

3.2.

Community Vaccination Center Operational Roles and Responsibilities

CVC Site Lead / Team Lead

- Direct all non-clinical and oversee all clinical operations of the CVC.
- Ensure safe, effective operation of the CVC to include staff morale/wellbeing and administration of the vaccine

Clinic Manager

- In charge of clinical operations
- Coordinate overall clinical aspects of vaccine administration to recipients, ensuring quality control of vaccine administration as well as proper storage and handling of vaccines, sharps, and PPE use

Vaccinators

- Administer vaccination in accordance with EUA and STT requirements for IM administration

Registered Nurse

- Oversee the vaccinators if not vaccinating, including monitoring safety of the administration of vaccine by those with limited experience with intramuscular injections
- Can provide clinical information on questions from recipients or serve as medical screeners to address medical questions and ensure candidates can proceed with vaccine administration
- Serve as vaccinators for recipients
- Serve as vaccine preparers
- Can also serve as oversight for staff working in the observation area to provide medical attention during the observation period

Clinic Flow; Reviewer

- Provides more detailed assessment and screening of recipients who “screen out” of the basic clinical algorithm to receive the vaccine
- Ensures safe and efficient movement of patients through site and appropriate patient separation IAW social distancing and HIPAA protocols

Observation Area Manager

- Provides observation for adverse reactions in the observation area
- Monitors 15-30-minute period for recipient observation prior to departure

Advanced Life Support Ambulances

- Observe recipients for adverse reactions to vaccine and provide general first aid for staff, volunteers and recipients as needed
- Must be ready for Advanced Cardiac Life Support requirements

Safety Officer

- Assures scene and worker safety; monitor, investigate, and resolve or mitigate all safety considerations of CVCs operations at the CVC. (May be a medical staff member or a non-medical staff member)
- Provide oversight for personnel in attendance at the CVCs and staff ensuring protective measures, social distancing, proper donning and doffing of PPE, and disinfecting of actively touched surfaces, materials, etc.

Medical Screeners

- Works alongside the registration area to assure that the candidates can proceed with vaccine administration, address any medical questions

Vaccination Preparer

- Clinical staff readying vaccine for administration in accordance with EUA. Duties include, but may not be limited to, transferring vials to vaccinators, drawing doses and preparing syringes in accordance with best practices described in [The United States Pharmacopeial Convention's COVID-19 Vaccine Handling Toolkit](#) and the FDA's [EUA](#)

Pharmacists

- Responsible for all aspects of vaccine storage, handling, preparation, and reconciliation
- Optimally, would prepare doses of vaccine so that vaccinator can move the line better and get more vaccine out

Pharmacy Techs

- Assist the pharmacist in high demand CVCs
- Works under authority of pharmacist

Forms (EUA) Distribution

- Provide recipients with initial actions and written copies of vaccine information and other applicable references in accordance with CDC and STT public health guidance and EUA requirements
- Provide directions to stations within CVCs based on recipient flow and site protocol

General Staff

- Collect information; review pre-filled forms for accuracy, provide the EUA fact sheet to vaccine recipients, serve as cleaners, runners, provide customer service, and perform other general tasks and roles as needed.

Registration Staff

- Validates that the patient has an appointment and is scheduled to receive the vaccine that is being offered at that CVC
- Ensures the patient provides consent for vaccination and provides patient with any needed forms including the EUA information sheet (if not done by EUA distribution team)
- Verifies second appointment is made prior to recipient leaving the site

Volunteer Coordinator

- Ensures staff (volunteer or paid) are accounted for, checked in to the CVC, assigned roles, oriented to the facility, etc. (This role may be independent or performed by the Clinic Manager)

Check-In Staff (these functions may be performed by other assigned personnel as a collateral duty)

- Ensures sign-in and out of all staff and volunteers assigned to the CVC, as well as supporting other critical record-keeping and documentation activities as assigned by the Clinic Manager. (May be performed by staff who fill other roles during the CVC)

Administrative Staff (these functions may be performed by other personnel as a collateral duty)

- Ensures sign-in and out of all staff and volunteers assigned to the CVC
- Supports other critical record-keeping and documentation activities as assigned by the Clinic Manager

Supply Manager

- Ensure that required vaccine and ancillary supplies are in CVC and are available in sufficient quantities during CVC operations
- Supports or coordinates other logistical functions (food, cleaning service, etc.)
- Advises the Clinic Manager on issues related to equipment and supplies
- Works with Pharmacist and Clinic Manager to assure correct and sufficient doses of vaccine available, sufficient CDC cards, additional documentation, required clinical supplies, and appropriate PPE

IT Support

- Work with CVCs staff to set up and maintain all information technology equipment required for CVCs operations
- Periodically test and verify proper and uninterrupted operation of cold chain storage alert network (e.g., router/Bluetooth ® signaling and performance; satellite communication system compatibility)

Security Officer

- Monitor and have authority over internal and external security of CVC, personnel and operational equipment and supplies, including pharmaceuticals
- Closely works with Safety Officer on hazard and safety issues or conditions
- Serves as principal point of contact for local law enforcement operating at the site

Traffic Control

- Keep people moving in the right direction
- Help recipients through the CVCs directing as needed to appropriate stations
- Ensuring recipients go to stations which are open and not busy, and maintain social distancing

Recipient Exit Area/Exit Reviewer

- Ensures all recipients receive all necessary educational forms about their vaccination and specific vaccine received
- Answers basic questions about the vaccine and directs recipients to medical evaluation for complicated questions

Language translation and ASL and language interpretation services

- Provide interpretation of medical information, usually via a contracted service or telephone line

External Affairs/Community Relations/Public Information Officer (on-call)

- Official spokesperson, approves all communication outside of the CVCs

Legal (on-call)

- Ensures that all federal tasks and activities at CVCs are in compliance with the law
- Provides high quality legal advice, counsel, risk analysis as the Point-of-Contact for the FEMA Office of Chief Counsel
- Provides legal support to CVC federal leadership on all matters involving STT legal counsel