



CARD WEBSITE INFORMATION FOR VACCINE CLIENTS

Our **(organization name)** team is proud to provide vaccination services to our community! We use the CARD (Comfort, Ask, Relax, and Distract) system to help make vaccinations a more positive experience for everyone.

We invite our clients to tell us how to make their vaccinations more comfortable. Here are some examples of the options we offer:

- Do you want a support person to be present with you during vaccination? You can bring a support person with you during your appointment.
- Do you want to use a distraction? Bring an item from home or use one provided from our clinic.
- Do you want privacy? All clients are vaccinated in a private space out of view of others. School-age children are vaccinated separately from siblings and other individuals to prevent fear from escalating while watching others get vaccinated.
- Do you want to use medication to make the needle hurt less? Ask us about using topical anesthetic creams to numb the skin. They take about 20 minutes to work, so if they are requested, the additional time will be incorporated in your appointment.
- Do you need extra time for your appointment? We have a 20-minute window for appointments. In the event you cannot achieve your goal within the 20-minute window, we invite you to take a short break and then to return to try again.
- Do you want to learn more? Ask us about:
 - The vaccines
 - What to expect
 - How to be more comfortable

All our clients will be asked about their preferences when they arrive for their vaccination appointment. To review available options, please see our CARD checklist. Click here to see the [CARD checklist](#). We will do our best to tailor our approach to meet your needs. For more information about CARD, visit cardsystem.ca. Children can also play the CARD game to prepare for vaccination at aboutkidshealth.ca/cardgame.

We recommend that clients wear a short-sleeved shirt or a loose-fitting sweater that lets their upper arm be reached more easily.

Visit our website for more information about how to book your vaccination appointment and any other details, such as available parking.