



CORE

Community Organized
Relief Effort

SITE MANAGER MANUAL

SUGGESTED RESOURCES FOR
SITE MANAGERS AT COVID-19 TESTING SITES

SITE MANAGER FLOW CHART

ENSURE NEW KITS
HAVE ARRIVED
TO SITE

CONDUCT A
MORNING
BRIEFING

ENSURE SITE IS
OPERATIONAL
& OPEN AT 10AM

PERFORM
HOURLY SAFETY
CHECKS

CONDUCT AN
EVENING
DEBRIEF WITH
SITE STAFF

OVERSIGHT &
CONFIRMATION
OF TEST KIT PICK UP

6PM SITE
MANAGER
ZOOM MEETING

SUBMIT
SCHEDULE FOR
THE NEXT DAY



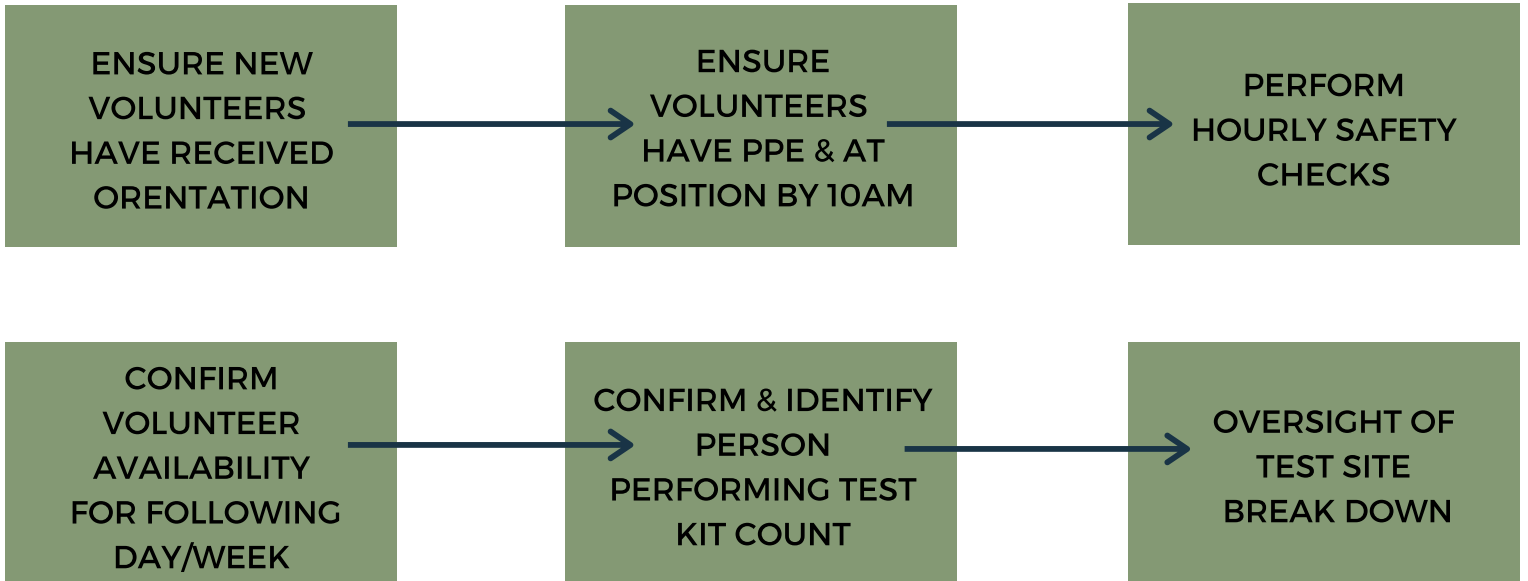
SITE MANAGER: DAILY OPERATIONS

SITE MANAGERS ARE RESPONSIBLE FOR THE OPERATION OF EACH SITE, THE SAFETY OF STAFF, VOLUNTEERS, AND PATIENTS, CREATING THE SCHEDULE, AND ADDRESSING ANY ISSUES AND CONCERNS THROUGHOUT EACH DAY.

CHECKLIST

- Every morning Site Managers (SM) should check in with the Fire Department Base Managers and patrol units on site
- If the fire department or patrol units are new go over what we are doing and discuss out of ordinary scenarios that have or might occur during the day
- By 9:30am (the latest) SM will conduct a quick morning meeting regarding work for the day and any new information
- 9:45am-10:00am SM should check each station and gives the go ahead for patients to roll through
- At 10:00am email the morning kit inventory to appointed representative, with Area Manager in copy
- PERFORM HOURLY SAFETY CHECKS ON SITE
- While there is downtime during the day, work on the schedule for the following day
- After creating your schedule for the following day, send Area Manager an email of the roster schedule for the following day. The email should include the names, phone numbers, and emails of the volunteers that are coming to work the following day. Area Manager will then send that schedule to fire department.
- During the down time, update the Volunteer Spread Sheet and input new information regarding the new volunteers
- If there are any new volunteers that excelling, are available to work for CORE for a month, and have a reasonably flexible availability, please email Area Manager their full names, phone numbers, and email addresses
- By 4:00pm inform fire department that the testing site is closed for the day
- 4pm email the kit inventory appointed representative, always keeping Area Manger in copy
- After the site is broken down and sanitized, debrief volunteers, ask for feedback or lessons learned, mention any improvements that will be implemented the following day, and THANK THEM
- The used kits should be picked up at approximately 5:00 PM
- If they have not been picked up by 5:45pm, contact Area Manager
- If SMs need to leave prior to the time the kits are picked up, you must inform fire department about the location of the kits
- Say goodnight to fire department and patrol
- Email volunteers the schedule for the following day, include suggestions@coreresponse.org and remind volunteers of the mental health services provided by CORE

ASSISTANT SITE MANAGER FLOW CHART



ASSISTANT SITE MANAGER : DAILY OPERATIONS

ASSISTANT SITE MANAGER'S ARE RESPONSIBLE FOR THE VOLUNTEERS THROUGHOUT EACH DAY, FOR GETTING THE FIRST SHIFT OF VOLUNTEERS INTO THE FIELD WITH PROPER PPE BEFORE 10AM, AND SHOULD BE CONSISTENTLY ROTATING VOLUNTEERS OFF AND ON THE FIELD BASED ON THE SCHEDULE. THIS ROLE FUNCTIONS AS THE ADMINISTRATIVE PERSON ON SITE, PROVIDING NEW VOLUNTEERS WITH ORIENTATION AND DEBRIEF OF OVERALL SITE OPERATIONS.

