

Information as of 1/29/21

These frequently asked questions will continually be updated as we learn more information and listen to the questions people are asking about the COVID-19 vaccine. This FAQ document is meant to inform and educate you on the process for how we are distributing the COVID-19 vaccine at Lifesprk and what that means for you. If you have a question that you don't see here, please email covid19@lifesprk.com – all questions are important, it's likely someone else is thinking the same thing – share on so we can collectively be prepared.

VACCINE PROCESS – WHAT TO EXPECT

Q: Who will receive the first doses of the COVID-19 vaccine?

A: Minnesota Department of Health (MDH) and CDC are managing the distribution of the COVID-19 vaccine. They are following specific criteria for whom will get the vaccine using a tiered approach:

- **First priority** - COVID19 hospital personnel, ICU, ED, COVID urgent care centers, skilled nursing facility personnel, and skilled nursing facility residents
- **Second priority** - Hospital personnel, AL/housing with services personnel, urgent care, dialysis center personnel, and AL residents
- **Third priority** - All remaining health care workers (client-facing Lifesprk roles) and residents in other adult residential care facilities (we anticipate late January for the remainder of our workforce).

Q: When will I receive my vaccination?

A: Thanks to our partner relationships with health systems, vaccines are available now for all Lifesprk employees. We have been working closely with Allina Health and because Lifesprk is an essential company providing care to at-risk seniors, Allina is able to offer the Pfizer vaccine to all Lifesprk employees now. We have included the information and steps to schedule your vaccine on [SharePoint, here](#). If you aren't able to access these documents, please reach out to covid19@lifesprk.com with questions.

Please note: This is only for Lifesprk employees and you must show your badge before getting your vaccine to show proof of employment. Please do not share this with friends, colleagues outside of Lifesprk, or family.

Before you schedule your vaccine, please work with your supervisor to schedule your vaccine appointment based on your work schedule. If you are unable to obtain an appointment, and want to get vaccinated, please email infectioncontrol@lifesprk.com with your name and desired date and time for your appointment. We will reach out to our Allina contacts to see if we can schedule your appointment for you.

Q: If I get the Moderna vaccine for my first dose, do I have to get the same vaccine for my second?

A: Yes, both doses must be from the same brand of vaccine. For example, if you are on campus and received the Moderna vaccine, your second dose must be Moderna. If you received your first Pfizer dose from the Allina Health clinic, your second dose then must be a Pfizer vaccine. If you have questions about this, please reach out to your supervisor or infection control for guidance.

Q: Why are some getting theirs earlier than others?

A: The distribution of the vaccines is led by MDH, not Lifesprk. They are setting the schedule and guidelines for who gets vaccinated and when. The CDC gives MDH an allotted number of vaccines, MDH then takes that number and allocates vaccines according to specific criteria noted in first, second, and third priority levels above. That is why you may hear that some of our campus teams are getting their vaccines sooner than others. This is not our choice, but guidelines set forth by MDH.

We are working closely for when we receive our vaccine supply from MDH. Once we hear, we will immediately activate the distribution process and notify all teams when and how to get their vaccines.

For those who work outside of Minnesota, you will follow your state guidelines and opportunities for vaccination. The Homespire team in Utah have already received their first dose of vaccinations. For others, we recommend paying attention to guidance from your local health department or contacting your primary care for information. We can only report on the information available to us for Minnesota from MDH.

Q: Will non-client facing employees be able to receive the vaccine at Lifesprk? If so when do we think that will be?

A: Yes, all Lifesprk employees who live in Minnesota will be able to get the COVID-19 vaccine on-site. As noted above, employees who work outside Minnesota should reach out to their local health department or health care provider. The timing of vaccinations for non-client facing team members depends on how quickly MDH progresses through the priority levels. MDH has provided guidance that because each vaccine vial includes 10 injections and must be used within 6 hours once opened, we may vaccinate some non-client facing staff to ensure we do not waste any available vaccines.

Q: Where will the vaccine clinic for Lifesprk be held?

A: Lifesprk's main office in St. Louis Park has been approved by the MDH as a clinic site for our team. We will update you on the process and procedures once these are determined. For now, we will be utilizing one fridge in the breakroom to store vaccines. There will be signage and a lock on the fridge door for added security to protect the vaccines within.

