

**Peterborough County-City Health Unit
Pandemic Influenza Plan**

Annex A

Mass Vaccination Plan

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I. Introduction

Mass vaccination refers to the process of setting up vaccine clinic sites in traditional or non-traditional health care locations in order to administer vaccines to an unusually large number of people in a short period of time. Vaccination is felt to be the best option to control the spread of pandemic influenza. Unfortunately, vaccination is not expected to be available in the initial stages of a pandemic since it takes at least six months to produce a vaccine for a new strain of influenza. Canada has a domestic manufacturer of influenza vaccine and the federal government has entered into a ten year contract, from 2001 to 2011, for the supply of the vaccine.

The Peterborough County-City Health Unit (PCCHU) mass vaccination plan focuses on the threat of an influenza pandemic. In the event of a health emergency, such as a wide spread outbreak of an infectious disease, a bioterrorism incident or broad exposure to a harmful substance, it may be necessary to rapidly provide vaccines or other prophylactic medications to large numbers of people.

The PCCHU has extensive experience in implementing vaccination programs for the general public and for select groups. Annually, PCCHU conducts influenza immunization clinics for residents in Peterborough County and City and vaccine is distributed to local health care providers for administration to their clients. Since 2013, pharmacies have administered the majority of influenza vaccine to the public. However, during a pandemic, the use of pharmacies to administer vaccine will be determined by the MOHLTC and Health Unit-lead clinics may or may not be required. These clinics may be required if vaccine security is a concern, if there are high-priority groups established for vaccination, virulence of the virus, etc. Health Unit-lead clinics will be larger, have more staff and security. This section focuses on preparing Health Unit-lead vaccine clinics.

Safety and security are vital considerations in large-scale campaigns, particularly in a context where supplies may be limited and fear and anxiety may be wide-spread. Immunizing all of the residents of Peterborough County and City in a short period of time poses specific safety challenges, particularly when administered outside of a standard health care setting. Injection and drug safety, safe waste disposal and monitoring for/responding to adverse events must all be carefully addressed. The mass vaccination campaign will require security measures to address the safety of clients and supplies, site security, and crowd and traffic control.

II. Planning Process

The PCCHU is responsible for the establishment, staffing and maintenance of mass vaccination sites. Input for the mass vaccination plan annex was received from the local stakeholders.

III. Goals of the Mass Vaccination Plan

The goals of a mass vaccination plan are as follows:

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1. To administer the influenza vaccine in a safe and efficient manner to residents of Peterborough County and City as quickly as possible
2. To ensure that the vaccine is stored in a secure manner and is distributed to the appropriate priority groups as efficiently as possible
3. To store, distribute, and allocate vaccine supplies securely, efficiently, and appropriately
4. To monitor the safety and effectiveness of the vaccine campaign

IV. Planning Assumptions

This plan assumes that:

- the vaccine will be available at the provincial level, whether obtained from a national stockpile or purchased provincially
- due to the emergency situation, many routine public health activities will be curtailed, freeing up staff to be redeployed in support of a mass vaccination campaign
- this plan outlines the overall approach that will be taken in Peterborough County and City
- a large number of additional staff will be hired and volunteers will be utilized
- the PCCHU will receive direction from the MOHLTC on the supply and allocation of vaccine

V. Triggers for Opening Mass Vaccination Sites

Once directed by the MOHLTC, the PCCHU will coordinate the establishment and staffing of mass vaccination sites. This plan outlines guidelines that can be used in setting up the mass vaccination clinics in the County and City of Peterborough.

VI. Mass Vaccination Strategy

During a pandemic, when a mass vaccination plan is activated, it is likely that there will be significant public anxiety, a demand for vaccination that outstrips the available supply and pressure on the existing capacity of the system. This requires that accountability for the key functions of secure storage, inventory control and tracking, enforcement of priority groups, and data collection be clearly assigned and consolidated as much as possible.

VII. Key Roles in Mass Vaccination

Role of the MOHLTC	Role of the PCCHU
1. To source vaccine supply	1. To store vaccine supply and ensure the

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	maintenance of the cold chain and the security of the vaccine
2. To identify priority groups	2. To administer vaccine to priority groups
3. To plan for allocation of vaccine supply	3. To track and collect data on vaccine distribution
4. To distribute the vaccine supply to PCCHU	4. To monitor vaccine associated adverse events

The MOHLTC is responsible for ensuring that there is a supply of vaccine available. They are responsible for identifying priority groups, making allocation plans based on information gathered at the local level. They are also responsible for distributing vaccines and any provincially held supply to a designated location within each health unit jurisdiction.

The PCCHU has the overall responsibility for all aspects of the mass vaccination plan. The PCCHU is responsible for the actual administration of vaccine to the appropriate priority groups and is also responsible for secure vaccine storage, vaccine distribution, vaccine tracking, and data collection.

The PCCHU has been working closely with local stakeholders to assist in the establishment of mass vaccination sites.

In the early stages of a pandemic, if directed by the MOHLTC, vaccines for front-line workers may be distributed directly to health care facilities to utilize skills and resources within each setting. The PCCHU is responsible for ensuring that priority groups are adhered to and that the facilities can fulfill their own responsibilities regarding overall accountability. Targeted mass vaccination clinics may be established in designated community settings for front line workers (health care and essential service workers) or vaccine may be distributed directly to these groups for administration. The next stage of the mass vaccination campaign would be broad public clinics.

VIII. Priority Groups

While the goal of the mass vaccination plan is to protect residents of Peterborough County and City, resources may be limited. The proper identification of priority groups for vaccination will be key in protecting the health of the province while ensuring efficient use of existing supplies.

If vaccine supply is adequate, plans will aim to immunize the entire population as rapidly as possible. In the more likely event of a vaccine shortage, vaccine will be distributed on a prioritized basis. As outlined in the Ontario Health Pandemic Influenza Plan (OHPPI), the Pandemic Influenza Committee (PIC) will make recommendations about priority groups for the vaccine. The PCCHU will distribute/administer vaccine as per these recommendations.

IX. Characteristics of a Mass Vaccination Site

In Peterborough County and City, vaccination clinic sites will be selected based on the following criteria:

- high profile area (i.e. mall)

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- short-lease terms for permanent sites
- population density
- potential supply routes
- accessible by public transit in the City and by car in the County
- availability of sufficient parking
- availability/accessibility during evenings and weekends
- special needs and stroller and wheelchair accessibility
- familiarity to the community
- size/space requirements to accommodate a floor plan that allows for the safe flow of clients
- adequate air circulation and lighting
- accessible washroom facilities
- covered or indoor space for queues
- secure (or ability to be secured)
- electrical outlets to accommodate electronic database
- at least two exits
- sufficient storage for stationary sites

Examples of clinic sites include community centres, educational facilities, large auditoriums, theatres, malls, etc.

X. Potential Mass Vaccination Sites

The Health Unit has collaborated with local stakeholders to determine suitable locations for the mass vaccination sites. (See Appendix A.2 Checklist for the Selection of Potential Mass Vaccination Sites)

XI. School-Based Clinics

If school-based flu clinics are held, they will be coordinated in collaboration with the school boards. Clinic dates will be confirmed with each school and then posted on the PCCHU website. Each school will have a designated liaison person to meet clinic staff and be available to address logistical questions.

XII. Mass Vaccination Clinic Supplies

Canada has a contract with a domestic manufacturer to supply vaccine for an influenza pandemic. There is a wide range of other supplies that are needed to support mass vaccination campaigns, including:

- syringes and needles
- general medical supplies
- emergency supplies for adverse reactions
- administrative/office supplies
- clinic infrastructure supplies

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A complete listing of supplies that are required in order to operate a mass vaccination clinic can be found in this Annex. (See Appendix A.3 Mass Vaccination Clinic Supply List).

The MOHTLC will deliver all provincially-held supplies to the PCCHU. During a pandemic, vaccines and clinic supplies will be stored at the PCCHU. If needed, the PCCHU will hire security or utilize the Emergency Control Groups for the County and City to coordinate the security for staff, vaccine and supplies at the storage sites (including the Health Unit), clinic sites and during transport.

Vaccine will be maintained according to MOHLTC cold-chain protocols (See Ministry of Health and Long Term Care Vaccine Storage and Handling Guidelines. Vaccine inventories will be maintained using Panorama.

The Ontario Government Pharmaceutical and Medical Supply Service will deliver supplies to the PCCHU. The PCCHU will coordinate transportation of supplies and equipment to and from the clinics. The PCCHU will arrange for transport of supplies to site.

The PCCHU storage locations and protocols will address:

- Proper conditions to maintain the safety and efficacy of the product (e.g., cold chain requirements)
- Inventory management (including monitoring of expiry dates where relevant and restocking)
- Security of supplies, particularly where shortages or potential tampering is an issue, including access and requisition authority
- Contingency planning for cases where the event takes place during a routine vaccination campaign and existing refrigerated storage may already be at capacity.

Once the OGPMSS has delivered supplies to the PCCHU, the Health Unit is responsible for coordinating the transportation of supplies and equipment to and from the clinics within their jurisdiction.

XIII. Crowd Management

The PCCHU will work with the County and City Emergency Control Groups and local partners to:

- Arrange barricades and close roads if necessary to control crowds and traffic
- Arrange for clear signage to sites for parking and to direct to clinics
- Arrange for stanchions or ropes for crowd control inside and outside of the clinic
- Ensure that client confidentiality is maintained throughout the clinic process
- Arrange for security services at the sites

If the wait line is deemed unmanageable (clinic wait times are more than one hour), the line management protocol will be used to provide immunization by appointment to eligible residents upon arrival at one of the operating clinic sites. (See Appendix A.5 Line Management Protocol.)

Advertised closing times of the clinic would be adhered to unless deemed necessary by the Medical Officer of Health, Operations Manager, or a crisis occurs (power failure, medical emergency, etc.) A minimum of two nurses are required for clinic operation.

XIV. Clients with Special Needs

Clients with special needs, such as persons with disabilities, very advanced age, fragility, etc. will require assistance for expedited access into the clinic process. Once identified by the screener inside the clinic or by security officers outside of the clinic, clients with special needs will be assisted through the process.

Clients identified as requiring language assistance will be assisted through the process using a translation service.

The Hearing Society will lend the Health Unit hearing devices for use by the hearing impaired. Signage for the devices is to be posted at every community clinic.

XV. Mass Vaccination Clinic Flow Chart

The flow of the client through the mass vaccination clinic has been designed to ensure a safe and efficient movement of the client through the clinic process. The following outlines the necessary functions that make up clinic operations for a mass vaccination clinic. These functions will remain essentially the same across clinics, but may vary depending on clinic size and staff resources.

Panorama will be used to document the nurses actions, collect demographic and eligibility data, statistical purposes, provide a record of immunization, assist in nursing assessment and improve clinic efficiency. When it is used, the clinic set-up is different from a non-electronic clinic. Below are the steps required for the clinic flow for both the electronic and non-electronic clinics.

Non-Electronic Clinic Flow

Step 1: Security Check (if required)

Security guards may be placed at the front entrance of the clinic if there is a concern for the safety of clients, staff, or the security of the vaccine.

Step 2: Greeting and Screening

The client will be greeted and asked if they are experiencing symptoms of influenza-like illness before they enter the clinic. Screening will ensure that ill clients do not mix with well clients. Clients who do not have influenza-like symptoms will be directed to the registration area. Clients with symptoms will be asked to attend a clinic when they are well or will be directed to an evaluation area for an assessment by the Nurse Screener.

Step 3: Registration

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The Greeters will provide information (through signs or verbally) on the eligibility to receive vaccine at the clinic. Once eligibility is confirmed, the client is given a consent form and is assigned a ticket number. Eligible clients are directed to the pre-vaccination area. Ineligible clients are directed to leave the clinic. If the client's eligibility is uncertain, the client will have their information reviewed by a Nurse Screener.

Step 4: Pre-Vaccination Waiting Area

The client will receive information on the vaccine through videos, handouts and/or a staff person while waiting for their number to be called. Clients, who may not have eaten recently, will have the opportunity to purchase snacks or refreshments if available.

Step 5: Vaccination Area

Once their number is called, clients will be directed to the first available station in the vaccination area. The client will hand the completed consent form and ticket number to vaccinator. The vaccinator will review the consent form to assess the client for suitability to receive the vaccine. After answering questions asked by the client, the vaccinator will administer the vaccine and complete documentation on the consent form. The client will receive information on possible side effects of the vaccine. The vaccinator will record the time of vaccination on a sticker and affix it to the client. The client will be directed to the post-vaccination observation waiting area. The vaccinator will keep the completed consent form and provide a record of immunization to the client.

Step 6: Post-Vaccination Waiting Area

Client will wait in this area for a minimum of 20 minutes to ensure that they do not experience an allergic reaction or any untoward event from the vaccine. If a client has a reaction, they will be directed or accompanied to the First Aid Station for treatment and/or assessment. Clients that do not experience a reaction will be directed to the exit.

Step 7: Exit Check

A greeter will check sticker to ensure client has waited at least 20 minutes after vaccination and will ensure that client has received the yellow immunization record card.

Electronic Clinic Flow

Step 1: Security Check (if required)

Security guards may be placed at the front entrance of the clinic if there is a concern for the safety of clients, staff, or the security of the vaccine.

Step 2: Greeting and Screening

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The client will be greeted and asked if they are experiencing symptoms of influenza-like illness before they enter the clinic. Screening will ensure that ill clients do not mix with well clients. Clients who do not have influenza-like symptoms will be directed to the registration area. Clients with symptoms will be asked to attend a clinic when they are well or will be directed to an evaluation area for an assessment by the Nurse Screener.

Step 3: Registration

The client will provide demographic information to the Data Entry Clerk for entry into a database. Eligible clients are directed to the pre-vaccination area. Ineligible clients are directed to leave the clinic. If the client's eligibility is uncertain, the client will have their information reviewed by a Nurse Screener.

Step 4: Pre-Vaccination Waiting Area

The client will receive information on the vaccine through videos, handouts and/or a staff person while waiting for their name to be called. Clients, who may not have eaten recently, will have the opportunity to purchase snacks or refreshments, if available.

Step 5: Vaccination Area

Once their name is called, clients will be directed to the first available station in the vaccination area. The vaccinator will confirm the client's name and birth date. The vaccinator will review the electronic questionnaire to assess the client for suitability to receive the vaccine. After answering questions asked by the client, the vaccinator will administer the vaccine and complete documentation on the database. The client will receive information on possible side effects of the vaccine. The vaccinator will record the time of vaccination on a sticker and affix it to the client. The client will be directed to the post-vaccination observation waiting area to receive the record of vaccination.

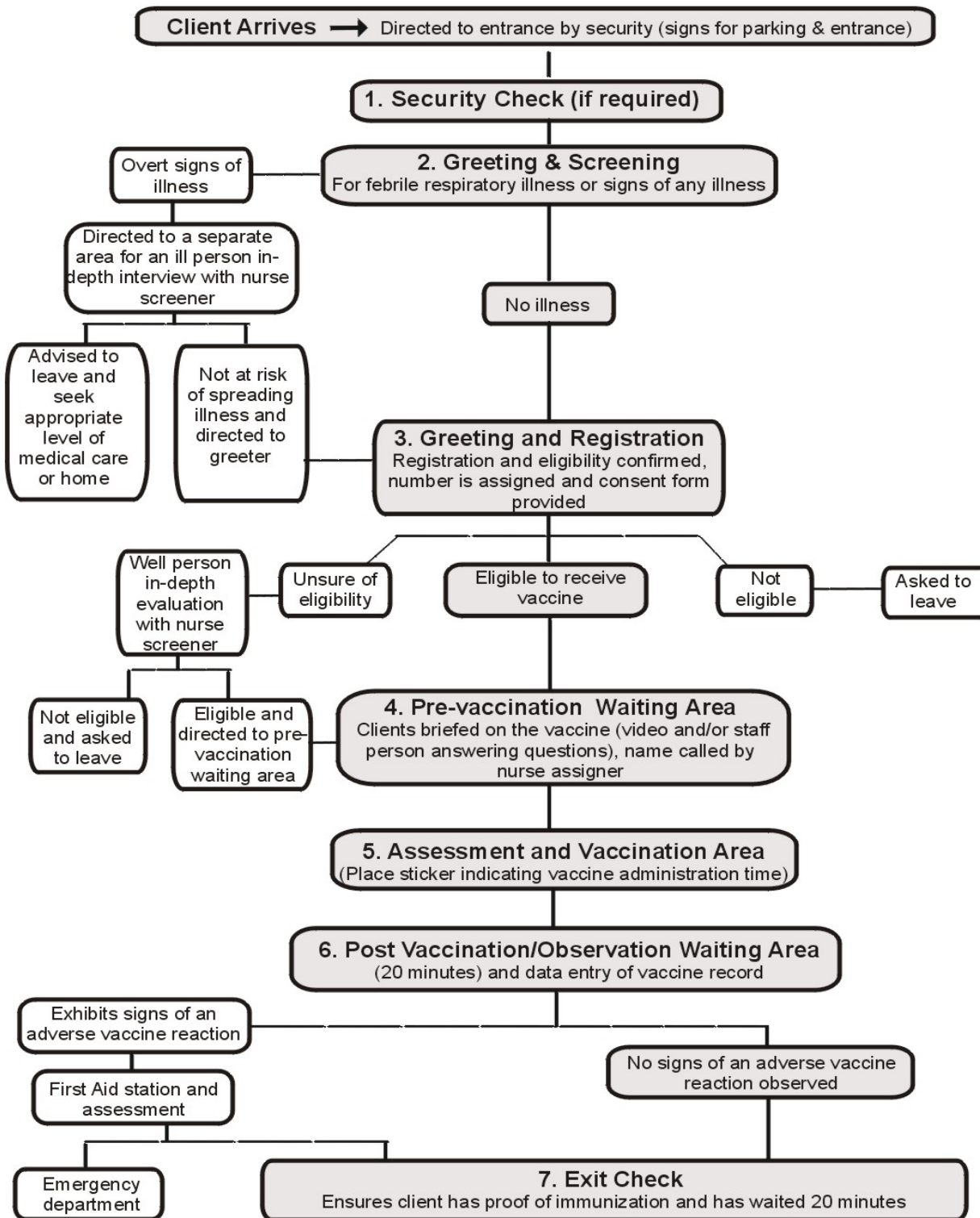
Step 6: Post-Vaccination Waiting Area

The post-vaccination clerk will hand a Record of Vaccination to the client. Client will wait in this area for a minimum of 20 minutes to ensure that they do not experience an allergic reaction or any untoward event from the vaccine. If a client has a reaction, they will be directed or accompanied to the First Aid Station for treatment and/or assessment. Clients that do not experience a reaction will be directed to the exit.

