Volunteer Roles for HPPH COVID-19

Mass Vaccination Clinics

Prior to coming to clinic take a [COVID-19 self-assessment](https://covid-19.ontario.ca/self-assessment/) to ensure you are able to attend the clinic. If you are unable to attend, please contact the Rotary Club’s Volunteer Coordinator (patricia.nascu@rotarystratford.com)

Wear a personal mask into clinic and comfortable shoes to the clinic; dress should be suitable for meeting the public. Bring water in a personal bottle. When you arrive to clinic, please report to the table labelled “Volunteer Check-In.” There are numerous hand sanitization stations around the clinic to use.

At clinic, all volunteers will be given:

* A medical (3 ply) mask
* Face shield (If you are a repeat volunteer, bring your face shield which should be sanitized with wipes)
* Gloves if your role requires use of Optim wipes, or upon your request.
* Volunteer lanyard/name tag
* Safety vest to support easy identification

All volunteers need to:

* Arrive at the clinic prior to the start time of your shift. This will allow you enough time to check in with the Onsite Volunteer Coordinator who will help you find a space for your personal items, give you a tour of the clinic, and answer any questions you might have.
* Complete a COVID-19 self-assessment, a confidentiality form, and an Offence Declaration Affidavit. After your first shift, you will only need to complete the daily self-assessment.
* Inform the Onsite Volunteer Coordinator if you have any mobility issues which limit your activities, e.g., bending over to wipe chairs, standing for excessive periods, etc.
* At all times, observe for over-crowding among individuals attending the clinic, and reinforce social distancing, i.e., maintaining 6 feet/2 metres spacing.
* Sit whenever you have an opportunity and ask the Float or Onsite Volunteer Coordinator to cover your station when you need a break.

Before leaving, return your Volunteer lanyard and safety vest to the Onsite Volunteer Coordinator for cleaning. Sanitize the outside of your face shield and take it home with you for use at future shifts.

Volunteer Roles

*Adapt roles and number of volunteers for each station as needed for each clinic location*

# Entry Volunteer (1-2)

* This volunteer may accompany the screener.
* Ask individuals to sanitize their hands as they arrive. Check sanitizing dispenser periodically and ask the facility staff to replenish as needed.
* Assess for mobility or other accessibility issues, for which assistance may be needed. Individuals are asked to bring a caregiver or assistive device, i.e., their own wheelchair or walker, if required. However, if needed, wheelchairs are available for use in the clinic and should be left at the exit on departure.
* Work with Screener to retrieve masks for individuals who may need one.
  + If an individual is not able to wear or keep a mask on, they should be asked to go back to their car and we can administer the vaccine in the car.

# Check-In Station Volunteer (1)

* Direct individuals to the Check-In Station as HPPH staff become available to check-in.
* Observe for overcrowding. Remind individuals to line up in single file and maintain social distancing, i.e., 6 feet/2 metre apart, at all times
* Ensure appropriate mask use while waiting. Refer to HPPH poster onsite for appropriate mask use.

# Consent Tables Volunteer (2)

These tables are for individuals to sit and complete consent forms, if they haven’t done so prior to arriving at clinic. The forms may be on a clipboard with a pen, and a numbered sticker has been affixed at the Check-In Station.

* If necessary, assist the individual by “penning” the consent form on their behalf.
* Wipe clipboards and pens with disinfectant wipe after each use.
* Wipe the chair back (both surfaces and top), back posts, and seat with disinfectant wipes after use.
* Wipe table down after use.
* Direct individuals to the registration line.

# Registration Line Volunteers (1)

* Stand at the front of the registration line. Observe for overcrowding and respectfully show individuals where to move, as the arrows may not 6 feet apart.
* Ensure individuals have their health card and consent forms in hand.
* Direct the next person in the line to an open registration table spot.
* Ensure people in line maintain social distancing, i.e. 6 feet, and appropriate mask use. Refer to HPPH poster onsite for appropriate mask use.

# Immunization Line Volunteer (1)

* Stand at the front of the immunization line and direct the next person in the line to an open immunizer. The available immunizer will hold up a large letter or number card to indicate readiness for the next person. Note: The immunizer may hold up a VACCINE or CONSULT sign indicating the need for a medical consult or more vaccine. A professional staff will respond to these.
* If necessary, direct the person to a chair to wait if they are experiencing difficulty standing.
* If necessary, escort the person to the immunizer.
* At all times, observe for overcrowding and ensure people in line maintain social distancing, i.e., 6 feet/2 metre spacing.
* Remind individuals about appropriate mask use (mouth and nose covered). Refer to HPPH poster onsite for appropriate mask use.

# Waiting Area Volunteers (2-3)

Individuals are required to sit for 15 minutes after being vaccinated. In some cases, they may be asked to sit for 30 minutes. Many socially-distanced chairs are available. The volunteers should position themselves at the front and back or on either side of the waiting area, and each be responsible for half the chairs.

* First shift volunteers need to disinfect all chairs at the beginning of clinic.
* Direct immunized individuals to a chair. If two individuals are from the same household they may move their chairs closer together.
* **If an individual does not feel well, they are asked to let a volunteer know. As needed, direct EMS staff to individuals requiring additional monitoring/assistance. EMS will be set up at tables close to the recovery/waiting area.**
* Direct individuals to turn their chair backwards when they leave to indicate it is “dirty”.
* Wipe the chair back (both surfaces and top), back posts, and seat with disinfectant wipes after each use.
* Turn the cleaned chair around so it is ready for the next person. Reposition as needed.
* Wipe wheelchairs after each use and return to the wheelchair area
* Hand out any paperwork HPPH staff ask you to and direct individuals to the exit.
* Ensure signage is properly placed on the wall and chairs (exit signs with arrows, “feeling unwell”, “chair flip”)
* Confirm with Onsite Volunteer Coordinator if you need to leave and there are still individuals in the recovery/waiting area.

# Float Volunteer (1)

* Circulate among the volunteers to offer assistance as needed.
* Observe for overcrowding and remind individuals to social distance.
* Remind individuals of appropriate mask use, i.e., mouth and nose covered. Refer to HPPH poster onsite for appropriate mask use.
* Help cover for volunteers during breaks.
* Direct individuals with mobility issues to a wheelchair. If required, assist those who may need to be wheeled through the clinic queue and/or out to their car.
* Sanitize chairs, wheelchairs, pens, clipboards, etc., as needed.