



**MERCY  
CORPS**



**CAMPAIGN:**

**INFÓRMATE, PROTÉGETE, VACÚNATE**

**BULLETIN #1  
APRIL/MAY 2021**

**AIMED AT COMMUNITY LEADERS, HUMANITARIAN ACTORS AND  
ACTRESSES AND THE MEDIA**

**IN COLLABORATION WITH:**



Fideicomiso de Salud  
Pública de Puerto Rico



This bulletin analyzes COVID-19-related rumors circulating in Puerto Rico during April and May 2021 and provides recommendations on how to improve risk communication and respond to misinformation by offering locally relevant and reliable information that responds to community questions and concerns.

Mercy Corps Puerto Rico is partnering with Internews and other implementing partners (Puerto Rico Public Health Trust, Ciencia Puerto Rico and Ciencia en tus Manos) in the Infórmate, Protégete, Vacúnate Program to inform an evidence-based communication campaign to address the most common rumors and false narratives surrounding COVID-19 and vaccines.

Collaborative efforts have been combined to listen to people's concerns by implementing community and social media listening through short online surveys and the ongoing monitoring of various social media platforms, such as Facebook, Twitter, WhatsApp, and YouTube.

It is normal for the rapidly changing evolution of information on vaccines to create confusion. In Puerto Rico, there are various barriers in the communication of such information, for example, language barriers and the use of technical language in communication. This hinders the accessibility of information in different populations. In addition, we have observed a trend of rumors emerging on traditional social media platforms. This could be due to misleading news titles and a lack of clarity in writing news related to COVID-19 and the vaccine.

Based on our learnings one of our key recommendations is to facilitate the connection between infodemic managers, public health communicators and media experts to orient on best practices on communicating public health information and managing misinformation and risk communication.

Disclaimer: Rumors registered as confidential in this program are the responsibility of their issuers and do not represent the opinion of Mercy Corps Puerto Rico or its collaborators.



## WHY RUMORS MATTER?

While more and more people are getting vaccinated for COVID-19 in Puerto Rico constituting an advancement for distribution at the local level, community uncertainty and reluctance around getting vaccinated continue. Where there is uncertainty and where questions remain unanswered - rumors will arise.

Since March 2021, we have collected more than 1,000 pieces of information - in the forms of questions and concerns, misinformation/disinformation ('rumors') - from social media platforms and local communities and categorized these data by the topics they relate to and their level of risk. The community engagement and social media listening approach used to collect this data includes content from a wide range of social media channels and local demographics with significant community participation.

The rumor examples highlighted in this bulletin were chosen according to the risk they pose within local communities and how common they were.

Fourteen (14) community focal points representing several institutions, such as CBOs and schools across Puerto Rico contributed rumor content they encountered in their communities and on social media on a regular basis.

Four (4) social media platforms were monitored (Facebook, Twitter, Instagram, WhatsApp) and COVID-19 related rumor content was logged and analyzed.



## HOW IS RISK DEFINED?

HIGH

MEDIUM

LOW

**Risk** is determined by assessing a range of factors including a) cultural relevance, b) timing, c) online engagement, d) the believability of a rumor, and most importantly, e) the potential negative impact a rumor may have on the health, well-being, and safety of local communities or service providers.

**HIGH RISK:** A rumor that is very likely be believed among the larger community with potentially severe negative impacts resulting in serious harm to an individual or group including inciting violence, or creating widespread fear/panic. High risk rumors may encourage widespread avoidance of testing/treatment or harm towards health workers and other service providers.

**MEDIUM RISK:** A rumor that has the potential to be believed among the larger community with potentially moderate negative impacts to a community or individual's health, well-being, or safety. Medium risk rumors may have a moderate impact on health seeking behaviors.

**LOW RISK:** A rumor that is either unlikely to be believed among the community or with limited negative impacts to a community or individual's health, well-being, or safety or to the pandemic response.

