



## **OUTREACH VOLUNTEER GUIDE**

Thanks for volunteering to help us to advocate for our community's Seniors! You can use this guide to help you as you make phone calls to area Seniors.

### **GOAL**

Our goal is to give every Senior in the Boyertown School District access to the COVID-19 vaccine.

### **WHO IS ELIGIBLE?**

We are taking registrations from anyone 65 or older who either lives in the Boyertown School District or is associated with a participating Boyertown community organization. We will be initially prioritizing Seniors who are 75 and older, as they represent the highest risk group.

## **HOW WILL THE REGISTRATION PROCESS WORK?**

To get around technology access issues that many Seniors experience, community volunteers will call area Seniors who are part of their organization or who leave their contact number in our community voicemail mailbox. Our community volunteers will register eligible Seniors over the phone and provide them with their appointment time for our next clinic.

Volunteers will need to get an email address from your organization coordinator for confirmation emails, so they can verify that the registrations went through.

## **WHEN WILL THE CLINIC BE HELD?**

We have been able to hold clinics every Sunday. We find out our dose allocation a week ahead of time. We will not hold a clinic on Easter Sunday.

## **WHERE WILL THE CLINIC BE HELD?**

Boyertown Area School District has graciously offered the High School for our clinics. The entrance we will use is handicapped accessible and is located on the eastern side of the building, next to the football stadium. Look for all of the cars!

## **WHO WILL BE ADMINISTERING THE VACCINE?**

Medicine Shoppe staff will be administering the doses.

## **BEFORE YOU BEGIN CALLING SENIORS**

Very important – we need you to complete this HIPAA form in order to handle protected health information (PHI). We take our patient's privacy very seriously and expect you to do the same. As such, remember these rules

- Do not share anyone's protected health information
- Do not write down any PHI unless absolutely necessary. If you have to write anything down, it must be shredded immediately
- While not PHI, please be aware that you are not permitted to give medical advice of any kind

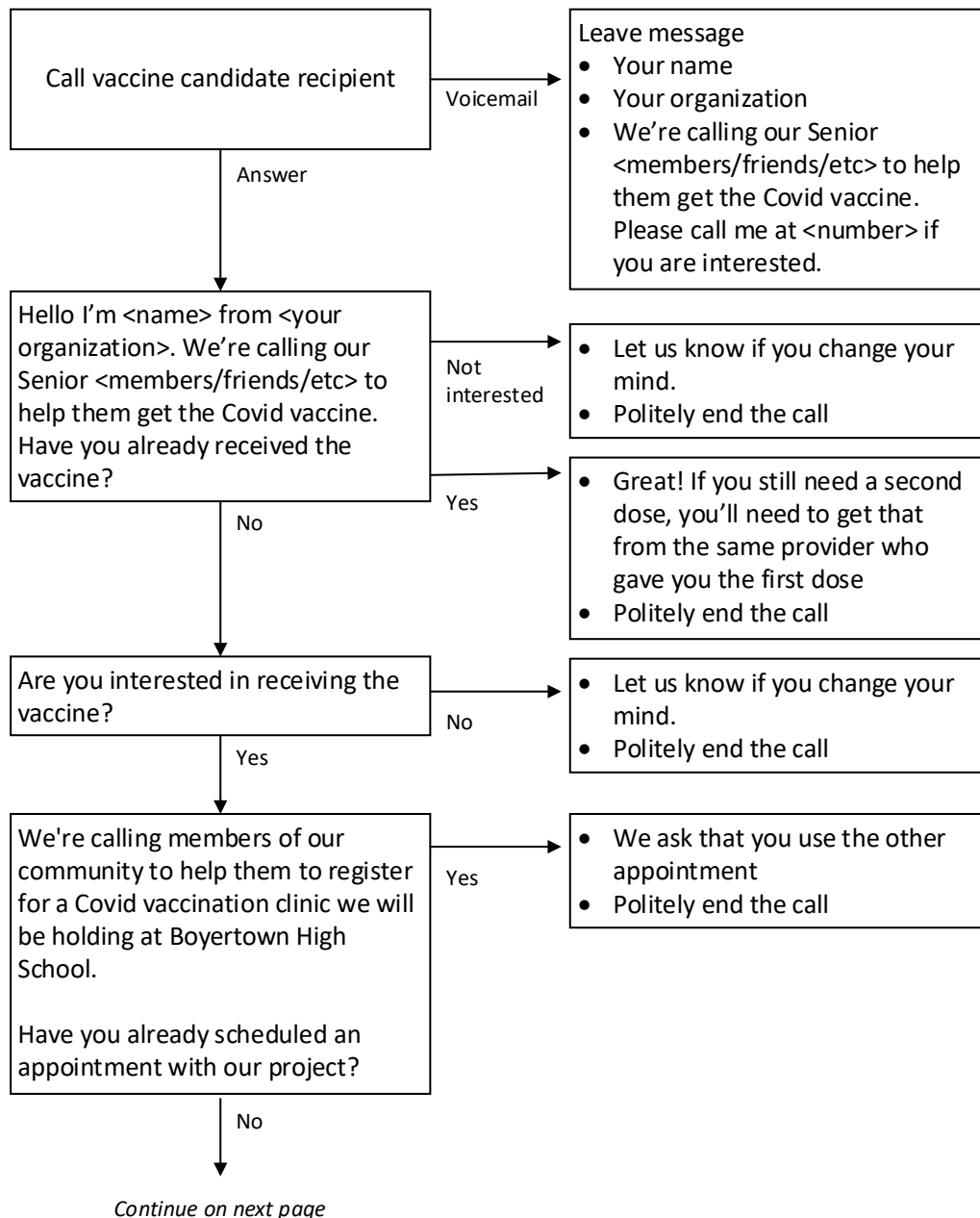
Here is a link to the HIPAA form:

<https://hipaa.jotform.com/210584151990153>

## REGISTRATION PHONE CALL GUIDE

This flowchart is provided to help volunteers to remember talking points when calling area Seniors to register them. It's okay to put it in your own words and follow the flow of the conversation.

Ask your organization coordinator for a link to this week's online registration form.



Continued from previous page



Let me tell you about our Covid vaccine outreach project

- If you are homebound, we will still register you and make alternate arrangements to administer the vaccine for you
- The pharmacy team from The Medicine Shoppe here in town will be administering the vaccine.
- The next clinic will be held on <date>
- Will you be available on <date> and do you have 15 minutes for me to register you now over the phone?

Yes



Go through the registration questions. Remember

- Do not give medical advice
- Avoid writing things down. Anything recorded must be shredded immediately

Registration complete



That's it!

- Please arrive 15 minutes before your appointment time.
- The clinic will be held at Boyertown High School
- Enter at Madison St (Mamma Maria's) and go past the football stadium around the right side of the building. Look for the cars!

No



Arrange an alternate time to call them back and register them.

## **RESOURCES**

Mandatory Volunteer HIPAA form: <https://hipaa.jotform.com/210584151990153>

COVID Fact sheet:

<https://drive.google.com/file/d/1VNpiV5a7oyAWSr4o-YTotnpINtR3HqXI/view?usp=sharing>

BCCVP Fact sheet:

[https://drive.google.com/file/d/1yizK7txarHSDkSh1r\\_gXiyDZ7zAsktf0/view?usp=sharing](https://drive.google.com/file/d/1yizK7txarHSDkSh1r_gXiyDZ7zAsktf0/view?usp=sharing)

This document (to get updates):

<https://drive.google.com/file/d/10FescEDVKwjT2c3dz81fLvZ5S0mr9U8O/view?usp=sharing>