



**Volunteer Job Actions For  
Andrew County Health Department  
Mass Dispensing Plan**

**Andrew County Health Department  
SNS Dispensing Clinic Flow Chart**

# Roles and Responsibilities

## **Introduction**

During a public health emergency, volunteers will play an important role in the direct assessment and treatment of people affected by the event. Based on federal guidelines, the Andrew County Health Department has developed a detailed plan for responding to an event in which mass numbers of people require assessment and treatment. The plan involves the establishment of an emergency assessment and treatment center located in Savannah, Missouri at the local High School where a large number of people can be accommodated. Basic functions of this emergency center will include check in, triage, treatment/education, form collection/ discharge services.

The following booklet contains the roles and responsibilities of each volunteer based on the activation of mass response plan.

Depending upon your job title and size of the emergency, there are a number of tasks you maybe asked to perform. In this booklet you will find detailed job descriptions for varies roles. Please read over and be familiar with all emergency roles. If you have any questions about any part of the roles and responsibilities, please ask for clarification.

The mass medication dispensing center will consist of three main areas, Intake Unit and two Distribution areas. Roles for volunteers include Registration clerk, Triage Aide, Injection/ Dispensing Aide, Ushers, Runners, Security Officers, Guards, Supply staff and Form Collector.

**Intake Unit – The area where clients are greeted, given medical paper work to fill out, triaged, and provided basic information about the emergency and the process through which they will be assessed and provided treatment.**

**The Intake Unit consists of two areas, the Registration area and Triage area.**

**Registration Area** – Where clients are greeted and given a medical form to have filled out before they get to the Triage area. Those who have trouble filling out paper work will be assisted.

**Triage Area** – Where clients are screened for any signs of critical physical illness or behavioral problems to be routed to the Medical evaluation area where they will be seen by Ambulance personal and taken to the nearest Medical Facility. Others will be guided to the Distribution area.

# ACHD TEAM Job Action Sheet

**Position Title:** Site Manager

**Assigned Supervisor:** Volunteer Coordinator

**Job Qualifications:** Some medical knowledge preferable. Also requires volunteer training with Andrew County Health Department Volunteer Coordinator.

**Responsibilities:** Organize and direct activities and help Volunteer coordinator

**Physical Requirements:** Ability to spend considerable amount of time on feet.

**Location:** Savannah High School

## **Expectations:**

### Before Shift:

- Arrive at assigned site 2.0 hour prior to start time. Check in and receive site orientation at the Check-in/Check-out Station.
- Read this entire Job Action Sheet.
- Receive orientation from volunteer coordinator
- Review site-specific layout
- Familiarize self with screening and consent forms

### During Shift:

- Manage and account for all volunteers
- Assist in completion of forms, as needed.
- Maintain adequate supplies/ forms at all work stations and staff breaks
- Offer and cover nonprofessional volunteers
- Request break coverage with Volunteer Coordinator

### After Shift:

- Check out at the Check-in/Check-out Station.
- Participate in scheduled debriefing sessions.

If you or a client get injured or have a possible blood or body fluid exposure, contact the First Aid Station immediately. Report unusual occurrences or potentially dangerous situations to your supervisor or to the Security Officer.

Version Date: July,2009

# ACHD Volunteer Job Action Sheet

**Position Title:** Registration Clerk

**Assigned Supervisor:** Registration Manager

**Job Qualification:** May be layperson. Would require some volunteer training with Andrew County Health Department Volunteer Coordinator.

**Physical Requirements:** Ability to spend considerable amount of time on feet. Ability to wear assigned PPE (Personal Protective Equipment) for long periods of time if assigned.

**Equipment/Materials:** Appropriate Personal Protective Equipment (PPE) if assigned: visible ID badge and job title, weather appropriate apparel, assigned job-specific apparel (safety Vest); surgical masks (if required for agent in question), walkie-talkie (if assigned).

**Responsibilities:** Welcome clients, assure eligibility, provide forms/packets, and answer questions at the start of the dispensing process, and direct clients to Triage station.