## WHAT THEMES DO WE USE TO ANALYZE VACCINE RUMORS?

**TARGET POPULATION:** Rumor content focusing on specific group

**DISTRIBUTION:** Rumor content related to vaccine distribution

**PRODUCT DEVELOPMENT:** Rumor content about COVID-19 vaccines and treatments development

**DEATH:** Rumor content that mentions death, if you get the vaccinated you will die

**EXPERIMENTATION:** Rumor content alluding to experimentation

**EFFICACY:** Rumor content stating that vaccines are not efficient

**SAFETY:** Rumor content that claims potential harm from vaccines

**RELIGION:** Rumor content that relates to religion

**POLITICAL AGENDA:** Rumor content including disinformation and political conspiracy theories

**ACCESS & AFFORDABILITY:** Rumor content about access to the vaccines

## SAFETY ADVERSE REACTION CONCERNS

**HIGH**

In April 2021, the CDC and the FDA reviewed data about 6 reported cases of rare and severe blood clots in people who received the J&J Janssen vaccine and recommended pausing the use of the vaccine while they investigated further. At that time, nearly 7 million doses had been administered in the United States and its territories. After closely examining the data to assess the side effects related to the J&J vaccine, they concluded that the vaccine was safe and effective and that its benefits of preventing COVID-19 outweighed any potential risks. Moreover, the FDA and the CDC are remaining vigilant in continuing to investigate the outcomes of those who receive the Janssen vaccine and continue to monitor risks.

The widely circulated information about clotting issues caused safety concerns among the population in Puerto Rico even though these are extremely rare. We collected rumors in which people expressed their doubts and fears about the safety of the J&J vaccine. Rumor examples on this topic included in this bulletin were coded as High Risk, they could increase COVID-19 vaccine hesitancy in the territory despite how rare cases of these potential side effects were.

*"Johnson's vaccine is not good"*

Community Member  
Spanish  
April 21, 2021

*"This rumor is rising. Possible Links Between Johnson & Johnson's Covid Vaccine and Blood Clots"*

Community Member  
Spanish  
April 10, 2021

*"The Johnson vaccine is more of a problem than a solution for clots"*

Community Member  
Spanish  
April 19, 2021

*"People have reservations about what happened. You need to do a good campaign where the mechanism is explained well and maybe the perception that people have of Johnson will change."*

Community Member  
Spanish  
May 6, 2021

## WHY CONTEXT IS IMPORTANT?

The J&J vaccine had been distributed in Puerto Rico since March 2021. When the J&J warning was announced and Janssen vaccination paused, COVID-19 cases and hospitalization were rising in the island along with vaccine safety concerns in the population. This situation with increased cases and uncertainty amplified the circulation of misinformation and vaccine-related rumors.

**For more information visit:** <https://www.cdc.gov/vaccines/covid-19/info-by-product/janssen/index.html>

## RECOMMENDATIONS

- **Listen carefully** to the concerns of the communities and respond to concerns expediently.
- **Work with local community leaders and medical experts** to inform people about the safety and efficacy of J&J and other vaccines, and that studies show that the Janssen vaccine is safe for most people and will not cause any serious side effects.
- **Provide clear information** explaining the reasons behind the CDC and the FDA pause and the review of the vaccine data and how this shows that the system for vetting vaccines and monitoring outcomes is actively working to keep people safe.
- **Share public health information and recommendations** related to common and severe vaccine side effects and what people should do in case they experience issues after being vaccinated.

## MERCY CORPS PUERTO RICO RESPONSE

On April 2021, CDC and FDA recommended pausing distribution of the Johnson & Johnson vaccine in the United States and Puerto Rico. Here's what you need to know about what this means for now. Note that the pause is not permanent. Taking the time to investigate any possible adverse reactions is a sign that the systems are working.

### PAUSA A LA VACUNA DE J&J LO QUE DEBES SABER



### ¿POR QUÉ RECOMENDARON UNA PAUSA?

Las autoridades sanitarias estadounidenses recomendaron pausar el uso de la vacuna J&J cuando seis mujeres menores de 50 años desarrollaron raros coágulos de sangre después de recibir la vacuna. Para poner en contexto, hasta la fecha se han administrado casi 7 millones de dosis en Estados Unidos.