CHECKLIST FOR ASSISTANT SITE MANAGER

- Assistant Site Manager (ASM) are responsible for printing out the schedule and informing volunteers of their shifts for the day and make adjustments as needed
- Check everyone's temperature (no need to write it out)
- Make sure volunteers are setting up each station properly
- After the 9:30am meeting, make sure teams are in appropriate PPE and stationed no later than 10am
- PERFORM SAFETY CHECKS BY THE HOUR
- At 3:45pm confirm and identify the designated person who is responsible for counting the number of remaining kits and tracking this inventory
- At 4:05pm start breaking down checkpoints and test site
- Make sure volunteers in "demonstration" area: collect all complete samples, remove air from bag containing tests, tie it off, and place in designated pick-up area within the HOT zone
- Secure the USED PPE bin. Secure lid and ring of bin and securely close. If half or less of the bin is being used, this can re-used for the following day. If it is full, make sure the plastic bag is inside the bin, close the lid, and label with the date on the designated sticker
- Decontaminate all supplies with water and 10% bleach OR D7
- Secure items in designated tent
- Unplug generator
- Place "non-contaminated" trash in a central and/or designated location

INVENTORY MANAGEMENT

AREA INVENTORY MANAGER

THE AREA INVENTORY MANAGER IS RESPONSIBLE FOR STORING AND TRACKING INVENTORY FOR ALL AREA SITES. THIS SHOULD BE HELD AT A DESIGNATED LOCATION. IF THE AREA ONLY HAS A SINGLE SITE, THE AREA AND SITE INVENTORY MANAGER POSITION WILL BE ONE PERSON.

SITE INVENTORY MANAGER

SITE INVENTORY MANAGERS ARE RESPONSIBLE FOR UPDATING INVENTORY IN THE MORNING AND EVENING. THEY SHOULD BE IN CONTACT WITH AREA INVENTORY MANAGER, PROVIDING UPDATED REPORTS ON ANY SUPPLIES THAT ARE LOW IN STOCK.

CHECKLIST FOR SITE INVENTORY MANAGER

- Start of day inventory check (this occurs twice a day, at the start and end of the day, to accurately assess all inventory and is used for reporting purposes to Area Inventory Manager)
- Updating the site's inventory spread sheet
- Daily updates to Area Inventory Manager regarding inventory, low stock, and any additional inventory or supplies needed
- End of day inventory check

KIT INVENTORY

- At the start of the day, complete inventory worksheet (numbers from day prior, new kits delivered)
- Report numbers to site manager
- At the end of the day, complete inventory worksheet (number of kits remaining at end of day, damaged/wasted kits and number of tests done)
- Report numbers to site manager

Tally of Kits

Shift 1:

Tally of All	Damaged Tally						
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total Kits Received:</td> <td style="width: 20%;"></td> </tr> <tr> <td>Total Leftover Kits:</td> <td></td> </tr> </table>	Total Kits Received:		Total Leftover Kits:		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Total:</td> <td style="width: 20%;"></td> </tr> </table>	Total:	
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Total Leftover Kits:							
Total:							

Shift 2:

Tally of All	Damaged Tally						
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Total Kits Received:							
Total Leftover Kits:							
Total:							

SITE LAYOUT & POSITIONS

INSTRUCTIONS FOR EACH POSITION

PRE-CHECK IN

- Three key questions must be answered by patient before proceeding to the check in point:
 - 1) Have they registered Online?
 - 2) Do they have an appointment for this date and this location?
 - 3) Have they eaten or drank anything in the past 20 minutes?
- Once the patient is determined as ready to move forward in the process, ask them to keep their window rolled UP while they wait in the line. Further information and instruction will be given upon CHECK-IN
- Additional questions like, "How many are taking the test?" can lead to "Have they ALL registered online?" will give the drive-in's clear direction to meet the criteria before proceeding to CHECK-IN
- This will lower frustration of the drive-in guests and promote a positive level of understanding.
- NOTE: Drive-Ins may be concerned about being too early or too late for their appointment times. Reassure them that it won't be a problem.
- If questions 1 and 2 have not been met, guide them safely out of the line and to come back once they have registered online at the correct location and date. Registration will be instantaneous once they are qualified to take the test.
- If question 3 is yes, simply ask them to turn around and come back after 20 minutes.
- NOTE: the line between Pre-Check-In to Check in will be an estimated 25-30 minute wait.
- Question 3 will go from "have you eaten or drank anything" to "Please do NOT eat or drink beyond this point".

CHECK-IN

Log into the Service Now website, for each AREA this log in may be slightly different or have their own instructions

- Always begin and work within "Today's Appointments" (menu option on left side of screen, may vary depending on area/portal)
- Search client by Last name or appointment number:
- Last name search: enter first 3 letters of last name into search field
- Appointment # search: enter * plus last 4 digits of appointment number into search field
- Confirm client by last name, first name and if necessary, year of birth.

SITE LAYOUT & POSITIONS

CHECK-IN (CONTINUED)

- When the client is identified in system, double click the blank “test box number” field to the left of their last name.
- Scan test barcode or enter in manually. Be sure that test number is recorded prior to letting the client proceed to the next station.

Troubleshooting:

No appointment found:

- Search under “all appointments” option in menu on left of screen
- Search using last four digits of appointment number (must enter * before entering number) double check the testing location on their confirmation email

To add a new client:

- Click “NEW” button at top of screen
- Enter all information with a red asterisk
- Be sure to confirm email address and phone number (if they do not have an email address it is acceptable to enter N/A in field)
- Select today’s date under appointment date
- To save, open the menu at top left of screen (three horizontal lines) and select SAVE
- Go back into “Today’s Appointments” and search for a client.
- Proceed with steps above to assign tests.
- To retrieve # of test completed at site for day that have been completed:
- Click left menu option “Today’s Completed Tests”

DEMONSTRATION (SELF-ADMINISTERED TEST KIT)

The patient is finally doing The Test, so help them feel safe and comfortable. We want a good sample to help get accurate results. We want our eyes on them so they are walked through each step feeling confident.