**Location site:** Savannah High School

## Expectations:

Before shift:

- Arrive at assigned site 1.0 hour prior to start time. Check in and receive site orientation at the Check-in/Check-out Station.
- Read this entire Job Action Sheet and organizational chart on back.
- Receive orientation from the Registration Manager.
- Review all forms/packets.

During shift:

- Welcome clients as they enter the site.
- Identify clients with special needs and refer them to the Registration Manager.
- Distribute all necessary forms/packets, clipboards, and pens.
- Answer questions regarding the dispensing process and/or forms.
- Request forms and supplies from the Registration Manager, as needed.
- Request break coverage from the Registration Manager.

After shift:

- Check out at the Check-in/Check-out Station.
- Participate in scheduled debriefing sessions.

If you or a client get injured or have a possible blood or body fluid exposure, contact the First Aid Station immediately. Report unusual occurrences or potentially dangerous situations to your supervisor or to the Security Office

Revision Date: July, 2009

## ACHD TEAM Job Action Sheet

**Position Title:** Form Collector

**Assigned Supervisor:** Nurse Supervisor

**Job Qualifications:** Some medical knowledge preferable. Also requires volunteer training with Andrew County Health Department Volunteer Coordinator.

**Responsibilities:** Assure that screening and consent forms are complete before handing to nurse.

**Physical Requirements:** Ability to spend considerable amount of time on feet.

**Location:** Savannah High School

### **Expectations:**

Before Shift:

- Arrive at assigned site 1.0 hour prior to start time. Check in and receive site orientation at the Check-in/Check-out Station.
- Read this entire Job Action Sheet and organizational chart on back.
- Receive orientation from the Nurse Supervisor
- Familiarize self with screening and consent forms.

During Shift:

- Review forms from clients and make sure they are all complete.
- Assist in completion of forms, as needed.
- Check over screening questions and notify nurse of any problems.
- Request break coverage with Nurse supervisor.

After Shift:

- Check out at the Check-in/Check-out Station.
  
- Participate in scheduled debriefing sessions.

If you or a client get injured or have a possible blood or body fluid exposure, contact the First Aid Station immediately.

Report unusual occurrences or potentially dangerous situations to your supervisor or to the Security Officer.

Revision Date: July, 2009

## ACHD TEAM OPERATIONS Job Action Sheet

**Position Title:** Runner

**Assigned Supervisor:** Registration Manager

**Job Qualifications:** May be layperson. Require some volunteer training with Andrew County Health Department Volunteer Coordinator, and be able to stand for long periods of time.

**Responsibilities:** To run supplies where ever they are needed.

**Physical Requirements:** Able to walk long distances, be on feet for long periods of time and recommend and volunteer orientation classes.

**Equipment:** Telephone, two-way radio, staffing roster

**Location:** Savannah High School

### **Expectations:**

#### Before shift:

- Arrive at assigned site 1.0 hour prior to start time. Check in and receive site orientation at the Check-in/Check-out Station.
- Read this entire Job Action Sheet and organizational chart on back.
- Receive orientation from the Registration Manager.
- Review all supplies and know where all stations are located.

#### During shift:

- Required to run information, supplies where ever they are needed.
- Distribute all necessary forms/packets, clipboards, and pens.
- Request forms and supplies from the supply area, as needed.
- Request break coverage from the Registration Manager.

#### After shift:

- Check out at the Check-in/Check-out Station.
- Participate in scheduled debriefing sessions.

If you or a client get injured or have a possible blood or body fluid exposure, contact the First Aid Station immediately. Report unusual occurrences or potentially dangerous situations to your supervisor or to the Security Officer.

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# ACHD Volunteer Job Action Sheet

**Position Title:** Triage Aide

**Assigned Supervisor:** Triage Manager

**Job Qualifications:** Some medical knowledge preferable, but not necessary and require some volunteer classes with the Andrew County Health Department Volunteer Coordinator.