### ¿SIGNIFICA QUE LA VACUNA NO ES SEGURA?

No. En general, la vacuna es segura para la mayoría de las personas y no causará ningún efecto adverso grave. Pero una pausa y una revisión de los datos nos dará información precisa sobre cualquier posible efecto secundario, incluso los más raros.



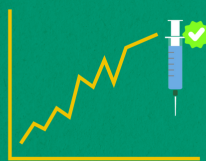
### BUENAS NOTICIAS: EL SISTEMA FUNCIONA

Es importante responder a cualquier problema de seguridad. La FDA y los CDC tienen muchos sistemas para encontrar, informar e investigar cualquier evento adverso, incluso aquellos que podrían resultar no estar relacionados con las vacunas.



### ¿AFECTARÁ ESTO A LA CONFIANZA EN LAS VACUNAS?

A corto plazo, tal vez. Pero se trata de la confianza a largo plazo en el sistema. Queremos un sistema que examine cuidadosamente los acontecimientos inusuales; la precaución y la transparencia pueden aumentar la confianza.



### TIENE SENTIDO. ENTONCES, ¿QUÉ SUCEDE AHORA?

Un comité asesor de CDC revisará los casos, y la FDA revisará el análisis. Esto podría conducir a la actualización de las políticas de vacunación, o una mejor orientación para los médicos sobre el tratamiento de los síntomas de los pacientes.



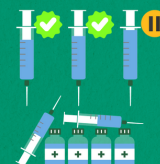
### ME PUSE LA VACUNA DE J&J. ¿DEBO PREOCUPARME?

No, a menos que experimente efectos secundarios como fuertes dolores de cabeza, dolor abdominal, dificultad para respirar o piernas hinchadas entre 1 y 3 semanas después de ser vacunado. Si esto ocurre, póngase en contacto con un médico.



### ¿QUÉ DEBEMOS HACER MIENTRAS TANTO?

Afortunadamente, hay múltiples vacunas autorizadas para su uso en los Estados Unidos y en Puerto Rico, y todas ellas son muy eficaces. El sistema está funcionando; vacúnese cuando pueda.



## EXPERIMENTATION

MEDIUM

HIGH

In April and May 2021, rumors about COVID-19 vaccines being unsafe experimental treatments that alleged people died because of getting vaccinated surged on social media. Facebook users in Puerto Rico regularly post that the vaccines are unsafe and reference the speed of vaccine development and approval as happening too fast to allow for proper testing and vetting.

Other social media users even insinuate that citizens are being used by scientists and the government as experimental "guinea pigs". Numerous conspiracy theories have emerged and circulated on social media with some claiming that the vaccines are a bioweapon for population control, undermining citizens' trust in COVID-19 vaccines and the rollout. These rumors were coded as Medium High Risk because of the existing history of eugenics and unethical clinical trials in Puerto Rico and the impact of these rumors on shifting people's opinion about getting vaccinated.

*"Vaccinated people should feel like lab rats. They have been totally misled"*

Facebook  
Spanish  
April 15, 2021

*"The covid 19 vaccine is not safe and they are testing with people's DNA"*

Community Member  
Spanish  
Hatillo, Puerto Rico  
April 2, 2021

*"Yes, it [the covid vaccine] is an experiment but with humans"*

Facebook  
Spanish  
April 19, 2021

*"Do not get vaccinated is an experiment and you do not know what can happen to you after some time of vaccination"*

Facebook  
Spanish  
May 21, 2021

## WHY CONTEXT IS IMPORTANT?

The history of Puerto Rico has fueled skepticism towards government-run health campaigns which provides fertile ground for rumors to circulate. Some apprehension to the COVID-19 vaccine and information shared by local authorities among Puerto Rican people may emerge from previous negative experiences of medical experimentation without informed consent that deepened mistrust. One of these instances occurred in the 1950s, when clinical trials were carried out on Puerto Rican women. These trials were followed by a massive sterilization campaign based on discriminatory policies, propaganda, and disinformation.\*\*\*

Thus, skepticism of medical interventions is fertile ground for the spread of misinformation and conspiracy theories.