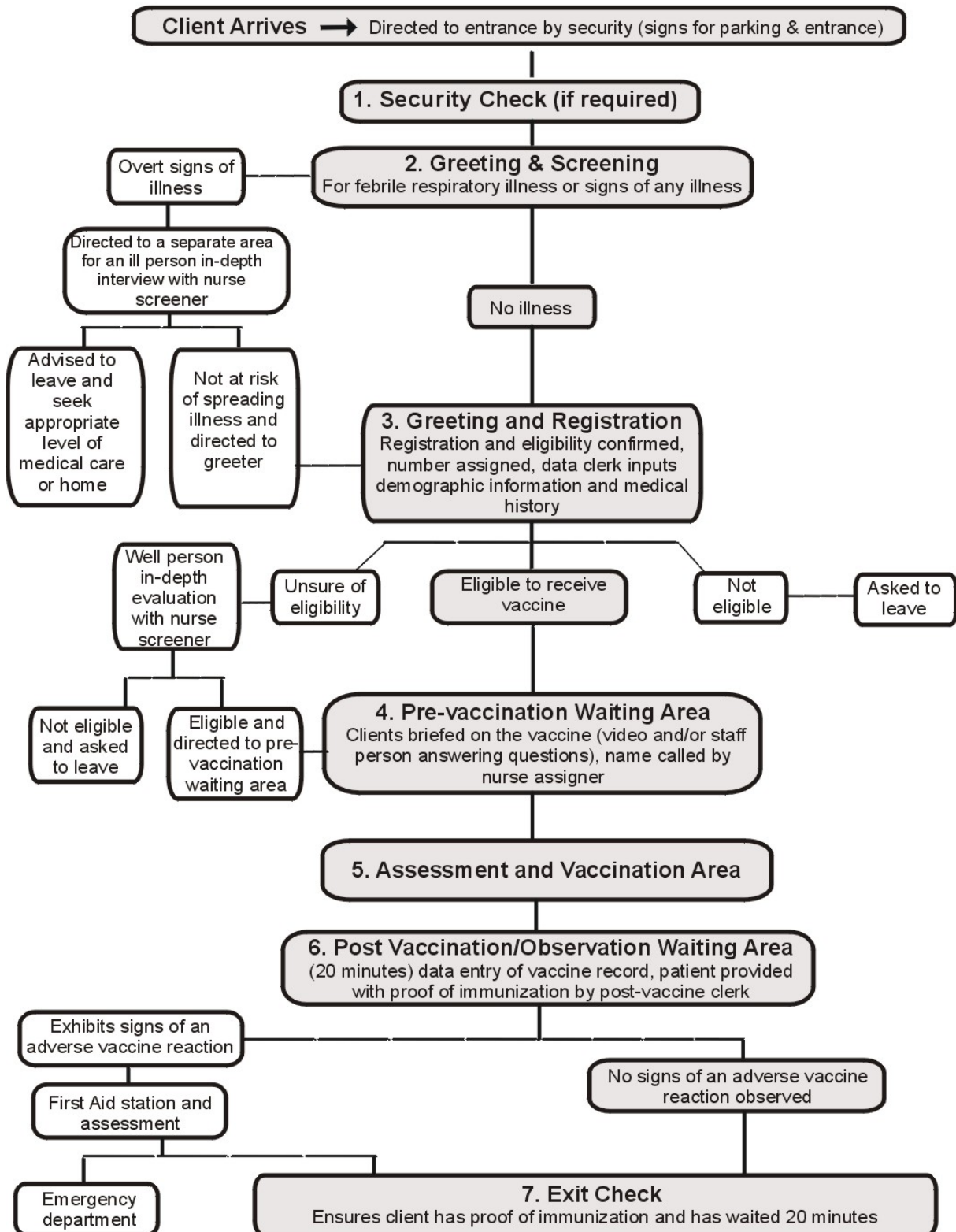
Step 7: Exit Check

A greeter will check sticker to ensure client has waited at least 20 minutes after vaccination and will ensure that client has received the Record of Vaccination.

Mass Vaccine Non-Electronic Clinic Client Flow Chart



Mass Vaccine Electronic Clinic Client Flow Chart



I.

XVI. Staffing of Mass Vaccination Clinic Sites

1. Mass Vaccination Clinic Staff Recruiting

Health Unit staff and the part-time registered nurses who are on contract for the annual influenza immunization program will be utilized to staff the mass vaccination clinic sites. Additional health care professionals and volunteers will offset the demands for staffing. Logistics will be responsible for the recruitment of additional staff and volunteers.

Recruiting of additional health care and support staff will include, but not be limited to:

- Retired Health Care Professionals
- Veterinarians
- Pharmacists
- Dentists
- Physicians
- Chiropractors
- Registered Nurse Practitioners
- Registered Nurses
- Registered Practical Nurses
- Personal Support Workers
- Students
- Retired Security Guards

During a pandemic, the United Way of Peterborough may maintain a database of volunteers. This database will contain the qualifications and skills of registered volunteers and will be utilized by other agencies requiring assistance during a pandemic.

2. Determining Resource Needs

The PCCHU will determine the number of clinics and the duration and hours of operation of clinics. The number of clinic staff required to vaccinate the population or the selected priority groups will depend on the expected time frames.

The formula to calculate the number of staff and the number of days and/or clinics required is based on an estimate that one vaccinator can vaccinate approximately 25 adults in one hour. The following formula is used to calculate the number of vaccinations performed daily:

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**Calculation of Nurse Vaccination Capacity Using the
Electronic Consent Process with Sufficient Support Available**

25 vaccinations/hour x ____ (# of vaccinators) x ____ (# of clinic hours minus breaks) = ____ (# vaccinated per clinic site)

130,000 population = # days to vaccinate

vaccinated per day

OR

25 vaccinations/ hour x column A x column B = column C

130,000 population = column D
column C

Assumptions:

- Population of 130,000
- Clinics held every day of the week
- One nurse to vaccinate one person approximately every 2.5 minutes (25 per hour)
- Electronic data base utilized to collect demographic information and record consent
- Sufficient, non-nurse support available to maximize nurse capacity
- One vaccine product per clinic
- Minimum of 10 vaccinators per site
- Values are rounded up at 0.5

Clinics to be run as Eight Hour Shifts (half hour for lunch, two fifteen minute breaks)

A	B	C	D
# Vaccinators Available/ Day (# clinic sites/ day)	# of hours minus breaks	# Vaccinated/ Day	Approximate # Days to Vaccinate
10 (1 site)	7	1750	74
50 (5 sites)	7	8750	15
100 (10 sites)	7	17500	7
150 (15 sites)	7	26250	5

Clinics to be run as Twelve Hour Shifts (one hour for lunch, half hour for dinner, two fifteen minute breaks)

A	B	C	D
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# Vaccinators Available/ Day (# clinic sites / day)	# of hours minus breaks	# Vaccinated / Day	Approximate # Days to Vaccinate
10 (1 site)	10	2500	52
50 (5 sites)	10	12500	10
100 (10 sites)	10	25000	5

3. Transportation

The PCCHU will work with the Emergency Control Groups for the County and City to ensure the:

- transportation for the public to vaccination clinics during off-hours (this can be done by extending the hours of operation for public transit);
- transportation for the public in the County with no access to transportation (i.e. shuttle bus from Havelock to a clinic in Norwood);
- transportation for the public with special needs;
- transportation of staff and/or volunteers to clinic sites (if necessary);
- transportation of individuals experiencing serious adverse reactions or presenting with serious illness to the Emergency Department, alternate care sites or assessment centres; and
- traffic control for clinics.

4. Serious Illness and Adverse Events

A proportion of adverse reactions are inevitable in any vaccination campaign, despite screening measures. In addition, initial screening may identify individuals presenting who are already ill, whether due to influenza or an unrelated illness. In order to respond to these quickly and effectively, the PCCHU plan includes:

- clear case definitions and protocols for initial screening which will be based on case definitions and medical directives provided by the MOHLTC;
- a post-vaccination observation waiting area for people to wait for 20 minutes to ensure that there are no acute adverse vaccine reactions;
- trained staff able to monitor recipients in the post-vaccination observation waiting area and who are able to respond to acute adverse vaccine reactions;
- anaphylactic kits including supplies such as epinephrine and other emergency medical supplies;
- clinic staff contacting the Peterborough Regional Health Centre to advise them of the transfer of an ill client to the Emergency Department from the vaccination clinic;
- arrangements with the Emergency Control Groups for the coordination of the transport of ill individuals (including those experiencing an adverse vaccine reaction) to the Emergency Department
- procedure on the management of anaphylaxis; and
- yearly training of vaccinators on the management of anaphylaxis.

Adverse vaccine events will be reported to designated staff at the Health Unit and will be entered into

the Integrated Public Health Information System (iPHIS) and investigated as per the MOHLTC. Events will be reported to the MOHLTC as required.

XVII. Staff Training for Mass Vaccination Clinics

All clinic staff will receive an orientation. This will include information on the Health Unit mandate, position description and responsibilities, organizational chart, reporting structure, clinic set-up, clinic process, infection control practices etc.

Vaccinators will attend a training session on influenza immunization. They will be required to review the PCCHU Influenza Vaccination Program training manual. This manual is used annually for the universal influenza vaccination program and will be updated specifically for the pandemic. The components of the training session are: objectives, influenza disease, influenza vaccine, epidemiology, informed consent, screening, documentation, vaccine administration, management of adverse events, cold chain maintenance and safe handling of sharps. It will also include information on the clinic process (i.e. electronic and/or paper-based). New staff will be gradually orientated to the clinic process. This includes: observation, mentored by an experienced nurse, and then immunize on their own if they have been deemed capable by the mentoring nurse and when comfortable.

Data entry staff will be trained on programs that are appropriate to their assigned tasks. The programs may include: the Integrated Public Health Information System (iPHIS), the Immunization Record Information System (IRIS), computerized electronic management system, or as directed by the MOHLTC.

Medical Directives, as per the College of Nurses and/or Physicians of Ontario, will be updated to include detailed information on the vaccine for the pandemic strains and on the qualifications/licensing requirements of individuals who will be authorized to administer the influenza vaccine.

Currently employed PCCHU Registered Nurses are required to keep their immunization skills up-to-date by attending the annual influenza vaccination training program and to assist at one of the universal influenza immunization clinics. Anaphylaxis training will also occur on a yearly basis for all PCCHU Registered Nurses.

Cardiopulmonary resuscitation (CPR) courses will be offered, time permitting, to all vaccinators. All PCCHU Registered Nurses are required to maintain a current CPR certificate.

XVIII. Roles and Responsibilities for Mass Vaccination Clinic

The Clinic Manager will have the overall responsibility of the Mass Vaccination Plan. He/She will report directly to the Medical Officer of Health and will work closely with the Operations Manager.

The roles and responsibilities of all staff are described in Appendix A.4 Mass Vaccination Clinic Roles and Responsibilities Table.

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There will be one Mass Vaccination Clinic Site Team located at each clinic site. The site will operate under the direction of the Charge Nurse. The Mass Vaccination Clinic Coordinator will oversee the efficient running of all clinic sites. (Mass Vaccination Clinic Site Organizational Chart follows)

The Medical Officer of Health will establish a Clinical Care Committee upon declaration of a pandemic. This Committee may be called upon to provide clinical consultation regarding the administration of vaccine for clients with complex conditions.

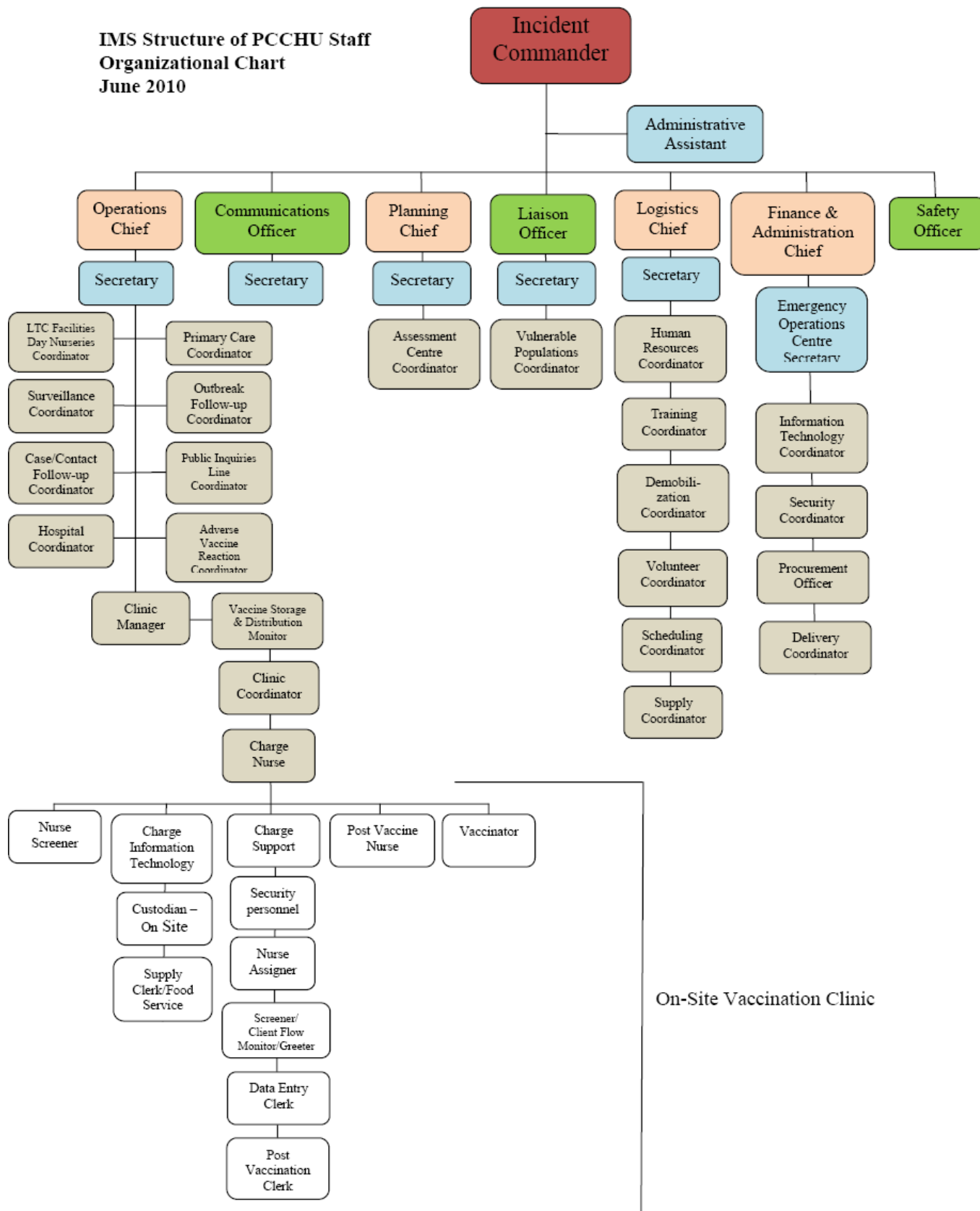
XIX. Mass Vaccination Clinic Layout

The clinic layout can be set up in different types of settings such as a school, large auditorium or community centre. Two suggested layouts for mass vaccination clinics have been created to move clients through the process in an efficient manner. These are suggested layouts to be used as a guideline. The layout of the mass vaccination clinic may vary and is dependent on the number of staff, resources, type of facility, number of rooms, furniture, dividers, and the entrance and exit locations, available equipment, etc.