Q: When will Lifesprk clients be vaccinated?

A: Clients who live within congregate housing will be vaccinated first and on their campuses. Once we vaccinate our teams via the Lifesprk clinic, we will then offer the vaccine to our homebound clients with Lifesprk clinicians administering it to them in their homes. We will await guidance and allotment of vaccines from MDH to offer vaccines to our clients and share the process for how this will be completed. We can also encourage our clients to work with their primary care doctors and/or pharmacy for when they will be offering vaccinations.

Q: Is there a difference in how we can distribute the vaccine? Which will we get?

A: Yes, there are significant differences based on which vaccine we are given for how we plan the distribution of vaccines. Lifesprk has been approved by MDH as a vaccine administration site for the Moderna vaccine.

- Pfizer vaccine – MDH will tell us where and how we can get vaccinated due to the extremely low temperatures required for storage. The second dose must be administered 21 days apart.
- Moderna vaccine – Lifesprk clinicians can administer to our teams. This vaccine comes 10 doses to 1 bottle. Once the bottle is opened, all doses must be used within 6 hours and then thrown away. The second dose must be administered 28 days apart. Fact sheet can be found on [SharePoint](#).

Q: Is the vaccine free?

A: Yes, the vaccine is provided at no cost, but the administration of the vaccine will be billed to the individual's insurance provider. If the individual has no insurance, the vaccine will still be provided. It's possible you may accidentally be billed but you won't ever have to pay for either the vaccine or administration. If you do get billed, please share a copy of your bill with accounting at accounting@lifesprk.com.

Q: Is the vaccine mandatory? Can I decline vaccination?

A: Neither the CDC, MDH, nor Lifesprk have mandated the vaccine - they are voluntary, and ultimately the choice is yours to get vaccinated. We understand the fears and concerns and believe in informed choice. We encourage you to review the Moderna fact sheet found on [SharePoint](#), talk with your doctor, and weigh the benefits/risks. Getting vaccinated not only keeps you safe but your family members, those you work with, and care for.

Q: Once I am vaccinated, do I still need to wear a mask?

A: Yes, you absolutely need to continue following infection control measures including wearing PPE, washing hands, etc. We will continue to follow these processes until MDH/CDC updates us on new procedures.

Q: I already had COVID-19; do I still need to get vaccinated?

A: Yes, CDC is recommending that you still get the vaccination. Like there are multiple strains of the flu covered in one flu vaccine, the COVID-19 vaccine covers several strains including the newer one that is spreading quicker than the one you may have experienced.

Q: Will Lifesprk contractors or vetted partners be invited to the Lifesprk vaccine clinic?

A: Yes, we will be vaccinating our client-facing contractors if they will not be getting it from their own employer based on availability and supply. Our goal is to use the allotted amount we have for our employees first, and then open it to others who work directly with our clients based on MDH guidelines. We also recommend when asked by contractors, to check with their health care provider or local health departments for options.

Q: Why do client-facing clinicians in home care who work in assisted living facilities (ALF) have to wait longer to get vaccinated?

A: Vaccine efforts are driven by MDH with a priority on hospitals first and then congregate housing. As vaccines are allocated to each senior living facility, it is up to them to allocate and divide the available vaccines to their employees and residents first. If they have enough vaccine left over, they will then open it up to those who work within their facility and are client-facing to get vaccinated. As an employee of Lifesprk, you will be able to get the vaccine at our on-site clinic once MDH informs us of that date. Whichever date occurs first, we encourage you to take advantage of these opportunities.

Q: Will non-Lifesprk employees be able to get the vaccine at our clinic?

A: This depends on the allocation and volume of the vaccine we receive from MDH. First priority will go to all Lifesprk employees, second will be our homebound clients in all our vertical lines who can't make it to a clinic or pharmacy to receive a vaccine. Finally, other caregivers who are not Lifesprk employees who are client-facing will have the opportunity to join our clinics once all of these factors are completed. We hope to have more than one clinic which will have broader opportunities for people outside of Lifesprk to get vaccinated.

Q: When Lifesprk receives the vaccine from MDH, will that include to second dose for every employee?

A: We are waiting further details from MDH on how these vaccines are shipped and how much we can order at one time.

