

**Date:** March 25, 2021

**To:** Zone Emergency Operations Centres (ZEOCs)  
Immunizers and Immunization Teams

**From:** Commitment to Comfort - AHS COVID-19 Vaccine Taskforce

**RE:** Commitment to Comfort Resources for COVID-19 Immunization

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Please share the following information broadly within your Zones and teams.

Commitment to Comfort (CTC) is an evidence-based quality improvement initiative, which was initially developed at the Alberta Children's Hospital in 2014 and has now been expanded to support adult populations. CTC has five simple core principles, which are derived from research, current clinical practice guidelines and are supported by internationally renowned experts in vaccine pain and fear management.

Up to 25 per cent of adults have needle fears, this represents approximately 900,000 Albertans. About 10 per cent of those adults have such significant fear that they avoid immunization. CTC reduces pain and distress with any needle or medical procedure to improve comfort and overall client experience.

The Five CTC Principles are:

1. Make a Comfort Plan
2. Use Positive language
3. Position Comfortably
4. Use Distraction
5. Use Numbing Cream

The CTC team within the AHS COVID-19 Vaccine Task Force has expanded these principles and strategies to adult populations for the COVID-19 immunization program in Alberta. These principles have also been integrated into AHS' [provincial COVID-19 immunization policy](#).

Several CTC resources have been updated and developed for immunizers and clients:

- [Orientation](#) – for immunizers
- [Summary](#) – for immunizers – one one-pager version of the Orientation
- [Positive Language Guide](#) – for immunizers

- Poster: COVID-19 Immunization Distraction Techniques [8.5x11](#) and [11x17](#) – this poster is available in two sizes and can be printed and displayed at immunization sites, as you see fit.
- [Numbing Cream Guide](#) – for immunizers and clients
- [Client Summary](#) – for clients

*Supplementary Resources*

- [Commitment to Comfort Podcast](#) – for immunizers
- [Narrated PowerPoint](#) – for immunizers
- [Narrated PowerPoint](#) – for clients

Please share these resources with your teams to inform your work. We ask that you embed these resources into current immunization practices.

If you are aware that a client may have needle fears, we encourage you to share the [Client Summary](#), [Distraction Techniques Poster](#) and [Numbing Cream Guide](#) with the client in advance of their COVID-19 immunization, when possible.

We would like to thank our partners for extensive collaboration in the development of these resources, including:

- AHS COVID-19 Vaccine Taskforce
- Zone Public Health
- Communicable Disease Control
- Engagement & Patient Experience Team, Quality Health Improvement
- Provincial Patient and Family Advisory Group
- Primary Care partners
- Alberta Children's Hospital (ACH) Commitment to Comfort team
- Child and Youth Advisory Committee (CAYAC)
- ACH Family Advisory Council
- University of Calgary Pain Researchers

Thank you for your continued support.