The diagram of the two non-electronic layouts for: 1) Mass Vaccination Clinic Layout—School Setting; and 2) Mass Vaccination Clinic Layout—Large Auditorium follow. A third diagram shows the layout for an electronic clinic setting.

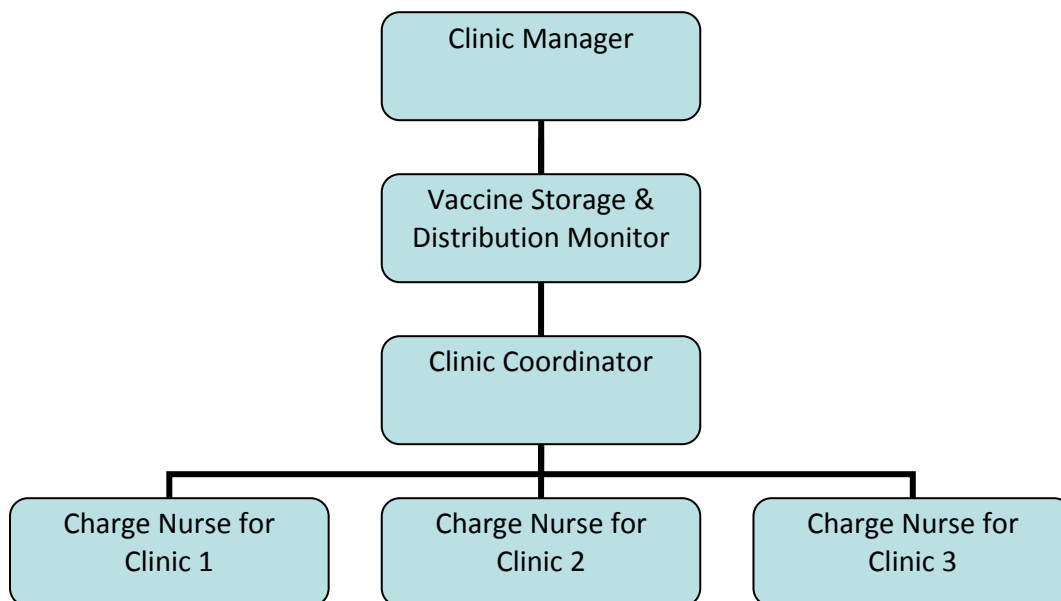
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PCCHU Incident Management Structure for a Pandemic Response Including Mass Vaccination Clinics

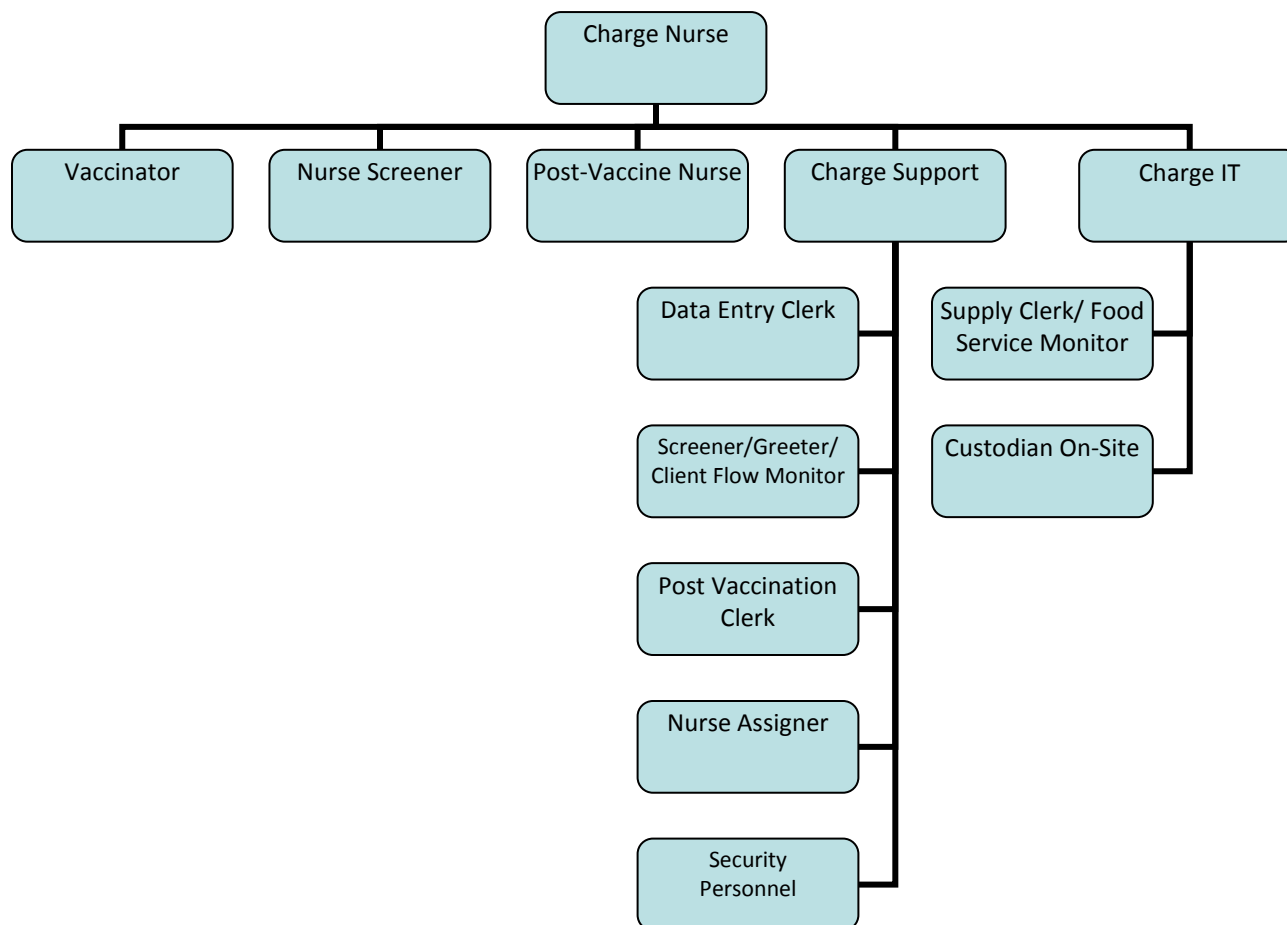


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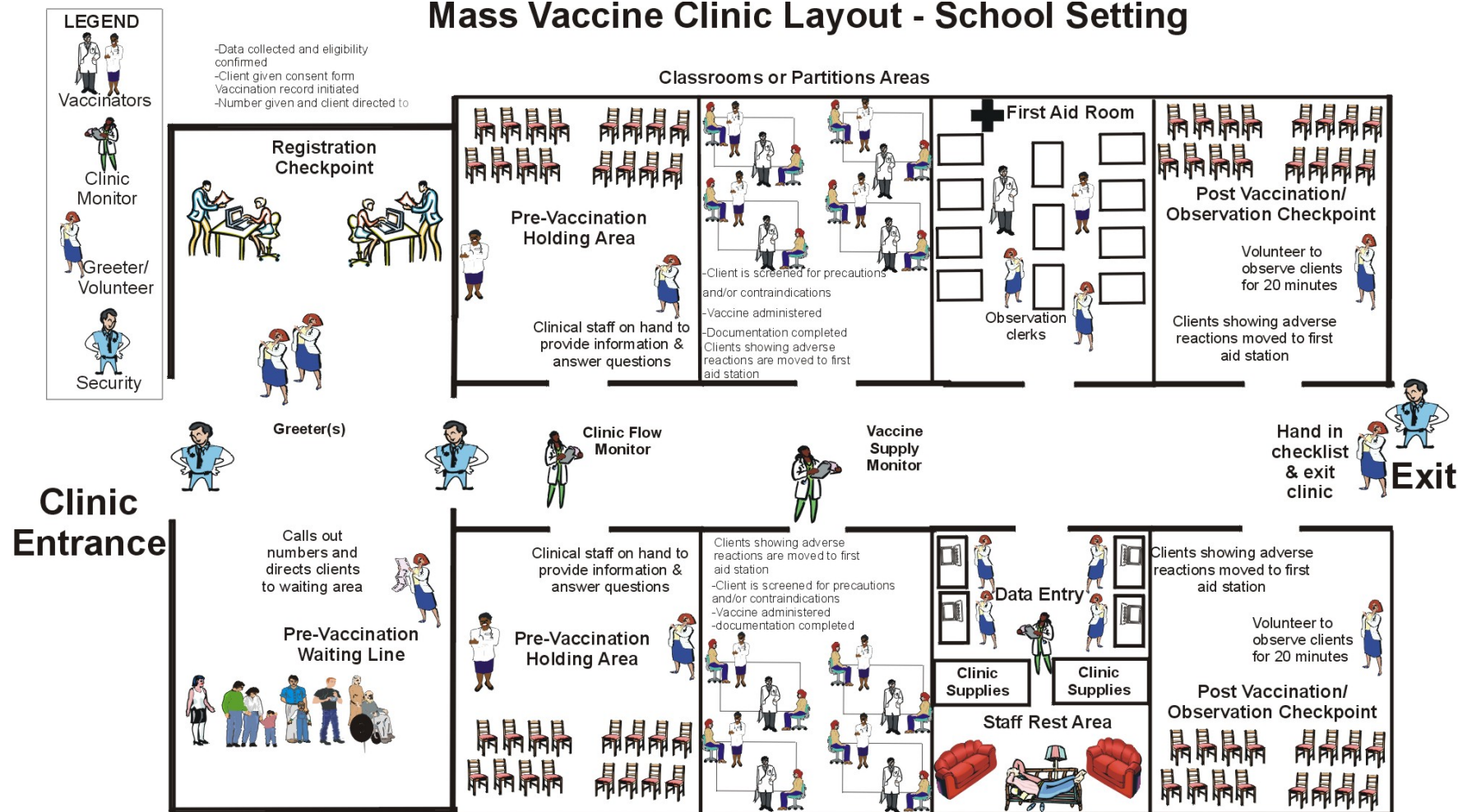
Organizational Structure for Mass Vaccine Clinics



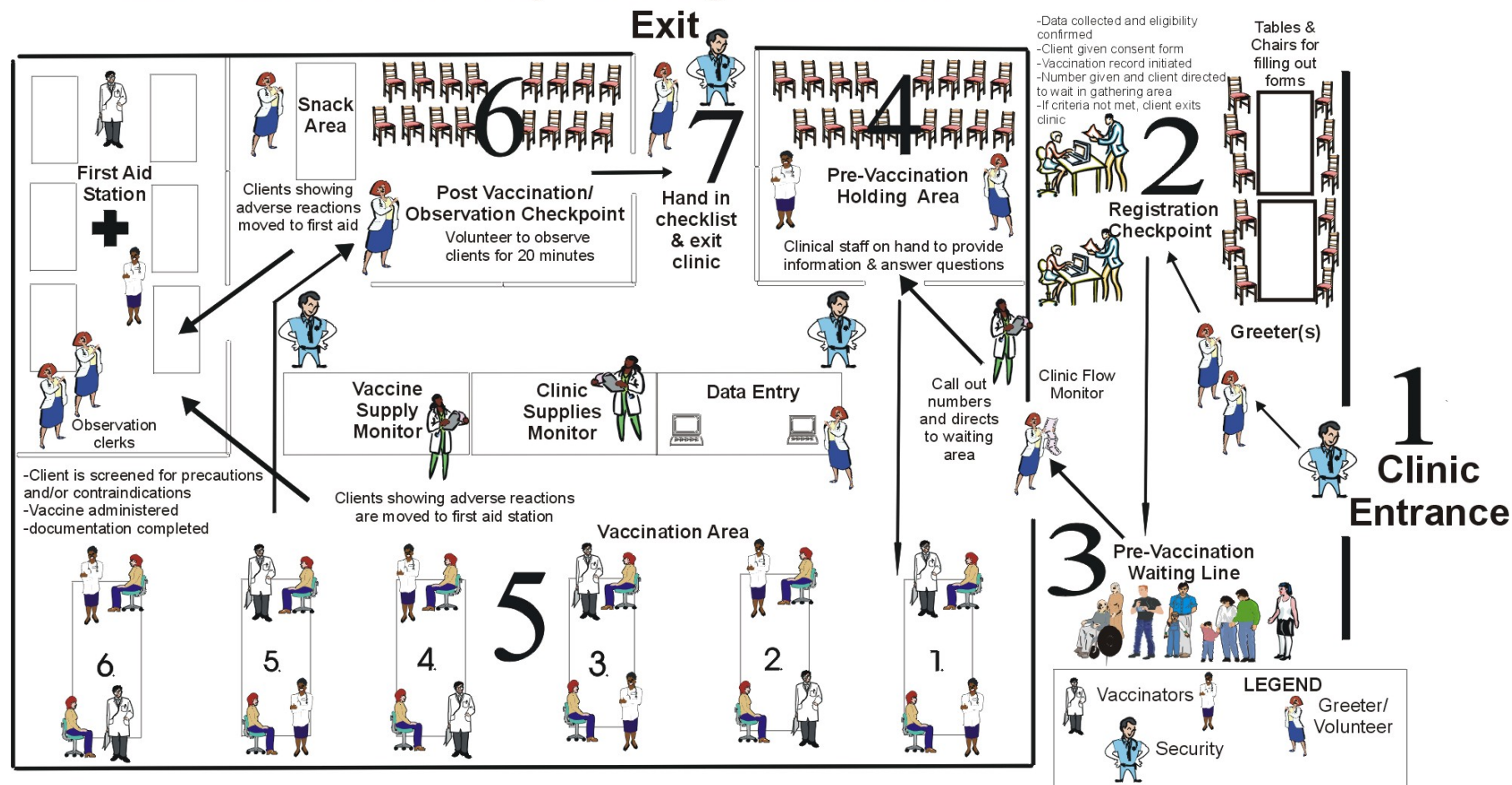
Staff Required On-site for Each Clinic



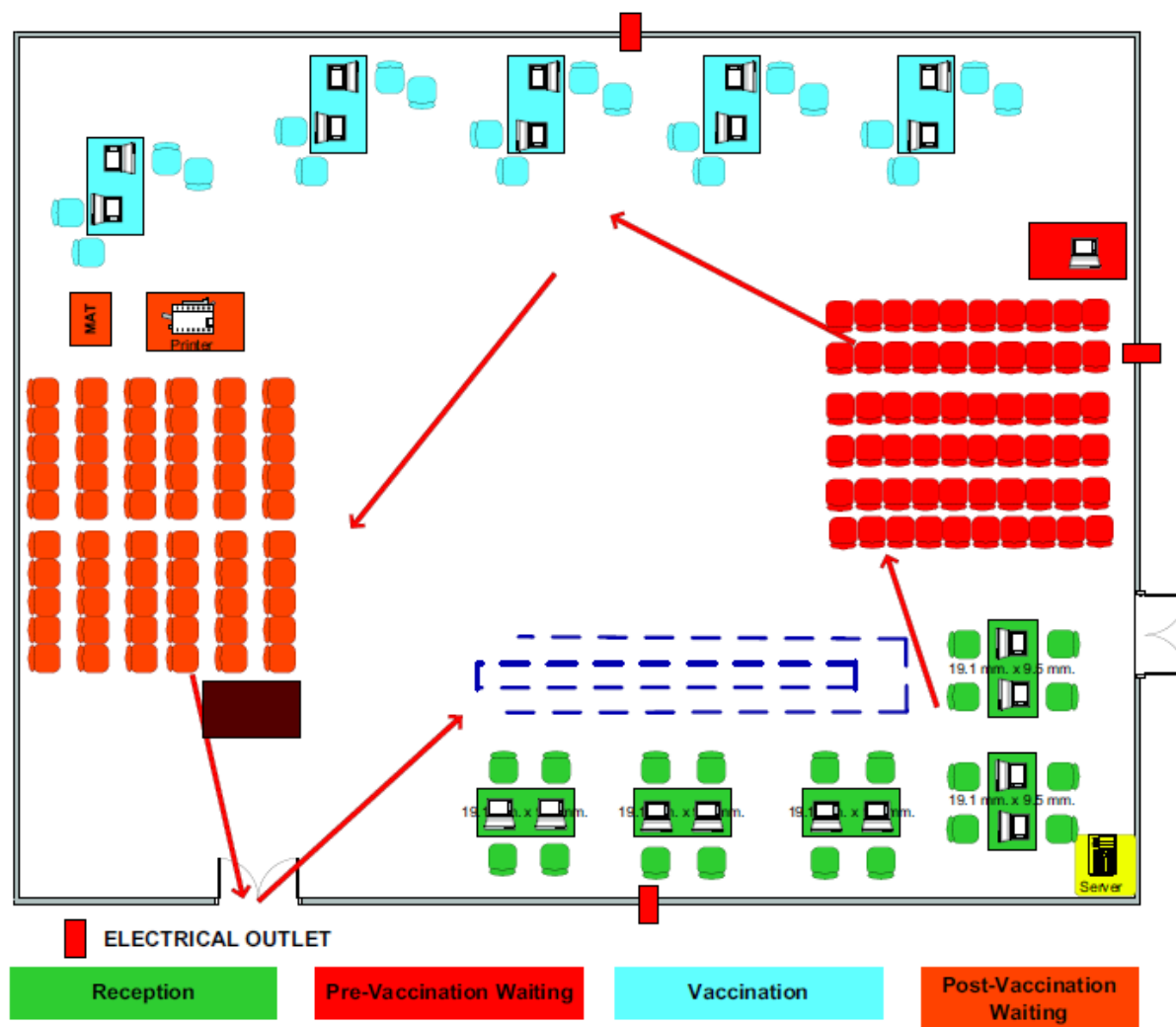
Mass Vaccine Clinic Layout - School Setting



Mass Vaccine Clinic Layout - Large Auditorium



Electronic Clinic Set-Up



XX. Documentation, Forms and Signage

Documentation, forms and signage for the clinic include, but are not limited to, the following:

- Febrile Respiratory Illness Screening Form
- Form to Calculate Mass Vaccination Rate per Day
- Vaccination Information and Consent Form
- Adverse Events Report Form
- Immunization Record and Post-Care Information Card
- Clinic Information Form (including Vaccine Inventory)
- Influenza Immunization Checklist
- Daily vaccine tracking record
- Staffing assignment sheet
- Job action sheets
- Influenza Vaccine Information Sheet and Consent Form
- Influenza Vaccine Immunization Record
- Clinic Statistics Form
- Influenza Mass Vaccination Supplies Checklist
- Clinic Sample Signage

Data on each vaccine recipient will be entered into the Integrated Public Health Information System (iPHIS) or the Immunization Record Information System (IRIS) as directed by the MOHLTC.

