

Shift Leader Guidance

Store

We have our own storage area at the Health Centre. It is located in the far corner, behind the Portacabins. The door to the store is labelled 'Refuse'!?!

The key for the store is kept in the volunteer stewards' rest room, hanging on a hook on the wall.

We have tried to organise the store room and how we handle the equipment so that anything that has been used is then placed in a box and not touched for 72 hours. It's not a perfect system, but it is important that we stick to it in order to ensure that we are doing everything possible to keep our volunteer stewards safe. If you think there are ways we could improve it or simplify it, please let us know, don't just change it.



Start of Day

1. **Shift Leaders** should arrive at least **15 mins before their shift**.
2. **Car parking for stewards** is **behind Gill Rise**, up the hill beyond the clinic entrance.
3. The car park at the **front of Gill Rise** is for NHS staff, and can be used as an overflow for vaccinations car parking if the main car park is full.
4. Ensure that car park **signage** is positioned correctly and safely to indicate directions and one-way system.
5. Check that the entire **pedestrian route is clear** of vehicles and obstructions, and that **barriers** are in place.
6. Collect **store room key** from the volunteer stewards' rest room (it will be hanging on a hook on the wall).

7. In the store room there are 3 sets of **boxes for lanyards and hi-viz vests**:

- a. Put any **Hi-viz** vests that are hanging up to dry on the **yellow rail** to the left of the store room into the **Used Hi-viz box** with the **MOST RECENT** date on.
- b. Please **remove** all Hi-viz vests from the box with the **OLDEST** date on and **hang them on rail on the right-hand side** of the store room. ALL Hi-viz vests on this rail have been sanitised and left for 72 hours.



- c. Do the same with the **Lanyards** - take the ones from the box with the **OLDEST** date and place in the box labelled **sanitized lanyards** to the right of the door.
 - d. Put **today's date** on the **now empty boxes** (marker pens on shelf above boxes).
8. Check the Boxes labelled **Stewards Gazebo Equipment/Exit/Entrance** all have the correct equipment for the day - see **check list** on the wall of the store room/inside lid of the boxes.
 9. **DURING THE DAY, LEAVE THE STORE ROOM KEY ON THE SHELF ABOVE THE BOXES IN THE STORE ROOM.**
 10. Take the **Gazebo** equipment box, the **Used Hi-viz Vest box & Lanyard box with today's date on**, to the Gazebo, along with the **box of radios** and **sufficient lanyards** and **Hi-viz jackets** for your shift (usually 10 – take a selection of sizes), along with **umbrellas** if needed.
 11. Take **Exit box** to the Clinic Exit where people leave after they have been vaccinated (position 8). Take the **Entrance box** to where the people enter the queue from the car park (position 4). These boxes are for sanitising **wheelchairs** and **chairs** before and after use.

Start of Shift

Before the Shift

1. Collect **7 radios** from the volunteer stewards' rest room (there will be a blue **box** labelled **Radios** to carry them in).
2. Collect sufficient **Hi-viz vests** and **Lanyards** from the store room for your shift (usually 10 – take a selection of sizes). Use the Hi-viz jackets that are hanging on the rail to the **right-hand side** of the store room (these have been sanitised/left for 72hrs). Use the **Lanyards** in the box labelled **sanitised Lanyards**.
3. The shift leader should meet with the **NHS site lead** at the start of the shift if possible, ideally at the briefings gazebo. This may not always be possible.
4. Wait at the **Briefings Gazebo** to meet the previous shift leader (if applicable) and to greet the volunteer stewards on your shift.
5. Have a **handover** conversation with the **previous shift leader** if applicable.

As Volunteer Stewards Arrive

1. Volunteer stewards should arrive at the **Briefings Gazebo 10 mins before the start of their shift**.
2. **Register** the stewards with the **event volunteer sheet** which you should have received by email. Note that the sheet contains personal contact information, so do not share it with anyone else.
3. **Issue each volunteer** with:
 - a. NHS Volunteer pass on lanyard
 - b. NHS face mask
 - c. Hi-viz vest
 - d. Plastic chair if required [sanitise before and after use]
 - e. Umbrella if required [sanitise handle before and after use]
4. Assign **locations** to stewards; these are for the whole shift unless there are special circumstances.
5. Read the orange **During Shift** box on the map to all volunteers:
6. If there are any **new stewards**, offer to take them on a **quick tour**, including the kitchen, toilets and rest room, once everyone is briefed. These facilities should be accessed through the main entrance to the health centre.
7. Ask stewards to inform you if patients arrive for covid assessment, and to re-direct any patients who have appointments at the GSK mass vaccination centre.
8. Send **stewards 2, 4, 5 and 7** to their places, and ask them to read their **stewarding instructions** on the map at their positions.
9. For **positions with radios** [1, 3, 6 and 8, and the shift leader]:
 - a. Check the radio is on channel 1
 - b. Issue radio and have a practice conversation
 - c. Point out radio instructions on the map
 - d. Remind about avoiding unnecessary chatter
 - e. Explain about contacting the shift leader by radio
10. Read the red **Radios** box on the map to the radio holders:
11. Send **stewards 1, 3, 6 and 8** to their places, and ask them to read their **stewarding instructions** on the map at their positions.
12. Take new stewards on their site tour, and answer any questions.