**Physical Requirements:** Ability to spend considerable amount of time on feet. Ability to wear assigned PPE (Personal Protective Equipment) for long periods of time if assigned.

**Equipment/Materials:** Appropriate Personal Protective Equipment (PPE) if assigned: visible ID badge and job title, weather appropriate apparel, assigned job-specific apparel (safety Vest); written Triage tools if available (script, handouts, posters, video); surgical masks (if required for agent in question), walkie-talkie (if assigned).

## **Responsibilities:**

1. Assure that each client coming through Triage:
  - Receives assistance, if needed, for special needs.
  - Continues through the triage and dispensing process if in the target group.
  - Receives Symptom Screening before he/she enters the Dispensing area. area.
2. Assure that all persons entering the Dispensing area do not have agent-specific symptoms.
3. Assure that all persons who have symptoms on agent-specific symptoms checklist go to Medical Evaluation.
4. Assure that families remain together through triage process.

**Location site:** Savannah High School

## **Expectations:**

Before shift:

- Arrive at assigned site 1.0 hour prior to start time. Check in and receive site orientation at the Check-in/Check-out Station.
- Read this entire Job Action Sheet.
- Receive orientation from the Triage Manager.
- Review MDS organizational chart.
- Review Triage tools and information sheets.
- Practice use of walkie-talkie if assigned.

During shift:

- Assess and identify exposed and symptomatic persons as quickly as possible.
- Use available resources (approved forms).

Do Triage screening listed below and as instructed by Leader for individuals and household groups. For all clients who arrive as a family or household, do Triage screening for each individual in the group. All attempts should be made to keep family members together through the Triage and mass dispensing process.

1. Special Needs Screening: Assess clients for special.
    - Mobility assistance needs
    - Language barrier
    - If yes to either one, send to slow track area or Medical Evaluation area depending on needs.
  2. Families with younger children:
    - Make sure paperwork is complete on each person.
    - Make sure families stay together
    - Send to slow track area
  3. Symptom Screening: Ask Symptom screening questions or have client read questions. Use screening tools and media as available (handouts, posters, video as available).
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- Complete and sign off on form before sending client on to next station.
  - Direct clients to the next station depending on Triage symptom screening.
  - For questions, contact the Triage Leader.
  - Request additional supplies from the Triage Leader.
  - Request break coverage from the Triage Leader.

After shift:

- Check out at the Check-in/Check-out Station.
- Participate in scheduled debriefing sessions.

If you or a client get injured or have a possible blood or body fluid exposure, contact the First Aid Station immediately. Report unusual occurrences or potentially dangerous situations to your supervisor or to the Security Officer.

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# ACHD volunteer Job Action Sheet

**Position Title:** Dispenser Aide

**Assigned Supervisor:** Supervising Nurse

**Job Qualifications:** Licensed Healthcare Professional. Would require some volunteer training with the Andrew County Health Department Volunteer Coordinator.

**Physical Requirements:** Ability to spend considerable amount of time on feet.

**Equipment/Materials:** Appropriate Personal Protective Equipment (PPE) if assigned: visible ID badge and job title, weather appropriate apparel, assigned job-specific apparel (safety Vest); surgical masks (if required for agent in question), walkie-talkie (if assigned).

**Responsibilities:** Maintain dispense station, assist other dispensers, and relive dispensers as needed.

**Location:** Savannah High School

## Expectations:

### Before Shift:

- Arrive at assigned site 1.0 hour prior to start time. Check in and receive site orientation at the Check-in/Check-out Station.
- Read this entire Job Action Sheet.
- Assist in setting up dispensing station with necessary supplies.
- Receive orientation from the Supervising Nurse.
- Receive additional agent-specific training, including decision-making algorithms, screening forms, and standing orders.
- Familiarize self with documentation process.

### During Shift:

- Record lot number of antibiotic on registration form and any other required forms.
- Record name of client on antibiotic bottles or bags.
- Provide client with drug educational material.
- Request and maintain additional supplies from the Supervising Nurse.
- Request break coverage from the as Supervising Nurse.
- Assist dispenser with dispensing tasks as requested.