XXI. Communication for Clinic Staff

To ensure that staff working at clinics has current information, regular communication documents will be posted on the PCCHU intranet. Staff can access this information at home or at the clinic site if internet access is available. If internet access is available, a separate computer will be set-up for staff use only to review communication documents. The Charge Nurses will hold a meeting before initiating the clinic and review new information. Charge Nurses will forward question or concerns to the Clinic Coordinator daily.

A suggestion box will be located at each clinic site for staff to provide feedback and ask questions anonymously. The Clinic Coordinator will collect the responses weekly and ensure that they have been addressed.

The Supply Officer and the Charge Nurse for each clinic will have a cellular telephone.

Annex A: Mass Vaccination Plan**Appendix A.1****Checklist for the Selection of Potential Mass Vaccination Sites**

Question	Yes	No	N/A	Comments
Is site in an area of dense population?				
Is the clinic on a supply route?				
Is there sufficient parking available?				
Is the clinic location available during evenings and weekends?				
Is the location familiar to the community?				
Does it have sufficient space for storage?				
Does it have space for medical waste disposal?				
Will it be easy to set up the clinics in this location?				
Does it have a secure area for supply delivery?				
Will it be accessible for the special needs population?				
Does it have sufficient washroom facilities?				
Will the location be able to handle the clinic layout?				
Does it have a backup power generator capacity?				
Does it have a sheltered area for line-ups?				
Does it have good lighting?				
Does it have good ventilation				
Does it have sufficient and appropriately located electrical outlets?				
Does it have the capacity for both an outer and inner perimeter that can prevent wholesale movement of crowds into dispensing area?				
Does it have separate but limited number of entry and exit points, capable of being controlled by security?				
Does it have a separate area for secure storage of vaccine?				
Does it have onsite portable water supply?				
Does it have a food storage and preparation area?				
Does it have communications equipment available onsite?				
Does it have land-line capability?				
Are there cellular, radio or satellite communications available?				
Is there audiovisual equipment on site?				
Has a Health Unit vaccine clinic been held at this location?				

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Appendix A.2

Mass Vaccination Clinic Supply List

<i>Medical Supplies</i>				
Item	Qty	Cost	Supplier	Comments
3 mL syringes 25 G 1"				
25 G 1" needles				
25 G 7/8" needles				
25 G 1 1/2" needles				
1 mL 25 G Tuberculin syringes				
Alcohol swabs				
Band-aids				
Cotton balls				
Disposable non-latex gloves (assorted sizes)				
Paper cups				
Table covers				
Hand sanitizer				
Surgical masks				
N95 masks				
Tissue boxes				
Disposable gowns				
Paper towels				
Paper bags (lunch size)				
Hypoallergenic tape				
Disinfectant wipes				
Disinfectant solution				
Sharps containers (large)				
Biohazard waste boxes				
Biohazard yellow bags				
Insulated vaccine carry bags/boxes				
Ice packs				
Maximum-minimum thermometers				
Blood pressure cuff (child and adult)				

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Stethoscope				
Adrenalin (Epinephrine) 1:1000 or Epi-pens				
Benadryl (diphenhydramine)				
Flashlight				
Pediatric pocket mask with one way valve				
Adult pocket mask with one way valves				
Washcloths				
Pillows				
Blankets				
Carry Bags/totes				
Numbers for clients in waiting lines				
Table Numbers for Immunizing stations				
Smocks				

Administrative Supplies				
Item	Qty	Cost	Supplier	Comments
Clipboard				
Paper				
Scissors				
Highlighter				
Masking tape				
Pen				
Rubber bands				
Note pads				
Stapler				
Staples				
Rope				
Large envelopes				
Date stamps				
Stickers for administration time				
Identification Badges				

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Forms and Signage				
Item	Qty	Cost	Supplier	Comments
Consent form				
Adverse vaccine reaction form				
Immunization record card				
Directional signs				
"Before your Flu Shot" laminated sign				
"Flu Clinic Procedure" laminated sign				
"Things to remember" laminated sign				
Flu posters				
Flu pamphlets				
Anaphylactic quick reference dosage card				
Volunteer job description				
Paper for signs				
Incident reports				
Product monographs				
Training manuals				
PCCHU Medical directives				
Canadian Immunization Guide				
Paper				

Electronic Supplies				
Item	Qty	Cost	Supplier	Comments
Laptops				
Printer				
Server				
Fax machine				
Cellular phones				
Internet access				
Photocopier				
Extension cords				

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<i>Furniture (if required)</i>				
Item	Qty	Cost	Supplier	Comments
Chairs				
Tables				
Cots/Mats				
Dividers				

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Appendix A.3

Mass Vaccination Clinic Roles and Responsibilities Table

Administrative Assistant.....	A-33
Adverse Vaccine Reaction Coordinator.....	A-88
Assessment Centre Coordinator	A-50
Case/Contact Follow-up Coordinator.....	A-51
Charge Information Technology (IT)	A-90
Charge Nurse	A-74
Charge Support.....	A-89
Clinic Coordinator	A-58
Clinic Manager.....	A-57
Communications Officer.....	A-37
Custodian – On Site	A-64
Data Entry Clerk.....	A-83
Delivery Coordinator	A-63
Demobilization Coordinator	A-53
Documentation Coordinator	A-44
Finance and Administration Chief	A-46
Hospital Coordinator	A-61
Human Resource Coordinator.....	A-65
Incident Commander.....	A-32
Information Technology Coordinator	A-62
Liaison Officer	A-38
Logistics Chief	A-45
Long Term Care Facilities/Day Nurseries Coordinator	A-60
Nurse Assigner.....	A-78
Nurse Screener	A-86
Operations Chief.....	A-39
Outbreak Follow-up Coordinator	A-52
Planning Chief.....	A-43
Post-Vaccination Clerk.....	A-84
Post-Vaccine Nurse.....	A-87
Primary Care Coordinator	A-55
Procurement Officer.....	A-68
Public Inquiry Line Coordinator.....	A-59
Safety Officer	A-35
Scheduling Coordinator	A-67
Screener/Client Flow Monitor/Greeter.....	A-79
Secretary (2)	A-34
Security Personnel.....	A-54
Supply Clerk/Food Service Monitor	A-85

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Supply Coordinator.....	A-69
Surveillance Coordinator.....	A-48
Training Coordinator	A-47
Vaccinator.....	A-81
Vaccine Storage and Distribution Monitor.....	A-72
Volunteer Coordinator	A-66
Vulnerable Populations Coordinator.....	A-49

Annex A: Mass Vaccination Plan

Title:	Incident Commander
Reports To:	Board of Health
Supervises:	<ul style="list-style-type: none"> • Communication Officer • Safety Officer • Liaison Officer • Operations Chief • Logistics Chief • Planning Chief • Finance and Administration Chief • Administrative Assistant
Mission:	Oversee all pandemic related activities
Initial Actions:	<ul style="list-style-type: none"> • Ensures staff are trained in the Incident Management System (IMS) • Determines IMS positions and which staff will fill lead roles in IMS • Determines when IMS is to be instituted and when it is to be terminated
Specific Job Actions:	<ul style="list-style-type: none"> • Attends Chief Medical Officer of Health teleconferences • Conducts presentations on vaccine or disease related topics • Arranges for regular Emergency Operations meetings • Reviews media releases and responds to inquiries from the media • Reviews adverse vaccine reaction forms and indicates follow-up actions • Responds to clinical questions about immunization from staff, public, community partners • Attends and/or chairs community-liaison meetings • Attends Incident Commander teleconferences • Ensures vaccine is distributed equitably and as directed by the MOHLTC
Conclusion of Work Shift Actions:	
Location	<ul style="list-style-type: none"> • 10 Hospital Drive
Profession/Skills	<ul style="list-style-type: none"> • Medical Officer of Health • Ability to meet physical demands of the position
Number	<ul style="list-style-type: none"> • 1

Annex A: Mass Vaccination Plan

Title:	Administrative Assistant
Reports To:	Incident Commander
Supervises:	
Mission:	Provide support to Incident Commander
Initial Actions:	<ul style="list-style-type: none"> • Prepare schedule for Incident Commander • Coordinate meetings for MOH
Specific Job Actions:	<ul style="list-style-type: none"> • Record all actions, decisions, meeting dates, etc. of the Incident Commander • Provide administrative support for Incident Commander
Conclusion of Work Shift Actions:	<ul style="list-style-type: none"> • Plan for possibility of extended deployment
Location	<ul style="list-style-type: none"> • 10 Hospital Drive
Profession/Skills	<ul style="list-style-type: none"> • Administrative Assistant to INCIDENT COMMANDER • Ability to meet physical demands of the position (standing, walking, pro-longed sitting, use of computer, visual acuity)
Number	<ul style="list-style-type: none"> • 1

Annex A: Mass Vaccination Plan

Title:	Secretary (2)
Reports To:	Chiefs and/or Officers
Supervises:	
Mission:	Provide support to Chiefs and/or Officers
Initial Actions:	<ul style="list-style-type: none"> • Prepare schedule for Chiefs and/or Officers • Coordinate meetings for Chiefs and/or Officers
Specific Job Actions:	<ul style="list-style-type: none"> • Record all actions, decisions, meeting dates, etc. of Chiefs and/or Officers • Provide administrative support • Set-up of Emergency Operations Centre (if assigned to this position) • Duties vary depending which Chief and/or Officer to which they report
Conclusion of Work Shift Actions:	<ul style="list-style-type: none"> • Plan for possibility of extended deployment
Location	<ul style="list-style-type: none"> • 10 Hospital Drive
Profession/Skills	<ul style="list-style-type: none"> • Secretarial trainings • Organizational • Communication • Ability to meet physical demands of the position (standing, walking, pro-longed sitting, use of computer, visual acuity)
Number	<ul style="list-style-type: none"> • 7

Annex A: Mass Vaccination Plan

Title:	Safety Officer
Reports To:	Incident Commander
Supervises:	
Mission:	Oversees infection control and occupational health and safety measures. Provides support for the Incident Commander
Initial Actions:	<ul style="list-style-type: none"> • Read entire job action sheet • Obtain briefing from Incident Commander • Obtain a list of assigned staff
Specific Job Actions:	<ul style="list-style-type: none"> • Ensures that appropriate infection control practices are in place • Ensures that clinics have appropriate signage for screening clients • Ensures that all screeners and greeters have been fit-tested and the required masks are on-site • Ensures that hand hygiene is performed by vaccinators between clients • Ensures ill employees are staying home • Ensures vaccinator site is clean, sharps containers are present and being used appropriately, • Ensures Board of Health, Exposure to Blood and Body Fluid procedure is being followed • Ensures that all vaccinators or those who may be exposed to blood and/or body fluids have initiated and/or completed the hepatitis B immunization • Ensures that Greeters are maintaining a 2 metre distance from clients or wearing N95 masks when speaking with clients exhibiting flu like symptoms (fever, cough) • Ensures compliance with the Occupational Health and Safety Act • Accompanies Ministry of Labour Inspectors on any on site inspections • Ensures security is present to assist staff with hostile or difficult clients • Responds to inquiries on infection control, ergonomic or safety issues from staff and/or the public • Performs regular safety and infection control audits • Ensures site staff are trained appropriately in infection control measures • Conducts on-site infection control training sessions • Prepares infection control reports as requested by Incident Commander

Annex A: Mass Vaccination Plan

	<ul style="list-style-type: none"> • Receives reports of incidents of infection control breaches for follow-up and recommendations • Addresses any staff health and safety concerns and reports to Incident Commander • Attends the daily Emergency Control Meetings • Oversee the delivery of employee education for use of Personal Protective Equipment, /hand-washing, febrile respiratory screening, new safety equipment ie syringes etc. • Makes recommendations and liaises with necessary staff and/or manufacturers regarding safety syringes • Makes recommendations to ensure ergonomically suitable workstations • Attends educational and training sessions
Conclusion of Work Shift Actions:	<ul style="list-style-type: none"> • Monitor infection control and health and safety compliance
Location	<ul style="list-style-type: none"> • 10 Hospital Drive • Clinics
Profession/Skills	<ul style="list-style-type: none"> • Public Health Nurse or Public Health Inspector • Infection Control background • Occupational Health and Safety background • Communication skills • Presentation skills • Computer literate • Ability to meet physical demands of the position
Number	<ul style="list-style-type: none"> • 1

Annex A: Mass Vaccination Plan

Title:	Communications Officer
Reports To:	Incident Commander
Supervises:	<ul style="list-style-type: none"> Secretary
Mission:	Oversee communication and education for the public
Initial Actions:	<ul style="list-style-type: none"> Read entire Job Action Sheet Obtain briefing from Incident Commander Obtain a list of assigned staff Advise media of mechanisms to contact the PCCHU staff
Specific Job Actions:	<ul style="list-style-type: none"> Work with the Emergency Control Groups to provide information for the public inquiry line Receive and manage all media requests Maintain the PCCHU website Prepare media releases Monitor media (websites, newspapers, television) Oversee the delivery of the public education program on febrile respiratory screening and the risk of pandemic and self care (posters, advertisements, website) Develop scripts for staff to use to answer calls at call centre and Peterborough County-City Health Unit pandemic line Maintain inquiry line telephone call statistics Meet and prepare internal communication spokesperson(s) Publicize Public Inquiry number once center is activated Disseminate information re: self care in community Liaise with public inquiry line staff Disseminate pandemic alerts and Ministry of Health and Long Term Care directives Evaluate publicity methods for effectiveness Liaise with MOHLTC/provincial communications staff on key messages and communication activities Implement assessment centre promotion plan when triggered
Location	<ul style="list-style-type: none"> 10 Hospital Drive
Profession/Skills	<ul style="list-style-type: none"> PCCHU Management Communication Skills Public Relations Ability to meet physical demands of the position
Number	<ul style="list-style-type: none"> 1

Annex A: Mass Vaccination Plan

Title:	Liaison Officer
Reports To:	Incident Commander
Supervises:	<ul style="list-style-type: none"> • Vulnerable Populations Coordinator • Secretary
Mission:	Provides the primary contact for organizations cooperating with or supporting the incident response.
Initial Actions:	<ul style="list-style-type: none"> • Advises the Incident Commander related to outside assistance, including current or potential inter-organization needs • Gather information about organizations involved in the incident. This includes information about representatives, standards and specialized resources or special support they might need • Serves as coordinator for organizations not represented in Incident Command • Provides briefings and updates to organization representatives about the operation/incident • Maintains a list of supporting and cooperating organizations, keeps it updated as the incident evolves • Respond to complaints from the public (when a Manager is requested) • Liaises with Communication Officer regarding messages to external partners • Liaises with Operations Lead to ensure appropriate response to complaints about clinics/processes/ eligibility, etc. • Liaise with Planning, Logistics and Operations to develop a plan for school immunization clinics • Contact agencies for supplies as needed (i.e. Red Cross—cots)
Specific Job Actions:	<ul style="list-style-type: none"> • Record all actions, decisions, meeting dates, etc
Conclusion of Work Shift Actions:	<ul style="list-style-type: none"> • Plan for possibility of extended deployment
Location	<ul style="list-style-type: none"> • 10 Hospital Drive
Profession/Skills	<ul style="list-style-type: none"> • Organizational Skills • PCCHU Management • Tact, diplomacy • Public Relations • Ability to meet physical demands of the position
Number	<ul style="list-style-type: none"> • 1

