

Covid-19 large vaccination centre FAQs – Plymouth Centre

COVID-19 Security

Please do NOT attend the site if you suffer, or have recently suffered, any of the symptoms of COVID19, have been in close contact with anyone who has or has been tested as COVID positive, or if you are told to self-isolate by the NHS Track and Trace system. COVID-19 testing is not available at the site.

Where will I be working?

You will be working at the large vaccination centre at **Home Park, Plymouth, PL2 3DQ**



Parking at the site

If you plan to travel to the site by car or bike, there is free parking and bike storage at the park and ride car park at the entry to the site. Please aim to park at the far end of the car park, to allow service users to park nearby to the site entry. The site is also close to public transport links.

Where do I go when I arrive?

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

Please follow the signs and report to security and staff at the entrance when you first arrive, they will hold a list of volunteers expected and roles allocated but you may be required to show security staff Photo ID (eg Driving License or Passport) each time you arrive. Please do not hesitate to ask any questions or raise concerns – it is a new experience for us all!

We ask volunteers arriving for each shift to wait for your shift briefing at, or just outside, Archies Bar (see site plan below). Briefing will commence 15 minutes before your shift begins. You must please attend even if you have heard these briefings many times before.

The site is growing, and the process may have changed. Please also make sure you sign in and out at reception when you attend site – this is very important so that we know who is where.

Upon arrival, you will be given a temporary Volunteer identification card to wear during your shift. These cards should be cleaned with clinical wipes and returned to the Reception Desk at the end of your shift. Please do not leave your appointed post until you have been replaced or formally told the shift is finished. Please report to the Volunteer Coordinator before leaving site so you can be updated on any 'Parish Notices', future closures or information you may require for your next shift.

What do I need to wear?

Please ensure you wear warm, comfortable clothing and sensible footwear. There is a requirement for some volunteers to assist outside the venue and we recommend bringing waterproof clothing. We cannot guarantee in advance whether your post will be inside or out, although we will try to accommodate preferences.

You will be given an Identification badge which should be worn at all times when you are on duty. Please remove this when you leave the site. 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. Please also take responsibility for your own, and others' social distancing and mask discipline.

Lockers are available on a first come first served basis in Archies Bar. Nevertheless, we encourage volunteers to avoid bringing valuable items with them as we may not be able to provide lockable storage enough for everyone. Please do not bring unnecessary belongings with you for this reason.

If you are being asked to work outside, you will be issued with a high visibility jacket for your safety. If this is the case, return it to the staff entrance at the end of your shift. When stocks permit, we will issue you with a Hi Viz tabard. To prevent cross infection, this is yours for the duration of your volunteering commitment. Please hand it back at the end of your last shift.

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. You will be sent details on how to do this separately.

What jobs will I be asked to undertake?

Our fundamental role is one of queue management as recipients proceed through a process of check in, screening and then vaccination. Your role is to welcome, reassure, keep the queue moving and spot problems before they become a choke point. For many of our recipients, you may be the first person they have spoken to outside their social bubble for months. There is a risk this can lead to hold-ups while they chat. Wherever you are stationed, please keep an eye on gaps building up further ahead in the process, or queues building up behind you.

Volunteers are requested to continually disinfect chairs, handrails and touch point in close proximity to their appointed station.

Although people may ask you questions, please do not exceed your authority as a volunteer. NHS staff and/or security staff have liability for their responsibilities. Our role is to support them, not direct.

What training will I receive?

Location-specific orientation and induction will be provided for each local vaccination site you volunteer to support. An outline map is at the foot of this document.

The tasks we will be asking volunteers to do will be made clear on the day by the Volunteer Coordinator during the daily briefing for that shift. At each volunteer station you will find a laminated card with detailed instructions for volunteer at each position.

You will have opportunity on the day to ask any questions, and support will be available throughout your shift, so please do not worry! Please address questions to your Volunteer Coordinator rather than distract the NHS staff on duty.

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 on-site Volunteer Coordinator. 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 a clinical mask. Hand gel is available throughout the site. 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. Cloth masks should not be worn whilst on duty.

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. Please do not privately try to lobby NHS staff for spare vaccines.