Setting Channel 1 on Radios with Digital Display

Sometimes the radios with the digital display get knocked into scan mode. To change back to channel 1, hold down the SCN button for a few seconds and let go. Turn the channel knob anti-clockwise one or two notches, until it says either UTC or UTC1.

During Shift

Don't take safety risks.
2m separation from everyone.
Wear NHS pass, mask, and hi-viz.
Tell Shift Leader if you need to leave your position.
Remember hidden disabilities and medical exemptions for masks.
Speak to patients and then carers.
Request medical help if required.
Shift Leaders will give breaks.
Report to Shift Leader in briefings gazebo at end of shift.

Radios

Press big button and pause.
State the name of the person or role that you are calling.
Identify yourself.
Release big button and wait.
Use EMERGENCY EMERGENCY for risk to life.
Use CODE RED for immediate backup.

During a Shift

1. Visit all the volunteer stewards at least once during the shift, and offer to take their place for 10/15 mins to allow for a rest break.
2. Respond immediately to radio calls starting with **EMERGENCY EMERGENCY (for risk to life)** or **CODE RED (immediate backup required)**. Send a steward to inform NHS staff immediately if an emergency occurs.
3. If needed at dusk, get the **rechargeable lights** from the volunteer stewards' rest room and place them:
 - a. Around the **queue area** beside the Covid Assessment Cabins
 - b. One at the **Clinic Exit**
4. Please **sanitise the tops of the metal barriers** next to the queue at frequent intervals, as they may be used as handrails.

End of a Shift

Meet in the Briefings Gazebo

1. Gather the stewards in the **Briefings Gazebo**.
2. Ask the **stewards** to:
 - a. Sanitise the **NHS pass** on the lanyard and place in the **Used Lanyard box** with today's date on it
 - b. Put the **NHS face mask** in the bin provided for recyclable waste
 - c. Put the **Hi-viz vest** in the **Used Hi-viz box** with today's date on it
 - d. Return the **plastic chair** to the gazebo if borrowed, and sanitise it
 - e. Return the **umbrella** to the gazebo if borrowed, and sanitise its handle
 - f. Using disinfectant sprayed onto paper towel, sanitise the **radio** (from positions 1, 3, 6 and 8) and return to the **Radio box**
3. Ask the volunteers for any comments or suggestions for improvement, and thank them for helping out.

After Shift Finishes

1. Have a **handover** conversation with the **next shift leader** if applicable.
2. Return your own equipment:
 - a. Sanitise the **NHS pass** on the lanyard and place in the **Used Lanyard box** with today's date on it
 - b. Put the **NHS face mask** in the bin provided for recyclable waste
 - c. Put the **Hi-viz vest** in the **Used Hi-viz box** with today's date on it
 - d. Return the **umbrella** to the gazebo if borrowed, and sanitise its handle
 - e. Using disinfectant sprayed onto paper towel, sanitise the **shift leader's radio** and return to the radio box
3. Return the **sanitised radios** to the volunteer stewards' rest room and **put them on to charge**
4. Submit a **brief report** after your shift by using the contact form at ulverston.com/contact identifying any problems and suggestions for improvement.

End of the Day

1. At the **end of the final shift** of each day, return the **used Hi-viz vest box**, **Used Lanyard box** and all **3 equipment boxes** (Gazebo, Entrance and Exit) to the "Refuse" store.
2. Dispose of **bags of rubbish** in the appropriate **skip bin** near the store room. The recyclable waste should be placed into the blue recycling skip.
3. Check the site is **clean and tidy**.
4. Return the **radio box** to the volunteer stewards' rest room and **put on charge**.
5. Return any **rechargeable lights** that have been used to the volunteer stewards' rest room and **put on charge**.
6. **Lock the store room** (the key is located in the volunteer stewards' rest room on a hook on the far wall)
7. **RETURN THE STORE KEY TO THE VOLUNTEER STEWARDS' REST ROOM!!!**