Annex A: Mass Vaccination Plan

Title:	Operation Chief
Reports To:	Incident Commander
Supervises:	<ul style="list-style-type: none"> • Surveillance Coordinator • Public Inquiry Line Coordinator • Case Contact Follow-up Coordinator • Outbreak Follow-up Coordinator • Primary Care Coordinator • Hospital Coordinator • Long Term Care Facilities/Day Nurseries Coordinator • Adverse Vaccine Reaction Coordinator • Clinic Manager • Secretary
Mission:	Oversee case investigation and vaccine and anti-viral distribution
Initial Actions:	<ul style="list-style-type: none"> • Read entire Job Action Sheet • Review information by the Ministry of Health and Long Term Care regarding pandemic preparation • Augment surveillance activities (daily syndromic surveillance, school reporting, sentinel physicians, pharmacy over the counter medication surveillance) • Receive order from Incident Commander (INCIDENT COMMANDER) to initiate Incident Management System (IMS) and set-up mass vaccination clinics • Review PCCHU pandemic influenza plan • Obtain briefing from INCIDENT COMMANDER
Specific Job Actions:	<ul style="list-style-type: none"> • Liaise with Epidemiologist to analyze surveillance data to determine local activity • Attend Vaccine Preventable Disease or pandemic related teleconferences and/or meetings • Conduct orientation presentations for staff • Receive reports from Surveillance Lead • Receive reports from the Health Sector Liaison • Receive reports from the Long Term Care Home/Day Nursery Liaison • Assign staff to collate the number and type of calls received by telephone inquiry staff • If necessary, provide back-up coverage for Planning • Respond to calls outside of normal business hours • Conducts presentations on vaccine or disease related topics • Review the criteria required for mass vaccination sites (see PCCHU Mass Vaccination Plan) • Liaise with Emergency Control Groups to provide assistance

Annex A: Mass Vaccination Plan

	<p>with vaccination set up</p> <ul style="list-style-type: none"> • Determine the type and number of staff required for clinics • Liaise with Logistics to ensure the appropriate staff are available at the clinics • Liaise with Logistics to determine when/if school clinics should be initiated • Liaise with Logistics to determine and confirm vaccination site locations • Ensure the proper storage, distribution and handling of pandemic vaccine • Ensure the application of priority groups to vaccination as directed by the Incident Commander • Provide summary reports to Emergency Control Group on vaccine inventory, number of cases, number of outbreaks, number of calls received, surveillance activities, other related information from MOHLTC teleconferences • Ensure follow-up of outbreaks • Meet with CD program staff daily to provide updates • Meet with Charge Nurses weekly to provide updates and the opportunity to discuss issues/concerns • Send regular emails to Charge Nurses to provide updates • Send regular emails to CD program staff • Send regular emails to Emergency Control Group staff • Arrange for CD staff to respond to telephone inquiries about the vaccine or disease • Respond to professional practice issues • Ensure follow-up of cases and contacts • Request and train additional staff if required • Liaise with Communications to provide pandemic alerts to local health care providers • Liaise with Finance and Administration staff to receive reports on staff absences and/or febrile respiratory illness symptoms • Implement investigation protocol for clusters (ie. schools, etc.) • Receive reports from Clinic Coordinator • Receive reports from Charge Nurses • Prepare reports on cases to identify risk groups and notify the Ministry of Health and Long Term Care of the identified risk groups • Modify case definition, activities and processes according to Ministry of Health and Long Term Care • Roll out plan to distribute antivirals, as directed by the MOHLTC, if required
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Annex A: Mass Vaccination Plan

	<ul style="list-style-type: none"> • Ensure compliance with the vaccine administration procedure • Ensure adverse vaccine reactions are followed-up and that serious adverse vaccine reactions (as defined by the MOHLTC) are reported to the MOHLTC within one business day • Ensure staff and vaccine security at clinics and at the Health Unit • Review and modify plans for vaccine security • Arrange for the training new staff for vaccine clinics • Follow-up contact/case as directed by the Ministry of Health and Long Term Care • Track and report immune cases if required • Advise health care providers to make pandemic preparations • Liaise with the Peterborough Interagency Pandemic Influenza Planning Committee • Liaise with the Community Influenza Assessment Committee • Liaise with the Peterborough Regional Health Centre Infection Control Department and Occupational Health and Safety Department staff • Advise PCCHU staff of the update contact information for telephone inquiries • Receive, review and ensure appropriate follow-up of incident reports and medication incident reports • Liaise with Communications to ensure that information for the telephone inquiry line and media articles are accurate • Attend training sessions on the electronic vaccine database • Arrange for training of staff for the electronic database • Arrange for vaccine clinics for selected groups as directed by the Incident Commander or if they are a high priority group • Ensure vaccine allocation at the Health Unit is sufficient to meet demands for the clinics and distribution to vaccine distribution agents • Ensure all vaccine distribution agents meet the required criteria • Review consent forms, fact sheets, after-care/vaccine record form and medical directives for content and accuracy • Review, update, prepare clinic procedures (blood and body fluid exposure, vaccine administration, management of anaphylaxis and fainting) • Liaise with Safety Officer to review and update job action sheets • Respond to inquiries from staff, management, Charge Nurses, public • Work with Liaison to ensure appropriate response to complaints about the clinics and/or process
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Annex A: Mass Vaccination Plan

	<ul style="list-style-type: none"> • Identify and resolve issues related to Professional Practice • Liaison with Safety Officer for safety-related issues • Manage staffing performance issues • Attend the Chief Medical Officer of Health teleconferences • Arrange appropriate coverage for telephone response, clinics, surveillance, vaccine storage and handling, outbreak management and case/contact follow-up • Liaise with Logistics to make recommendations and approve purchases • Approve staff payroll information sheets for staff assigned to Communicable Diseases • Recommend staff to be assigned to Charge Nurse positions • Ensure clinic information is maintained in a confidential manner • Coach and mentor Charge Nurses in their role • Respond to clinical-related inquiries about the electronic database • Act as the Administrator for the electronic database • Ensure clinic staff have appropriate resources • Ensure clinic staff document incidents
Conclusion of Work Shift Actions:	<ul style="list-style-type: none"> • Plan for the possibility of extended deployment
Location	<ul style="list-style-type: none"> • 10 Hospital Drive
Profession/Skills	<ul style="list-style-type: none"> • PCCHU Management • Manager, Vaccine Preventable Diseases program • Multi-tasking • Decision-making • Listening • Empathic • Organizational • Communication • Excellent computer • Leadership • Ability to meet physical demands of the position
Number	<ul style="list-style-type: none"> • 1

Annex A: Mass Vaccination Plan

Title:	Planning Chief
Reports To:	Incident Commander
Supervises:	<ul style="list-style-type: none"> • Secretary • Assessment Centre Coordinator • Documentation Coordinator
Mission:	Prepares for next steps and ensures proper documentation.
Initial Actions:	<ul style="list-style-type: none"> • Read entire Job Action Sheet • Obtain briefing from Incident Commander • Obtain list of assigned staff
Specific Job Actions:	<ul style="list-style-type: none"> • Receives reports from the Logistics Chief, Operations Chief, etc. • Develops, updates and revises policies, procedures and medical directives • Plans for outreach to priority populations • Plans for implementation of assessment centres once the surge capacity of primary care to assess and triage symptomatic people is exceeded • Plans for resumption of services. • Plans debriefing related to emergency response.
Conclusion of Work Shift Actions:	<ul style="list-style-type: none"> • Plan for the possibility of extended deployment
Location	<ul style="list-style-type: none"> • 10 Hospital Drive
Profession/Skills	<ul style="list-style-type: none"> • PCCHU Management • Ability to meet physical demands of the position
Number	<ul style="list-style-type: none"> • 1

Annex A: Mass Vaccination Plan

Title:	Documentation Coordinator
Reports To:	Planning Chief
Supervises:	
Mission:	Ensures appropriate documentation is prepared and filed.
Initial Actions:	<ul style="list-style-type: none"> • Read entire Job Action Sheet • Obtain briefing from Incident Commander • Obtain list of assigned staff
Specific Job Actions:	<ul style="list-style-type: none"> • Prepares documents for clinics in a standard format • Ensures appropriate information is collected as directed from the MOHLTC • Liaises with Communications Officer, Operations Chief, Clinic Manager, etc. • Ensures documentation meets College of Nurses standards • Liaises with Training Coordinator to ensure staff receive appropriate training on documentation • Conducts audits of documentation • Ensures appropriate use of abbreviations • Refers to current PCCHU policies and procedures on documentation • Develops policies/procedures and assists with the development of medical directives and consent forms • Ensures documents are filed appropriately and securely on-site and at the PCCHU
Conclusion of Work Shift Actions:	<ul style="list-style-type: none"> • Plan for the possibility of extended deployment
Location	<ul style="list-style-type: none"> • 10 Hospital Drive
Profession/Skills	<ul style="list-style-type: none"> • Registered Nurse/Public Health Inspector/Health Promoter • Ability to meet physical demands of the position
Number	<ul style="list-style-type: none"> • 1

Annex A: Mass Vaccination Plan

Title:	Logistics Chief
Reports To:	Incident Commander
Supervises:	<ul style="list-style-type: none"> • Secretary • Human Resource Coordinator • Scheduling Coordinator • Volunteer Coordinator • Training Coordinator • Supply Coordinator • Demobilization Coordinator
Mission:	Oversees inventory, security, delivery services, custodial services and food services during a pandemic
Initial Actions:	<ul style="list-style-type: none"> • Read entire Job Action Sheet • Obtain briefing from Incident Commander • Obtain list of assigned staff
Specific Job Actions:	<ul style="list-style-type: none"> • Receives reports from the Security Coordinator and Logistics Coordinator
Conclusion of Work Shift Actions:	<ul style="list-style-type: none"> • Plans for possibility of extended deployment
Location	<ul style="list-style-type: none"> • 10 Hospital Drive
Profession/Skills	<ul style="list-style-type: none"> • PCCHU Management • Ability to meet physical demands of the position
Number	<ul style="list-style-type: none"> • 1

Annex A: Mass Vaccination Plan

Title:	Finance and Administration Chief
Reports To:	Incident Commander
Supervises:	<ul style="list-style-type: none"> • Emergency Operations Centre Secretary • Information Technology Coordinator • Procurement Officer • Delivery Coordinator
Mission:	Oversee finances, human resources, information technology, and administration during a pandemic
Initial Actions:	<ul style="list-style-type: none"> • Read entire Job Action Sheet • Obtain briefing from Incident Commander • Obtain list of assigned staff
Specific Job Actions:	<ul style="list-style-type: none"> • Ensures appropriate staff arrange finances for submission to the Ministry of Health • Ensures appropriate staff arrange for adequate staffing for clinics • Liaises with unions and Safety Officer • Ensures payment for services for all staff • Ensures a time tracking system is available to record staff hours • Responsible for signing of all purchase requisitions • Ensures appropriate staff arrange for clinic supplies and the delivery of supplies to clinics • Ensures information technology used is appropriate and secure
Conclusion of Work Shift Actions:	<ul style="list-style-type: none"> • Prepares for possibility of extended deployment
Location	<ul style="list-style-type: none"> • 10 Hospital Drive
Profession/Skills	<ul style="list-style-type: none"> • PCCHU Management • Ability to meet physical demands of the position
Number	<ul style="list-style-type: none"> • 1

Annex A: Mass Vaccination Plan

Title:	Training Coordinator
Reports To:	Logistics Chief
Supervises:	
Mission:	Provide and/or arrange for adequate training for all staff.
Initial Actions:	<ul style="list-style-type: none"> • Prepare training manuals and presentations for each position • Arrange a training schedule
Specific Job Actions:	<ul style="list-style-type: none"> • Set-up location and materials/supplies/equipment for training • Arrange for training for volunteers • Arrange for on-going training for new staff • Arrange for training modules for identified staff requiring extra assistance • Incorporate new data/information into training • Establish a mechanism for disseminating new training information to staff • Provide reports of training activities
Conclusion of Work Shift Actions:	<ul style="list-style-type: none"> • Plan for possibility of extended deployment
Location	<ul style="list-style-type: none"> • 10 Hospital Drive
Profession/Skills	<ul style="list-style-type: none"> • Organizational • Computer skills • Communication • Nurse • Presentation skills • Ability to meet physical demands of the position (standing, walking, pro-longed sitting, use of computer, visual acuity)
Number	<ul style="list-style-type: none"> • 1

Annex A: Mass Vaccination Plan

Title:	Surveillance Coordinator
Reports To:	Operations Chief
Supervises:	
Mission:	To collect, interpret and disseminate epidemiological information on influenza.
Initial Actions:	<ul style="list-style-type: none"> • Read entire Job Action Sheet • Obtain briefing from the Operations Chief
Specific Job Actions:	<ul style="list-style-type: none"> • Collect and clean data on influenza • Analyzes and interprets data and prepares it in a format appropriate for the audience • Provide daily reports on surveillance activities • Ensures that cases, cases and outbreaks are entered into the Integrated Public Health Information System (iPHIS) as directed by the MOHLTC • Reviews surveillance data and makes recommendations to improve data collection • Liaises with the appropriate partners for the syndromic database • Assists Communicable Disease Investigators and Outbreak Investigators with data entry into iPHIS • Assists and/or prepares presentations related to the epidemiology of the disease • Makes recommendations for control measures • Attends appropriate teleconferences
Conclusion of Work Shift Actions:	<ul style="list-style-type: none"> • Prepares for possibility of extended deployment
Location	<ul style="list-style-type: none"> • 10 Hospital Drive
Profession/Skills	<ul style="list-style-type: none"> • Epidemiologist • Communication • Organization • Ability to meet physical demands of the position
Number	<ul style="list-style-type: none"> • 1

Annex A: Mass Vaccination Plan

Title:	Vulnerable Populations Coordinator
Reports To:	Liaison Officer
Supervises:	
Mission:	Respond to inquiries from vulnerable populations
Initial Actions:	<ul style="list-style-type: none"> • Identify vulnerable populations • Identify methods/means of reaching vulnerable population
Specific Job Actions:	<ul style="list-style-type: none"> • Act as liaison between organizations that service vulnerable populations • Meet with vulnerable populations groups • Provide information to vulnerable populations on the situation • Advise Operations Chief of recommendations to improve service to vulnerable populations • Advise Communication Officer of recommendations to improve communication to and from vulnerable populations
Conclusion of Work Shift Actions:	<ul style="list-style-type: none"> • Prepares for possibility of extended deployment
Location	<ul style="list-style-type: none"> • 10 Hospital Drive
Profession/Skills	<ul style="list-style-type: none"> • Health Promoter/Public Health Nurse • Ability to meet physical demands of the position
Number	<ul style="list-style-type: none"> • 1

Annex A: Mass Vaccination Plan

Title:	Assessment Centre Coordinator
Reports To:	Planning Chief
Supervises:	
Mission:	Initiate planning for assessment centres.
Initial Actions:	<ul style="list-style-type: none"> • Read entire Job Action Sheet • Obtain briefing from Planning Chief
Specific Job Actions:	<ul style="list-style-type: none"> • Prepare assessment, treatment and referral section of the pandemic plan • Prepares daily/regular reports for the Planning Chief • Liaise with community partners to ensure assessment, treatment and referral services • Assist with the recruitment for a Manager for the Assessment Centre • Liaise with community partners to coordinate a mock assessment centre • Prepares and facilitates debriefing sessions • Assists with planning for resumption of services
Conclusion of Work Shift Actions:	<ul style="list-style-type: none"> • Prepares for possibility of extended deployment
Location	<ul style="list-style-type: none"> • 10 Hospital Drive
Profession/Skills	<ul style="list-style-type: none"> • Health Promoter/ Public Health Nurse • Communication • Organization • Ability to meet physical demands of the position
Number	<ul style="list-style-type: none"> • 1

Annex A: Mass Vaccination Plan

Title:	Case/Contact Follow-up Coordinator
Reports To:	Operations Chief
Supervises:	
Mission:	To investigate all laboratory-confirmed influenza cases.
Initial Actions:	<ul style="list-style-type: none"> • Read entire Job Action Sheet • Obtain briefing from Operations Chief
Specific Job Actions:	<ul style="list-style-type: none"> • Investigates influenza as indicated in the Reportable Diseases Investigation procedure • Review current directives/guidance documents produced by the MOHLTC • Provide case statistics/reports to Operations Chief, Surveillance Coordinator or Incident Commander
Conclusion of Work Shift Actions:	<ul style="list-style-type: none"> • Prepares for possibility of extended deployment
Location	<ul style="list-style-type: none"> • 10 Hospital Drive
Profession/Skills	<ul style="list-style-type: none"> • Registered Nurse/Public Health Inspector/ Public Health Nurse • Communication • Organizational • Tact/Diplomacy • Ability to meet physical demands of the position
Number	<ul style="list-style-type: none"> • 2 (dependent on workload)