Q: What happens if a person can only make it to the first clinic and then their schedule doesn't work for the second clinic date, what are my options?

A: We will have more than one clinic option. We are looking at multiple days to accommodate people's schedules including after-hours and non-business hours.

Q: Will I receive a vaccine card as proof of vaccination?

A: Everyone who gets vaccinated will receive a CDC vaccine card that clinicians will fill out at time of vaccination that shows what dose you received, location, and date for first and second dose. This card should be kept with you at all times to share proof of vaccination. If you lose this card, we may be able to get you another one because all vaccinations will be documented and recorded by Lifesprk clinicians. We recommend taking a photograph of your card to keep in your phone as backup.

Q: What if someone no longer works for Lifesprk between dose 1 and dose 2? Can they still get their remaining vaccine?

A: Each person who gets vaccinated will receive a vaccine card noting specific information. We are offering our clinics to Lifesprk employees. If someone no longer works for Lifesprk, it is up to them to find a clinic who will administer their second dose. They need to make sure that is done within 28 days for the Moderna vaccine.

CAMPUS SPECIFIC

Q: When will campuses be vaccinated?

A: The first vaccine clinics on campus are being scheduled and are coordinated not by Lifesprk, but by MDH and CVS. Here is the up-to-date schedule for campus vaccine clinics:

- Brightondale – Jan 14
- Summit Place – January 17 and 18
- Village Shores – January 18
- Parkshore and Vernon Terrace – January 28

We will continue to update everyone on the schedule via the weekly COVID email should changes occur.

Q: Are our partner sites offering the vaccination?

A: Yes, the skilled long-term care facilities with whom we partner are also distributing the vaccine and some of our primary care team providers have received the vaccine as well. We will continue to update you as these opportunities arise.

Because Lifesprk is an essential company, we are able to work with our partners to include Lifesprk employees in their vaccine clinics. Allina Health is the first to offer all Lifesprk employees right now vaccines. Please review the documents on [SharePoint to schedule your vaccine now](#).

Q: Is Lifesprk administering the vaccine on campus?

A: No, efforts for vaccinating campuses are led by MDH and not Lifesprk which is why we aren't able to open these clinics up to our entire workforce. CVS pharmacists will administer the vaccine during the campus clinics and Lifesprk clinicians will be on-site to monitor closely those who receive the vaccine for potential reactions. Most will need monitoring 15-minutes post-vaccination and for those with history of severe allergic reaction, 30-minutes.

Pharmacists will follow proper infection control including wearing PPE and disinfecting space after use. Residents/clients will be screened for COVID-19 and temperature checked prior to receiving their vaccination.

CLIENT SPECIFIC

Q: My client takes medications and has several health concerns. Where should I turn for guidance to see if they should receive the vaccine?

A: We recommend connecting them with their health care provider and helping them ask the right questions

or even accompany them to the appointment to better understand potential reactions and safety measures. Their health care provider will better understand the totality of their health and advice on how to proceed.

Q: Will Lifesprk be providing vaccines?

A: Vaccine efforts are driven by MDH, with a priority on hospitals first and then congregate housing, and not by Lifesprk. The availability of vaccines for our clients depends on the allocation and volume of the vaccine we receive from MDH. The only vaccines we will be providing are the ones we get allocated by MDH for our St. Louis Park vaccine clinics. For that effort we will vaccinate our teams and clients following guidance from MDH:

- First priority will go to all Lifesprk employees
- Second will be our homebound clients in all our vertical lines who can't make it to a clinic or pharmacy to receive a vaccine. We are currently working on a homebound program to ensure all clients have access to a vaccine.

For now, we recommend that non-homebound community-based clients and family caregivers reach out to their health care provider or local health department for available vaccine clinics until we know our confirmed clinics and vaccine allotment.

Q: How will I know when I can get a vaccine?

A: For Lifesprk clients, once we know if we are able to provide clients with vaccines, we will communicate that information to them directly via letters, email, direct phone calls from their nurse or caregiver, and other methods.

Q: Will clients get a vaccine at their clinic or CVS?

A: We recommend getting the vaccine at the first possible opportunity. As soon as we know availability, we will provide that information to clients so they have the choice on when and how they can receive it if they choose to get it from Lifesprk.

Q: My client is a 'snowbird' and is out of state right now. How should they get their vaccine?

