

## **Volunteer Management General Overview**

Each clinic will have modifications for that particular setting. The job descriptions are a guide to make sure all jobs have been assigned.. Some jobs may be combined and some clinics may choose to cross-train volunteers to increase the capacity to respond to a surge of clients. Some method of volunteer orientation is recommended.

### **Begin orientation at time of recruitment.**

- Obtain volunteer contact information (full name, primary phone, and alternative phone numbers).
- Assign a role and schedule assignment.
- Provide a volunteer orientation packet, containing selected documents such as the assigned job action sheets, information on orientation event, safety bulletin, clinic floor plan, cough etiquette flyer; specific jobs may require additional information.
- Stress the importance of reviewing this information before the orientation event.

### **Some roles require credentials.**

- The volunteer will need to bring picture ID and a copy of his/her license
- Some medical volunteers may need additional training:
  - 2009 H1N1 Influenza Update and Vaccine Administration
  - EMS expanded scope in immunization

### **Do not underestimate the value of volunteer orientation; this is especially true for large MDCs.**

- For some volunteers, mass clinics can be stressful particularly for those who have not participated in such an event before.
- If you are utilizing volunteers, it is recommended that an orientation event at the clinic location is provided 1 to 2 days before the actual mass clinic to give the opportunity to introduce team leaders, review safety bulletin, orientate volunteers to individual job roles and answer questions.
- Volunteers should know how to help someone who reports dizziness (i.e. offer chair, request assistance from medically-trained personnel or EMT present at clinic).

### **Consider a 'Uniform'.**

- Wearing some type of "uniform" facilitates identification of teams .
- Ideas to create color-coded 'uniforms': solid color clothing, ball caps, large t-shirts, or vests; if available, pinnies are ideal.
- Have all staff wear name tags with job title, color coded for their job functions.

### **Safety and Security.**

- The purpose of the sign-in/ sign-out sheet is to account for all volunteers and staff presence at any given time during the clinic.
- Injury and incident report forms for patients and staff are not provided in the toolkit. These forms are typically provided by the facilitators of the mass clinic. It is the responsibility of the Clinic Manager or Safety Officer to arrange for the availability of these forms.

### **Actively recruit volunteers.**

- Advertise a volunteer coordinator point-of-contact to generate community volunteerism.
- Sources of volunteers are often difficult to identify or predict.
- Consider using local public radio and other multimedia methods to advertise.