

Job-Aid: Transport Assistant

1. Upon arrival check-in with Site Coordinator. Put on identification, review job aid, gather cleaning supplies, locate wheelchairs.
2. The tasks of transport volunteers include the following tasks:
 - a. Maintain awareness of vaccine clients that have mobility needs and politely offer assistance. *Remember, many people with mobility needs are independent and navigate very well on their own. The only assistance needed might be wider pathways, open doors, a slower pace, etc.*
 - b. As/If needed inform vaccine clients of the option to access mobility assistance this includes the use of a wheelchair or additional seating, and if needed a volunteer to accompany them through the entire vaccination process
 - c. Following wheelchair safety training provided on site, support vaccine clients requiring assistance with a wheelchair through the vaccination process
 - d. Accompany vaccine clients through the entire process as needed/requested.
 - e. Exercise exceptional customer service with all vaccine clients, clinic staff and volunteers and Mall patrons.
 - f. Advise Site Coordinator, security, or other designated staff of any incidents involving vaccine clients and escalate these incidents as needed
 - g. Prepare to be standing and pushing wheelchairs for the
 - h. duration of the shift
 - i. Clean wheelchairs after each patient has used them
 - j. Be prepared to stand long periods of time during the shift
 - k. Assist with setting up (beginning of shift) and breaking down (end of shift) signs, cleaning supplies, wheelchairs as needed.
 - l. Check out with Site Coordinator at end of shift.