

2021 Covid-19 Vaccination Clinic Volunteer Guidelines

Morgan Hill Community and Cultural Center
17000 Monterey Road, Morgan Hill, CA
&
Sobrato High Auditorium
401 Burnett Ave., Morgan Hill

Thank you for volunteering your precious time to be a part of the largest medical mobilization in history fighting the single greatest pandemic we have faced in our lifetime. I hope you feel the gratitude of others as you go about your volunteer work day and feel the satisfaction so many of us have felt this last month of volunteering at the vaccination clinics.

General:

- We will be following all State of California Department of Public Health and Santa Clara County Public Health Covid-19 Pandemic guidelines, this will include:
 - Wearing a face mask and making every effort to stay socially distanced while you work. Due to the nature of the work you are about to engage in it may not be feasible to maintain the desired six feet distance from others at all times.
 - We encourage you to actively and kindly remind others to remain socially distanced if possible but don't push too hard at this point, keep it nice.
- One of the hallmarks of this series of clinics compared to the other clinics is the gentle approach we will always take during the clinic.
 - This is a time when many can show their emotions, mostly good, and can be uneasy so please always try to remember the state of mind of those around you and show compassion and kindness even when it is hard to do.
 - This will be an experience of a lifetime for many and for the sake of our community and all of the companies and organizations involved let's make this a great memory and make everyone look good.
- We are only there to act as a lubricant to keep things moving smoothly.
 - You should not be making decisions or challenging anyone for any reason. Get the Site Lead or a Safeway staff member to help with any issues out of the norm.
- Instructions for volunteers will be given by the Site Lead of the day. Please see the volunteer schedule to determine who that might be your day of volunteering.
 - Ask the Site Lead any questions you might have. You should take instructions only from the volunteer Site Lead. If you get instructions from any other party, including Safeway staff please confirm them with the Site Lead.
 - The Site Lead may designate a Safeway staff member to help with directions.
- These guidelines have been prepared using the best practices of experience gained over 6,500 doses of vaccine injection in five clinics. If you have recommendations for changes please tell the Site Lead who will discuss proposed changes during the evening debrief with other leads, or possibly make adjustments on the spot, but please follow the Site Lead's directions until changes are approved. This volunteer effort has evolved positively with good recommendations from volunteers.
- Lunch will be provided by a Lunch Sponsor each day unless otherwise notified. This is a courtesy and every day at least two vegetarian meals will be included but please understand they are a

donation from a caring and giving community and cannot be tailored to specific needs. Please consider bringing your own lunch if you have specific dietary needs or preferences and inform the Site Lead so the appropriate number of meals will be provided.

- Breaks can be taken at any time as long as you have coordinated someone to cover for you, we do not plan on operating with any more volunteers than necessary.
- Dress appropriately for working with the public and the weather conditions. Bring a hat! Please wear layers of warm clothing if it is cool outside as some roles include being outside managing waiting lines. Bring a hat!
- If you cannot make a shift please notify John McKay immediately so a replacement can be found. John McKay: johnmckay95037@gmail.com also text to (408) 838-5446
- Please do not share information about times and Wait List information with those outside the volunteer pool. This can be a very emotional topic for some and we want to avoid complicating matters with individual call outs.
- We have not been HIPAA trained. We must not take anything from the site that has any patient information which includes taking photographs of documents with names on them, including the Wait List. We must not look at documents unless we need them for the work.
- There is a possibility that by volunteering you will become eligible for a dose of the vaccine yourself at the clinic. Details are being pursued and no assurances can be made at this time.
- By accepting a volunteer position you agree to hold harmless the sponsors of the clinic, owner/operators of the clinic venue, volunteer organizations or those making any form of donation to this vaccination clinic.

Working Hours:

Early Shift: 9:30 am to 2:30 pm. 1 hour lunch (see below for times)

Late Shift: 2:00 pm to 6:00 pm. This may run a little shorter or longer depending on the Wait List.

