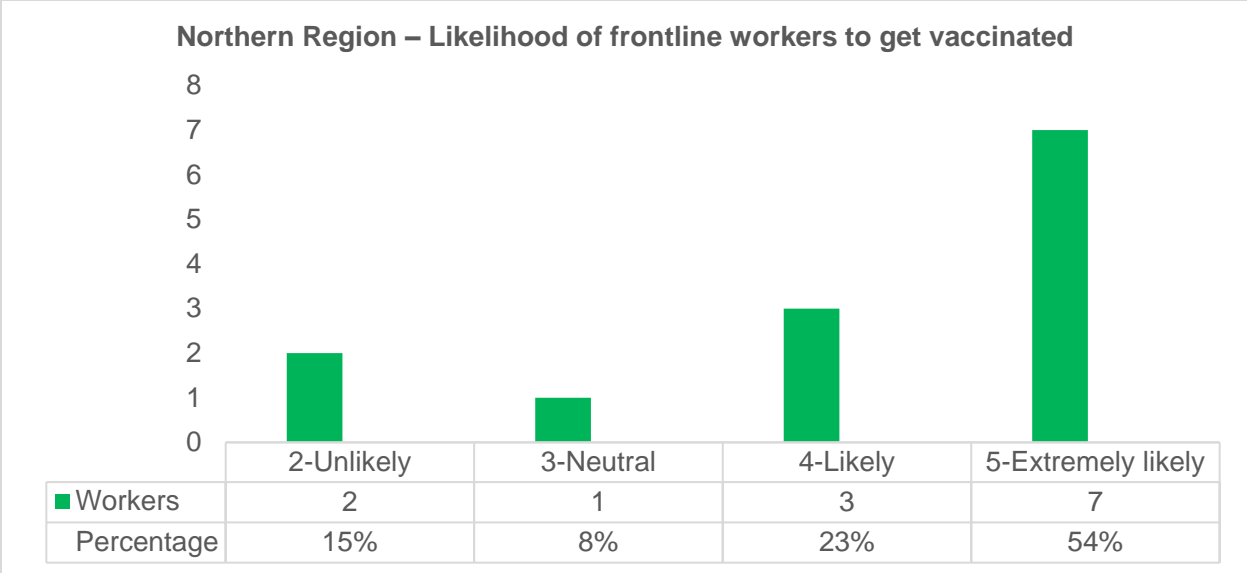
Overall, the results in the Northern Region are consistent with the results in BC as a whole.

Attitudes of frontline workers towards the vaccine rollout in the Northern Region

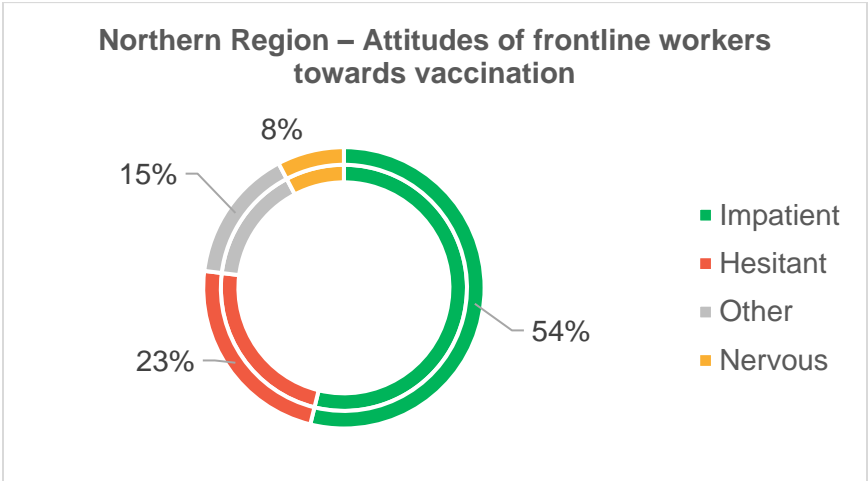
Frontline workers in the Northern region are moderately and somewhat concerned about the vaccine roll out. Compared with the results across BC and all other regional results, they demonstrate higher levels of moderate concern and significantly lower levels or no concern or slight concern. This suggests that highest levels of frontline workers concern about the vaccine rollout are in the Northern Region.



