



Northern Light
Health

Eastern Maine Medical Center

Volunteering at the Community Vaccination Clinics

03.24.2021 | EMMC Volunteer Services

Welcome to the Northern Light Health Volunteer Team!

What can I expect volunteering at the community vaccination clinics?

First, let's get a sense of what patients will experience!

[YouTube video – click HERE](#)



We're constantly changing!

- Since the walk-through video was filmed, we have opened a second wing of the clinic and added a separate process for folks receiving their second shot.
- Because we are adjusting in real time to meet the needs of the greater-Bangor community it's possible that the first clinic you volunteer at looks different from the clinic introduction video or your next opportunity to volunteer with us.

Community Vaccination Clinic Volunteering Essentials

My organization wants to volunteer...Where do we start?

Take your first step and reach out to us!

- Your point of contact to help you schedule your schedule and finalize your commitment before arriving onsite at the clinic will be **Shane Boyes**. Shane will assist your organization's leadership with ironing out the pre-volunteering details.
- We request that your volunteer group not exceed **10 volunteers per shift**. Although we are excited to welcome as many of your organization onsite as possible, we must respect the ultimate needs of the clinic. We have assessed that we have the bandwidth for a maximum of **10 group volunteers at a time**. We recommend you aim for 4-10 volunteers total for an optimal volunteering experience.
- Plan to volunteer in the morning! To best meet the needs of our clinics and to ensure you receive necessary training we ask that you either volunteer for the morning shift (8:00 AM-1:00 PM) or full day (8:00 AM-6:00 PM).

The next step is to apply!

- We have developed an online application to streamline to clinic volunteering process. To ensure you and your organization are correctly processed, we ask that you self identify in your application by indicating your organizational affiliation.
- You and your organization can apply by using this link:
<https://covid.northernlighthealth.org/Volunteer/Register>
- Complete the form to the best of your ability. Follow the directions included in the following slides to ensure a smooth onboarding process.

The next step is to apply! (Cont.)

Select the site at which your organization intends to volunteer

Thank you for your interest in supporting Northern Light Health's vaccination effort through volunteering! Please fill out this application to the best of your ability and we will be in touch as opportunities are available.

Where would you like to volunteer?

Location:

- Penobscot County: EMMC
- Hancock County: Maine Coast
- Kennebec County: Inland
- Aroostook County: AR Gould
- Somerset County: SVH
- Piscataquis County: CA Dean/Mayo
- Cumberland County: Mercy Hospital
- Penobscot County: Homecare & Hospice
- Aroostook County: Homecare & Hospice
- Cumberland County: Homecare & Hospice

Please note: Cumberland County: Vaccination clinic at the Portland Expo run by Mercy Hospital, state of Maine, and the city of Portland.

Personal Info

The next step is to apply! (Cont.)

Be sure to apply using your work email including your organizations ID in the email address

Select “Northern Light Health Employee” under the “How did you hear about us?” field

Personal Info

Last Name:	First Name:	Middle Initial:
<input type="text" value="John"/>	<input type="text" value="Doe"/>	<input type="text"/>
Address line 1:		
<input type="text" value="10 Nowhere Lane"/>		
Address line 2:		
<input type="text" value="Apt. 2"/>		
City:	State:	Zip:
<input type="text" value="Bangor"/>	<input type="text" value="Maine"/>	<input type="text" value="04401"/>
Phone:	Email Address:	Date of Birth:
<input type="text" value="207-555-0000"/>	<input type="text" value="Jdoe@localbiz.net"/>	<input type="text" value="02/08/1982"/>
How did you hear about us?:		
<input type="text" value="Northern Light Health Employee"/>		

The next step is to apply! (Cont.)

Indicate that you were referred by a current employee to prompt the “Employee Referral” fields

Non Employee

Are you a clinical, clinical student, or non-clinical volunteer?:

- Clinical is defined as roles such as licensed RNs, Pharmacists, MDs,
- MAs, CNAs
- Clinical student is defined as an RN, pharmacy, medical, or MA students
- Non-clinical is defined as someone without clinical healthcare training.

Were you referred by a current NLH employee:

- Yes No

Employee Referral

Ref Employee Name:

Ref employee badge number:

Enter your organization name into both the “Ref Employee Name” and “Ref employee badge number”

The next step is to apply! (Cont.)

- Complete the rest of the application as directed. If you have any questions along the way, feel free to reach out to either **Shane Boyes** or **Stacey Coventry** for further assistance.
- The application should only take a few minutes and is **required** before you can volunteer onsite. So don't put off applying!

Who's in charge here? Selecting a Group Team Lead.

- We recommend that your organization designates a “**Group Team Lead**” responsible for keeping track of your group onsite. We have our own onsite clinical and non-clinical leadership, but it is helpful for us and for your group experiences if you designate someone to represent your group.
- While we do not have strict guidelines for who fills your **Group Team Lead** role, we recommend you select someone with previous leadership experience or someone who has existing responsibility in your organization.
- Once you designate a **Group Team Lead**, please email **Shane Boyes** and **Stacey Coventry** with your choice and their contact information (contact information for **Shane** and **Stacey** included at the end of this presentation).

What roles should my group consider when signing up?

