

# Vaccinating Vulnerable Seniors

City of Oakland Park  
COVID-19 Closed  
Vaccination POD



*Prepared by City Management to assist other communities with COVID-19 distribution efforts catered to the vulnerable population.*

# The Problem

Many residents are not able to schedule a vaccination appointment due to challenges surrounding:

- ✓ Computer literacy
- ✓ Access to a computer/internet
- ✓ Mobility issues
- ✓ Transportation access
- ✓ Language barriers

## Without a Ride, Many in Need Have No Shot at COVID-19 Vaccine

STATELINE ARTICLE February 1, 2021 By: [Jenni Bergal](#) Topics: Business of Government, Health & Transportation Read time: 8 min

## How people looking for COVID vaccines struggle with and conquer a digital divide

BY HOWARD COHEN AND MICHELLE MARCHANTE

JANUARY 30, 2021 07:00 AM, UPDATED FEBRUARY 01, 2021 05:39 AM



## Racial disparities create obstacles for Covid-19 vaccine rollout

“Without considering racial equity, we deepen the cracks that systemic racism has already created in our health care system,” a health advocate said.

## Demand Overwhelms Some U.S. Vaccine Registration Sites

Last Updated Jan. 11, 2021, 4:25 p.m. ET

# Finding Solutions

**The City sprang into action via the following:**

- ✓ Reached out to the Department of Health to acquire vaccines
- ✓ Set up a limited, closed POD at the Collins Community Center that operates Monday - Saturday, 10 a.m. - 3 p.m.
- ✓ Collected lists of vulnerable members of our community who did not have the access or the means to get a vaccine through other channels



# The Mission

The City committed staff and volunteers to perform the following:

- ✓ Contact vulnerable population
- ✓ Schedule all appointments
- ✓ Provide Vaccine POD logistics
- ✓ Supply volunteers and staffing
- ✓ Work with outside agencies to identify, contact and transport (if needed) Oakland Park seniors



# POD Logistics

- ✓ Department of Health trained Fire Rescue staff to handle and administer doses of the vaccine
- ✓ BSO set up a check point at the parking lot to verify appointments
- ✓ POD offers four (4) vaccination stations
- ✓ There is a four-step operational process:

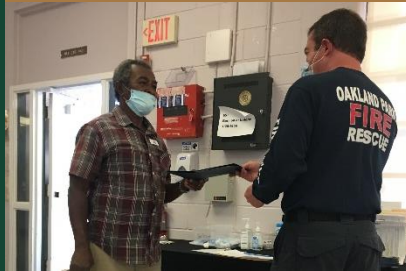
## STEP 1



### Screening

- Temperature check
- Verify appointment
- Complete paperwork

## STEP 2



### Check-In

- Submit paperwork
- Receive information
- Schedule 2<sup>nd</sup> dose

## STEP 3



### Vaccine

- Nurse or Paramedic administers vaccine

## STEP 4



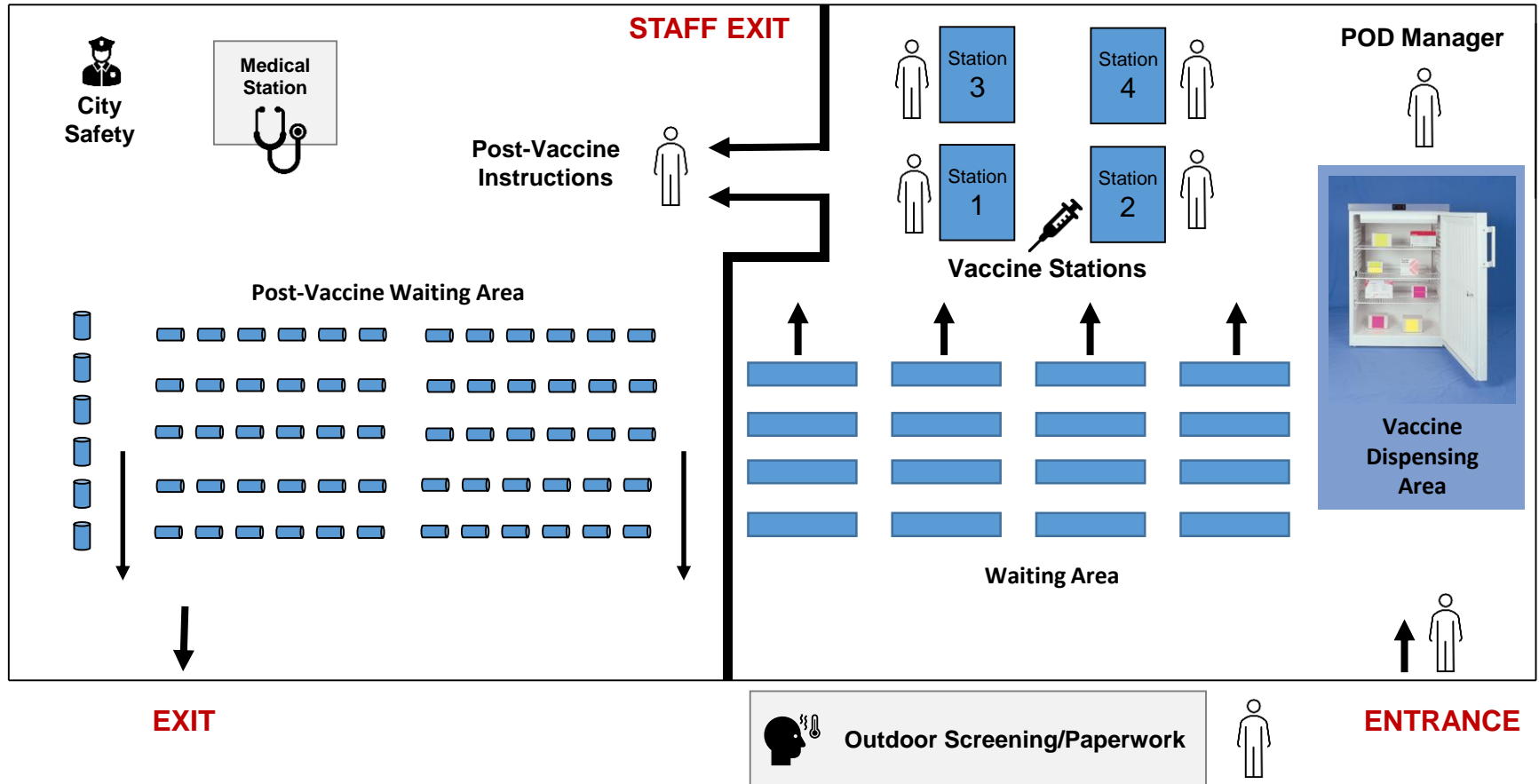
### Observation

- Paramedic observes the patient for 15-30 minutes

# POD Logistics

- ✓ **POD hours of operation** are six days a week, from 10 a.m. - 3 p.m. with appointments every 15 minutes. Hours of operation could be extended and an additional vaccine injection booth or two added to comfortably process additional vaccines per day.
- ✓ Average **processing time** per senior is 30 - 45 minutes depending on if paperwork arrives completed and if observation time needs to increase to 30 min due to medical history.
- ✓ Three weeks after opening a POD, one vaccine station needs to accommodate seniors returning for **2nd shot**. That means the daily processing number doubles after 20 days.

# POD Operational Areas



# POD Staffing

Here are the team members that Oakland Park relied on to operate the POD:

- ✓ 4 Vaccine Administrators (EMT/Nurse)  
*Contracted Nurses at \$40/hour*
- ✓ 2 Vaccine Dispensers  
*Trained Fire-Rescue*
- ✓ 2 Schedulers (Off-site)
- ✓ 1 2<sup>nd</sup> Dose Appointment Manager
- ✓ 1 POD Manager
- ✓ 1 Paramedic Post-Vaccine Observer
- ✓ 1 BSO at Check-Point
- ✓ 1 Greeter
- ✓ 1 Exit Monitor





# Outreach

OP did not “advertise” the POD in order to avoid being overwhelmed with inquiries. Rather, we identified and invited seniors of the targeted demographic. As word spread, we allowed call-ins to be added to the waitlist unless they self-identified as a disadvantaged senior.

- ✓ Created & distributed flyer (in multiple languages) through partnerships with local churches and non-profit organizations
- ✓ Mailed letters from the City Manager to Oakland Park property owners receiving a senior exemption and other mailing lists from partners that identified seniors

The City of Oakland Park is partnering with the Florida Department of Health to provide

## FREE COVID-19 VACCINES

for vulnerable seniors 65 and older, including people who have limited internet access and/or do not speak English.

To schedule an appointment, call 954-630-4335,  
Monday - Friday, 8 a.m. to 5 p.m.  
*Vaccine supplies are limited and are available by appointment only.*

All other seniors, 65 and over, can schedule a vaccination appointment at:  
[www.myvaccine.fl.gov](http://www.myvaccine.fl.gov)



Oakland Park residents in need of transportation to get to your appointment please call 954-630-4335, Monday - Friday, 8 a.m. to 5 p.m., for assistance.



# Outreach Partners

A variety of organizations supported Oakland Park in identifying those vulnerable, including:

- ✓ American Legion
- ✓ Churches and Religious Institutions
- ✓ Friends of the Library
- ✓ Light of the World Clinic
- ✓ Meals on Wheels
- ✓ Non-profits Organizations
- ✓ Property Appraiser
- ✓ United Way
- ✓ The Urban League



# Scheduling

In the Spring of 2020, the City established a Coronavirus Call Center. The call center facilitated the following:

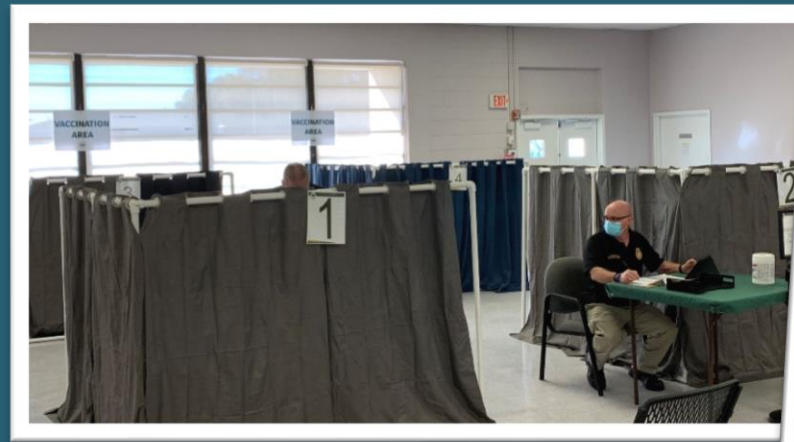
- ✓ Called people in target population to provide vaccine information and schedule appointments
- ✓ Sent reminder CodeRED calls to people the day before their appointment
- ✓ Established a waiting list to fill any schedule openings



 CALL CENTER **954-630-4335**

# Successful Operation

- ✓ POD administered 100% of the vaccines that DOH supplied
- ✓ Over 5,000 vaccines provided to seniors since 1/9/2021
- ✓ Hundreds of seniors presently on the waitlist
- ✓ With continued vaccine supply, we can fully service seniors on the waitlist and other seniors through our regional area
- ✓ City received dozens of letters, calls, and emails extending gratitude and praising customer service, efficiency, and overall experience



# Leading by Example

Once the City established a successful operation, Oakland Park invited neighboring cities to participate.


- ✓ Ten cities used POD: Cooper City, Fort Lauderdale, Hallandale, Hillsboro Beach, Lauderdale By the Sea, Lauderdale Lakes, Margate, North Lauderdale, Tamarac, Wilton Manors
- ✓ Other cities have visited the POD to explore the process, including: Davie, Lauderhill and Pembroke Pines

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## City provides COVID-19 vaccines to vulnerable seniors

By Michael d'Oliveira  
editor@newpelican.com

**So far, the city's efforts, which began earlier this month, have resulted in 630 vaccines administered to seniors.**



Medical professionals preparing vaccines at Collins Community Center. [City of Oakland Park]

**Oakland Park** - Over 26,000 individuals 65 and older have driven to Holiday Park and Inter Miami CF Stadium [formerly Lockhart Stadium] in Fort Lauderdale to get their COVID-19 vaccine.

To reach seniors who either don't have a car or the internet access needed to make an appointment, officials in Oakland Park obtained vaccines directly from the Florida Department of Health in Broward County.

The seniors identified, using the vulnerable population registry and help from Meals On Wheels, are being transported by bus to Collins Community Center where three medical professionals are performing up to 144 vaccinations a day.

So far, the city's efforts, which began earlier this month, have resulted in 630 vaccines administered to seniors living in Oakland Park, Tamarac, Fort Lauderdale, Lauderdale Lakes, Wilton Manors and North Lauderdale.

City Manager David Hebert said the emergency created by the coronavirus necessitated the need of the city to "step up" and carry out this targeted program of helping some of Broward's most vulnerable residents.

He hopes other cities will follow Oakland Park's lead.

Since the vaccines are free and the city is using its own facility, chairs and tables, Hebert said the only cost is paying the medical professionals. He estimates that will cost between \$5,000 and \$8,000, money the city will try and get reimbursed through the CARES Act.

Mayor Jane Bolin praised Hebert for contacting the Florida Department of Health and acquiring the vaccines.

Said Bolin, "He was diligent and tenacious."

**New vaccine appointments on hold**

**Fort Lauderdale** - As of press time Wednesday, the Florida Department of Health was not taking new vaccine appointments at Holiday Park or Inter Miami CF Stadium.


In a statement, Mayor Dean Trantalis called the vaccine roll out welcome news.

"After so many months of being hunkered down and trying our best to follow strict health protocols, the arrival of vaccines to fight COVID-19 has been welcome news. Now, we must address the challenge of presented by a mass rollout of the vaccines."

He also commended Wilton Manors, Oakland Park and Pompano Beach for working with Fort Lauderdale to provide EMS staffing at Holiday Park.

"Broward Health initially plans to vaccinate 900 people a day and hopes to eventually scale up the operation to handle more than 1,000 daily," said the mayor.

Visit [browardhealth.org/pages/being-healthy-vaccine-and-broward-covid-vaccine.com](http://browardhealth.org/pages/being-healthy-vaccine-and-broward-covid-vaccine.com) to check the availability of appointments.



Seniors sit out paperwork in preparation for taking the vaccine at Collins Community Center. [City of Oakland Park]

# Proposal

**Oakland Park recommends the establishment of several similar sites throughout Broward to be cooperatively coordinated and administered by surrounding municipalities to reach out to and service vulnerable seniors locally.**

- ✓ DOH to provide available vaccines equally to these PODs.
- ✓ Costs to be reimbursed by FEMA.



“Do the right thing.  
It will gratify some  
people and astonish  
the rest.”

- Mark Twain