YOU CAN FIND MORE INFORMATION AT: Klein, Naomi, The Battle for Paradise: Puerto Rico Takes on the Disaster Capitalists (2018)

## RECOMMENDATIONS

- **Understand and address the fear** behind the rumor. Ask why citizens of Puerto Rico are worried about experiments with people and work to reassure communities with sustainable, two-way communication for sharing concerns.
- **Respond to people's concerns** with vetted and verified non-government affiliated information sources that address COVID-19 vaccine safety and efficacy issues in language that is easy to understand.
- **Share contextualize information and testimonials** of people who have been vaccinated and their experiences.



# MERCY CORPS PUERTO RICO RESPONSE

## How a new vaccine is developed, approved and monitored.

Vaccines are developed and approved in phases. After laboratory research, a vaccine goes through four phases of clinical research, in which safety, dosage, immunological response to the vaccine and efficacy are determined.

We began hearing concerns about clinical trials in December 2020 and have been addressing this concern in a variety of ways including:

- Collaborative Facebook Live sessions featuring medical doctors who validate the process of the COVID-19 clinical and explain the exact countries in which the vaccine clinical trials were conducted - thus sharing with community members that the clinical trials were not being conducted in Puerto Rico.
- Developed an FAQ that included clinical trial locations and circulated via social media outlets and shared with community leaders.

### CÓMO SE DESARROLLA, APRUEBA Y MONITOREA UNA NUEVA VACUNA

Las vacunas se desarrollan y aprueban por fases. Luego de la investigación en un laboratorio, una vacuna pasa por cuatro fases de investigación clínica, en las cuales se determinan la seguridad, dosis, respuesta inmunológica a la vacuna y su eficacia.



### FASE 1 20-100 VOLUNTARIOS SANOS

La vacuna se administra a un pequeño número de voluntarios para:

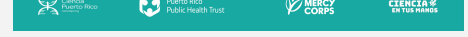
- Evaluar su seguridad
- Confirmar la respuesta inmunológica
- Determinar la dosis adecuada



### FASE 2 VARIOS CIENTOS DE VOLUNTARIOS

La vacuna se administra a cientos de voluntarios para:

- Confirmar la respuesta inmunológica
- Evaluar su seguridad



### FASE 3 MIL O MÁS VOLUNTARIOS

La vacuna se administra a miles de voluntarios para:

- Evaluar su seguridad
- Estudiar su nivel de protección contra el virus (eficacia)



Luego de esta fase es que comités de expertos externos a la FDA evalúan los resultados de los ensayos clínicos para determinar si los beneficios de la vacuna son mayores que los riesgos y emitir una recomendación de aprobación a la FDA.

La FDA sólo aprueba una vacuna si:

- Es segura y eficaz
- Sus beneficios superan los riesgos



### FASE 4

El tratamiento es aprobado por la FDA y puesto a disposición del público en general.

La FDA vigila de cerca la seguridad de la vacuna, recopilando datos sobre sus beneficios y los efectos secundarios a largo plazo.



La autorización de uso de emergencia facilita la disponibilidad y el uso de tratamientos durante emergencias de salud pública, como la pandemia, para salvar vidas. El proceso para obtener una EUA es igual de riguroso que el proceso para obtener una aprobación, pero por ejemplo, requiere menos datos y por tanto toma menos tiempo.



La seguridad de las vacunas de COVID-19 sigue siendo monitoreada después de ser autorizadas y comenzar la vacunación. Existen varios sistemas para vigilar reacciones adversas que no hayan sido vistas en los ensayos clínicos. El principal método de monitoreo es el Sistema de Notificación de Reacciones Adversas a las Vacunas (VAERS, en inglés).

Tanto los individuos como el personal médico pueden y deben informar sobre efectos adversos haciendo clic en: [cdc.gov/vaccinesafety](https://cdc.gov/vaccinesafety)



## SAFETY-VACCINE SIDE EFFECT CONCERNS

**MEDIUM**

Many people are talking about the short- and long-term side effects of the three COVID-19 vaccines available in Puerto Rico which circulated on local communities and social media during April and May 2021.

