



# CARD Integration guide tip sheet

Use this resource to help you implement CARD in your practice. This tip sheet is a companion resource to the CARD integration factsheet: [CARD Integration Guide](#) and the CARD integration video: <https://youtu.be/UOqczR9qxY8>. Review these and other CARD resources that you want to use. All CARD resources are available in EN and FR and free for anyone to download and use. Visit our website at [CardSystem.ca](http://CardSystem.ca)

## Preparation. What you do ahead of time

### Education for staff

- Educate staff using CARD resources (e.g., What is CARD, 4E model) and identify areas for practice change using these resources (see examples under 'Implementation' section below).
- Review CARD intervention factsheets to learn more about how to support clients (e.g., 'Comfort positions', 'Topical anesthetics', 'Muscle tension', 'What you can say').

### Implementation

- Make changes to your environment to integrate CARD (e.g., create separate waiting and injection areas with signage, hang up CARD distraction/activity posters and distraction items in all areas, arrange furniture to reduce fear cues, enable clients and support persons to sit beside one another).
- Integrate client education about CARD prior to vaccination day (e.g., prepare information for online/in-person appointment bookings).
- Integrate client education about CARD on vaccination day (e.g., hang up CARD posters, CARD checklist)

## Vaccination. What you do on the day of vaccination

### Check-in area

- Include signage to direct the client to the check-in area for vaccination.
- Introduce the client to CARD and give them the CARD checklist at the check-in area (can combine with consent).

### Waiting area

- Make the waiting area friendly and inviting with CARD resources (e.g., CARD distraction items and activities such as pipe cleaners, posters, coloring pages and fidget toys) and provide seating for the client and a support person.
- Review client responses to the CARD checklist, including coping strategies, and use this information to prepare for and to accommodate them during vaccine injection (e.g., apply topical anesthetics right away, review which arm will be injected and arrange seating in the injection area so that the client faces away from frightening items/equipment and is beside their support person).

### Injection area

- Make the injection area friendly and inviting with CARD resources (e.g., CARD distraction items and activities such as pipe cleaners, posters, coloring pages and fidget toys).
- Minimize fear cues (e.g., privacy with the door shut, distraction items and activities, furniture/layout to reduce fear cues, countertop displays to obscure items/equipment).
- Prepare syringes out of site and preferably in another location; transport them out of view (e.g., in a bin/box).
- Support client CARD coping choices from the CARD checklist.
- Use injection techniques and communication strategies that promote coping (e.g., sitting beside the client during injection, injecting quickly [ $<2$  seconds] and without aspiration, injecting the most painful vaccine last when there are multiple vaccines, removing alcohol skin antiseptics from the injection procedure, using language and behaviours recommended in the CARD 'What to say' factsheet).

### Aftercare area

- Provide clients with distraction items and activities (some clients choose to take items after injection).
- Invite clients to provide feedback while waiting (e.g., CARD client feedback survey).

## Practice review

- Staff evaluation: invite staff to provide feedback (e.g., CARD staff debrief form).
- Evaluation and refinement: review client and staff feedback after the clinic to inform refinements to implementation.