Lunch hours: typically 12:30 to 1:30 pm or 1:00 to 2:00 pm. Lunch is typically provided.

Site Leads:

Assigned each day

We have two basic types of Clinics:

- **First Dose Clinics** which requires more paperwork which Safeway staff will likely accept and input.
- **Second Dose Clinics** which requires less paperwork and registration information.

Volunteer Roles to be Filled:

- Registration Line Managers
- Inside Patient Managers
- Registration Desk Managers (second dose clinics only)

First Dose Clinic Instructions

Morning activities before opening:

- Check in with the Site Lead to be assigned your volunteer role.
- Possibly start cutting vaccine dose lot stickers into three strips and affix to the CDC Vaccination Card as directed.

- Prepare several clip boards with consent forms and pens.
- Check to make sure signage and waiting line spot markings are in place as needed.

Registration Line Managers (typically 2ea):

- As this function is being performed keep the line moving and walk with people while talking with them to keep them moving.
- One person should be going ahead with a list of appointments for the day and clearly check off those who have appointments. The appointment checker can also be checking to make sure the consent forms are filled out and recommend they get a clip board, or hand them one, to finish filling in information if necessary. If no appointment, they need to step out of the line and possibly look for the wait list if they want a chance at a vaccination.
- Consent forms need to have insurance information which is unclear on the form itself. Please show the patients which line should be filled in. Some days all you need to do is include their insurance carrier and I.D. number. This can vary by Safeway staff preference.
- It does not matter if they are early or late, just let them through.
- If the patient does not have an appointment time but have a confirming email keep them moving in line.
- If a patient has any out of the norm requests see the Site Lead. These include being a day early or late, or if a patient has some other extenuating circumstances for a vaccine.
- COVID-19 Vaccination Record Cards should be handled by one person only. Never let the cards leave your person and do not destroy them even with gross mistakes, return all cards to the Safeway staff when done. Fill out a Vaccination Record Card with their name and birthdate. You may be asked to put the next appointment date on the back so please check. Please move down the line and do not wait in one position and wait for them to come to you.
- If you are handling and issuing CDC Vaccination Record Cards a suggestion to photograph a copy of the front and back is helpful in case the card is lost. Suggest they not laminate cards in case future vaccinations are needed to be added to card.
- Make sure to have additional clipboards with consent forms and pens handy nearby.
- Get line into order and kindly ask people to keep themselves socially distanced by standing on a mark on the walkway.
- Each person will need to have their I.D. out (license, passport, Real ID, etc...) and consent form present and filled out properly, including insurance information. First Dose Clinics
- Ask if they have a medical insurance card and prescription medicine card and ask to keep out if they do and make sure insurance info is on the consent form. If they do not have an insurance card, or decline to give insurance information, please let them through anyway.
- Patients should walk in with their consent form, vaccination record card, identification, and insurance card (if they have it) in hand and ready to show when they approach the registration table.
- Help manage the line as people tend to space out... literally...

Inside Patient Managers (typically 2-3):

- Kindly help patients find their way to the vaccination station where the immunizers will do their work. Be friendly at this time but please remember to keep things moving.
- After injection kindly remind patients to wait the 15 or 30 minute observation time as directed by the immunizer.
- Kindly help patients find an available seat.

- If patients are responsible for making their own second appointment kindly remind them of that need and help if necessary. There have been several tricks if they register themselves which will be provided to you when the need is determined.
- Walk around and casually observe patients to see if they have a reaction. If they appear to have a reaction or ask for help contact a Safeway staff person immediately.
- Direct patients to the correct exit door after their time is up. Note: you don't track waiting times for people or challenge them if they try to leave early. You can wake them up if they fall asleep...

Second Dose Clinic Instructions

Morning activities before opening:

- Check in with the Site Lead to be assigned your volunteer role.
- Prepare several clip boards with consent forms and pens.
- Check to make sure signage and waiting line spot markings are in place as needed.