A: We recommend contacting their health care provider for recommendations and connect with the local health department for where they are residing. They will guide them on available vaccines in their area. Several states are already offering vaccines directly to consumers. Regardless of where they live, once they are vaccinated, they will receive a standard vaccine card which includes the vaccine they received, date of first dose of vaccination, and location. If they are returning back to Minnesota in between the grace period of 24-28 days (for Moderna) they can still get their second dose if a clinic is available. They will need to call ahead and confirm those details with their health care provider.

MODERNA & PFIZER VACCINE

Q: Are there risks with the COVID-19 vaccine?

A: There are always risk with every vaccine, but they are minimal. The most common side effect noted is a sore arm where the vaccine was administered. We encourage you to review the [Moderna COVID-19 fact sheet](#) and the [Pfizer fact sheet](#) on SharePoint and reach out to our team for questions. Lifesprk clinicians will be on-site the day of the vaccination to monitor you for 15-minutes up to 30-minutes post vaccination for any potential reaction during the Lifesprk clinic and trained clinicians will do the same at partner sites. If you have a history of allergic reactions or other health issues that concern you, we encourage you to talk with your health care provider.

Q: Can I get COVID-19 from the vaccine?

A: No, there is no live COVID virus in the vaccine, so you cannot get the virus from the vaccine.

Q: The Moderna FAQs reiterates that their vaccine is not approved by the FDA. When do we expect this to happen?

A: The reason that this vaccine is not listed as FDA approved is because it is going through a separate process called an 'emergency authorization use.' This process is slightly different to speed up usage of the vaccine quicker as long as they can demonstrate through research that it is safe and effective. We anticipate that as FDAs research continues, we will learn more and receive confirmed FDA approval.

Q: How long does the vaccine provide immunity?

A: Through research conducted so far on the available COVID-19 vaccines, we do expect the series of two doses to provide 3-4 months of immunity. We don't know enough yet beyond that as tests and research continue. It's possible that we may need to do another round of vaccines in the fall and continue each year similar to how the flu vaccine is conducted. As of now, COVID-19 vaccines do not guarantee life-time immunity.

Q: If you have the vaccine, what are you passing along? Why would you be contagious?

A: Because COVID is still relatively new there is still so much that is unknown and not enough research that defines transmission and how the virus can or can't be transmitted once you are vaccinated. It's possible that you may contract COVID-19 in the early days of vaccination as your body builds immunity and therefore transmit the virus. We will learn a significant amount this year as the vaccines get underway.

Q: Does this vaccine prevent the new strain of COVID that has been presented just recently?

A: Yes, it does which is good news. As potential new strains emerge, we will continue to update you on whether the current available vaccines cover them, too. We continue to be updated by the CDC and MDH daily as new research and information is available.

Q: What are the biggest similarities and differences between the two available vaccines?

A: Both Moderna and Pfizer are 95%+ effective in preventing you from getting COVID-19 and are a 2-step vaccine process. The differences occur in logistics and distribution processes:

Pfizer

- Must be kept frozen in an ultra-cold freezer and require specialty semi-trucks built to transport and hold vaccines at the colder temperatures.
- More issues with side effects which include fever and body aches.

Moderna

- Can be kept in a regular freezer.
- Fewer issues with side effects including localized site pain and a little fatigue and headaches.

Q: What have you heard about concerns regarding pregnant women and women who may become pregnant?

A: There is little research with pregnant women and women who may become pregnant as the vaccine clinical trials did not specifically include women in these situations. However, we recommend you reach out to your health care provider if you are pregnant, plan to become pregnant, nursing, or have health conditions you are concerned about and have a conversation about the vaccine.

Q: For the Moderna vaccine, what is the grace period to receive the second dose to increase efficacy of the vaccine?

A: The grace period for receiving your second dose is 24-28 days after you receive your first dose. Vaccines given within this grace period, increase the effectiveness of the vaccine and prevent you from getting COVID-19. If you are unable to receive your second dose within this grace period, you won't lose any effectiveness by

receiving your second dose on day 29 or even day 30. As we learn more, we will get a better sense of the true timing of the second dose and how it relates to efficacy. The most important aspect is to get the second dose of the vaccine as close to day 28 as possible.