

Supplement C: Use of Navigators

For those employees identified as being at higher likelihood of needing assistance, navigators contacted employees beginning on Day 1 post-vaccination and continued for 3 days after each dose. For a subset of work departments where employees did not complete the post-vaccination survey on Day 1, phone outreach was initiated on Day 2 post vaccination. One call per day was made to each employee, with a maximum of 6 call attempts per employee (maximum 3 calls per vaccination dose). When available, a voicemail message was left indicating that employees could call the navigator back to receive assistance completing the survey. The team of navigators, supported by Interpreter Services, successfully reached employees speaking English, Spanish, Portuguese, Mandarin/Cantonese, and French/Haitian Creole. If an employee indicated experiencing symptoms, the navigators would verbally relay the guidance for testing or absence from work as appropriate. In emergent instances, navigators would also contact the appropriate clinical team to ensure that medical attention was immediately provided. In addition, on-site vaccination schedulers who were providing assistance to employees with limited access to technology received training and provided handouts in 6 languages (English, Spanish, Portuguese, Chinese, Arabic, Haitian Creole) to employees regarding navigator survey assistance. The Navigator Program was expanded on January 19, 2021 to include text-based communication. A survey-link was sent to all employees who consented to this communication beginning the day after their vaccination. A new link was sent for a total of 3 days post-vaccination after each dose (maximum of 6 surveys sent per employee). The link was additionally featured prominently in the mobile application used for daily HCP symptom attestation.