These rumors reflect people's fears and questions about what to expect after receiving the vaccine. Some rumors focus on side effects that could happen immediately after getting vaccinated, such as fever, muscle pain, tiredness, headache, etc. In other rumors, people wonder about vaccine side effects that could appear after longer periods, even years. The rumors categorized under Safety were coded as medium or high risk, depending on the specific content and their potential impact on shifting people's opinion about getting vaccinated.

*"A woman told me that she will not get vaccinated because of the side effects that it can bring, such as muscle aches etc."*

Community Member  
April 8, 2021

*"Because it is poison! Contaminating the body of human beings."*

Facebook  
May 4, 2021

*"This vaccine will be affecting many more areas of YOUR life than you can even imagine."*

Facebook  
May 6, 2021

## WHY CONTEXT IS IMPORTANT?

Puerto Rico is characterized by having a strong community-based word-of-mouth history and collective culture. In a focus group discussion we conducted to understand the tendency in Puerto Rico to prefer certain vaccines, the participants mentioned that many people refuse to receive a vaccine after having heard from other friends, family, and community members about their post-vaccination experiences and side effects.

It is normal for vaccines to have mild side effects. Common side effects can be low-grade fever, or muscle aches and these are signs that your body's immune system is working hard to prepare your body to fight the virus. Such side effects usually go away on their own after a few days. It does not mean something is wrong with the vaccine or with your body, rather the opposite.

It is also normal to be concerned when it's about your own body and health. People are more worried now, because the COVID-19 vaccines were produced faster than other vaccines to respond to the Public Health Emergency worldwide. However, all vaccines have gone through rigorous testing and were found to be safe and effective by the Food and Drug Administration (FDA). The vaccines continue to be monitored closely for possible new side effects or issues. The fact that side effects are widely covered in the media, is because the process is transparent and a lot of precautions are in place to minimize any risks and harm.

However, the fast turnaround of the vaccines continues to be a fertile ground for the spread of misinformation and the circulation of content coming from untrusted sources.

**For more information on COVID-19 side effects visit:**

<https://www.who.int/news-room/feature-stories/detail/side-effects-of-covid-19-vaccines>

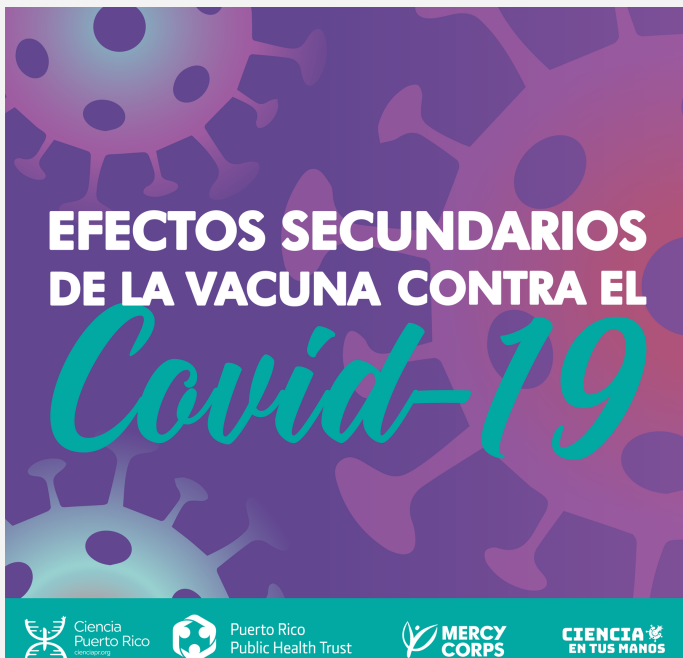
## RECOMMENDATIONS

- **Listen to people's safety** concerns about the COVID-19 vaccines and provide accurate and reliable information on the most common side effects after vaccination to increase people's awareness of what to expect after receiving the vaccine.
- **Share information on** how to address COVID-19 vaccine common short-term side effects.
- **Advise people to seek** immediate medical assistance if they have a severe reaction to the COVID-19 vaccine.