Similar to the province wide findings, the data demonstrates that most frontline workers in the Northern Region are likely or extremely likely to get vaccinated when the vaccine becomes available. This denotes a **positive and welcoming attitude of frontline workers regarding the vaccination campaign.**



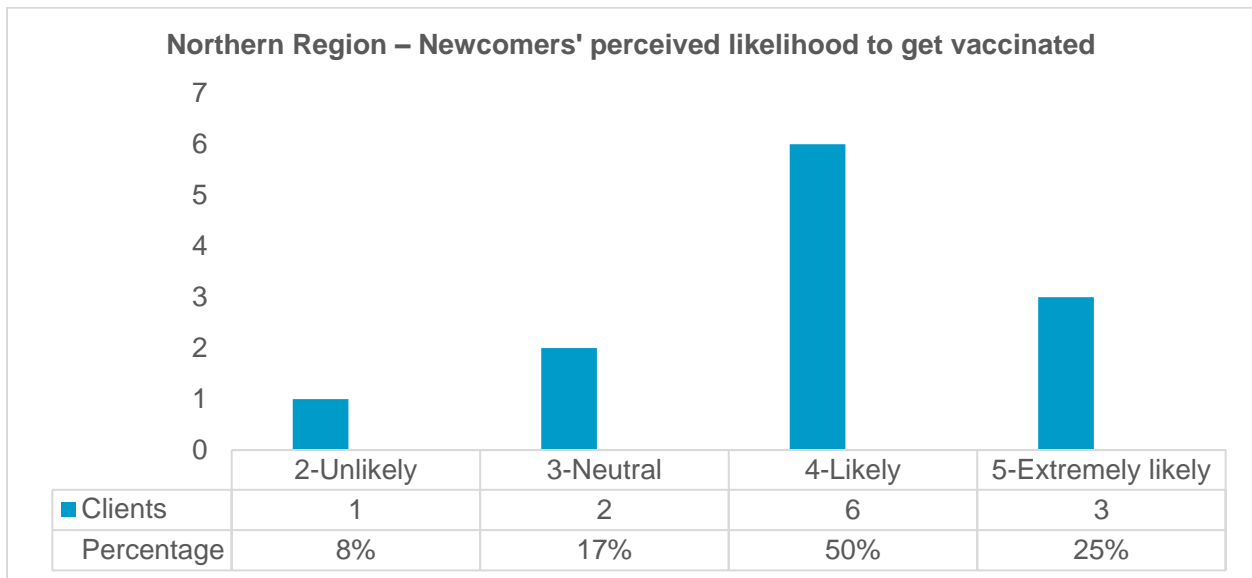
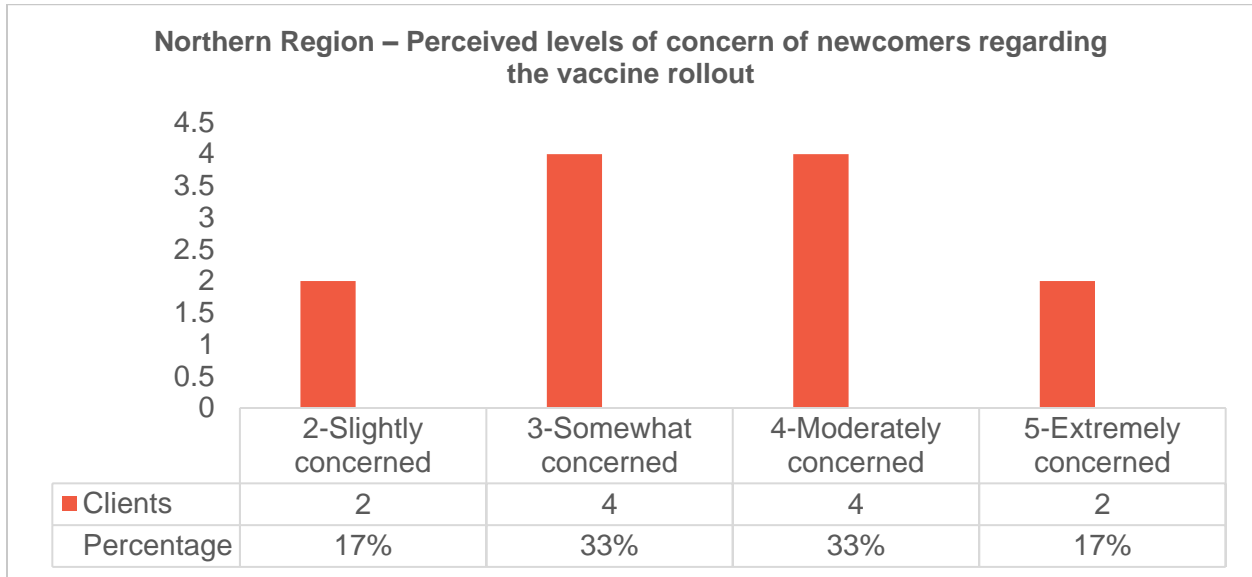
When it comes to attitudes towards the vaccination, the data indicates that most frontline workers in the Northern Region are impatient to get the vaccine. Compared to the province wide findings and other regions, a significantly higher proportion of frontline workers are impatient to get the vaccine. Interestingly, no respondents felt indifferent to vaccine. However, the levels of hesitancy and nervousness were similar to province-wide findings.