### After Shift:

- Check out at the Check-in/Check-out Station.
- Participate in scheduled debriefing sessions.

If you or a client get injured or have a possible blood or body fluid exposure, contact the First Aid Station immediately. Report any unusual occurrences or potentially dangerous situations to your supervisor or to the Security Officer.

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# ACHD Volunteer Job Action Sheet

**Position Title:** Injector Aide

**Assigned Supervisor:** Nurse Supervisor

**Job Qualifications:** Licensed Healthcare professional. Would require some volunteer training with Andrew County Health Department Volunteer Coordinator, and be able to stand for long periods of time.

**Physical Requirements:** Ability to spend considerable amount of time on feet. Ability to wear assigned PPE (Personal Protective Equipment) for long periods of time if assigned.

**Equipment/Materials:** Appropriate Personal Protective Equipment (PPE) if assigned: visible ID badge and job title, weather appropriate apparel, assigned job-specific apparel (safety Vest); surgical masks (if required for agent in question), walkie-talkie (if assigned).

**Responsibilities:** Maintain Vaccination station, assist other injectors, and relieve injectors as needed.

**Location:** Savannah High School

## **Expectations:**

Before Shift:

- Arrive at assigned site 1.0 hour prior to start time. Check in and receive site orientation at the Check-in/Check-out Station.
- Read this entire Job Action Sheet and organizational chart on back.
- Assist in setting up dispensing station with necessary supplies.
- Receive orientation from the Supervising Nurse.
- Receive additional agent-specific training, including decision-making algorithms, screening forms, and standing orders.
- Familiarize self with documentation process.
- Review materials and biologic handling, preparation, and administration.

During Shift:

- Assist client to expose injection site.
- Record lot number of antibiotic/or biologic/ diluent on registration form and any other required forms.
- Assist with dressing application, as appropriate.
- Provide client with documentation of antibiotics.
- Provide client with drug educational material.
- Request and maintain additional supplies from the Supervising Nurse.
- Properly clean and disinfect contaminated surfaces and dispose of contaminated items.
- Request break coverage from the Supervising Nurse
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After Shift:

- Check out at the Check-in/Check-out Station.
- Participate in scheduled debriefing sessions.

If you or a client get injured or have a possible blood or body fluid exposure, contact the First Aid Station immediately. Report any unusual occurrences or potentially dangerous situations to your supervisor or to the Security Officer.

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# ACHD Volunteer Job Action Sheet

**Position Title:** Security Officer

**Assigned Supervisor:** Health Department Administrator

**Job Qualifications:** Background in security or law enforcement or related work. Also requires volunteer training with the Andrew County Health Department volunteer Coordinator.

**Physical Requirements:** Ability to spend considerable amount of time on feet. Ability to wear assigned PPE (Personal Protective Equipment) for long periods of time if assigned.

**Responsibilities:** Organize and enforce the protection and safety and security of all staff, facilities, supplies, and clients.

**Equipment:** Telephone, two-way radio, staffing roster, appropriate security equipment

**Location:** Savannah High School

## **Expectations:**

Before Shift:

- Arrive at assigned site 2.5 hours prior to start time. Check in and receive site orientation at the Check-in/Check-out Station.
- Read this entire Job Action Sheet.
- Review assignments and Job Action Sheets of all security staff.
- Attend volunteer orientation meeting.
- Assure secure receipt and storage of on-site equipment and supplies.
- Obtain staffing roster from the Health Department Administrator, compare to all staff entering the clinic.

Shift:

- Monitor security needs, including at pedestrian/vehicular traffic control, triage, supply storage, medication supply and all other clinic areas, as needed. Request backup from local law enforcement as necessary.
- Follow up on all reports of suspicious/potentially dangerous activities, and take appropriate action.
- Assist Health Administrator with problem solving, and make any changes as necessary.
- Request extra security as needed.
- Determine break coverage with Health Department Administrator.