Annex A: Mass Vaccination Plan

Title:	Outbreak Follow-up Coordinator
Reports To:	Operations Chief
Supervises:	
Mission:	To investigate all outbreaks of confirmed and/or suspected influenza that are not in hospitals, day nurseries or long term care facilities
Initial Actions:	<ul style="list-style-type: none"> • Read entire Job Action Sheet • Obtain briefing from Operations Chief
Specific Job Actions:	<ul style="list-style-type: none"> • Investigate all suspected or confirmed outbreak as outlined in the Outbreak response procedure • Review current directives/guidance documents produced by the MOHLTC • Provide outbreak statistics/reports to Operations Chief, Epidemiologist or Incident Commander
Conclusion of Work Shift Actions:	<ul style="list-style-type: none"> • Prepares for possibility of extended deployment
Location	<ul style="list-style-type: none"> • 10 Hospital Drive
Profession/Skills	<ul style="list-style-type: none"> • Registered Nurse/Public Health Inspector/ Public Health Nurse • Communication • Organizational • Tact/Diplomacy • Ability to meet physical demands of the position
Number	<ul style="list-style-type: none"> • 2 (dependent on workload)

Annex A: Mass Vaccination Plan

Title:	Demobilization Coordinator
Reports To:	Logistics Chief
Supervises:	
Mission:	Plan and support how personnel and resources will be demobilized
Initial Actions:	<ul style="list-style-type: none"> • Read entire Job Action Sheet • Obtain briefing from Planning Chief
Specific Job Actions:	<ul style="list-style-type: none"> • Generate reports and as needed • Monitor adherence to incident demobilization plan • Report and problems to supervision
Conclusion of Work Shift Actions:	<ul style="list-style-type: none"> • Deliver reports on demobilization of resources as needed • Plan for the possibility of extended deployment • Observe all staff for signs of stress, and report concerns to supervision • Plan end of shift report
Location	<ul style="list-style-type: none"> • 10 Hospital Drive
Profession/Skills	<ul style="list-style-type: none"> • Communication • Organizational • Ability to meet physical demands of the position
Number	<ul style="list-style-type: none"> • 1

Annex A: Mass Vaccination Plan

Title:	Security Personnel
Reports To:	Charge Support
Supervises:	
Mission:	Coordinates all aspects of security at clinic sites and the Health Unit
Initial Actions:	<ul style="list-style-type: none"> • Read entire Job Action Sheet • Obtain briefing from logistics chief • Crowd control, traffic control & vaccine security
Specific Job Actions:	<ul style="list-style-type: none"> • Ensure all staff have identification badges colour coded for job functions • Ensures that vaccine is maintained in a secure manner at the Health Unit, clinic sites during transportation
Conclusion of Work Shift Actions:	<ul style="list-style-type: none"> • Prepares for possibility of extended deployment
Location	<ul style="list-style-type: none"> • Sites • 10 Hospital Drive
Profession/Skills	<ul style="list-style-type: none"> • Security guards • Ability to meet physical demands of the position
Number	<ul style="list-style-type: none"> • 1

Annex A: Mass Vaccination Plan

Title:	Primary Care Coordinator
Reports To:	Operations Chief
Supervises:	
Mission:	Responsible for responding to inquiries from primary care practitioners
Initial Actions:	<ul style="list-style-type: none"> • Read entire job action sheet • Obtain briefing from Operations Chief
Specific Job Actions:	<ul style="list-style-type: none"> • Review material to respond appropriately to primary care practitioners • Responds to inquiries from primary care practitioners • Visits primary care practitioners to provide guidance on pandemic preparedness • Advise primary care practitioners to perform Febrile Respiratory Illness screening (advise them to purchase masks and hand sanitizers for their offices) • Provides presentations for primary care practitioners if required • Provides direction and guidance on infection control practices for primary care practitioners • Provides direction and guidance on vaccine distribution for primary care practitioners • Participates on Community Influenza Assessment and Triage Committee • Tracks number and type of calls received • Responds to complaints received from primary care practitioners • Assists with the distribution and recommendation for signage at primary care practitioner offices • Liaise with Communications to ensure appropriate information is available on the PCCHU website for primary care practitioners • Directs appropriate calls or information from primary care practitioners to Incident Commander • Attends all educational and training sessions • Advises Operations Chief if/when call volume is overwhelming • Liaises with staff working on physician surveillance to be aware of activity • Report to Operations Chief on any concerns regarding the ability of primary care practitioners to meet patient volume demands
Conclusion of Work Shift Actions:	<ul style="list-style-type: none"> • Brief oncoming staff
Location	<ul style="list-style-type: none"> • 10 Hospital Drive

Annex A: Mass Vaccination Plan



Profession/Skills	<ul style="list-style-type: none">• Registered Nurse/Public Health Inspector• Communication• Organizational• Ability to meet physical demands of the position
Number	<ul style="list-style-type: none">• 1

Annex A: Mass Vaccination Plan

Title:	Clinic Manager
Reports To:	Operations Chief
Supervises:	<ul style="list-style-type: none"> • Clinic Coordinator • Vaccine Storage and Distribution Monitor
Mission:	Responsible for managing clinics.
Initial Actions:	<ul style="list-style-type: none"> • Read entire job action sheet • Obtain briefing from Operations Chief
Specific Job Actions:	<ul style="list-style-type: none"> • Responds to inquiries from clinic coordinator • Visits clinic sites to observe and make recommendations • Responds to concerns regarding clinic staff • Responds to client complaints • Attends and assists Operations Chief with charge nurse meetings • Provides back-up for Clinic Coordinator • Responds to inquiries ECG regarding clinic operations • Works with Health and Safety to ensure staff and clients are protected • Liaison between Clinic Coordinator and Operations Chief • Attends training sessions and stays current on the electronic management system • Prepares reports on clinic activities for Operations Chief
Conclusion of Work Shift Actions:	<ul style="list-style-type: none"> • Brief on-coming staff
Location	<ul style="list-style-type: none"> • 10 Hospital Drive
Profession/Skills	<ul style="list-style-type: none"> • Registered Nurse • Communication • Organizational • Ability to meet physical demands of the position
Number	<ul style="list-style-type: none"> • 1

Annex A: Mass Vaccination Plan

Title:	Clinic Coordinator
Reports To:	Clinic Manager
Supervises:	
Mission:	Responsible for coordinating clinics
Initial Actions:	<ul style="list-style-type: none"> • Read entire job action sheet • Obtain briefing from Operations Chief
Specific Job Actions:	<ul style="list-style-type: none"> • Responds to inquiries from clinic charge nurses • Ensures clinics are running smoothly • Responsible for reviewing material related to clinic operations • Assists with set-up of stationary clinics • Assists charge nurses with line-management at clinics • Attends and assists Operations Chief with charge nurse meetings • Responds to inquiries ECG regarding clinic operations • Rotates between clinic sites • Responds and visits sites having problems • Works with Health and Safety to ensure staff and clients are protected • Liaison between Charge Nurse and Operations Chief • Responds to questions/concerns from staff and clients requiring research and/or consultation with MOHLTC • Attends training sessions and stays current on the electronic management system
Conclusion of Work Shift Actions:	<ul style="list-style-type: none"> • Brief oncoming staff
Location	<ul style="list-style-type: none"> • 10 Hospital Drive
Profession/Skills	<ul style="list-style-type: none"> • Registered Nurse • Communication • Organizational • Ability to meet physical demands of the position
Number	<ul style="list-style-type: none"> • 1

Annex A: Mass Vaccination Plan

Title:	Public Inquiry Line Coordinator
Reports To:	Operations Chief
Supervises:	
Mission:	Responsible for ensuring adequate response to public inquiries.
Initial Actions:	<ul style="list-style-type: none"> • Read entire job action sheet • Obtain briefing from Operations Chief
Specific Job Actions:	<ul style="list-style-type: none"> • Responsible for ensuring the availability of sufficient staff to respond to public inquiries • Provide reports to the Operations Chief on call volume and nature of calls • Liaises with the City of Peterborough Public Inquiry Line if necessary • Ensures staff have current, concise, information • Ensures staff have adequate training to respond to public inquiries • Ensures calls are managed efficiently and directed to the most appropriate person • Liaises with Communications Officer
Conclusion of Work Shift Actions:	<ul style="list-style-type: none"> • Brief oncoming staff
Location	<ul style="list-style-type: none"> • 10 Hospital Drive
Profession/Skills	<ul style="list-style-type: none"> • Communication • Organizational • Ability to meet physical demands of the position
Number	<ul style="list-style-type: none"> • 1

Annex A: Mass Vaccination Plan

Title:	Long Term Care Facilities/Day Nurseries Coordinator
Reports To:	Operations Chief
Supervises:	
Mission:	Responsible for responding to inquiries from long term care facilities
Initial Actions:	<ul style="list-style-type: none"> • Read entire job action sheet • Obtain briefing from Operations Chief
Specific Job Actions:	<ul style="list-style-type: none"> • Responsible for reviewing material to respond appropriately to long term care facilities or day nurseries • Responds to inquiries from long term care facilities and day nurseries • Visits sites, if necessary, to provide guidance on pandemic preparedness • Offer presentations on pandemic preparedness • Advise long term care and day nurseries to institute measures recommended by the MOHLTC to protect staff and clients • Manages outbreaks in these facilities
Conclusion of Work Shift Actions:	<ul style="list-style-type: none"> • Brief oncoming staff
Location	<ul style="list-style-type: none"> • 10 Hospital Drive
Profession/Skills	<ul style="list-style-type: none"> • Registered Nurse/Public Health Inspector • Communication • Organizational • Ability to meet physical demands of the position
Number	<ul style="list-style-type: none"> • 2

Annex A: Mass Vaccination Plan

Title:	Hospital Coordinator
Reports To:	Operations Chief
Supervises:	
Mission:	Responsible for responding to inquiries from the hospital
Initial Actions:	<ul style="list-style-type: none"> • Read entire job action sheet • Obtain briefing from Operations Chief
Specific Job Actions:	<ul style="list-style-type: none"> • Responsible for reviewing material to respond appropriately to hospitals • Responds to inquiries from hospital • Visits hospital, if necessary, to provide guidance on pandemic preparedness • Liaise with hospital staff (infection control, occupational health, emergency department, laboratory, chief executive officer, etc.) • Offer presentations on pandemic preparedness • Advise hospital to institute measures recommended by the MOHLTC to protect staff and clients • Provides daily reports of the number and status of hospitalized cases • Manages outbreaks in these facilities
Conclusion of Work Shift Actions:	<ul style="list-style-type: none"> • Brief oncoming staff
Location	<ul style="list-style-type: none"> • 10 Hospital Drive
Profession/Skills	<ul style="list-style-type: none"> • Registered Nurse/Public Health Inspector • Communication • Organizational • Ability to meet physical demands of the position
Number	<ul style="list-style-type: none"> • 1

Annex A: Mass Vaccination Plan

Title:	Information Technology Coordinator
Reports To:	Finance and Administration Chief
Supervises:	
Mission:	Oversees installation and maintenance of electronic equipment (computer, fax, telephone)
Initial Actions:	<ul style="list-style-type: none"> • Read entire Job Action Sheet • Obtain briefing from Charge Nurse
Specific Job Actions:	<ul style="list-style-type: none"> • Setup registration, data entry and other areas identified as requiring communication and technology assets • Monitor, support and communicate ongoing IT needs • Document all requests, actions and interventions in a work log • Respond to information technology concerns
Conclusion of Work Shift Actions:	<ul style="list-style-type: none"> • Prepare end of shift report • Plan for the possibility of extended deployment
Location	<ul style="list-style-type: none"> • 10 Hospital Drive
Profession/Skills	<ul style="list-style-type: none"> • Information technology experience • Ability to meet physical demands of the position
Number	<ul style="list-style-type: none"> • 1

Annex A: Mass Vaccination Plan

Title:	Delivery Coordinator
Reports To:	Finance and Administrative Chief
Mission:	To deliver supplies to and from clinic sites.
Initial Actions:	<ul style="list-style-type: none"> • Read entire Job Action Sheet • Obtain briefing from Clinic Coordinator
Specific Job Actions:	<ul style="list-style-type: none"> • Ensures appropriate transportation of supplies to and from sites
Conclusion of Work Shift Actions:	<ul style="list-style-type: none"> • Prepare end of shift report • Plan for the possibility of extended deployment
Location	<ul style="list-style-type: none"> • 10 Hospital Drive • Clinic site
Profession/Skills	<ul style="list-style-type: none"> • Organizational
Number	<ul style="list-style-type: none"> • 1

Annex A: Mass Vaccination Plan

Title:	Custodian—On Site
Reports To:	Charge Information Technology
Mission:	Responsible for clinic maintenance
Initial Actions:	<ul style="list-style-type: none"> • Read entire job action sheet • Obtain briefing from Logistics Coordinator
Specific Job Actions:	<ul style="list-style-type: none"> • Responsible for clinic maintenance, including disposal of garbage and cleaning and disinfecting or work services • Works with MVC site supplies monitor and the MVC site infection control coordinator to ensure sufficient sanitation supplies and equipment on site • Ensure adequate washroom supplies • Responsible for bio-hazardous waste disposal
Conclusion of Work Shift Actions:	<ul style="list-style-type: none"> • Brief oncoming staff
Location	<ul style="list-style-type: none"> • 10 Hospital Drive • Clinic site
Profession/Skills	<ul style="list-style-type: none"> • Janitorial/house keeping • Organizational
Number	<ul style="list-style-type: none"> • 1

Annex A: Mass Vaccination Plan

Title:	Human Resource Coordinator
Reports To:	Logistics Chief
Supervises:	
Mission:	To ensure sufficient staff are available for clinics.
Initial Actions:	<ul style="list-style-type: none"> • Read entire job action sheet • Obtain briefing from Logistics Chief
Specific Job Actions:	<ul style="list-style-type: none"> • Makes arrangements to hire staff • Arranges for training of new staff with the Training Coordinator • Arranges for replacement staff for those calling in sick • Works with Volunteer Coordinator and Scheduling Coordinator
Conclusion of Work Shift Actions:	<ul style="list-style-type: none"> • Prepare end of shift report • Plan for the possibility of extended deployment
Location	<ul style="list-style-type: none"> • 10 Hospital Drive
Profession/Skills	<ul style="list-style-type: none"> • Organizational skills • Communication skills
Number	<ul style="list-style-type: none"> • 2

Annex A: Mass Vaccination Plan

Title:	Volunteer Coordinator
Reports To:	Logistics Chief
Supervises:	
Mission:	Coordinates volunteer assignments
Initial Actions:	<ul style="list-style-type: none"> • Read entire job action sheet • Obtain briefing from finance and administration chief • Assess volunteer needs
Specific Job Actions:	<ul style="list-style-type: none"> • Maintains a list of volunteers on-site and assignment preferences • Provides volunteer names to scheduling leader based on skills and preference • Provides onsite orientation for volunteers • Ensures volunteers take breaks • Receives names of volunteers from HR coordinator • Works with scheduling leader to ensure staffing is adequate • Contacts volunteers to ensure they have their schedule
Conclusion of Work Shift Actions:	<ul style="list-style-type: none"> • Prepare end of shift report • Plan for the possibility of extended deployment
Location	<ul style="list-style-type: none"> • 10 Hospital Drive
Profession/Skills	<ul style="list-style-type: none"> • Volunteer coordination background • Organizational • Leadership • Ability to meet physical demands of the position
Number	<ul style="list-style-type: none"> • 1

Annex A: Mass Vaccination Plan

Title:	Scheduling Coordinator
Reports To:	Logistics Chief
Supervises:	
Mission:	Prepares schedule of staff assignment in accordance with union contracts
Initial Actions:	<ul style="list-style-type: none"> • Read entire job action sheet • Obtain briefing from Human Resources coordinator • Ensures staff have copies of their work assignments
Specific Job Actions:	<ul style="list-style-type: none"> • Ensure staff have coverage for breaks • Receives reports and requests for staff from • Receives calls from staff reporting absences from work • Prepares report on staff illness • Contact Human Resources Coordinator if staffing supply is insufficient
Conclusion of Work Shift Actions:	<ul style="list-style-type: none"> • Prepare end of shift report • Plan for the possibility of extended deployment
Location	<ul style="list-style-type: none"> • 10 Hospital Drive
Profession/Skills	<ul style="list-style-type: none"> • Organizational • Communication • Ability to meet physical demands of the position
Number	<ul style="list-style-type: none"> • 1

Annex A: Mass Vaccination Plan

Title:	Procurement Officer
Reports To:	Finance and Administration Chief
Supervises:	
Mission:	Ensures clinic supplies are purchased in a timely and cost-effective manner
Initial Actions:	<ul style="list-style-type: none"> • Read entire job action sheet • Obtain briefing from Finance and Administration Chief
Specific Job Actions:	<ul style="list-style-type: none"> • Arranges and purchases clinic supplies • Arranges for food for staff at clinics • Arranges for clinic locations • Ensures all paperwork/contracts are completed • Arranges for Security and/or Custodial Services • Tracks items charged
Conclusion of Work Shift Actions:	<ul style="list-style-type: none"> • Prepare end of shift report and present to Finance and Administration Chief • Plan for the possibility of extended deployment
Location	<ul style="list-style-type: none"> • 10 Hospital Drive
Profession/Skills	<ul style="list-style-type: none"> • Communication • Organizational • Ability to meet physical demands of the position
Number	<ul style="list-style-type: none"> • 1