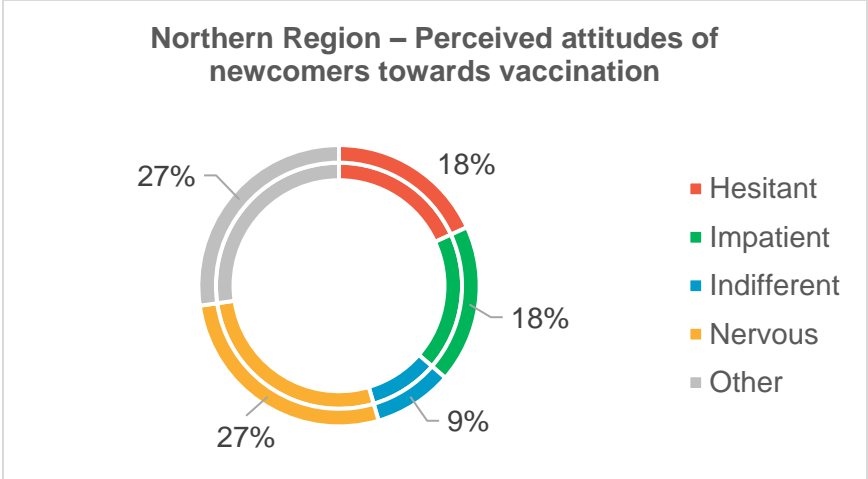


The data indicates that frontline workers in the Northern Region are likely to get vaccinated and impatient to receive their vaccines. However, they have high levels of concern about the vaccination rollout.

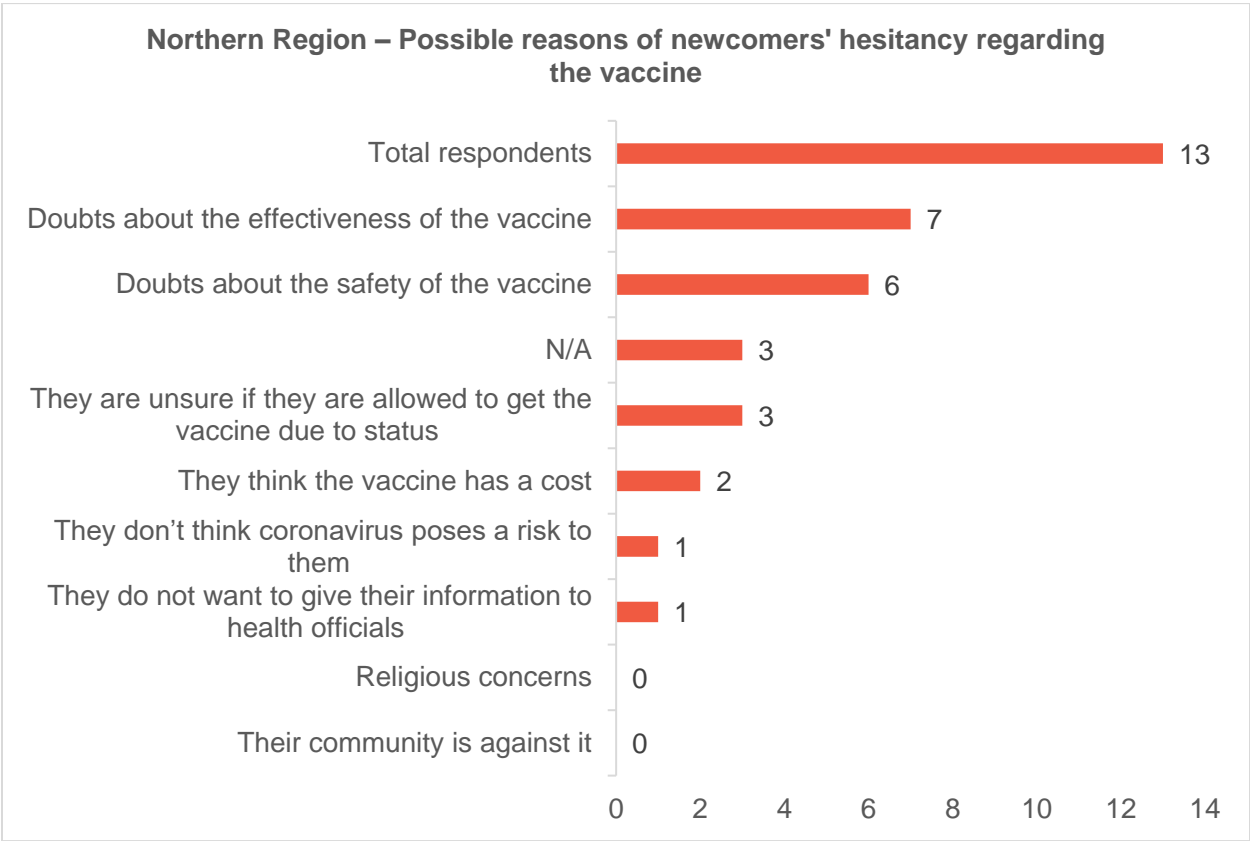
Perceived attitudes of newcomers towards the vaccine rollout in the Northern Region

