

## Northern Light Health Community Vaccination Clinic FAQs for Community Volunteers

### Q: How do I register and sign up?

A: Community members who have both clinical and non-clinical expertise are welcome and encouraged to register at [northernlighthealth.org/covidvolunteers](https://northernlighthealth.org/covidvolunteers)

### Q: What roles are available for me to help?

A: There are a variety of both clinical and non-clinical tasks, from COVID symptom screeners, line traffic managers, appointment validators, check in, pharmacy techs, clinical observers, and more. Our Volunteer Services team will assign you to an area or duty that best matches your ability and qualifications.

### Q: Will I receive training?

A: Once you register to volunteer, you will receive details about the training and any clinic education you need to complete ahead of time. You will also receive on site training when you report for your first shift. **Note: most clinical roles require access to and experience with Cerner software.**

### Q: Will I be provided with personal protective equipment?

A: Yes. The safety of our patients, volunteers, and staff is our top priority. All volunteers will be given a mask provided by Northern Light Health. Volunteers are allowed and encouraged to bring their own eyewear.

### Q: Can my friend or family member volunteer?

A: Yes! Anyone looking to join this impressive community effort can help! If a volunteer provides a Northern Light Health reference **with** the employee badge number (required) we will waive the background check. Otherwise, they will be asked to complete an authorization form so we can run a background check on all non-employee volunteers.

Community volunteers will also be asked to complete a quick online orientation and sign a confidentiality statement. If you have a clinical background, you will need to have an active license in good standing and provide your licensure information so we can run a PSV.

### Q: How long does it take to become a clinic volunteer?

A: Once we receive their registration submission, processing takes 2-4 business days. Once completed the newly approved volunteer will receive a welcome message from VS with volunteer role descriptions and instructions on how to sign up for a clinic shift.

The day before each clinic all volunteers who have signed up for a shift will receive confirmation reminders along with all the details they need for reporting to their shift.

**Q: Can/Will clinic volunteers receive the COVID vaccine?**

**A:** Clinic volunteers with regular service have been identified by the Maine CDC as eligible to receive the vaccine under specific conditions as outlined in both state and Northern Light Health system policies. However, volunteers are not required to be vaccinated before they begin service. If doses are available at the end of a clinic, we will invite interested volunteers to register for vaccination at that clinic, in order of their age.

We recognize that many people are seeking to receive the COVID-19 vaccination. While we are as excited as you are to get as many people vaccinated safely and as quickly as possible, we are obligated to follow guidance provided by the Maine CDC.