



MOSAIC Client Vaccination Survey Result Report

Analysis based on client aggregated feedback from Mar 11-15, 2021

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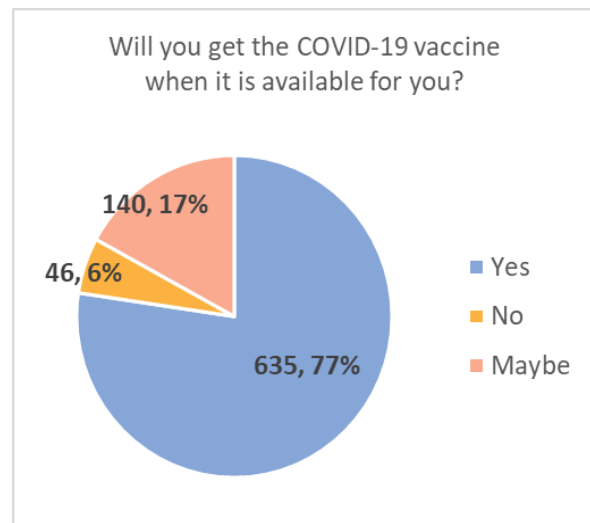
1. Total Survey Participants:

821 participants submit their feedback through Microsoft Form Online Survey in 6 language versions:

	English	Chinese	Farsi	Arabic	Korean	Tigrinya	Total
Subtotal	613	86	76	26	15	5	821

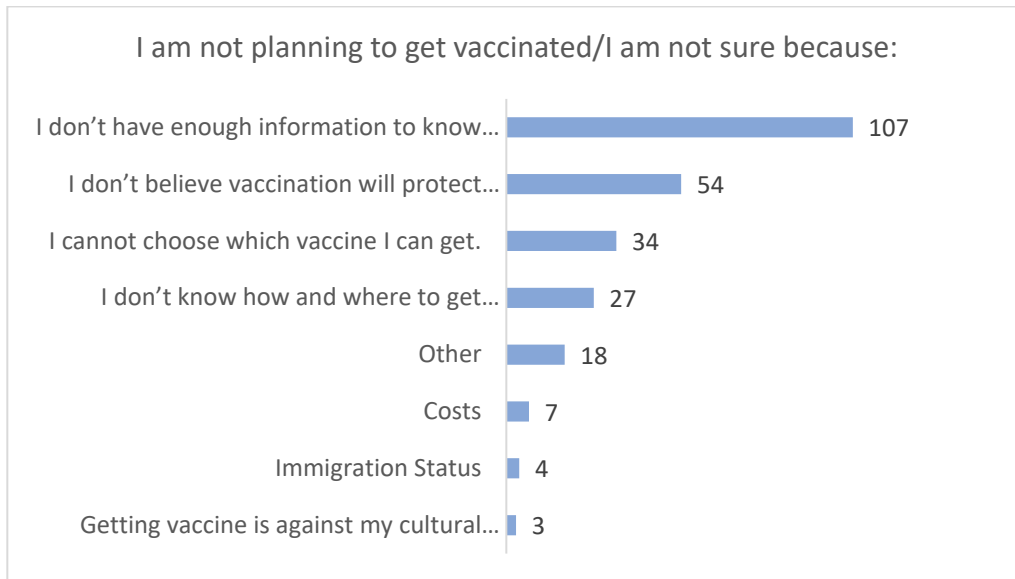
2. 77.3% Survey Participants will get the COVID-19 vaccine:

Q: Will you get the COVID-19 vaccine when it is available for you?		
	#	%
Yes	635	77.3%
No	46	5.6%
Maybe	140	17.1%
subtotal	821	100.0%



3. No. 1 reason for not planning/not sure to get vaccinated is not to have enough information to know its effectiveness:

Q: I am not planning to get vaccinated/I am not sure because:	#	%
I don't have enough information to know its effectiveness.	107	42.1%
I don't believe vaccination will protect me from COVID-19.	54	21.3%
I don't know how and where to get vaccination.	27	10.6%
I cannot choose which vaccine I can get.	34	13.4%
Getting vaccine is against my cultural practice.	3	1.2%
Immigration Status	4	1.6%
Costs	7	2.8%
Other	18	7.1%
subtotal	254	100.0%



