



Region of Waterloo

Volunteer Assignment Description

Volunteer Program Name:

Public Health – COVID-19 Immunization Clinic

Assignment Title: COVID-19 Immunization Clinic Volunteer

Assignment Location: Multiple Locations Throughout Waterloo Region

Goal of the Assignment:

- To provide assistance to the Region of Waterloo in the delivery of COVID-19 community vaccination clinics.
- Volunteer assignments may include:
 - Greeters
 - Client/Clinic Flow Monitors
 - Equipment and Supply Runners
 - Parking Lot Attendants
 - Other roles as required

Assignment Responsibilities:

- Assist in maintaining parking lot traffic flow and direct clients appropriately.
- Welcome clients and monitor line-ups to assist in maintaining physical distancing.
- Ask clients arriving at the clinic to wear a mask (unless less than 2 years of age, or cannot wear a mask) and that they clean their hands with alcohol-based hand sanitizer. Provide a mask to clients who do not have one.
- Refer clients with accessibility needs (e.g. mobility issues, sight or hearing impaired, need for translator) that require additional supports to the appropriate personnel at the clinic.
- Ask if the client had an appointment and if the client meets the eligibility criteria for the clinic (if there are eligibility criteria for the clinic based on who is being prioritized for immunization).

- Direct clients to screener and registration.
- Direct clients who have registered to the next available immunizer.
- Help facilitate the flow of clients throughout the clinic, promoting physical distancing of at least 2 metres between clients while waiting in line to enter the clinic or in the pre-registration area (clients from the same household can remain together) with the aid of markings on the ground.
- Check to see if signage is in place and visible, including COVID-19 screening protocols, eligibility criteria, clinic instructions and clinic flow, as appropriate.
- Deliver required non-medical equipment to staff and respond to staff requests.
- Monitor post-immunization waiting area, inform the designated clinic health care provider immediately if a client needs medical attention and clean high touch surface areas with sanitizing wipes (e.g. chairs in recovery area, door handles).
- Refer clients or report those who are not in compliance with requests to the appropriate staff.

Assignment Boundaries:

- Volunteers will complete all mandatory training before their first volunteer shift.
- Volunteers will participate in a pre-shift orientation and briefing before each volunteer shift.
- Privacy and confidentiality protocols will be strictly enforced and volunteers will be asked to sign a confidentiality agreement.
- Volunteers will strictly adhere to all Personal Protective Equipment (PPE) and distancing requirements for the clinic.
- Participate in any active or passive COVID-19 screening that is required by the clinic.
- Volunteers are present to advise clients of COVID-19 safety procedures (sanitizer, mask, distancing) only. Clients who are not in compliance with requests will be referred or reported to appropriate clinic staff.
- Volunteers will not provide any form of medical information, advice, opinion or instructions outside of their designated role.
- All clients needing assistance (accommodations, post-immunization concerns) must be referred immediately to the appropriate clinic staff.
- Contact the identified staff member as soon as possible, if you are unable to attend you scheduled volunteer shift.

Qualifications:

- Enjoys interacting with community members.
- Organized.
- Observant.

- Good communication skills. Ability to communicate in multiple languages is an asset.
- Experience interacting with people living with disabilities is considered an asset.
- Ability to understand and follow multiple instructions.
- Able to stay calm in high-tension situations.
- Requires stamina and the ability to respond quickly in a fast-paced environment.
- Customer Service skills. Ability to manage objections in a pleasant, confident and calm manner.
- Willing and able to wear Personal Protective Equipment (PPE) (e.g. mask, eye protection) throughout the volunteer shift.
- Able to work indoors and outdoors.
- Ability to stand or sit for long periods of time.

Other Requirements:

- Volunteers must be eligible and/or willing to have a COVID-19 vaccination.
- Volunteers must be over 18 years.
- Risk Assessment:
- Medium
- Personal Protective Equipment and disinfection supplies will be provided.
- Volunteers must be eligible and willing to be vaccinated. Some volunteers may not be vaccinated before they start working in the clinics.

Orientation & Training:

- Clinic Objectives
- Clinic Roles and Responsibilities
- Staff and Volunteer Identification
- Administrative details (e.g. who to contact regarding shift changes, food and beverage policy, clothing and footwear etc.)
- COVID-19 Screening
- COVID-19 Health and Safety Training
- Responding to the diverse needs of clients (e.g. older adults, children, people with disabilities, people who speak other languages).
- Privacy and Confidentiality
- Emergency response procedures
- Accessibility for Ontarians with Disability Act (AODA)
- Sign all required forms
- Attend other training as required
- Support & Supervision

- Clinic staff will be nearby at all times.

Staff Contact

- Volunteer Coordinator

Time Commitment

- Volunteer shifts will be 4-7 hours in length.
- Volunteers will commit to a minimum of 1 shift per week.
- Volunteers will commit to volunteering in this role for a minimum of three months.

Benefits

- This is an opportunity to assist our community in controlling the spread of COVID-19.
- Volunteers may be prioritized to receive the COVID-19 vaccine.
- Gain knowledge and experience in the organization of large scale Public Health clinics.
- WSIB coverage.