Annex A: Mass Vaccination Plan

Title:	Supply Coordinator
Reports To:	Logistics Chief
Supervises:	
Mission:	To ensure clinics have sufficient and appropriate supplies.
Initial Actions:	<ul style="list-style-type: none"> • Assess clinic needs
Specific Job Actions:	<ul style="list-style-type: none"> • Read entire Job Action Sheet • Liaise with Logistics Coordinator to ensure all clinics are supplied with necessary paperwork and equipment • Liaise with Charge Nurses to ensure all clinics are fully stocked with the identified equipment and supplies for individual clinics • Prepare a Clinic Supplies Checklist form to be used at clinics to order supplies for the next clinic • Receive all requests for additional supplies, paperwork, signage or equipment • Ensure all anaphylactic kits have the contents outlined in the Medical Directive: Management of Anaphylaxis and Fainting—Administration of Adrenalin and Benadryl • Check expiry dates for Benadryl and adrenalin • Ensure that Emergency Kits contain one anaphylactic kit and supplies outlined in the Medical Directive: Management of Anaphylaxis and Fainting—Administration of Adrenalin and Benadryl • Direct Charge Nurses or Vaccinators to appropriate pandemic staff for answers to questions • Maintain an inventory of clinic supplies and reorder when supplies are insufficient • Ensures signage is current and available for every clinic • Identifies and arranges transportation for clinic supplies if supply clerk not available • Creates and submits required reports for the Ministry of Health and Long Term Care (MOHLTC) Universal Influenza Immunization Program (UIIP) • Submits electronic reports to the MOHLTC UIIP for pandemic and influenza program reimbursement • Liaise with Safety Officer to ensure appropriate supplies are in place • Ensures that N95 masks are available for each clinic for use by the Screeners and Greeters • Assists Clinic Coordinator with the preparation and photocopying of training manual and necessary information training sessions for clinic staff

Annex A: Mass Vaccination Plan

	<ul style="list-style-type: none"> • Liaise with Purchasing to ensure supplies are met within a timely manner • Liaise with the Ontario Government Pharmacy or the Emergency Management Branch of the MOHLTC for clinic supplies • Liaise with specified staff assigned to select high priority groups to ensure clinic supply availability • Liaise with Logistics Coordinator for additional support from essential services for clinical supplies setup • Prepare emergency information poster for each clinic (containing the site name, site address and emergency number) • Provide and ensure that paperwork provided at each clinic is present and with sufficient supply: <ul style="list-style-type: none"> • Aftercare forms • H1N1 Fact Sheets, • Self Assessment table, • Management of Influenza sheets, • Payroll Information sheets, • CISS forms, • Part-time Employee Forms, • payroll ½ sheets, • Mileage forms, • Post-Vaccination Stickers, • Anaphylaxis adverse reaction forms, • Incident Reports, Medical Incident Report, • WSIB Form #7, • WSIB Treatment Memorandum, • Emergency Record Sheet, • Risk Assessment for Blood-borne infections, • Did Not Receive Vaccine school forms, • Vaccine Clinic Emergency Location Form, • Clinic Evaluation Forms and • Staff Feedback Forms • Consent forms • Liaise with Information Technology staff to ensure accurate reports from clinic are able to provide information required for UIIP reimbursement • Liaise with Communications Officer to ensure clinic is supplied with appropriate and up-to-date signage and promotional material • Liaise with Human Resource Coordinator to ensure each clinic has sufficient supplies per staff or vaccinator
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Annex A: Mass Vaccination Plan

	<ul style="list-style-type: none"> Respond to phone calls on vaccine clinics or forward calls to appropriate staff person
Conclusion of Work Shift Actions:	<ul style="list-style-type: none"> Prepare end of shift report and present to Logistics Coordinator Plan for the possibility of extended deployment
Location	<ul style="list-style-type: none"> 10 Hospital Drive
Profession/Skills	<ul style="list-style-type: none"> Organizational Data entry Communication Multi-tasker Ability to meet physical demands of the position (standing, walking, pro-longed sitting, use of computer, lifting items (25 lbs), manual dexterity, visual acuity)
Number	<ul style="list-style-type: none"> 3

Annex A: Mass Vaccination Plan

Title:	Vaccine Storage and Distribution Monitor
Reports To:	Clinic Manager
Supervises:	
Mission:	To ensure clinics have sufficient vaccine supply and that vaccine at the Health Unit is monitored as per the MOHLTC protocol.
Initial Actions:	<ul style="list-style-type: none"> • Check and record all vaccine refrigerator temperatures • Read vaccine storage section of the product monograph • Ensure vaccine is stored according to product monograph
Specific Job Actions:	<ul style="list-style-type: none"> • Be available to receive vaccine from the Ontario Government Pharmacy and check order for accuracy and temperature • Arrange vaccine inventory in refrigerator to accommodate ease of vaccine retrieval and minimal impact to other vaccines • Return unused or expired or wasted vaccine to Ontario Government Pharmacy • Maintain an accurate inventory of all pandemic vaccine (including lot numbers and expiry dates) • Ensure that vaccine is distributed by using shortest expiry dates first • Check vaccine returned from the clinic to ensure same lot numbers are together • Ensure that partials (returned from the clinics) are used in the next clinic (if possible) • Prepare vaccine for Charge Nurse to pick-up • Ensure vaccine is distributed according to product monograph (ie. cooler bags, maximum-minimum thermometer, etc.) • Provide sufficient freezer packs for vaccine clinics • Estimate the quantity of vaccine per clinic based on the number of vaccinators (5 min/vaccinator/immunization) • Ensure that clinic bags are clearly labeled for Charge Nurse pick-up and if deemed necessary, be available to assist Charge Nurses • Respond to inquiries from clinic staff about vaccine storage and handling • Prepare daily vaccine inventory reports for the Operations Manager • Assist with the preparation of forms to distribute vaccine to health care providers • Distribute vaccine to other health care providers using cold chain requirements • Record vaccine distribution and prepare daily reports for Operations Manager

Annex A: Mass Vaccination Plan



Conclusion of Work Shift Actions:	<ul style="list-style-type: none"> • Prepare end of shift report and present to Logistics Coordinator • Plan for the possibility of extended deployment
Location	10 Hospital Drive
Profession/Skills	<ul style="list-style-type: none"> • Organizational • Data entry • Communication • Multi-tasker • Ability to meet physical demands of the position (standing, walking, pro-longed sitting, use of computer, lifting items (25 lbs), manual dexterity, visual acuity)
Number	<ul style="list-style-type: none"> • 1

Annex A: Mass Vaccination Plan

Title:	Charge Nurse
Reports To:	Clinic Coordinator
Supervises:	<ul style="list-style-type: none"> • Vaccinator • Nurse Screener • Post-Vaccine Nurse • Charge Support • Charge Information Technology
Mission:	Oversee all aspects of the mass vaccination clinics site
Initial Actions:	<ul style="list-style-type: none"> • Read entire Job Action Sheet • Obtain briefing from Clinic Coordinator • Obtain list of assigned staff • Ensures a land-line telephone is available and carries a charged and operational cell phone • Record the location of the nearest land-line telephone on the emergency site poster • Place emergency site poster on a wall that is visible to nursing staff
Specific Job Actions:	<ul style="list-style-type: none"> • Holds a meeting with clinic staff prior to the start of the clinic to relay new information and answer questions • Advise all clinic staff of the location of the emergency site poster with the location of the nearest land line telephone • Encourages hand hygiene for all staff • Liaise with Scheduler to ensure all assigned staff are present and at work site • Liaise with Supplies Clerk to ensure that all necessary paper work and supplies are in place at work site • Liaise with Safety Officer regarding infection control and/or occupational health and safety issues • Receive and forward all requests for additional personnel, equipment and supplies and transportation • Reassess, continually, work flow and client flow • Ensures vaccine for clinic is picked-up at the Health Unit and delivered to the site under cold chain • Enter vaccine inventory into electronic database and distribute vaccine to vaccinators • Check Emergency Box for contents including expiry dates of medications (Benadryl and adrenalin) • Ensures Emergency Box contents are replenished if used • Check the automatic blood pressure monitor to ensure the batteries are working

Annex A: Mass Vaccination Plan

- Check land-line telephone at the clinic site to ensure it is operational
- Address medical and non-medical issues with clients that cannot be resolved by clinic staff
- Receive questions from vaccinators and forward to Clinic Coordinator for follow-up
- Vaccinate only when clinic duties permit
- Advise Logistics Coordinator if clinic is going to require overtime for staff
- Provides feedback to the Clinic Coordinator to assist in assessing the performance of personnel deployed in the clinic
- Ensure that breaks are taken by all staff as follows:

Eight Hour Shifts

- One 1 hour unpaid meal break must occur not before 3 hours into the shift and not after 5 hours into the shift
- One 15 minute paid break must occur during the second hour of work
- One 15 minute paid break must occur during the fifth hour of work

Less than Eight Hour Shifts and Overtime

- One 30 minute unpaid break must occur not before 3 hours into the shift and not after 5 hours after the shift
- One 15 minute paid break must occur during the second hour of work
- One 15 minute paid break must occur during the fifth hour of work
- Ensure that clinic staff do not reduce their scheduled hours of work by not taking, or reducing work breaks.
- Maintain a log of all activities and communications
- Assist clinic staff with all incidents or emergencies
- Report all incidents or emergencies to the Clinic Coordinator
- Ensures that issues are relayed to Clinic Coordinator
- Ensure proper forms are completed
- Ensure that all the necessary paperwork is completed for any incidents or emergencies
- Provide staff and clients with support and assurance
- Make follow – up phone calls regarding emergencies or incidents as needed and provides feedback to staff involved

Annex A: Mass Vaccination Plan

	<ul style="list-style-type: none"> • Ensure vaccine is maintained at appropriate temperature • Assist vaccinators with ensuring that vaccine is maintained at appropriate temperatures • Assisting staff involved in a needle-stick injury using Blood Borne Infection Protocol • Assigns mentors to nurses who are new to immunization clinic process • Monitors professional practice and competency of nurses and immediately reports any concerns to Clinic Coordinator • Assists with approved media at the clinic site and advises unapproved media to leave site and contact Communication Officer • Ensures that two Registered Nurses are on site at any given time when immunizing and during post-immunization waiting period • Assigns strategic positions for security guards • Attends Charge Nurse meetings • Check emails at home daily for information and updates • Closes clinic, contacts security and/or police if there are any concerns about the safety of the staff and/or clients • Determines, with the assistance of Information Technology staff, if paper-based consent needs to be instituted due to operational problems with electronic data-base • Ensures that Supply Clerk orders supplies for next clinic using appropriate forms • Ensure all clients have left the clinic safely and ensure two nurses are present until this occurs • Ensures that nurses return inventory of vaccine and completes vaccine inventory return on the electronic database • Ensures vaccine is returned to Health Unit using cold chain • Manage needle-stick exposures according to the Board of Health, Exposure to Blood or Body Fluids Procedure • Report needle-stick exposures to Clinic Coordinator immediately • Assist vaccinators, or any staff, that have had a needle-stick exposure or any injury and ensures appropriate documentation has been completed • Attends educational and training sessions
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Annex A: Mass Vaccination Plan

	<ul style="list-style-type: none"> • Identifies infection control and safety concerns and reports to Safety Officer • Ensures client confidentiality • Maintains a written record of the start and finish times and lunch breaks of all personnel assigned to the clinic and submits the record to the Logistics • Identifies staff who cannot perform their assignment and reports to Operations Chief and if necessary removes them from their position until investigated by Clinic Coordinator
Conclusion of Work Shift Actions:	<ul style="list-style-type: none"> • Monitors staff for stress and fatigue and developing illness • Prepare end of shift report for Clinic Coordinator and for incoming Charge Nurse • Plan for the possibility of extended deployment
Location	<ul style="list-style-type: none"> • 10 Hospital Drive Vaccine site
Profession/Skills	<ul style="list-style-type: none"> • PCCHU staff person • Medical background • Registered Nurse • Fit Tested • Organizational • Leadership • Excellent communication • Computer literacy • Ability of deal with conflict and difficult/hostile people • Empathetic • Ability to meet physical demands of the position (standing, walking, pro-longed sitting, use of computer, fine motor ability/dexterity, visual acuity) • Ability to perform cardiopulmonary resuscitation • Ability to perform frequent hand hygiene
Number	<ul style="list-style-type: none"> • 1 per site or 2 depending on the number of vaccinators

Annex A: Mass Vaccination Plan

Title:	Nurse Assigner
Reports To:	Charge Support
Supervises:	
Mission:	Directs client to the next available nurse
Initial Actions:	<ul style="list-style-type: none"> • Read entire Job Action Sheet • Obtain briefing from Charge Nurse • Set up a station in near nurses and waiting clients
Specific Job Actions:	<ul style="list-style-type: none"> • Reviews waiting line on computer or via the number system if required • Looks for vaccinator availability (color-coded paddles used by nurses) and when available for immunizing, calls next available number or the next name on the wait line section of the computer and directs client to vaccinator • Monitors clients waiting for immunization • Check if families want to be at the nurse together • Checks that client have received and read the Information Sheet • Advises Charge Nurse of issues as they arise (e.g. questions from clients, nurses or incidents referred to Charge Nurse for consultation) • Advises clients to roll-up sleeves or remove coats to prepare for immunization • Attends educational and training sessions
Conclusion of Work Shift Actions:	<ul style="list-style-type: none"> • Prepare end of shift report for Charge Nurse • Plan for the possibility of extended deployment
Location	10 Hospital Drive
Profession/Skills	<ul style="list-style-type: none"> • Loud Voice • Organizational • Communication • Computer literacy • Ability to meet physical demands of the position
Number	<ul style="list-style-type: none"> • 1 or 2

Annex A: Mass Vaccination Plan

Title:	Screener/ Client Flow Monitor/Greeter
Reports To:	Charge Support
Supervises:	
Mission:	<p>Screens clients waiting in line for influenza-like illness</p> <p>Assists with directing clients to improve the efficiency and reduce wait times</p> <p>Greet clients and if necessary, directs client to Data Entry Clerk</p>
Initial Actions:	<ul style="list-style-type: none"> • Read entire Job Action Sheet • Obtain briefing from Charge Nurse
Specific Job Actions:	<ul style="list-style-type: none"> • Maintain counts of numbers of clients turned away due to febrile respiratory illness symptoms • Instruct clients coming into clinic if they have febrile respiratory illness symptoms of unknown origin to postpone immunization until symptoms resolve • Remind clients waiting in line of eligibility groups for immunization and provide those not eligible with information for future clinics • Identifies clients who cannot wait in line due to medical conditions and arranges for them to be fast-tracked through the immunization process • Advise clients of the wait time to be immunized and provide other clinic dates and times if needed • Advise Nurse Screener if clients request additional information • If needed, maintain a two metre distance or use a mask (NOTE: individuals can spread influenza one day before symptoms appear) • Distribute vaccine information sheets for clients waiting in line to be immunized and advises clients to read the information prior to going to Data Entry Clerk • Distribute consent forms if clinic is not electronic • Assist staff or clients as directed by Nurse Screener or Charge Nurse • Evaluate and report issues related to crowd control to Charge Nurse • Instruct clients to go to registration area and to have Ontario Health Card and driver's license available for screening • Direct client to available Data Entry Clerk • Advise that they will still be immunized even if they do not have an Ontario Health Card and/or driver's license • Keeps doorway clear for safe exit/entry • May act as a Screener, Greeter, Nurse Assigner or Supply Clerk

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	<ul style="list-style-type: none"> • Attends educational and training sessions
Conclusion of Work Shift Actions:	<ul style="list-style-type: none"> • Prepare end of shift report for Charge Nurse • Plan for the possibility of extended deployment
Location	<ul style="list-style-type: none"> • Clinic Site
Profession/Skills	<ul style="list-style-type: none"> • Organizational • Loud voice • Communication skills • Ability of deal with conflict and difficult/hostile people • Must be fit-tested
Number	<ul style="list-style-type: none"> • 1 or 2

Annex A: Mass Vaccination Plan

Title:	Vaccinator
Reports To:	Charge Nurse
Supervises:	
Mission:	Administer vaccines to eligible clients
Initial Actions:	<ul style="list-style-type: none"> • Read entire Job Action Sheet • Obtain briefing from Charge Nurse • Obtain appropriate supplies and Personal Protective Equipment • Ensures workstation supplies are adequate
Specific Job Actions:	<ul style="list-style-type: none"> • Check expiration date and prepare vaccine for administration • Ensure vaccine is maintained appropriately according to product manufacturer • If vaccine is to be maintained under the cold chain (2°C to 8°C), observe temperature reading on thermometer and record vaccine temperatures every hour on the appropriate sheet • If a cold chain incident occurs (temperatures < 2°C or > 8°C), do not use vaccine, report to Charge Nurse, store vaccine in a labeled bag • Ensures Emergency Box contents are replenished if used • Asks for client's name and birthdate to verify client information with computer or paper consent form • Ensure informed consent is obtained (through client or guardian) Consent can be verbal for the electronic system or written for paper-based clinics • For school-based clinics, written consent is required for students under 14 years of age • Administer vaccine according to product monograph • Enter data into electronic clinic database or record on consent form • If necessary, and if available, and if permitted by parent/guardian, distribute treat to children • Manage fainting and/or anaphylactic reactions according to the Medical Directive and record on Emergency Record form • Manage untoward incidents and record documentation on Incident Report • Request assistance from Charge Nurse or other staff if required • Maintains a standard professional practice • Adheres to appropriate infection control practices • Promotes immunization • Responds to inquires about immunization from clients • Does not recap syringes, opens syringe covering in front of client (for single-use syringes), only pre-fills syringes if indicated