- Thank you for coming. Open your window a couple of inches. Can you hear me? How many people are taking the test?
- Take everything out of the bag. (This way they aren’t fishing for things later while the swab is exposed.)
- Get the long cotton swab and small vial. (This distinguishes the swap for the flat cotton wipe in many kits.)
- Take out the cotton swab, being careful not to touch the tip to anything.

SITE LAYOUT & POSITIONS

DEMONSTRATION (SELF-ADMINISTERED TEST KIT, CONTINUED)

- Turn away from me and cough into your elbow three times. (If multiple people are in the car, have them face the windshield. Protect yourself and make sure they don't face you.)
- For 20 seconds, swab the inside of your mouth. Get the back of your throat, the back of your tongue, the roof of your mouth, the cheeks, the front of your mouth. Twirl the swab. (Twirling the swab increases the amount of cotton surface area which comes into contact with the virus. Most viral particles will be at the back of someone's mouth. This is not an ancestry test where we pick up the patient's DNA. We want to pick up foreign viral particles. Keep track of how long they swab. This is the most important part of the whole process.)
- Break the swab so it's short enough to fit into the vial. (If they do this after the vial is open, they risk spilling the liquid.)
- Put the swab into the vial, cotton side down. Close the vial tight enough so no liquid spills out. Give the vial a little shake.
- We're going to put the vial into three bags. (This way they know ahead of time, they will use all three bags.)
- First, put it in the small biohazard bag. Seal it. Then put it into the bubble wrap bag. Seal that. Fold that bag in half so it fits into the original large biohazard bag. Seal that.
- Drop the bag into the appropriate container. Thank you for coming.

SITE LAYOUT & POSITIONS

SPANISH DEMONSTRATION

Instrucciones Kit Covid-19

No ingiera alimentos, bebidas o enjuagues bucales 20 minutos antes de la recolección de hisopos.

Abra la bolsa, retire el paquete del hisopo y saque el hisopo. No toque el hisopo ni lo coloque sobre ninguna superficie antes ni después de la recolección de la muestra.

Sostenga el hisopo colocando su pulgar y su índice sobre la línea punteada. Inserte cuidadosamente el hisopo dentro de la boca y frótelo dentro de la boca en la mejilla izquierda, mejilla derecha y el paladar.

Destape la tapa del tubo e inserte el hisopo con la muestra de saliva en el tubo. Alinee la puntuación con la parte superior del tubo. Con cuidado rompa el hisopo en la línea de puntuación.

Tape el tubo. Gírelo varias veces para mezclar la muestra con la solución del tubo.

Coloque la bolsa de riesgo biológico en la bolsa de burbujas. Enrolle la bolsa de burbujas para eliminar el aire. Retire la huincha adhesiva y selle la bolsa con burbujas.

Ponga la bolsa de burbujas en la caja de envío provista y cierre la caja de forma segura.

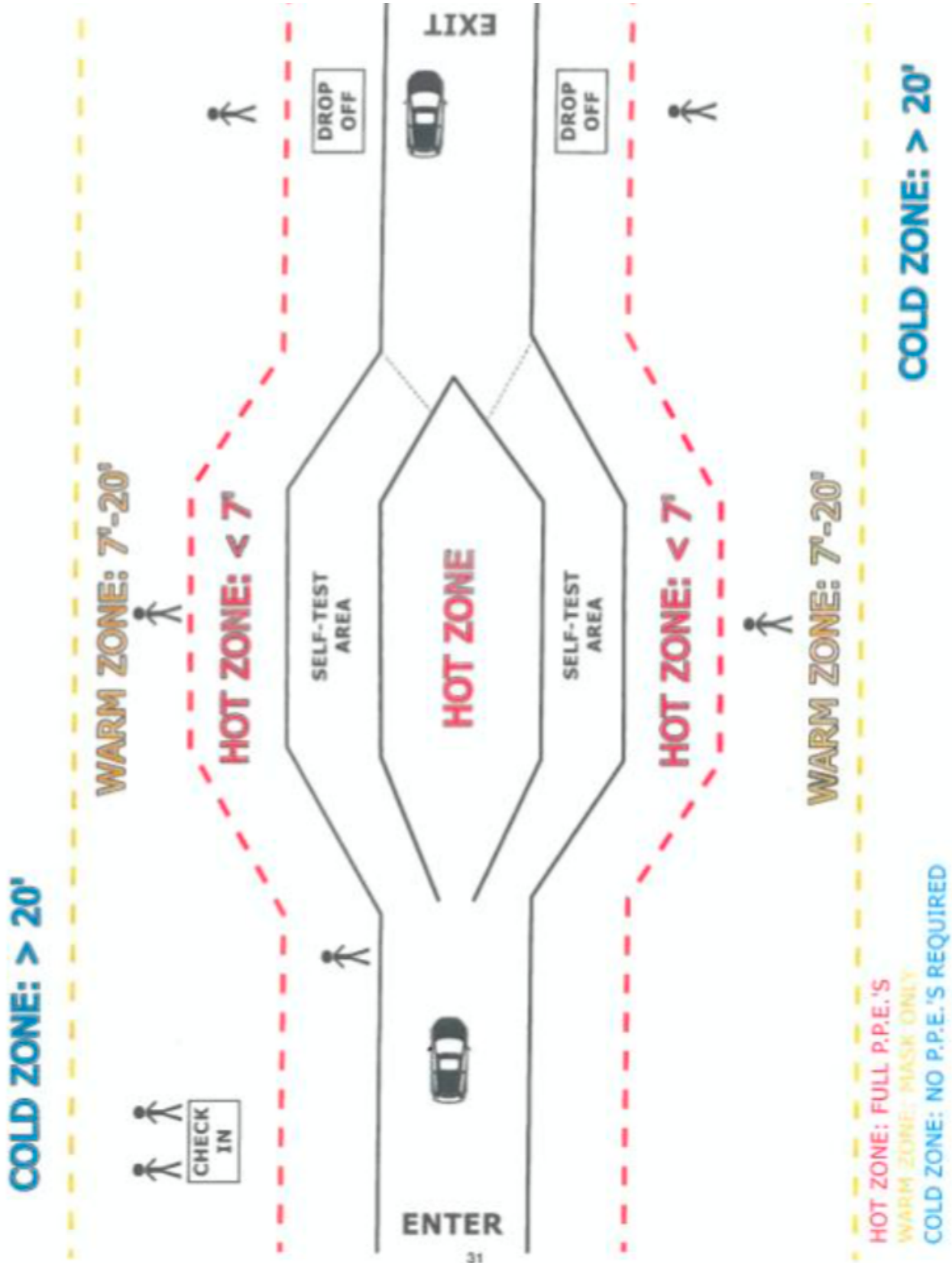
Los componentes dentro del tubo ayudan a la estabilización de la muestra. Contiene elementos químicos peligrosos, no ingerir su contenido. Este puede provocar irritación de piel y los ojos. Maneje el tubo con precaución.

