



IMPROVING THE VACCINATION EXPERIENCE:

What is CARD for health-care providers

The CARD system (Comfort, Ask, Relax, Distract) is a vaccine delivery framework that improves the safety of vaccine delivery. Each letter category (C-A-R-D) includes evidence-based activities that staff and clients can use to reduce fear, pain and other immunization stress-related responses (e.g., dizziness, fainting). Staff can find guidance on how to set up and prepare their clinic and how to interact with clients. Use the patient-centred resources for your clients. CARD can be adapted for any vaccination setting. Using CARD helps you deliver patient-centred care and improves the vaccination experience for vaccine clients and staff. For more information and resources visit CardSystem.ca.

How health-care providers can play their cards

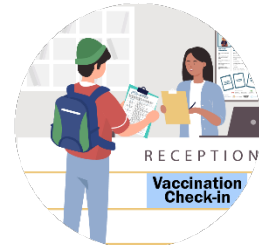
Comfort

- Provide information about CARD to clients ahead of time so they know what to expect and how to cope. Tailor the information to your client's needs.
- Create comfortable spaces for people during vaccination (e.g., private vaccination spaces, seating for a support person).



Ask

- People are anxious when they do not have enough information. Encourage clients to ask questions so they are informed and prepared for vaccination.
- Invite people to select their preferred coping strategies during vaccination and support their choices.



Relax

- Stay calm and be positive. Your actions and words can influence your clients' reactions. If you are calm and use your normal voice, your clients will feel that everything is OK.
- Reduce visual and auditory fear cues. For example, hide needles and obscure equipment, and minimize excessive noise and activity.



Distract

- Provide physical and visual distraction items for individuals that want to be distracted. These can be placed in waiting and vaccination areas.
- Use CARD posters and other items and activities (e.g., fidget toys, puzzles).