## MERCY CORPS PUERTO RICO RESPONSE

**You are already vaccinated! It is normal to experience side effects after getting vaccinated**

**Here we share more information:**



## EFFICACY

MEDIUM

LOW

During the month of April and May we identified a number of COVID-19 vaccine efficacy concern rumours. These rumors tend to underline vaccines inability to build full immunity against the virus to justify people's decision of not getting vaccinated. Several rumours included the risk of getting infected with COVID-19 after being fully vaccinated.

Rumors under the Efficacy category that were ranked as low or medium risk.

*"How many vaccinated mhh,,, and why, so many infected, including those vaccinated, ???"*

Facebook  
April 20, 2021

*"And when does this vaccine create immunity?"*

Facebook  
April 20, 2021

*""Even vaccinated you can be infected." it does not make sense to inject something experimental if you can still get infected"*

Twitter  
May 21, 2021

## WHY CONTEXT IS IMPORTANT?

COVID-19 vaccines are effective at preventing getting the COVID-19 disease, especially the more severe forms of the illness and death. The vaccines also reduce the risk of people spreading the virus. As such, vaccines represent an important intervention that will help reduce severe cases and death in the current pandemic.

While the vaccine helps, especially to keep yourself healthy, there are still good reasons to be cautious and continue to adopt prevention strategies even after being vaccinated. Scientists are still doing research on the following topics:

- How well the vaccines help to prevent you from spreading the virus, even after you have been vaccinated.
- How long the vaccine will protect people from getting the virus.
- How well the current vaccines help against the new variants of the virus that cause COVID-19.

## RECOMMENDATIONS

- **Work with local experts and health providers** to orient people about the efficacy of COVID-19 vaccines and the individual and collective benefits of getting vaccinated.
- **Underscore the efficacy of the COVID-19 vaccines** to reduce severity of disease for those infected
- **Share clear information** on herd immunity and how mass vaccination can help to stop spreading and the virus from mutating.



## MERCY CORPS PUERTO RICO RESPONSE

You've probably heard or read about someone getting sick with Covid-19 even after receiving the vaccine, but ... why does this happen?

PROBABLEMENTE HAS ESCUCHADO O LEÍDO SOBRE ALGUIEN QUE SE HA ENFERMADO CON COVID-19 AÚN LUEGO DE RECIBIR LA VACUNA, PERO ...

¿POR QUÉ SUCEDÉ ESTO?



EXISTEN VARIAS RAZONES, ENTRE ELLAS:

1. Las vacunas son excelentes, pero no perfectas, y
2. Las personas pueden contraer Covid-19 antes de estar completamente vacunadas.



1. LAS VACUNAS NO SON PERFECTAS

Las vacunas contra el COVID-19 son efectivas. Sin embargo, un porcentaje bajo de personas aún puede contraer el COVID-19 si están expuestas al virus que lo causa. Aunque es mucho menos probable que las personas vacunadas se enfermen, sigue existiendo una pequeña posibilidad de contagio.



2. PUEDES CONTRAER COVID-19 ANTES DE ESTAR COMPLETAMENTE VACUNADO(A)

Recuerda que la inmunidad se alcanza dos semanas después de recibir la dosis final de la vacuna, esto se conoce como "estar completamente vacunado(a)". Las personas pueden contraer el Covid-19 y mostrar síntomas severos si aún no están completamente vacunadas.



Por otra parte, un estudio del CDC (porque son Centros para el Control y la Prevención de Enfermedades) demostró que el riesgo de infección por Covid-19 se redujo en un 90% en las personas que sí están completamente vacunadas.



POR ESO, ¡VACÚNATE Y RECIBE TODAS LAS DOSIS NECESARIAS PARA LA VACUNA QUE TE TOQUE!

Además, practica las medidas de prevención: usa la mascarilla, mantén distanciamiento físico e higiene de manos y evita aglomeraciones y espacios cerrados.