No cubra el adhesivo del UN3373 cuando envíe de regreso la caja de la muestra.

SITE LAYOUT & POSITIONS

Check-in (Lane 1)		Demo (Lane 1)	
Set-up		Set-up	
10:00-10:30		10:00-10:30	
10:30-11:00	Vol. 1	10:30-11:00	Vol. 3
11:00-11:30		11:00-11:30	Vol. 4
11:30-12:00	Vol. 2	11:30-12:00	
12:00-12:30		12:00-12:30	Relief 2
12:30-1:00	Relief 1	12:30-1:00	
1:00-1:30		1:00-1:30	Vol. 1
1:30-2:00	Vol. 3	1:30-2:00	
2:00-2:30		2:00-2:30	Vol. 2
2:30-3:00	Vol. 4	2:30-3:00	Relief 1
3:00-3:30		3:00-3:30	
3:30-4:00	Relief 2	3:30-4:00	
4:00-4:30	Pack-Up	4:00-4:30	Pack-Up
Check-in (Lane 2)		Demo (Lane 2)	
Set-up		Set-up	
10:00-10:30		10:00-10:30	
10:30-11:00	Vol. 1	10:30-11:00	Vol. 3
11:00-11:30		11:00-11:30	Vol. 4
11:30-12:00	Vol. 2	11:30-12:00	
12:00-12:30		12:00-12:30	Relief 2
12:30-1:00	Relief 1	12:30-1:00	
1:00-1:30		1:00-1:30	Vol. 1
1:30-2:00	Vol. 3	1:30-2:00	
2:00-2:30		2:00-2:30	Vol. 2
2:30-3:00	Vol. 4	2:30-3:00	Relief 1
3:00-3:30		3:00-3:30	
3:30-4:00	Relief 2	3:30-4:00	
4:00-4:30	Pack-Up	4:00-4:30	Pack-Up
EXTRA		Demo (Lane 3)	
Set-up		Set-up	
Pre-Check		10:00-10:30	
10:00-1:00		10:30-11:00	Vol. 3
		11:00-11:30	Vol. 4
1:00-4:00		11:30-12:00	
		12:00-12:30	Relief 2
	Traffic Patrol	12:30-1:00	
10:00-1:00		1:00-1:30	Vol. 1
		1:30-2:00	
1:00-4:00		2:00-2:30	Vol. 2
		2:30-3:00	Relief 1
		3:00-3:30	
		3:30-4:00	
	Pack-Up	4:00-4:30	Pack-Up

ZONES: HOT, WARM & COLD



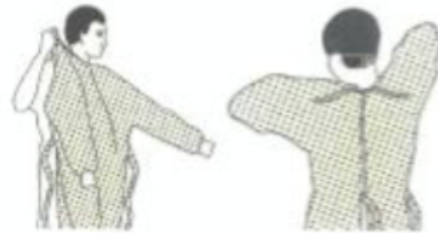
PERSONAL PROTECTIVE EQUIPMENT (PPE)

SEQUENCE FOR PUTTING ON PERSONAL PROTECTIVE EQUIPMENT (PPE)

The type of PPE used will vary based on the level of precautions required, such as standard and contact, droplet or airborne infection isolation precautions. The procedure for putting on and removing PPE should be tailored to the specific type of PPE.

1. GOWN

- Fully cover torso from neck to knees, arms to end of wrists, and wrap around the back
- Fasten in back of neck and waist



2. MASK OR RESPIRATOR

- Secure ties or elastic bands at middle of head and neck
- Fit flexible band to nose bridge
- Fit snug to face and below chin
- Fit-check respirator



3. GOGGLES OR FACE SHIELD

- Place over face and eyes and adjust to fit



4. GLOVES

- Extend to cover wrist of isolation gown



USE SAFE WORK PRACTICES TO PROTECT YOURSELF AND LIMIT THE SPREAD OF CONTAMINATION

- Keep hands away from face
- Limit surfaces touched
- Change gloves when torn or heavily contaminated
- Perform hand hygiene



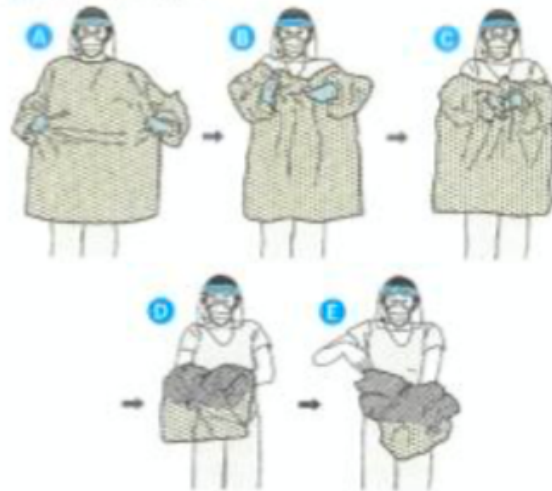
PERSONAL PROTECTIVE EQUIPMENT (PPE)

HOW TO SAFELY REMOVE PERSONAL PROTECTIVE EQUIPMENT (PPE) EXAMPLE 2

Here is another way to safely remove PPE without contaminating your clothing, skin, or mucous membranes with potentially infectious materials. Remove all PPE before exiting the patient room except a respirator, if worn. Remove the respirator after leaving the patient room and closing the door. Remove PPE in the following sequence:

1. GOWN AND GLOVES

- Gown front and sleeves and the outside of gloves are contaminated!
- If your hands get contaminated during gown or glove removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Grasp the gown in the front and pull away from your body so that the ties break, touching outside of gown only with gloved hands
- While removing the gown, fold or roll the gown inside-out into a bundle
- As you are removing the gown, peel off your gloves at the same time, only touching the inside of the gloves and gown with your bare hands. Place the gown and gloves into a waste container