Newcomers in the Northern Region are perceived by frontline workers to be somewhat and moderately concerned about the vaccination rollout. Although there seems to be no distressing alarm in the newcomer population, the vaccine rollout is a topic of concern to them.





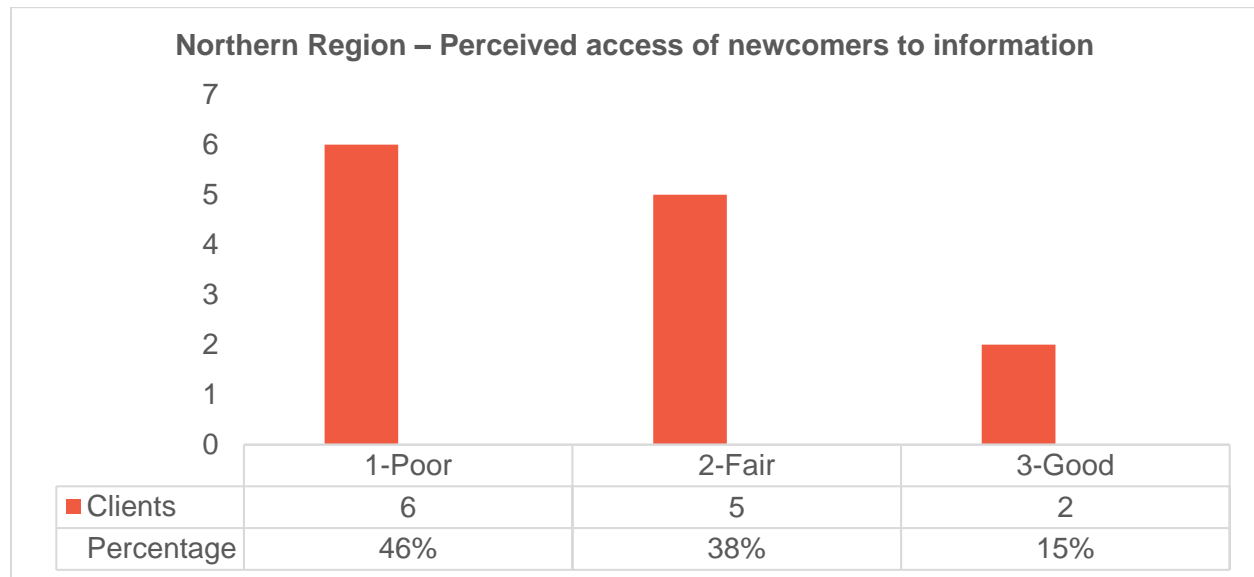
When asked about the reasons underlying newcomer’s possible hesitancy regarding the vaccine, frontline workers responded that their hesitancy was possibly related to **doubts about the vaccine’s effectiveness and safety**. This data reflects the province wide findings. Furthermore, this data aligns with the province-wide data that suggests religion and community do not appear to negatively influence attitudes about the vaccination process.



The data indicates that while there is some nervousness to get the vaccine among newcomers in the Northern Region, they are not opposed to the vaccine and are likely to get vaccinated.

Newcomers' access to information on the vaccine rollout in the Northern Region

Frontline workers were asked how they perceive their clients' access to information on the vaccine rollout. The results show a clear floor effect: frontline workers report that **newcomers appear to have a low access to reliable information on the vaccine rollout**. These results are extremely close to the province-wide findings.



Frontline workers indicated that the most effective way to share information with newcomers in the Northern Region about the immunization process is by email. The data suggests the top three methods for communicating with newcomers in the Northern Region are the same as the top three methods province-wide.

