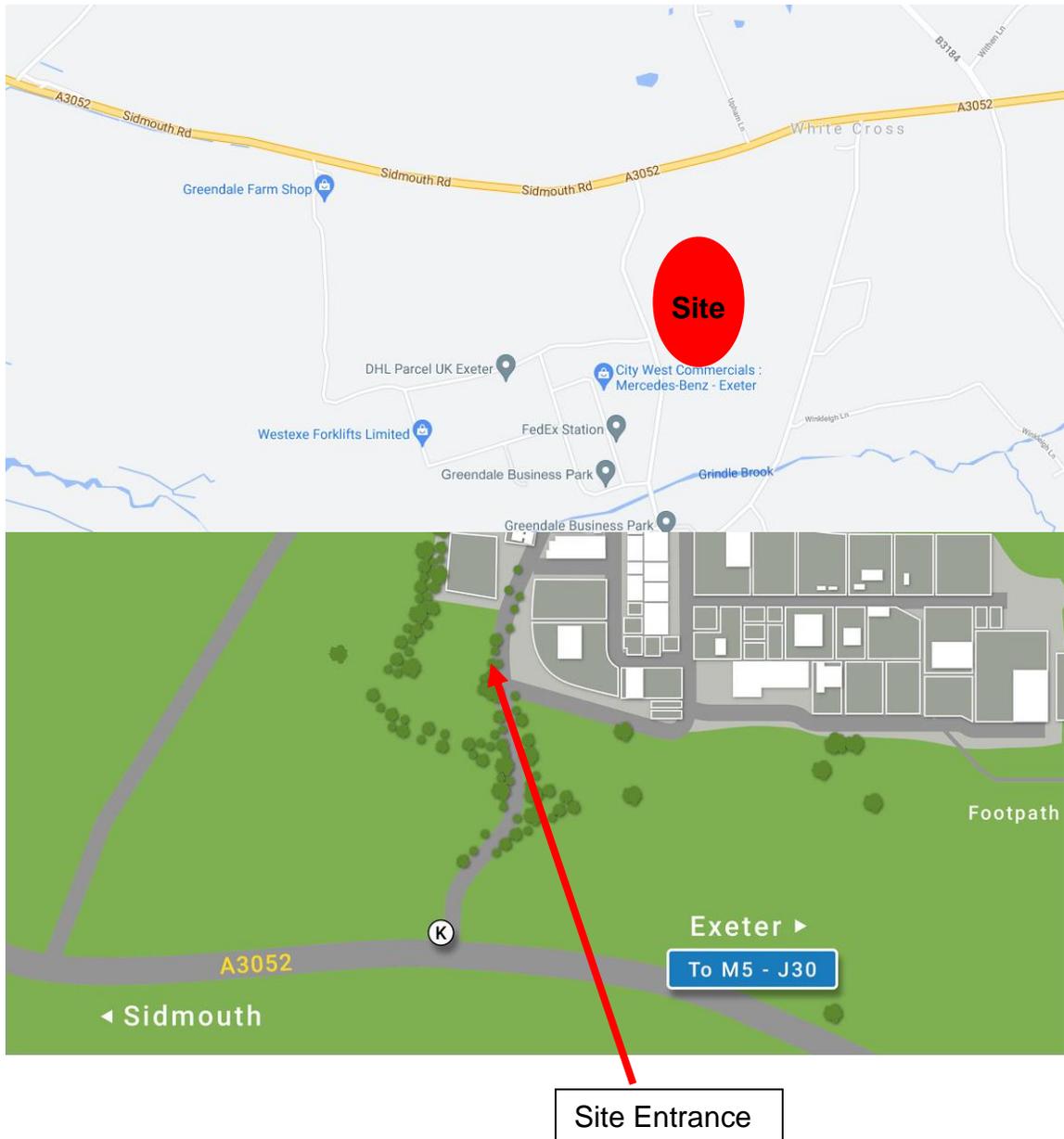


Covid-19 Exeter Vaccination Centre – Volunteers FAQs

Where will I be working?

You will be working at the large vaccination centre at **Greendale Business Park, Exeter, EX5 1EW**



Parking at the site

If you plan to travel to the site by car or bike, free parking is available on site. The number 9 bus will be re-routed to Greendale Business Park for those travelling by bus.

Where do I go to when I arrive?

Please be on site and ready 15 minutes before the start of your shift.

If you are arriving for your first shift, please remember to bring proof of identity in the form of photo ID (e.g. driving licence or passport).

Please follow the signs and report to the **Staff Entrance** when you first arrive, where you will be greeted by your Shift Leader. You will be allocated where you will be working when you arrive. Please do not hesitate to ask any questions or raise concerns – it is a new experience for us all.

Please make sure you sign in and out at the staff entrance when you attend site – this is very important so that we know who is where.