2. GOGGLES OR FACE SHIELD

- Outside of goggles or face shield are contaminated!
- If your hands get contaminated during goggle or face shield removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Remove goggles or face shield from the back by lifting head band and without touching the front of the goggles or face shield
- If the item is reusable, place in designated receptacle for reprocessing. Otherwise, discard in a waste container



3. MASK OR RESPIRATOR

- Front of mask/respirator is contaminated — DO NOT TOUCH!
- If your hands get contaminated during mask/respirator removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Grasp bottom ties or elastics of the mask/respirator, then the ones at the top, and remove without touching the front
- Discard in a waste container



4. WASH HANDS OR USE AN ALCOHOL-BASED HAND SANITIZER IMMEDIATELY AFTER REMOVING ALL PPE



PERFORM HAND HYGIENE BETWEEN STEPS IF HANDS BECOME CONTAMINATED AND IMMEDIATELY AFTER REMOVING ALL PPE



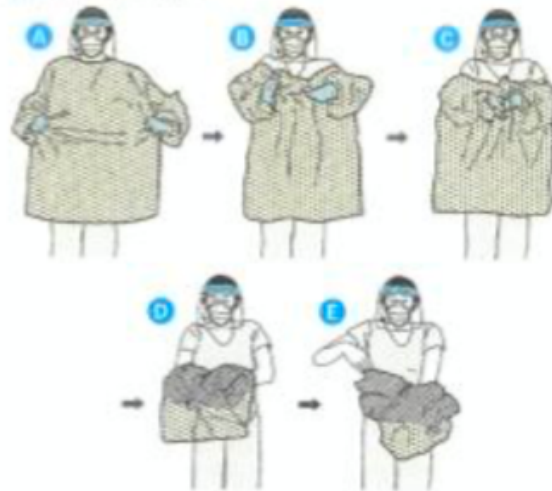
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DECON 7 GUIDELINES



COVID-19 USAGE GUIDELINES

D7 has demonstrated effectiveness against viruses similar to Coronavirus or COVID-19 & qualifies for emerging pathogen claims against the following viral categories: Enveloped Viruses & Large, Non-Enveloped Viruses. As a result, D7 can be used against COVID-19 when used in accordance with the directions for use against Norovirus.

for use against Norovirus on hard, non-porous surfaces.

D7 is an EPA registered disinfectant.

For Additional Information Refer to the CDC website at:
<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

RECOMMENDED PROPER PERSONAL PROTECTION EQUIPMENT (PPE)

Ventless goggles, face shield or safety glasses, & nitrile gloves (or equivalent).

If you are unable to avoid breathing D7 mist wear a mixed gas or organic vapor respirator or a SCBA.
 (Refer to product label for SDS for additional information)



The mixture is now ready to apply as a foam, fine spray/mist (0.001um-10um particle size), direct spray, mopped or dipped for wiping.



Cleaning And Disinfecting Your Home

Everyday Steps and Extra Steps When Someone Is Sick

How to clean and disinfect

Wear disposable gloves to clean and disinfect.

Clean

- **Clean surfaces using soap and water.** Practice routine cleaning of frequently touched surfaces.



High touch surfaces include:

Tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sinks, etc.



Disinfect

- Clean the area or item with soap and water or another detergent if it is dirty. Then, use a household disinfectant.
- **Recommend use of [EPA-registered household disinfectant](#).**

Follow the instructions on the label to ensure safe and effective use of the product.

Many products recommend:

- Keeping surface wet for a period of time (see product label).
- Precautions such as wearing gloves and making sure you have good ventilation during use of the product.

- **Diluted household bleach solutions may also be used** if appropriate for the surface. Check to ensure the product is not past its expiration date. Unexpired household bleach will be effective against coronaviruses when properly diluted.

Follow manufacturer's instructions for application and proper ventilation. Never mix household bleach with ammonia or any other cleanser.

Leave solution on the surface for **at least 1 minute**

To make a bleach solution, mix:

- 5 tablespoons (1/3rd cup) bleach per gallon of water
- OR
- 4 teaspoons bleach per quart of water
- **Alcohol solutions with at least 70% alcohol.**

Soft surfaces

For soft surfaces such as **carpeted floor, rugs, and drapes**

- **Clean the surface using soap and water** or with cleaners appropriate for use on these surfaces.



- **Laundry items** (if possible) according to the manufacturer's instructions. Use the warmest appropriate water setting and dry items completely.

OR

- **Disinfect with an EPA-registered household disinfectant.** [These disinfectants](#) meet EPA's criteria for use against COVID-19.

Electronics

- For electronics, such as **tablets, touch screens, keyboards, and remote controls.**
- Consider putting a **wipeable cover** on electronics.
- **Follow manufacturer's instruction** for cleaning and disinfecting.
 - If no guidance, **use alcohol-based wipes or sprays containing at least 70% alcohol.** Dry surface thoroughly.



Laundry

For clothing, towels, linens and other items

- Laundry items according to the manufacturer's instructions. Use the **warmest appropriate water setting** and dry items completely.
- **Wear disposable gloves** when handling dirty laundry from a person who is sick.
- Dirty laundry from a person who is sick **can be washed with other people's items.**
- **Do not shake** dirty laundry.
- Clean and **disinfect clothes hampers** according to guidance above for surfaces.
- **Remove gloves,** and wash hands right away.



Clean hands often

- **Wash your hands** often with soap and water for 20 seconds.
 - Always wash immediately after removing gloves and after contact with a person who is sick.
- **Hand sanitizer:** If soap and water are not readily available and hands are not visibly dirty, use a hand sanitizer that contains at least 60% alcohol. However, if hands are visibly dirty, always wash hands with soap and water.
- **Additional key times to clean hands** include:
 - After blowing one's nose, coughing, or sneezing
 - After using the restroom
 - Before eating or preparing food
 - After contact with animals or pets
 - Before and after providing routine care for another person who needs assistance (e.g. a child)
- **Avoid touching** your eyes, nose, and mouth with unwashed hands.



When Someone is Sick

Bedroom and Bathroom

Keep **separate bedroom and bathroom for a person who is sick** (if possible)

- The person who is sick should stay separated from other people in the home (as much as possible).
- **If you have a separate bedroom and bathroom:** Only clean the area around the person who is sick when needed, such as when the area is soiled. This will help limit your contact with the person who is sick.