After Shift:

- Participate in scheduled debriefing sessions.
- Make any change request through Health Department Administrator before the next shift, as necessary.
- Contribute to Project Final Report.
- Check out at the Check-in/Check-out Station.

If you or a client get injured or have a possible blood or body fluid exposure, contact the First Aid Station immediately.  
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# ACHD Team Operations Job Action Sheet

**Position Title:** Supply Staff

**Assigned Supervisor:** Nurse Supervisor

**Job Qualifications:** Some medical knowledge preferable, but not necessary and requires volunteer classes with the Andrew County Health Department Volunteer Coordinator.

**Physical Requirements:** Able to lift and carry 40 pounds; bending and be able to walk long distances. Ability to spend considerable amount of time on feet. Ability to wear assigned PPE (Personal Protective Equipment) for long periods of time if assigned.

**Responsibilities:** Assist with set-up and maintenance of the physical environment and adequate levels of supplies.

**Location:** Savannah High School

**Equipment:** Telephone, two-way radio, various supplies.

## **Expectations:**

Before Shift:

- Arrive at assigned site 1 hours prior to start time. Check in and receive site orientation at the Check-in/Check-out Station.
- Read this entire Job Action Sheet and organizational chart on back.
- Receive orientation from the Nurse Supervisor.
- Review site-specific layout.
- Assist Nurse Supervisor to set up facility with tables, chairs, cots, and paperwork etc.
- Distribute all supplies to the appropriate workstations.

During Shift:

- Maintain work stations with proper paperwork and supplies.
- Periodically check all workstations and restock with supplies/forms.
- Fill additional supply requests.
- Keep Supervising Nurse aware of supplies inventory and usage.
- Rearrange site layout, if requested.
- Request break coverage from the Supervising Nurse.

After Shift:

- Participate in scheduled debriefing sessions.
- Check out at the Check-in/Check-out Station.
- Assist with final site clean-up and assure temporary storage at site or transportation off-site.

If you or a client get injured or have a possible blood or body fluid exposure, contact the First Aid Station immediately.

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# ACHD TEAM Job Action Sheet

**Position Title:** Usher

**Assigned Supervisor:** Volunteer Coordinator

**Job Qualifications:** May be layperson. Also requires volunteer training with Andrew County Health Department Volunteer Coordinator

**Responsibilities:** Assist clients and staff to maintain an even and safe clinic flow.

**Physical Requirements:** Able to walk long distances, ability to spend considerable amount of time on feet.

**Equipment:** Telephone, two-way radio, staffing roster.

**Location:** Savannah High School

## **Expectations:**

### Before Shift:

- Arrive at assigned site 1.0 hour prior to start time. Check in and receive site orientation at the Check-in/Check-out Station.
- Read this entire Job Action Sheet and organizational chart on back.
- Review site layout.
- Receive orientation from volunteer coordinator.

### During Shift:

- Provide assistance to clients as they move through the process.
- Maintain even flow of clients as they wait and form lines.
- Direct clients from station to station.
- Respond to requests from the Volunteer coordinator for clients needing physical assistance.
- Request break coverage from volunteer coordinator.
- Perform other duties as assigned by Volunteer coordinator.