What do I do if a patient becomes unwell?

Clinical staff will be ensuring patients are supported through the vaccination process. We nevertheless ask volunteers to keep a weather eye on recipients, particularly after they have had their vaccination, and check for signs of shock or unsteadiness. Should you see someone become unwell in areas without clinical supervision (for example the toilet, or

car park) please make the patient comfortable (chairs are available throughout the site) and report immediately to the closest clinical member of staff, member of on-site security team or your Volunteer Coordinator.

To help you identify people on the day, clinical staff will be wearing uniform or have clearly visible appointment tabards or NHS badges. Each shift is supported by a Matron or senior nurse, a doctor, and a senior NHS Manager.

In the event of a fire

If the fire alarm is raised, you should proceed to the nearest exit and then to the Life Centre (Park and Ride) car park where a roll call will be taken. Please help any elderly or disabled as you make your own exit. Staff will also be on hand to support patients to exit the building safely.

Raising concerns and incidents whilst on-site

If you witness and incident, or see anything that concerns you on the day, this can be escalated to your designated Volunteer Coordinator or the on-site Security Team.

What welfare facilities are on site?

Tap water is available at the venue. You will be able to take scheduled breaks during your shift. Archies Bar is the identified break area and is provided with a microwave and kettle. Please do not take tea or coffee away from the immediate vicinity of Archies Bar. Tea and coffee (and sometimes donated goodies) are provided by local donation but please note that we cannot accept donations from 'walk-ups' or, if you choose to contribute, anything that is not individually wrapped. Please do not advertise on social media or other channels for additional donations.

Toilets are available outside Archies Bar, on the exit corridor and outside the staff entrance. Please do not use other facilities as these are not routinely cleaned during lockdown.

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

We are using a system called [Three Rings](#) to allow volunteers to confirm which shifts they are able to volunteer for. We will have sent you a Username and temporary Password to allow you to log in to the Three Rings system. If you have not yet activated your Three Rings account, please do so as soon as possible.

When you first log in, you will be asked to change your password, so you can choose something more memorable.

If you need to withdraw from a shift for any reason, please do not make local arrangements or expect your volunteer coordinator to remember individual requirements. Instead, let our 3Rings administrators know by:

- **If you need to withdraw from a shift more than 4 days before the shift**, please update your availability on the Three Rings system: www.3r.org.uk.

If you need to withdraw from a shift, log back on; on the front page, click on the link showing you have "xx upcoming shifts", and then click on the button "Remove from shift". This will allow us to find a replacement volunteer.

- **If the shift is within 4 days**, you cannot let us know through the Three Rings system. Instead, please contact nhsdevonvacvol@gmail.com so we can find a replacement volunteer.

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 co-ordinator 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?

We are using a system called [Three Rings](#) to allow volunteers to confirm which shifts they are able to volunteer for. We will have sent you a Username and temporary Password to allow you to log in to the Three Rings system. If you have not yet activated your Three Rings account, please do so as soon as possible.

When you first log in, you will be asked to change your password, so you can choose something more memorable.

If you are able to work additional shifts, please log on to the Three Rings system and click on "Upcoming gaps you could fill" and start signing up! If you want, there is a button to enable you to copy the shifts to your personal calendar.

You can log back on at any time to review the shifts for which you have signed up. The tool will open up new opportunities on a rolling 21-day window.

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.

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-19 vaccination. Speak to your Volunteer Coordinator on the day should you have any queries about this.

Please do not take photographs of Home Park, the pitch or players in training and please ask recipients to adhere to the same rules.

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 Volunteer Coordinator.

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. Others may be partially sighted, confused, or hard of hearing. If someone needs additional support this can be escalated to your designated Volunteer Coordinator. Spare wheelchairs are available for those who may require them. Health care workers will be on call if you have reason to believe someone may need medical help. Some of you may

have First Aid qualifications but please DO NOT attempt to give first aid yourself, however well qualified. Professional medical staff are on call to deal with emergencies.

Feedback and suggestions.

Please do not try to adjust the process yourself or overstep the responsibilities given at the beginning of your shift. If you identify potential room for improvement, please inform your volunteer coordinator at the end of your shift.

Thank you for volunteering.