- Caregivers can **provide personal cleaning supplies** to the person who is sick (if appropriate). Supplies include tissues, paper towels, cleaners, and [EPA-registered disinfectants](#). If they feel up to it, the person who is sick can clean their own space.
- **If shared bathroom:** The person who is sick should clean and disinfect after each use. If this is not possible, the caregiver should wait as long as possible before cleaning and disinfecting.
- See [precautions for household members and caregivers](#) for more information. <https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-prevent-spread.html>

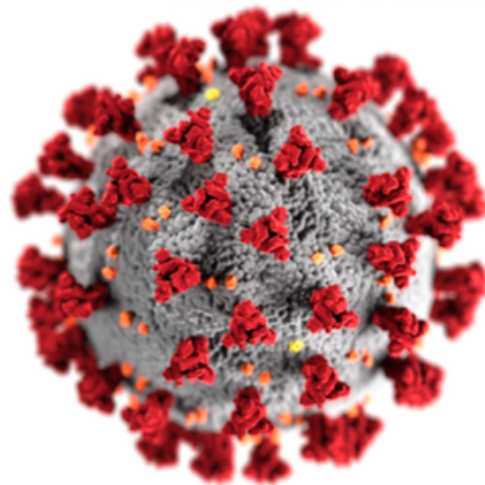
Food

- **Stay separated:** The person who is sick should eat (or be fed) in their room if possible.
- **Wash dishes and utensils using gloves and hot water:** Handle any used dishes, cups/glasses, or silverware with gloves. Wash them with soap and hot water or in a dishwasher.
- **Clean hands** after taking off gloves or handling used items.

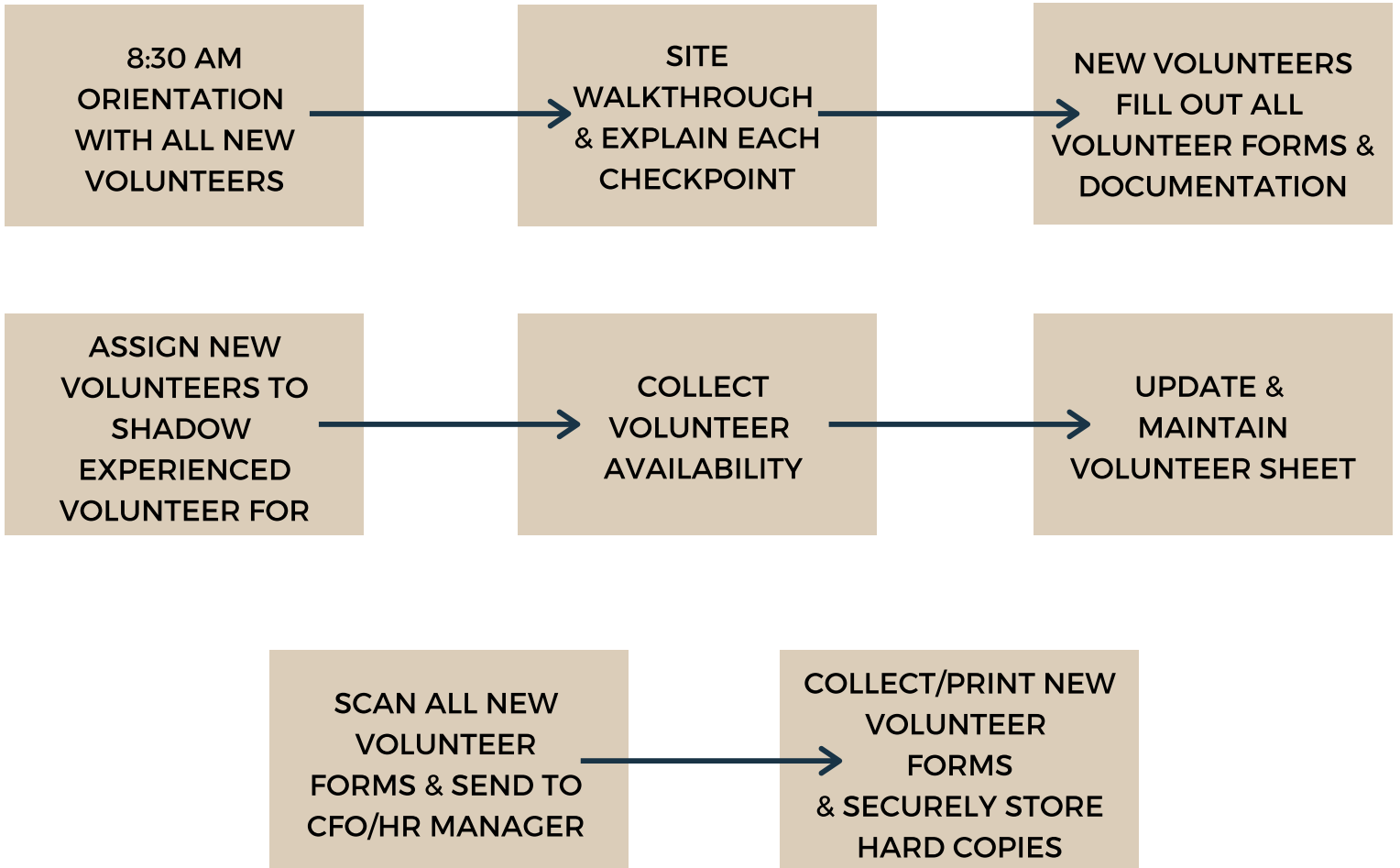


Trash

- **Dedicated, lined trash can:** If possible, dedicate a lined trash can for the person who is sick. Use gloves when removing garbage bags, and handling and disposing of trash. Wash hands afterwards.



NEW VOLUNTEER FLOW CHART



CORE VOLUNTEERS SITE INFORMATION CHART

EACH SITE TO COMPLETE WITH SITE-SPECIFIC INFORMATION

EXAMPLE SCHEDULE

DAILY (MONDAY - SATURDAY), TRAINING: 8:30AM – 9:00AM

TESTING BEGINS: MONDAY- SATURDAY: 9:00AM-5PM

LOCATION #1:

LOCATION #2:

LOCATION #3:

LOCATION #4:

LOCATION #5:

SITE MANAGER CONTACT INFORMATION

LOCATION #1 SITE MANAGER:

NAME

PHONE

EMAIL

LOCATION #2 SITE MANAGER:

NAME

PHONE

EMAIL

LOCATION #3 SITE MANAGER:

NAME

PHONE

EMAIL

LOCATION #4 SITE MANAGER: NAME

PHONE

EMAIL

LOCATION #5 SITE MANAGER:

NAME

PHONE

EMAIL

CORE VOLUNTEERS FAQ SHEET

The safety and security of all of our volunteers is paramount. We have different levels of protective clothing for different roles, depending on the level of proximity of vehicles. All of our volunteers will be trained and one of the volunteers will be a safety officer to watch that each volunteer is following protocol at all times. Please also note that no one will be touching any client/patient coming to get tested, but will be speaking through a small opening in a car window to the client/patient.