INFÓRMATE  
PROTÉGETE  
VACÚNATE



Ciencia  
Puerto Rico



Puerto Rico  
Public Health Trust



MERCY  
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EN TUS MANOS

## BEHAVIOR AFTER VACCINATION

LOW

Should vaccinated people have to observe COVID-19 prevention measures? How will the daily life of people change after getting the COVID-19 vaccine? These questions and others on what life will look like after vaccination have sparked many discussions and rumors. On social media platforms in Puerto Rico, there are many rumors in which people complain about the vaccinated people selfishly spreading the virus without thinking about the well-being of the unvaccinated people around them. This must be addressed directly through clear guidance on what is permitted after vaccination reflecting the guidance of trusted health experts and the latest science. The rumors chosen for this bulletin were coded as Medium Risk because people's behavior after vaccination could impact COVID-19 transmission and affect the health of unvaccinated individuals and people with weakened immune systems.

## WHY CONTEXT IS IMPORTANT?

As the vaccination distribution continues, there is a lack of information and consequently a lot of uncertainty about how the vaccine could change COVID-19 restriction measures and possibility for social interaction.

CDC officials continue to revise guidance as more data is collected to inform protocols after getting vaccinated.

**Find more information at:** <https://www.cdc.gov/coronavirus/2019-ncov/vaccines/fully-vaccinated.html>

*"Hey, but what a coincidence that the spike was after people got vaccinated, as a doctor said, the vaccinated become contagious"*

Facebook  
Spanish  
April 10, 2021

*"What sadness and frustration this gives me, I suppose it is that people forgot that despite being vaccinated they have to take care of themselves. Or do you think that there is a vaccine, this is over?"*

Facebook  
Spanish  
April 10 2021

## RECOMMENDATIONS

- **Disseminate updated guidelines and public health recommendations** for partially and fully vaccinated individuals and what they should do to avoid serious effects on other people's health and well-being.
- **Address the most common questions** regarding what activities and social interaction are permitted for vaccinated people and their socialization with other vaccinated or unvaccinated people to counter the risk of spreading COVID-19 on unvaccinated people.
- **Clearly define when people are considered fully vaccinated:** The vaccine takes some time to exert its protective effects. 2 weeks after their second dose in a 2-dose series, such as the Pfizer or Moderna vaccines, or 2 weeks after a single-dose vaccine, such as Johnson & Johnson's Janssen vaccine. (Centers for Disease Control and Prevention [CDC], 2021).

## MERCY CORPS PUERTO RICO RESPONSE

Recently, the CDCs updated their guidelines and recommendations regarding prevention measures. However, CDCs encourage local authorities to implement these measures according to their local context. In Puerto Rico, it is still important to continue practicing prevention measures, particularly in closed spaces and around unvaccinated people.

¿Por qué es importante seguir practicando las medidas de prevención aún luego de vacunarte contra el Covid-19?



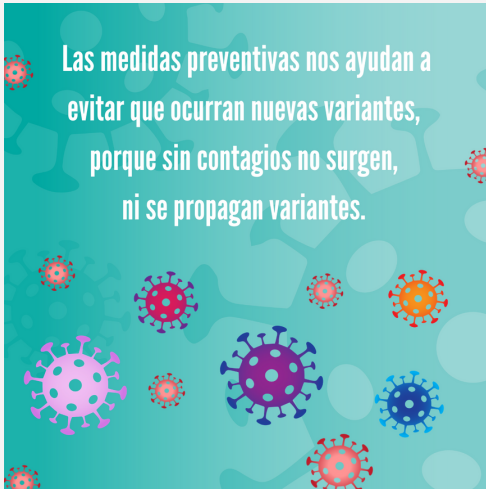
Las vacunas contra el COVID-19 reducen bastante la probabilidad de que te enfermes y contagies con el coronavirus, pero no la eliminan del todo. Las medidas de prevención te protegen a ti y a otros.



Por ejemplo, las medidas de prevención ayudan a proteger a miembros de la comunidad o la familia que no se pueden vacunar, por edad o condiciones de salud, como los menores de 12 años y personas con cáncer.



Las medidas preventivas nos ayudan a evitar que ocurran nuevas variantes, porque sin contagios no surgen, ni se propagan variantes.



En Puerto Rico aún nos falta para alcanzar la inmunidad de rebaño. Prevenir contagios según avanza la vacunación nos acerca más rápido a ella y es un acto solidario.