To maximize your group's volunteering experience, we ask that you limit the volunteer roles for your group to a select number we've identified. These roles are patient-facing and present an opportunity to engage with community members, Northern Light Health staff, and your colleagues alike.

Optimal group volunteering roles:

- Line Manager
- Mobility Attendant
- Curbside Mobility Assistant

How do we track our group volunteer hours?

- You and your team are proud of the time you spent volunteering together! What now? Your organization and your stakeholders may want to know more about your volunteering including how many hours you spent volunteering.
- We can batch your group's total hours spent volunteering. We cannot track individual volunteer hours. If tracking individual hours spent volunteering is important to your organization, we suggest you task your Group Team Lead to track individual volunteer contributions.
- Interested in your group's volunteer hour balance? Simply email our office with your request! Email: scoventry@northernlight.org

What should I bring?

- Wear comfortable shoes! You will likely be on your feet for the entire shift (unless you are placed at one of the few seated roles).
- Wear appropriate but comfortable clothing. Think “Business-Comfort-Casual”. Remember that you will be patient-facing onsite so it’s key that we appear professional, even as volunteers. **Wear your group t-shirt to show other volunteers and patients which organization you represent.**
- Medical-grade safety glasses (optional if you have them). Many folks opt to bring their own medical-grade safety glasses to avoid wearing the face shield provided onsite. If you have safety glasses, we suggest bringing them for your own safety and comfort.
- A great attitude! Be sure to be demonstrating the empathy, professionalism, and helpfulness that we expect of all of our volunteers.

Today's the day! What do we need for the day we're scheduled to volunteer?

Where do I park? How do I enter the site?

Enter at the Cross Center service entrance. You will be screened and given a mask prior to entering the full facility

Main Street

Buck Street

Park in the Staff Parking lot off Buck Street



What will my day onsite look like?

- Plan to arrive by **8:00 AM**. Give yourself the time to park, walk to the entrance, and move through screening and security.
- Upon arriving, follow the directions of onsite staff and security to the staff break room. Here you will find a place to hang jackets and leave boots if needed (depending on the weather).
- Prepare for the morning huddle. Here you will be introduced to the onsite Northern Light Health staff and other key folks. The team will discuss what to expect during the day and any special considerations.
- You will break off after the huddle and will be lead on a tour of clinic and introduced to where your role is stationed.
- Patients will begin cycling through at **8:30 AM!**

What do all of the vest & lanyard colors mean?

Vest/Lanyard Color-Coding:

To assist with identifying key staff onsite at the community vaccination clinics there are color-coded vests. This uniform is standard at the clinics and you should become familiar with what it all signifies.

- **WHITE VEST:** Clinic Director- Runs the daily operation of the clinic and has final say in issue resolution and overall operations. Works with all other leads to navigate patient safety smooth Clinic flow and throughput.
- **GREEN VEST:** Operational Leads assist and answer operations questions. Escalating concerns to Director as appropriate.
- **BLUE VEST:** Pharmacy Leads oversee operations and answer questions related to pharmacy-specific (vaccination) tasks and issues.
- **RED VEST:** Volunteer Lead/Line leads assist with volunteers and answers questions from volunteers escalating as appropriate.
- **HIGH-VISABILITY VEST:** These yellow/orange fluorescent vests are given to volunteers working in key areas where it is important that they can be easily differentiated from patients.
- **ORANGE LANYARD:** Clinical Informatics assist with technical issues related to computer or server issues that may arise onsite.

Are there terms I should know?

Medical Terms, Code Words, and Colors

Code Designations:

Although these codes may not be readily called at the clinic, they are a common language for NLH clinical staff and if there is an emergency onsite you could expect these terms to be used.

- **CODE RED:** Fire
- **CODE BLUE:** Adult medical emergency
- **CODE BLUE PEDIATRIC:** Pediatric medical emergency
- **CODE PINK:** Infant/child abduction
- **CODE YELLOW:** Bomb threat
- **CODE GRAY:** Combative person
- **CODE SILVER:** Person with weapon/hostage
- **CODE ORANGE:** Hazardous material spill or release
- **CODE GREEN:** Trauma team response
- **CODE TRIAGE:** (Internal or external) Possibility of disaster situation.

Other Helpful NLH Jargon:

- **“CI”:** Clinical informatics. This team is responsible for managing the clinical IT infrastructure.

Community Vaccination Clinic Contacts

Primary Contacts:

If you have urgent questions prior to volunteering contact either of the following:

Stacey Coventry, Director of Volunteer Services, Northern Light Eastern Maine Medical Center

- **Email:** scoventry@northernlight.org
- **Phone:** (207) 973-7851

Shane Boyes, Community Engagement Manager, United Way of Eastern Maine

- **Email:** matthewd@unitedwayem.org
- **Phone:** (207) 941-2800

What else do I need to succeed as a volunteer?

Relax and try to enjoy the experience!

- Volunteering at the community vaccination clinics is a great way to make an impact during this pandemic. However, it can also be a fulfilling, even fun experience!
- This is a wonderful opportunity to build strong team relationships and to show your organizations' commitment to making an impact on your community. We encourage groups to schedule time after the experience to debrief with their volunteer team. This is a great opportunity to discuss the experience and how you and your organization can continue to contribute during this unprecedented time.