TASKS (ASSEMBLY LINE STYLE)

- Confirm that the driver is pre-registered to receive a test.
- Verify their confirmation number with their ID at check-in
- Distribute the test to the driver
- Display to the driver how to properly take the test.
- The driver drops the test in a container before exiting the testing zone. If a driver should drop the test on the ground while placing it in the container, the volunteer should instruct them to exit their car, pick it up, drop it in the container, and return to their car.

WHAT SHOULD I EXPECT FOR THE DAY?

While the situation remains fluid as circumstances continue to unfold, we have developed the following schedule for the day. We ask that the team remain flexible with expectations as we work together to meet the need safely and effectively.

DAILY SCHEDULE, EXAMPLE

8:15am: Arrive at the location and identify yourself as a member of the CORE Volunteer Team

8:30am - 9:45am: Training

10:00am: Guests arrive for testing.

4:00pm: Testing ends and clean up begins.

5:00pm: Clean-up complete... head home.

* A lunch break will be scheduled while onsite

WHO IS A QUALIFIED VOLUNTEER?

Individuals eligible to assist with the CORE Coronavirus Volunteer Response Team need to be in the low risk category as explained by the Center for Disease Control (CDC). We require the volunteers to be able to stand for a 2 hour interval along with wearing a mask for a 2 hour interval.

HOW SHOULD I DRESS WHEN VOLUNTEERING?

We recommend volunteers to wear long pants, long sleeve shirts and close toed shoes.

Volunteers will be provided with breathable medical coveralls, goggles, N95 gloves, and masks.

CORE VOLUNTEERS FAQ SHEET

WHAT SHOULD I BRING WITH ME?

Bring a change of clothes, a bag to put your dirty clothes (a laundry bag or plastic bag works), and water.

WHERE DO I GO WHEN I ARRIVE?

Our testing sites are located in the parking area of each facility we hold them.

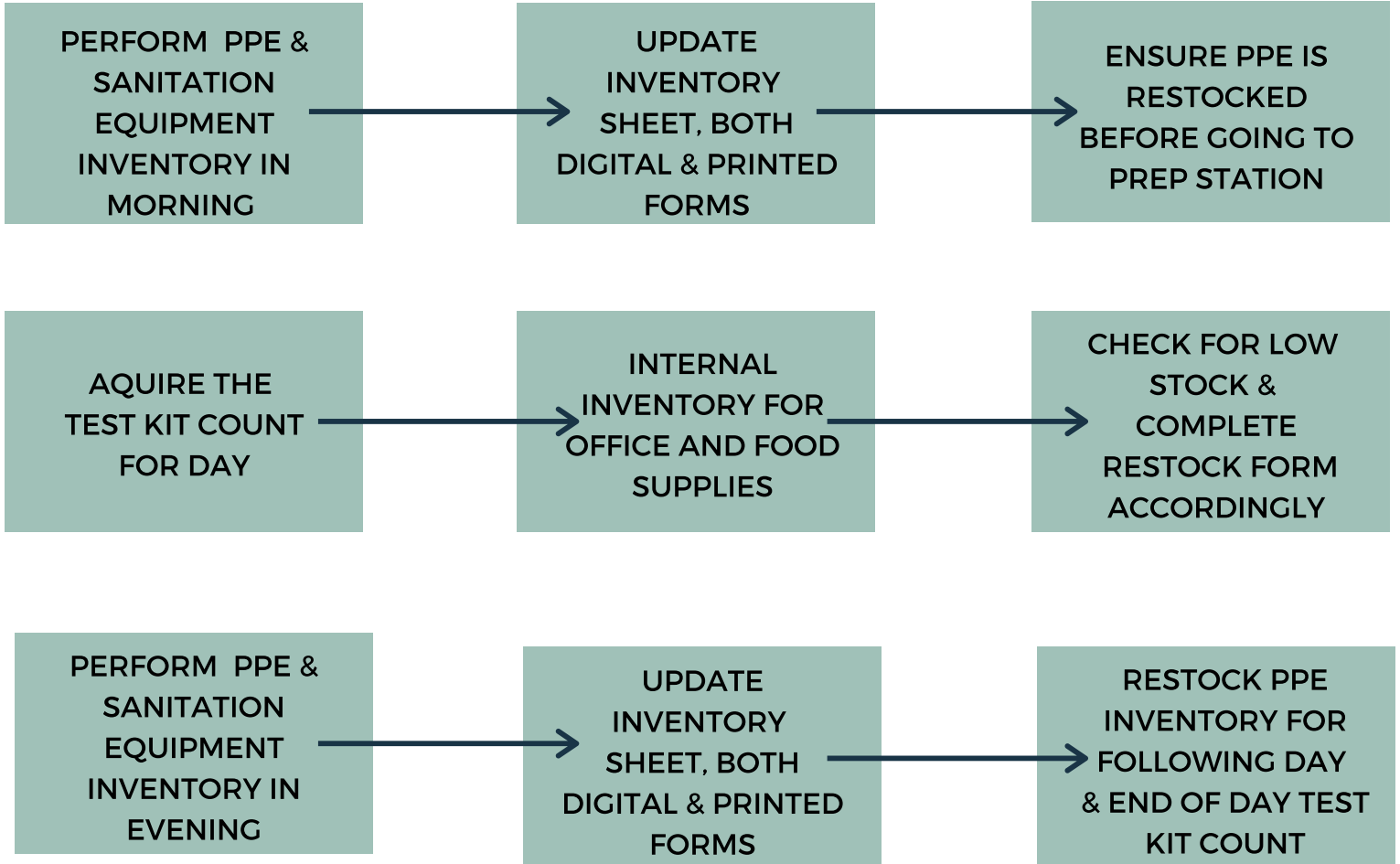
DO I NEED A PARKING PERMIT, CORE VOLUNTEER ID, OR CONFIRMATION LETTER WHEN I ARRIVE?