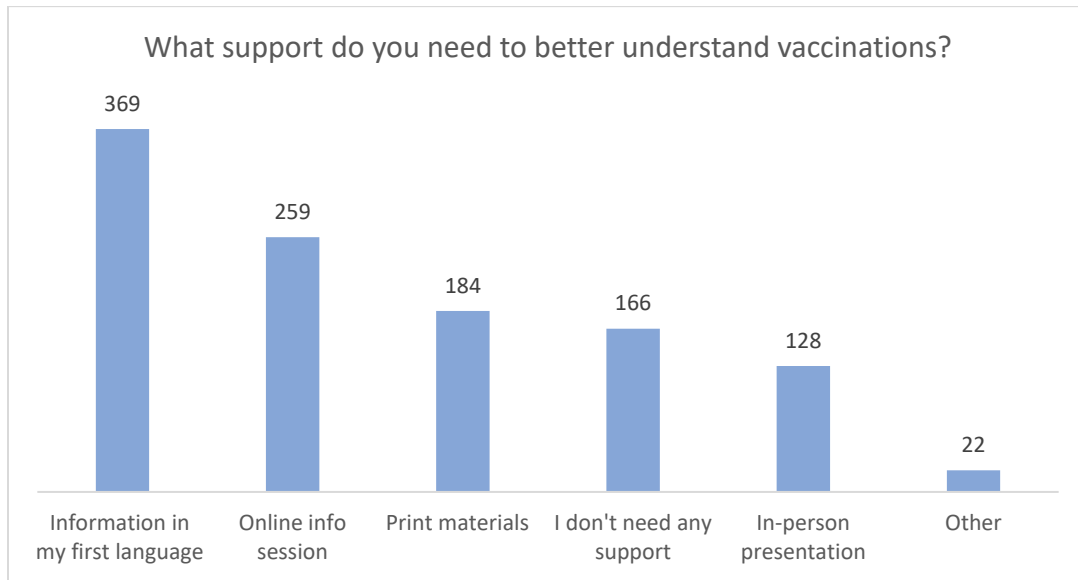
Other reasons include:

- a) Medical history
- b) Pregnant
- c) Getting vaccine can't guarantee to remove my mask



4. Close to 1/3 responses demand information in client’s first language and 1/4 demand online info sessions:

Q: What support do you need to better understand vaccinations?	#	%
Information in my first language	369	33%
In-person presentation	128	11%
Online info session	259	23%
Print materials	184	16%
I don't need any support	166	15%
Other	22	2%
subtotal	1,128	100%



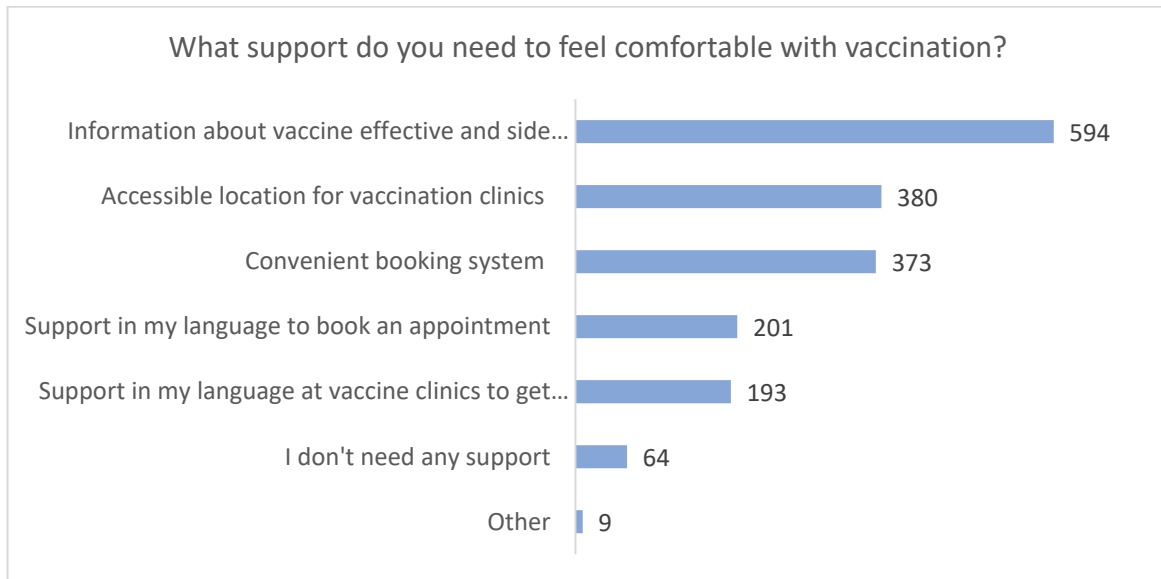
Other supports include:

- a) PDF English materials via email, articles/readings online, newspaper
- b) More information about vaccines, complete paper with raw data from the vaccines’ efficacy and safety studies, simple comparison among vaccines
- c) Help to apply vaccination
- d) Family doctor support
- e) Email advisory support



5. No. 1 support needed to feel comfortable with vaccination is information about vaccine effective and side effects:

Q: What support do you need to feel comfortable with vaccination?	#	%
Information about vaccine effective and side effects	594	32.7%
Accessible location for vaccination clinics	380	20.9%
Convenient booking system	373	20.6%
Support in my language to book an appointment	201	11.1%
Support in my language at vaccine clinics to get the vaccine	193	10.6%
I don't need any support	64	3.5%
Other	9	0.5%
subtotal	1,814	100.0%



Other supports include:

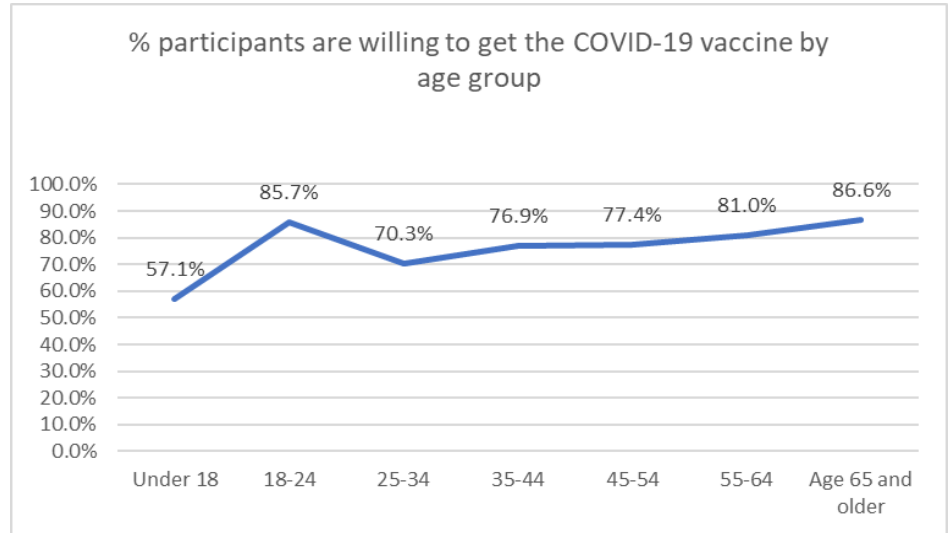
- a) Complete paper with raw data from the vaccines' efficacy and safety studies
- b) Emergency medical plans if there are complications after taking the vaccine
- c) Long-term effects and side effects



6. Seniors are more willing to get vaccination:

10% participants were aged 65 and up; 86.6% of them said “yes” to get the vaccine; however, this rate decreased to 70.3% in the age group of 25 - 34.