Vacunarte y seguir las medidas de prevención te protegen a ti y a tu comunidad contra el COVID-19 y son la mejor forma de detener la pandemia.



Por eso, ¡vacúnate y practica las medidas de prevención! Usa la mascarilla, mantén distanciamiento físico e higiene de manos y evita aglomeraciones y espacios cerrados.



**INFÓRMATE**  
**PROTÉGETE**  
**VACÚNATE**



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## LOCAL RESOURCES TO ADDRESS VACCINE RUMORS

These are non-governmental trusted sources that could be shared in your local communities and networks to inform about COVID-19 and vaccines.

### “Infórmate, Protégete, Vacúnate”

is an information campaign that arises directly from this program to meet the information needs identified through community and social media monitoring. The informational pieces are strategically designed to provide reliable, science-based information in an attractive format and an easy-to-understand language. Mercy Corps, together with its collaborators Puerto Rico Public Health Trust, Ciencia Puerto Rico and Ciencia en tus Manos, distributes the content through their respective social networks. All content is also shared with the community focal points that belong to this initiative, who also disseminate the information through their own networks, ensuring that it reaches even the people who are least likely to be exposed to it.

<https://www.facebook.com/mercycorpspr>

### “Aquí nos cuidamos”

is a freely accessible collection of educational information and community content on science and public health created by the non-profit organization Ciencia Puerto Rico (CienciaPR). Their website and social media platforms offer information about vaccines, COVID-19 in general, and the importance of vaccination as an act of community solidarity. Also provides educational material and public health recommendations for vaccinated individuals.

<https://www.aquinoscuidamos.org/>

### Ciencia en tus Manos

is a non-profit organization whose main objective is to provide scientific information about COVID-19 in an easy and accessible way for everyone.

<https://www.cienciaentusmanos.com/covid19>

[cetm@cienciaentusmanos.com](mailto:cetm@cienciaentusmanos.com)

### Voces Puerto Rico

is a non-profit organization that brings together individuals and organizations that share a common mission of increasing vaccination rates in a timely and effective manner for people of all ages in Puerto Rico. Their website offers vaccination information, advocacy work, and other resources.

<https://www.vocespr.org/>

### Asociación de Salud Primaria de PR, Inc

is a non-profit organization that supports primary health centers in Puerto Rico, provides basic information about COVID-19 and vaccination, including a catalog of vaccine providers.

<https://saludprimariapr.org/web/covid-19/>

### The Puerto Rico Public Health Trust

is a program that works with private and public partners to identify and execute community-led, evidence-based solutions. Their website provides updated information, statistics, webinars, advice from experts, answers to frequently asked questions, and recommendations on COVID-19.

<https://prsciencetrust.org/prpht/>

## YOU CAN REPORT HERE!

### FORMULARIO DE SOSPECHA

There is a complaint mechanism available from the Department of Health of Puerto Rico to report misconduct and irregularities during the COVID-19 vaccine distribution.

Departamento de Salud, División de Vacunación, PO Box 70184, Centro Médico, Río Piedras, PR 00936-8184, por email a [abusoyfraudeVFC@salud.pr.gov](mailto:abusoyfraudeVFC@salud.pr.gov), o llamando al Tel. 765- 2929 ext. 3327

These are **governmental sources** for relevant information related to COVID-19 and vaccines:

- **COVID-19 call center** (operating 24/7, in Spanish) Call 1-787-999-6202.
- **You can find a list of vaccines providers** in the official website of the PR State Health Department- <http://www.salud.gov.pr/>
- **You can make an appointment** for COVID-19 vaccine at- [www.protegetevacunate.com](http://www.protegetevacunate.com)





**CAMPAIGN:**

**INFÓRMATE, PROTÉGETE, VACÚNATE**

**BULLETIN #1  
APRIL/MAY 2021**

**AIMED AT COMMUNITY LEADERS, HUMANITARIAN ACTORS AND  
ACTRESSES AND THE MEDIA**

**IN COLLABORATION WITH:**



Fideicomiso de Salud  
Pública de Puerto Rico