You do not need a parking permit or a CORE ID.

WILL FOOD AND WATER BE PROVIDED FOR VOLUNTEERS?

Yes, CORE will provide food and water (not cold) for the volunteers. Please bring your own lunch/snacks if you have any eating restrictions.

INVENTORY FLOWCHART



SITE SUPPLY PERSONNEL CHECK LIST

The roles of a Supply Person (SP) are to assist the site manager in logistic duties keeping track of supplies and burn rate. The SP is also responsible for performing daily morning and afternoon inventory; maintain organization of the tent and supplies shelves; reporting any unusual increase or decrease in burn rate to the site manager and logistic manager; and request for a resupply ahead of time to ensure that the site will stay within acceptable operational condition. Although These are the primary duties of the supply person, the site manager may assign additional duty if needed. Although this isn't not a leadership position as the SP should only be an aid and advisor to the site manager/assistance manager, the SP should know and understand how the site is ran and be ready to step up if both the site manager and assistance site manager aren't available.

MORNING

- o Perform PPE (personal protective equipments) and sanitation equipments inventory.
- o Update the numbers on both the hard copy sheet and the excel sheet on the Google drive.
- o Ensure that the PPE box is restock and ready to be brought out to the prep station.

Recommended item for the PPE box.

- Hazmat Z100 (the number of personnel in the hot zone per shift x 2)
- Disposable coverall
- Gloves (one box of each size)
- Eye protection (glasses/goggle)
- Anti fog
- Sunscreen/lotion
- o Get test kits count for the day.
- o Check food, office, and general supplies to ensure that everything is at an acceptable range for site operation.
- o Fill out a resupply request form if you notice anything that is critically low and will run out before the end of the week resupply.

AFTERNOON

- o Perform PPE (personal protective equipments) and sanitation equipments inventory.
- o Update the numbers on both the hard copy sheet and the excel sheet on the Google drive.
- o Keep track of burn rate of disposable item and report any abnormal increase.
- o Restock PPE box for the next day.
- o Get end of the day test kits count.

LOGISTIC MANAGER CONTACT INFORMATION:

Name

Phone

Email

INVENTORY TRACKING DOCUMENTS

SITE NAME:		DATE:				NOTES
ITEM	Package Type	AM	PM	Incoming/outgoing	Draw Location	
<i>Inventory Taken by:</i>	X					
PPE						
HAZMAT "bunny suit"	Box					
N95 Respirator masks	Box					
Surgical masks	Box					
Gloves XL	Box					
Gloves L	Box					
Gloves M	Box					
Gloves S	Box					
Gloves XS	Box					
Z-100 coveralls	Item					
Coveralls(Tyvek)	Box					
Eyepro Clearlense	Item					
Pancho	Item					
Goggles	Item					
Sanatizers						
Saline Solution	Box					
Hand Sanitizer (Bottle)	Bottle					
Disinfectant Spray (Aerosol)	Can					
Clorox bottle (Small)	Bottle					
Clorox Jug	Jug					
Germicidal Towelette	Box					
Paper towel Roll	Roll					
Bleach SPRAY bottle	Bottle					

NOTES

GENERATOR INSTRUCTIONS

If the site location uses a generator, please provide site team with all relevant materials for that specific generator model. See below example.

- 1) MAKE SURE NOTHING IS PLUGGED IN TO THE UNIT.
 - 2) TURN SWITCH TO “ON”
 - 3) TURN TOP VALVE TO “ON”
 - 4) TURN CHOKE SWITCH TO FAR RIGHT
 - 5) PULL CORD 2-3X UNTIL UNIT STARTS
 - 6) ONCE RUNNING, TURN CHOKE HALFWAY TO LEFT UNTIL UNIT HAS BEEN ON ABOUT 1 MIN, THEN TURN CHOKE TO FAR LEFT.
- *IF UNIT STOPS, TURN CHOKE HALFWAY ON AND THEN PULL CORD AGAIN. VALVE MUST REMAIN ON AT ALL TIMES.

UNREGISTERED CITY EMPLOYEE PROTOCOL

- 1) EMPLOYEE WAITS IN REGULAR LINE UNTIL THEY REACH CHECK-IN.
- 2) EMPLOYEE WILL DISPLAY LETTER TO WINDOW SHOWING THEY ARE NOT REGISTERED, GIVEN TO THEM BY THEIR EMPLOYER.
- 3) CHECK-IN DESK LEAD WILL WRITE THEIR EMAIL ON THE BOTTOM OF “COVID19 REQUEST FORM”, THEN WRITE CITY EMPLOYEE’S FIRST NAME ON THE FORM, AND ON A TEST. PUT NAMED TEST TO SIDE. WRITE TEST NUMBER ON FORM.
- 4) HAND FORM TO EMPLOYEE IN CAR, HAVE THEM PARK TO THE LEFT OF CHECK-IN TO FILL OUT FORM.
- 5) WHEN EMPLOYEE HAS COMPLETED FORM, THEY SHOULD TAKE A PHOTO OF THE FORM AS WELL AS THE LETTER GIVEN BY THEIR EMPLOYER, AND EMAIL IT TO THE CHECK-IN DESK LEAD (EMAIL WHICH HAS BEEN WRITTEN ON THE FORM).
- 6) WHEN EMAIL IS RECEIVED AND INFORMATION VERIFIED, CHECK-IN LEAD ENTERS EMPLOYEE INTO DATABASE, SCANS AND PAIRS WITH A TEST, TEST IS GIVEN TO EMPLOYEE, EMPLOYEE RE-ENTERS LINE.

ADDITIONAL ITEMS

In addition to the documents outlined in this handbook, each site should provide the following, both posted internally on site and provided to team members accordingly.

ORGANIZATION CONTACT LIST (for employees)

VOLUNTEERS CONTACT LIST (for volunteers)

INFORMATION PER SITE FOR DAMAGE CLAIMS

SITE MAP: If area has multiple site locations, a map should be developed including addresses and site manager contact information.

GUIDELINES FOR PHOTOS, VIDEO & SOCIAL MEDIA

EMERGENCY PROTOCOLS, SITE & LOCATION SPECIFIC

TIMESHEETS & EXPENSE REPORTING

**THANK YOU FOR YOUR
COMMITMENT AND
DEDICATION TO
SERVING COMMUNITIES
IMPACTED BY COVID-19**

CORE

Community Organized Relief Effort