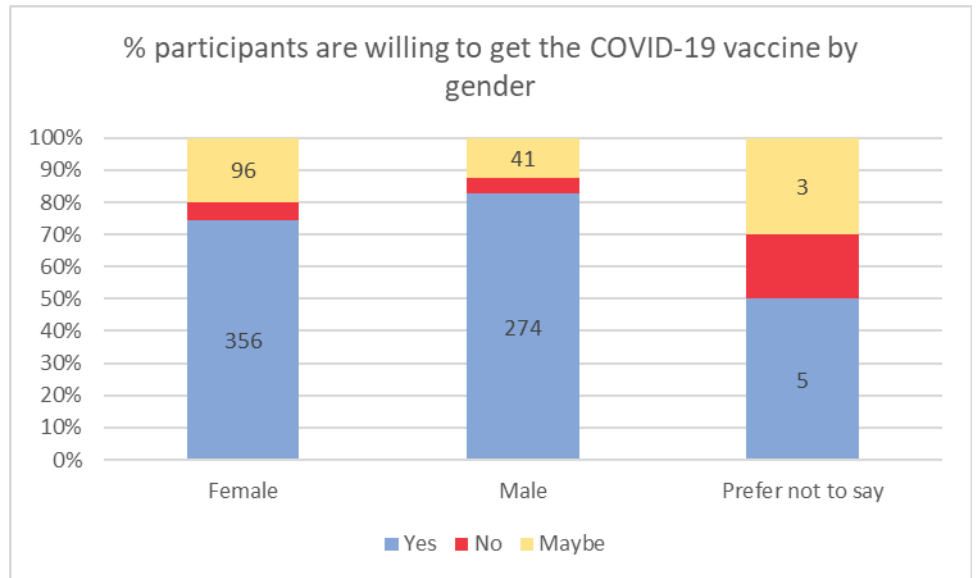
Q: How old are you?		
	#	%
Under 18	7	0.9%
18-24	21	2.6%
25-34	138	16.8%
35-44	295	36.0%
45-54	177	21.6%
55-64	100	12.2%
Age 65 and older	82	10.0%
subtotal	820	100.0%



7. Males are more willing to get vaccination:

58.4% of the total participants were female and 40.4% identified themselves as males. 82.8% of the latter indicated their willingness to get vaccination, while the female % dropped to 74.3%.

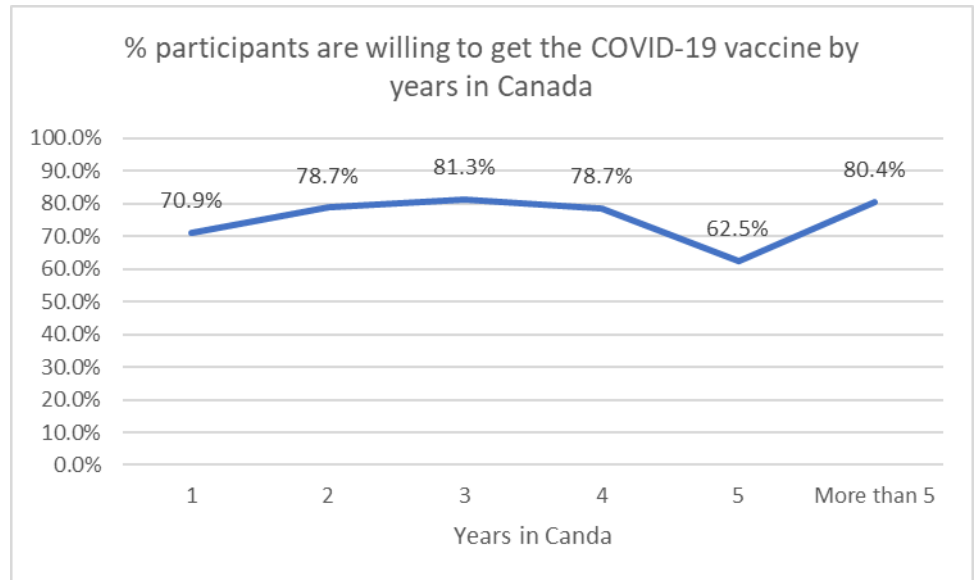
Q: What is your gender?		
	#	%
Female	479	58.4%
Male	331	40.4%
Prefer not to say	10	1.2%
subtotal	820	100.0%



8. 1-year newcomers were more hesitant to take the vaccine:

Nearly 70% survey participants were newcomers who have lived in Canada within 5 years. Among them, 70.9% of 1-year newcomers were willing to take the vaccine, which could be considered as the lowest (bias might exist in 5-year group as the data size is small).