Registration Line Managers (typically 1-2 depending on time of day):

- As this function is being performed keep the line moving and walk with people while talking with them to keep them moving.
- One person should be going ahead with a list of appointments for the day and clearly check off those who have appointments.
- Many will not have consent forms with them. Recommend they get a clip board, or hand them one, to fill out the consent form.
- Ask if their insurance information has changed since first dose. Have them include just their insurance company name and I.D. number if their insurance has changed.
- It does not matter if they are early or late, just let them through.
- If the patient does not have an appointment time but have a confirming email keep them moving in line.
- If a patient has any out of the norm requests see the Site Lead. These include being a day early or late, or if a patient has some other extenuating circumstances for a vaccine.
- Make sure to have additional clipboards with consent forms and pens handy nearby.
- Get line into order and kindly ask people to keep themselves socially distanced by standing on a mark on the walkway.
- Each person will need to have their I.D. out (license, passport, Real ID, etc...), consent form present and filled out properly, and CDC card.
- If they have forgotten their CDC card let them know the registration desk will issue a sticker only.
- If they lost their CDC card have them tell the registration desk and keep them moving along.
- Patients should walk in with their consent form, vaccination record card, and identification in hand and ready to show when they approach the registration table.
- Help manage the line as people tend to space out... literally...

Registration Desk (typically 2):

- Watch the line and ask patients to step up to the table.
- Compare consent form and CDC card against I.D.
- Check off patients on the appointment check list.
- Apply sticker of the day to the CDC card.

- Apply sticker on the consent form.
- If patient has forgotten their CDC card just hand them a sticker – do not issue them another card.
- If they have lost their CDC card give them a sticker and have them ask the immunizer for a new card. We do not issue replacement cards.
- Ask Site Lead any questions that are not routine.

Inside Patient Managers (typically 1-2):

- Kindly help patients find their way to the vaccination station where the immunizers will do their work. Be friendly at this time but please remember to keep things moving.
- After injection kindly remind patients to wait the 15 or 30 minute observation time as directed by the immunizer.
- Kindly help patients find an available seat if necessary.
- Walk around and casually observe patients to see if they have a reaction. If they appear to have a reaction or ask for help contact a Safeway staff person immediately.
- Direct patients to the correct exit door after their time is up. Note: you don't track waiting times for people or challenge them if they try to leave early. You can wake them up if they fall asleep...

The Wait List:

- The Wait List is a big deal and will likely be the most interesting aspect of the vaccination clinic.
- The Wait List will be kept near the registration table or with a volunteer.
- People will be asking a lot of questions about the Wait List so point them to the information poster first. Please be prepared to respond if they do not understand the information poster.
- I say to restrict the person signing up for the waiting list to only sign up themselves and one family member friend (is it fair to others to put a host of people on a list without them being there when others are there?). Same goes for volunteers, is it fair to write in friends and family?
- Due to HIPAA rules people should not be reviewing the list for any reason, just sign and leave. No one is to photograph the list since it has complete names of people preparing for a medical treatment. Some will say they're just looking for a friend or to see how many people have signed up but that is not allowed.
- The list is a rolling list and names will be called for three days before dropping off.
- There is usually anywhere from 10 to 70 doses left at the end of the day due to missed appointments and dose preparation efficiencies. But there is no guarantee there will be any doses left over so no promises can be made.
- People on the waiting list must be present after 4:00 pm to hear if their name is being called. No phone calls will be made!
- As soon as a person's name is called immediately approach them to get a consent form filled out and give them their vaccination registration card as you would a regular appointment.
- Consent forms must have the patient's email clearly written at the top of their consent form as well as insurance information (like the first dose clinic). The email is critically important as it is their connection to a second dose appointment and future correspondence.
- Please be especially kind to this group as it can get a bit emotional and they may say some unkind things but please remember their state of mind, this can be very important to someone, if anyone becomes difficult get a Safeway staff person or the Site Lead to handle it, stay out of it.