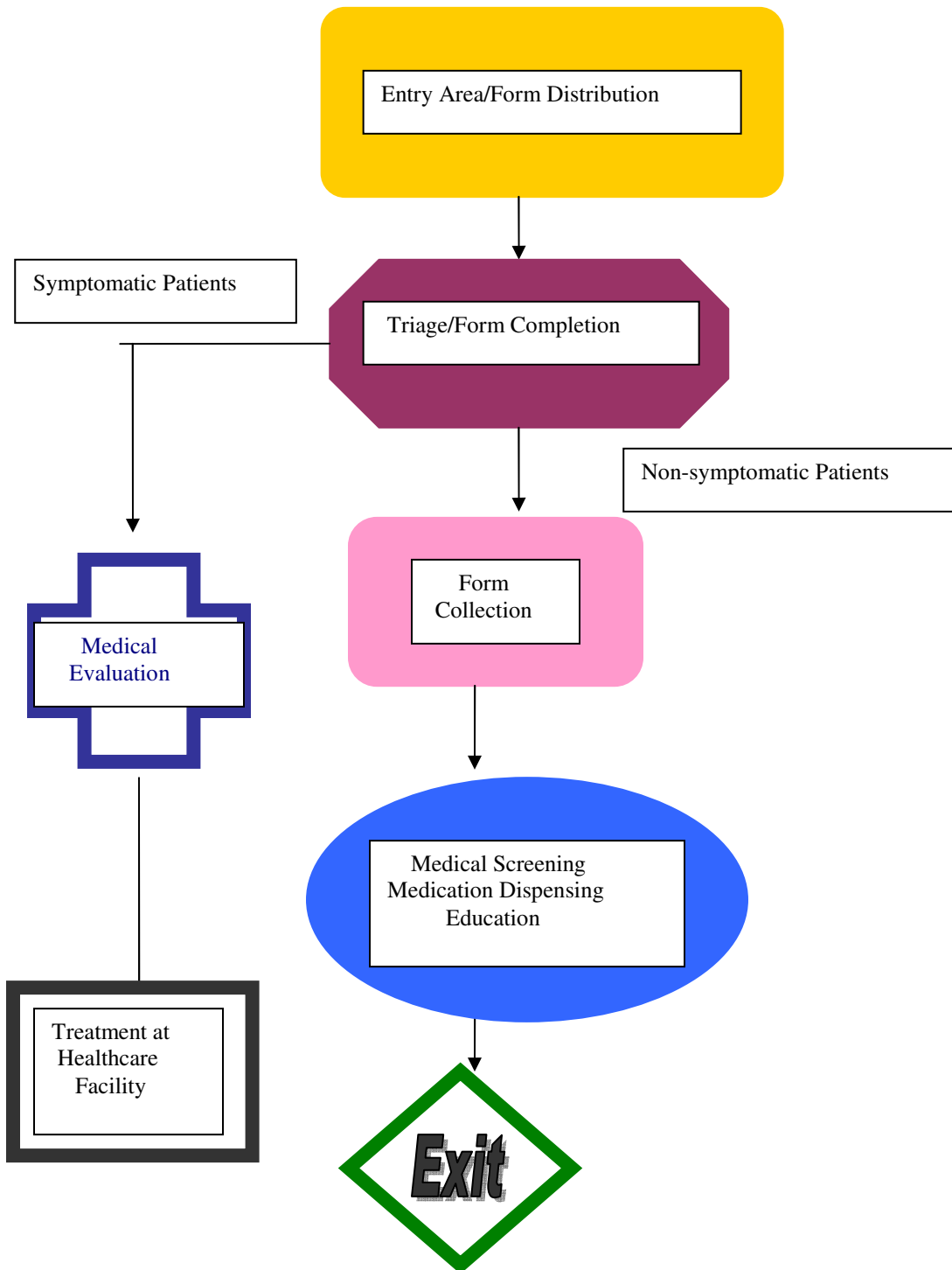
### After Shift:

- Check out at the Check-in/Check-out Station.
- Participate in scheduled debriefing sessions.

If you or a client get injured or have a possible blood or body fluid exposure, contact the First Aid Station immediately.

Report unusual occurrences or potentially dangerous situations to your supervisor or to the Security Officer.

Revision Date: July, 2009



Exit

Exit

Exit

Exit

Exit

Exit

Entrance

Police

2-4 Nurses  
2 LPHA  
1-2 Guards  
Medication  
Dispense  
Site

Savannah High School

AG Building

2 Volunteers  
Water dispense  
site

2  
Volunteers  
Directing  
traffic

Ambulance  
Triage Area

Nurse or LPHA  
Medical  
Screening

LPHA  
Form  
Distribution

Andrew County Health Department  
Across town/1 LPHA 2 volunteers

Police

Police

Highway