Q: How many years have you lived in Canada?		
	#	%
1	127	15.6%
2	169	20.8%
3	139	17.1%
4	75	9.2%
5	48	5.9%
More than 5	255	31.4%
subtotal	813	100.0%



9. Employment status unlikely affected the willing to be vaccinated:

52.6% of participants (432) were unemployed, and 79.2% of them were willing to get the COVID-19 vaccine; 46.8% of participants (384) were working part-time or full-time, and 75.5% of them were willing to get vaccinated.



Appendix: [MOSAIC Client Vaccination Survey \(English\)](#)

The BC government has announced the COVID 19 Immunization plan. MOSAIC will use the survey results to advocate for a safe and effective vaccination rollout for all members of our community.

Please complete this anonymous survey. Anonymous = no name.

1. Will you get the COVID-19 vaccine when it is available for you? (Yes, No, Maybe)

2. I am not planning to get vaccinated/I am not sure because

- I don't have enough information to know its effectiveness.
- I don't believe vaccination will protect me from COVID-19.
- I don't know how and where to get vaccination.
- I cannot choose which vaccine I can get.
- Getting vaccine is against my cultural practice.
- Other (explain)

3. What support do you need to better understand vaccinations?

- Information in my first language
- In-person presentation
- Online info session
- Print materials
- I don't need any support
- Other (explain)

4. What support do you need to feel comfortable with vaccination?

- Information about vaccine effective and side effects
- Accessible location for vaccination clinics
- Convenient booking system
- Support in my language to book an appointment
- Support in my language at vaccine clinics to get the vaccine
- I don't need any support
- Other (explain)

Let's know more about you ...

5. How old are you? (Under 18, 18-24, 25-34, 35-44, 45-54, 55-64, Age 65 and older)

6. What is your gender? (Female, Male, Prefer not to say)

7. Which city do you live in?

8. How many years have you lived in Canada? (1, 2, 3, 4, 5, more than 5)

9. What languages do you speak at home?

10. Are you working? (Yes, No)

11. Are you working full-time or part-time? (Full-time, Part-time)

12. Can you work at home? (Yes, No)

13. Are you looking for work? (Yes, No, Maybe)



MOSAIC Client Vaccination Survey Result Report Summary and Action Taken

Summary

The Settlement and Integration Programs launched a survey among newcomers in March assessing their level of comfort with and information about the vaccination rollout. Our results based on 821 responses show 77.3% respondents indicated that they will get the vaccine when it is available to them. 22.7% respondents said they are not planning to or may be getting the vaccine when it is available to them. Number one reason for not planning/not sure to get vaccinated is not to have enough information to know its effectiveness:

Overall, close to 1/3 responses demand information in client's first language and 1/4 demand online info sessions, number one support needed to feel comfortable with vaccination is information about vaccine effective and side effects, seniors are more willing to get vaccination, males are more willing to get vaccination, 1-year newcomers were more hesitated to take the vaccine, and employment status unlikely affected the willing to be vaccinated

Examples of Action Taken to Support Vaccine Rollout

In collaboration with AMSSA, MOSAIC and other settlement organizations, the sector has presented to Immunize BC a coordinated approach in supporting vaccine rollout for newcomers across BC.

MOSAIC Family and Settlement Services is actively engaged with Fraser Health Authority in Burnaby to support newcomers and seniors in conducting virtual talks, accessing correct information, registering, and getting the vaccine shot. Our volunteer Coordinator was able to provide volunteers for the Vancouver Coastal Health COVID-19 vaccination clinics.

MOSAIC LINC classes have access with bulletin boards where announcements are made. This has been used for COVID related announcements and is followed up by in class discussion to ensure all students are aware of where they can get reliable multilingual information.

MOSAIC Director of Family & Settlement Services discussed #CovidVaccinerollout for newcomer communities in BC on CBC Radio.