Upon arrival, you will be given an identification card to wear during your shift. You will also be issued with a high visibility jacket for your safety. The ID card and the hi-vis jacket must be worn for the duration of your shift and returned to the Shift leader at the end of your shift.

What do I need to wear?

Please ensure you wear warm, comfortable clothing and sensible footwear. All volunteers spend at least some of their shift outside the venue and so we recommend bringing warm waterproof clothing.

Your identification badge should be worn at all times when you are on duty. Please ensure that everyone on site is wearing an ID badge. If you are unsure who someone is do not be afraid to ask to see an ID badge – patient safety is paramount.

We encourage volunteers to avoid bringing valuable items into the Centre therefore please do not bring unnecessary belongings with you.

Will I be able to claim expenses for travelling to the site?

You will be able to claim expenses for travelling to and from the venue. Please ask for a form from the NHS Admin Team and complete as per the instructions on the reverse of the form. Once completed please hand to the NHS Admin Manager during your next shift.

What training will I receive?

The tasks we will be asking volunteers to do will be made clear on the day by the Shift Leader during the daily briefing for that shift. A "role card" outlining your role will be available on each station and the volunteer noticeboard.

You will have opportunity on the day to ask any questions, and support will be available throughout your shift, so please do not worry!

You will have completed the Health and Safety (Infection Prevention, Fire Safety and Adult / Child Safeguarding) knowledge element by reading the information contained within the Volunteers' Induction, agreement and confirmation document as part of the application process.

Daily briefing

At the beginning of your shift you will receive a briefing from the Shift Leader. Please attend each briefing, at the start of every shift, as briefings may include new information.

Will I be given Personal Protective Equipment?

On arrival you will be given hand gel and a mask. We will ask you to change the mask you have worn to the site to the one we will give you as per national guidance.

Am I covered by NHS Insurance as a volunteer?

The NHS will provide adequate insurance cover for your activities as a Volunteer Steward while you are undertaking voluntary work approved and authorised under the national volunteer scheme, providing that you are complying with any instructions given at the local vaccination site. This does not include personal accident cover.

Can I receive the COVID-19 vaccine whilst working my shift?

The vaccination programme must concentrate on making sure priority groups are vaccinated first in order to save lives. We really appreciate all your support, however people must be vaccinated in accordance with the national plan to make sure those at greatest risk receive the vaccine as quickly as possible.

What do I do if a patient becomes unwell?

Clinical staff will be ensuring patients are supported through the vaccination process. Should you see someone become unwell in areas without clinical supervision (for example the toilet, or car park) please report it immediately to the closest clinical member of staff, member of on-site security team or NHS Admin Manager.

To help you identify people on the day, clinical staff will be wearing orange uniform and admin staff blue uniform.

In the event of a fire

If the fire alarm is raised, you should proceed to the nearest exit, as directed by on site Fire Marshalls. Fire Marshalls and clinical staff will be on hand to support patients to exit the building safely.

Raising concerns and incidents whilst on-site

If you witness an incident, or see anything that concerns you on the day, this can be escalated to your Shift Leader or the on-site Security Team.

What facilities are on site?

You will be able to take scheduled breaks during your shift. There will be an identified break area and hot drink making facilities will be provided. Your Shift Leader will brief you on the location of these, and timings for breaks, during your briefing on the day.

It is important to stay hydrated during your shift, so please do bring a drinks bottle with you. There will be facilities to re-fill water bottles.

What do I do if become unable to volunteer before my shift?

If you are unwell, need to self-isolate, or are simply unable to cover your shift, please contact us on: nhsdevonvacvalex@gmail.com to let us know you are no longer available.

It is important that you do not come in if you are unwell and please do not worry about covering your shifts – we will sort all of this out. If you are unwell on site please let the shift leader know as soon as possible and sign out so we know that you have gone home.

What if I am able to work additional shifts?

If you are able to work additional shifts, please go to the Three Rings website, login, and sign up to available shifts.

What can I tell my family and friends about working on the vaccination programme?

The vaccination programme is a unique experience and we are all grateful for your contribution. We know you will want to share your experiences with your family and friends, however we ask that you don't take any photos on site in the interests of maintaining the confidentiality and safety of patients, staff and volunteers attending the site, as per the confidentiality agreement you have signed as part of your onboarding process.

Please refrain from making any comments especially on social media that would bring the vaccination programme and the NHS into disrepute or affect public confidence in the Covid vaccination. Speak to the NHS Admin Managers on the day should you have any queries about this.

What if I am approached by the media on the day?

If you are approached by the media on the day, please refrain from giving comment and refer them to your NHS Admin Manager.

Meeting the needs of people with the need for additional support

Some patients coming on site may have a hidden disability, this may be recognisable by a lanyard or item of clothing with a sunflower on it. If someone needs additional support this can be escalated to the NHS Admin Manager. Health care workers will be present to assist in identifying people with additional needs as they enter the centre.

Thank you for volunteering.