Annex A: Mass Vaccination Plan

	<p>in the product monograph, uses covered footwear (not Crocs), uses safety needles (when available)</p> <ul style="list-style-type: none"> • Tracks issues/problems with vaccine clinic products including the vaccine and syringes • Report needle-stick exposures to Charge Nurse immediately and manage needle-stick exposures according to the Board of Health, Exposure to Blood or Body Fluids Procedure • Return vaccine inventory at the end of the shift • Log off electronic database • Ensures client confidentiality • Evaluate needs and report requests to Charge Nurse • Attends educational and training sessions
Conclusion of Work Shift Actions:	<ul style="list-style-type: none"> • Monitor supplies for workstation and to prepare for next day if clinic is open at the same site • Prepare end of shift report for Charge Nurse and incoming vaccinator • Plan for possibility of extended deployment
Location	<p>10 Hospital Drive Vaccination Clinic</p>
Profession/Skills	<ul style="list-style-type: none"> • Registered Nurse, Registered Practical Nurse with specific training on immunization, or student nurse with specific training on immunization • Computer literacy • Organizational • Communication • Ability of deal with conflict and difficult/hostile people • Empathetic • Ability to meet physical demands of the position (standing, walking, pro-longed sitting, use of computer, fine motor ability/dexterity, visual acuity) • Ability to perform cardiopulmonary resuscitation • Ability to perform frequent hand hygiene
Number	<ul style="list-style-type: none"> • Multiple

Annex A: Mass Vaccination Plan

Title:	Data Entry Clerk
Reports To:	Charge Support
Supervises:	
Mission:	Register clients and enter relevant data
Initial Actions:	<ul style="list-style-type: none"> • Read entire job action sheet • Obtain briefing from Charge Nurse • Familiarize self with registration and data entry processes
Specific Job Actions:	<ul style="list-style-type: none"> • Generate reports as needed • Swipes the client the Ontario Health Card and/or Driver's license to obtain demographic information for electronic database and reviews information to ensure information is accurate and current • Enters data into appropriate screens for electronic clinic system (Screens: demographic, health history, medication) • Completes 'guardian' section of electronic database for clients who cannot provide informed consent • Consults with Charge Nurse on client issues • Screens clients to ensure they are eligible for vaccination • Maintains client confidentiality by ensuring there is a distance between clients giving information to data entry clerks • Enters client questions about the vaccine or client questionnaire template into data entry screen • Determines and enters the vaccine requested into the appropriate screen • Advises client that vaccination nurse will answer questions about the vaccine • directs clients to pre-vaccination waiting area • Attends educational and training sessions • Ensures client confidentiality
Conclusion of Work Shift Actions:	<ul style="list-style-type: none"> • Brief incoming greeting staff at end of shift • Plan for the possibility of extended deployment
Location	<ul style="list-style-type: none"> • 10 Hospital Drive
Profession/Skills	<ul style="list-style-type: none"> • Data entry • Organizational • Communication • Ability to meet physical demands of the position (pro-longed sitting, use of computer, visual acuity) • Computer literate • Ability to perform frequent hand hygiene
Number	<ul style="list-style-type: none"> • Multiple, depending on number of vaccinators

Annex A: Mass Vaccination Plan

Title:	Post-Vaccination Clerk
Reports To:	Charge Support
Supervises:	
Mission:	Monitor clients for signs and symptoms of post vaccine reactions and distributes record of immunization/after-care form
Initial Actions:	<ul style="list-style-type: none"> • Read entire job action sheet • Obtain briefing from Charge Nurse
Specific Job Actions:	<ul style="list-style-type: none"> • Distribute record of immunization to client by checking identification first • Monitor for signs and symptoms of post-vaccine reactions (or any change in client) and advise nurse immediately • Advise client to wait 15 minutes post-immunization • Identify problems with printer and report to Charge Nurse or Information Technology staff • Attends educational and training sessions
Conclusion of Work Shift Actions:	<ul style="list-style-type: none"> • Brief incoming greeting staff at end of shift • Plan for the possibility of extended deployment
Location	<ul style="list-style-type: none"> • 10 Hospital Drive
Profession/Skills	<ul style="list-style-type: none"> • Communication skills • Organizational skills • Observational skills • Ability to meet physical demands of the position (standing) • Ability to perform frequent hand hygiene
Number	<ul style="list-style-type: none"> • 1

Annex A: Mass Vaccination Plan

Title:	Supply Clerk/ Food Service Monitor
Reports To:	Charge Information Technology
Supervises:	
Mission:	Maintain inventory of clinic supplies and setting up a food service area for staff.
Initial Actions:	<ul style="list-style-type: none"> • Read entire job action sheet • Obtain briefing from logistics coordinator
Specific Job Actions:	<ul style="list-style-type: none"> • Maintains an inventory of supplies and identifies supplies that require replenishing and record on the Vaccine Clinic Supply Coordinator form for submission to the Health Unit Supply • Ensures that supplies are kept in a secure, labeled, organized and clean manner • Identifies shortages and replenishes nurses stations and data entry clerk stations • Ensures signage is available and ensures signs stay posted at the clinic • Assists with distribution of supplies • If necessary, makes arrangement with Charge Nurse to purchase supplies that are needed immediately and submits receipts for payment • Advises Supply Coordinator if items are needed for the next clinic or future clinics • Picks up supplies from Health Unit if a required item runs low • Orders and re-stocks food and other supplies • Ensures pre-packaged food and beverages are available for staff • Attends educational and training sessions
Conclusion of Work Shift Actions:	<ul style="list-style-type: none"> • Ensures that supplies are replenished if another clinic is planned at the site
Location	<ul style="list-style-type: none"> • 10 Hospital Drive
Profession/Skills	<ul style="list-style-type: none"> • Organizational • Communication • Driver's license and car • Ability to meet physical demands of the position (standing) • Ability to perform frequent hand hygiene • Food handler training course
Number	<ul style="list-style-type: none"> • 1

Annex A: Mass Vaccination Plan

Title:	Nurse Screener
Reports To:	Charge Nurse
Supervises:	
Mission:	Assists clients identified by Screeners who have medical concerns or question
Initial Actions:	<ul style="list-style-type: none"> • Read entire Job Action Sheet • Obtain briefing from Charge Nurse
Specific Job Actions:	<ul style="list-style-type: none"> • Consult patient to Charge Nurse if deemed necessary • Instruct clients coming into clinic if they have febrile respiratory illness symptoms of unknown origin to postpone immunization until symptoms resolve • Remind clients waiting in line of eligibility groups for immunization and provide those not eligible with information for future clinics • Identifies clients who cannot wait in line due to medical conditions and arranges for them to be fast-tracked through the immunization process • If needed, maintain a two metre distance or use a mask • Evaluate and report issues related to crowd control to Charge Nurse • Direct client to available Data Entry Clerk • Attends educational and training sessions
Conclusion of Work Shift Actions:	<ul style="list-style-type: none"> • Prepare end of shift report for Charge Nurse • Plan for the possibility of extended deployment
Location	<ul style="list-style-type: none"> • Clinic Site
Profession/Skills	<ul style="list-style-type: none"> • Registered Nurse • Organizational • Communication skills • Ability of deal with conflict and difficult/hostile people • Must be fit-tested
Number	<ul style="list-style-type: none"> • 1 or 2

Annex A: Mass Vaccination Plan

Title:	Post-Vaccine Nurse
Reports To:	Charge Nurse
Supervises:	
Mission:	Monitor vaccine recipients for adverse vaccine reactions Respond to adverse vaccine reactions
Initial Actions:	<ul style="list-style-type: none"> • Read entire Job Action Sheet • Obtain briefing from Charge Nurse
Specific Job Actions:	<ul style="list-style-type: none"> • Monitor recipients for signs of anaphylaxis or fainting, etc. • Administer adrenalin and/or Benadryl as per Medical Directive • Check vital signs of clients experiencing adverse vaccine reactions • Ensure telephone is nearby and in good working order • Call for Emergency Assistance and assistance from other vaccinators if required • Ensure documentation of all actions • Ensure follow-up of all adverse vaccine reactions • Report adverse vaccine reactions to Adverse Vaccine Reaction Coordinator • Check Emergency Kit for appropriate supplies • Arrange for replenishment of supplies for Emergency Kit • Attends educational and training sessions
Conclusion of Work Shift Actions:	<ul style="list-style-type: none"> • Prepare end of shift report for Charge Nurse • Plan for the possibility of extended deployment
Location	<ul style="list-style-type: none"> • Clinic Site
Profession/Skills	<ul style="list-style-type: none"> • Registered Nurse • CPR Certificate • First Aid Certificate • Organizational • Communication skills • Ability of deal with conflict and difficult/hostile people • Must be fit-tested
Number	<ul style="list-style-type: none"> • 1 or 2

Annex A: Mass Vaccination Plan

Title:	Adverse Vaccine Reaction Coordinator
Reports To:	Operations Chief
Supervises:	
Mission:	Follow-up on all adverse vaccine reactions
Initial Actions:	<ul style="list-style-type: none"> • Read entire Job Action Sheet • Obtain briefing from Operations Chief
Specific Job Actions:	<ul style="list-style-type: none"> • Receive and track all adverse vaccine reactions • Ensure all adverse vaccine reactions meet standard case definitions • Ensure all adverse vaccine reactions are entered in the Integrated Public Health Information System in a timely manner • Complete follow-up of all adverse vaccine reactions as indicated in the Infectious Diseases Protocol • Ensure each report has been signed by the Incident Commander • Advise client of recommendations made by the Incident Commander • Provide Operations Chief and Incident Commander with a summary of all adverse vaccine reactions reported daily or weekly (as requested) • Ensure documentation of all actions
Conclusion of Work Shift Actions:	<ul style="list-style-type: none"> • Prepare end of shift report for Operations Chief • Plan for the possibility of extended deployment
Location	<ul style="list-style-type: none"> • Clinic Site
Profession/Skills	<ul style="list-style-type: none"> • Registered Nurse • Organizational • Communication skills
Number	<ul style="list-style-type: none"> • 1 or 2

Annex A: Mass Vaccination Plan

Title:	Charge Support
Reports To:	Charge Nurse
Supervises:	<ul style="list-style-type: none"> • Data Entry Clerk • Screener/Greeter/Client Flow Monitor • Post-Vaccination Clerk • Nurse Assigner • Security Personnel
Mission:	Supervise support staff positions on-site at clinics.
Initial Actions:	<ul style="list-style-type: none"> • Read entire Job Action Sheet • Obtain briefing from Charge Nurse
Specific Job Actions:	<ul style="list-style-type: none"> • Manage issues arising from the positions they supervise • Determine wait times for vaccination and provide this information to appropriate staff • Ensure sufficient staff is available • Arrange for rotation of staffing positions • Ensure breaks are covered • Move staff to areas of high demand, if necessary • Set-up line management if necessary • Ensure security of staff and clients
Conclusion of Work Shift Actions:	<ul style="list-style-type: none"> • Prepare end of shift report for Charge Nurse • Plan for the possibility of extended deployment
Location	<ul style="list-style-type: none"> • On site at clinic
Profession/Skills	<ul style="list-style-type: none"> • Organizational • Communication • Driver's license and car • Ability to meet physical demands of the position (standing) • Ability to perform frequent hand hygiene • Fit tested • Ability of deal with conflict and difficult/hostile people
Number	<ul style="list-style-type: none"> • 1

Annex A: Mass Vaccination Plan

Title:	Charge Information Technology (IT)
Reports To:	Charge Nurse
Supervises:	<ul style="list-style-type: none"> • Supply Clerk/ Food Service Monitor • Custodian (on-site)
Mission:	Provide IT support, ensure sufficient supplies and food and clean site area.
Initial Actions:	<ul style="list-style-type: none"> • Read entire Job Action Sheet • Obtain briefing from Charge Nurse
Specific Job Actions:	<ul style="list-style-type: none"> • Manage issues arising from the positions they supervise • Ensure sufficient staff is available for the positions they supervise • Ensures set-up of IT equipment • Ensures collected data is handled in a secure manner • Ensures data is transported in a secure, safe, manner to the Health Unit • Responsible for back-up of data • Arrange for rotation of staffing positions • Ensure breaks are covered • Move staff to areas of high demand, if necessary • Responds to all IT inquiries
Conclusion of Work Shift Actions:	<ul style="list-style-type: none"> • Prepare end of shift report for Charge Nurse • Plan for the possibility of extended deployment
Location	<ul style="list-style-type: none"> • On site at clinic
Profession/Skills	<ul style="list-style-type: none"> • Organizational • Information Technology training • Communication • Driver's license and car • Ability to meet physical demands of the position (standing) • Ability to perform frequent hand hygiene • Ability of deal with conflict and difficult/hostile people
Number	<ul style="list-style-type: none"> • 1

Appendix A.4

Line Management Protocol

Goal:

To minimize the time that individuals have to wait in line. If the wait line is deemed unmanageable by the Charge Nurse, the line management protocol will be used to provide immunization by appointment to eligible residents upon arrival at one of the operating clinic sites. The strategy outlined below is designed to assist with crowd control at the vaccination clinics.

Objectives:

1. Ensure individuals are eligible to receive the H1N1 influenza vaccination as directed by the Chief Medical Office of Health.
2. Early identification of individuals who are sick or have a fever with the request that they return for vaccination when they are well.
3. Effective, efficient processing of individuals through the implementation of a registration system.
4. Effective management of the length of the wait line to ensure health and safety of clients and staff.

Procedure:

1. If clinic wait times are > 1 hour, the Clinic Coordinator and/or Charge Nurse will initiate the line management procedure.
2. Prior to the opening of a clinic or during the clinic, the Charge Nurse or Clinic Coordinator will identify the number of vaccinators, derive the volume of clients who can be immunized, and calculate the number of available appointments per half hour. The appropriate number of registrations sheets will be produced to coincide with clinic capacity.
3. If a wait line is anticipated, the day before a clinic is due to operate, all of the registrations for that day and the next day will be bundled and included with the supplies for the clinic.
4. If priority groups are in place for vaccination, line management staff will provide an information sheet to each individual who arrives for vaccination for their review. The information sheet will clearly identify the groups that are being offered immunization. If they self-identify in one of the priority groupings (or if they identify this on behalf of a family member), they will be directed to line management registration table to obtain a registration sheet for completion.

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5. If the clinic is open to everyone, the individual will be directed to the line management registration table to obtain a registration sheet for completion.
6. The registration sheet will indicate a time and date to return to the site for vaccination. Every attempt will be made to immunize individuals within an hour of their return for vaccination at the appointed time. The information sheet will also indicate that regardless of priority grouping, individuals who are sick or have a fever will not be immunized until they are well.
7. One appointment sheet will be provided for each person to be vaccinated. The individuals will be asked to fill in the name of the individual requiring vaccination. The individual will be told that **they must** have the registration sheet with them to get a vaccination.
8. Individuals will return to the clinic at the designated date and time with their registration sheet.
9. After the registration process, the individual is given back their information sheet.
10. Once the clinic begins, individuals will be managed in two lines – one for those who have a registration sheet and one for individuals arriving that require a registration sheet.
11. Vaccinations will **only** be provided to those with authorized registration sheets.
12. The Charge Nurse will monitor wait times to determine whether they are on track based on appointments.
13. Once clinics are fully subscribed, new arrivals will be offered an appointment registration sheet for the following day at that same clinic site.
14. At the end of the clinic, the remainder of the next day's registration sheets that have not been distributed must be returned to the Charge Nurse. The Charge Nurse is to contact the Charge Nurse for the clinic on the following day to advise of the number of appointments pre-scheduled using this line management system.
15. The Charge Nurse ensures that all of the registration sheets are returned to the flu secretary, for inclusion in the next day's supplies.

Resources Required:

Staffing per clinic

4 clinic facilitators/greeters:

- 2 individuals per shift to manage the registration process. One facilitator would review the criteria for vaccination. One would hand out the registration sheets.

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- 1 individual per shift to manage traffic control once the clinic opens to ensure that individuals are directed to the appropriate line (those that have a registration sheet and time and those that do not)
- 1 individual per shift to facilitate movement of the line of individuals with registration sheets and to triage the very vulnerable if required.

Materials (all clinics)

- Handout detailing priority groups – 1 per individual (approximately 2000 per clinic day)
- Clinic registration sheets – one per person to be immunized (approximately 2000 per clinic day, colour coded by day)
- Signage reinforcing the key messages and the registration process.
- Signage regarding wait times.
- Megaphones
- Walkie-Talkie's