

Just in Time (JIT) Universal Script

A product of:

- *Mass Distribution and Immunization Workgroup*
 - *Center for Biopreparedness Education*
 - *Emergency Response Section of PHAN*
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Summary of Topics

- Introduction
- Scope/Overview of Event
- Priority Groups and Treatment
- National Incident Management System (NIMS) Overview
- Facility Layout & Clinic Flow
- How to Handle Emergency Situations
- Individual Station Training and Expectations
- Conclusion

Please sign in and pick up your identification badge and Job Action Sheet prior to the start of Just-in-Time (JIT) Training.

INTRODUCTION

1. Hello and welcome to Just-In-Time Training. My name is _____ and I am the _____ (insert I.C. position/title) _____ for this vaccination clinic (or insert other event). We're providing this training to give you the background you will need to assist with this clinic.

2. You should have the following materials: (list materials you are providing to each volunteer, such as job action sheet, NIMS Org Chart, clinic site map, fact sheets, forms, etc.)

SCOPE/OVERVIEW OF EVENT

1. You are here because you have been assigned to staff a clinic due to an emergency event occurring in (your city or community).

- The agent that has triggered this outbreak or emergency event is _____. Here is what we know: (provide details about agent, extent of outbreak or exposure, who else is responding, etc.)
- The medications that designated staff will be dispensing at the clinic are (list antibiotics or vaccine).
- The approximate number of people expected to come through the clinic is _____. Our goal is _____ people per (hour/shift).
- The number of hours you are assigned to work (that is, the length of your shift) will be _____.
- We are _____ hours into the clinic activities and you are working the _____ shift.

2. Do you have any questions about what we've talked about so far?

Let's Talk about Priority Groups and Treatment

1. Certain groups will have priority when it comes to receiving the designated (antibiotics or vaccine). *All* personnel staffing this clinic are a priority group. If you have *not* received the designated (antibiotics or vaccine), you will be receiving one or the other very soon. (Explain when and where, process for your site)

2. Specific antibiotics or vaccine will be given during this clinic (Give name of antibiotics/vaccine). The agent causing the emergency event will determine *what* medications are given and over *what* period of time they are given:

- Antibiotics are dispensed in pill form while vaccine is given as an injection. (Give specifics for the medication/vaccine being given)
- The chosen medication, its route, and length of time given is known as the treatment protocol: (Give treatment protocol)
- (If appropriate, review vaccine information sheet or other information).

3. Before we move on, are there any questions?

NIMS TRAINING

You will be following a reporting and command structure known as the National Incident Management System, or NIMS. Five key points to remember are:

1. NIMS provides the organizational structure to this clinic.
 - There is an incident commander who has responsibility for the entire emergency, and who may or may not be present at the clinic site.
 - There is a clinic manager who has specific responsibility for the clinic and there is a safety officer who is responsible for everyone's safety.
 - Within the clinic, there will be up to 4 functional sections:

Operations
Logistics
Planning
Finance/Administration.

- Refer to the NIMS organizational chart I have provided you showing where your assigned position fits into the organizational scheme of the clinic.
2. You may be provided with color-coded vests, lanyards, arm bands or hats to match your functional section. This makes for easy identification of clinic personnel carrying out particular functions.
 3. Your Job Action Sheet will describe the roles and responsibilities of your specific position. Unless directed otherwise by your supervisor, these are the only functions you should carry out.
 4. You will be reporting to only one supervisor. All questions and communication should go through your supervisor. Supervisors will communicate with their section chiefs.

5. There is a designated person to deal with the media called the Public Information Officer. All outgoing information must go through the PIO. It is important that you do not communicate with the media unless directed to do so. In addition, you will sign a confidential information statement indicating that you will not share confidential or proprietary information to which you may have access during the course of your assistance as a volunteer at this clinic.

6. Documentation of all activities is critical. Make sure that you complete any documentation required of you.

Now, please find your position in the National Incident Management System command structure and determine what position will be serving as your supervisor.

FACILITY LAYOUT

1. It is important to know the layout of the facility where you are working. Refer to the map we provided that identifies building entrances, rooms and exits. The pathway that people are directed to follow, also known as the “clinic flow”, plus the location of the clinic stations, is clearly marked on your map. (*Note to presenter: you may also want to have a large map of the facility on the wall or in a powerpoint projection*).

2. Clinic Flow

The names of stations found at this mass clinic include (*adjust to your site's plan*):

1. Greeting and Triage
2. Education
3. Registration
4. Screening
5. Antibiotic Distribution or Vaccination
6. Exit Review Area

The functions of each station are as follows (*adjust to your site's plan*):

- Greeting and Triage Station - people entering the clinic will be greeted and quickly triaged for illness.
- Education Station - people are given educational materials and consent forms.
- Antibiotic Distribution or Vaccination Station - antibiotics are dispensed or an injection of vaccine is given.
- Exit Review Station - paperwork is collected and any remaining questions are answered while people exit the facility.

3. It's also important to know where break rooms and restrooms are located. Remember, breaks are mandatory and they're a time for you to relax and de-stress so you can function at an optimal level.

4. Please look over your handouts or maps to learn the station names, where they're located and what's done there.

HOW TO HANDLE EMERGENCY SITUATIONS

1. It's possible that another emergency could *simultaneously* occur during a mass clinic. Examples of such emergencies include:

- fire
- tornado
- medical emergencies
- distressed individuals
- out of the norm situations, e.g. a breach of security or unruly or combative behavior

It's important for you to know *how* to respond in case this happens.

In addition, you should know the location of the following emergency personnel, if available:

- security
- behavioral health
- ambulance crew
- runners

(Point out the location of these personnel on your facility map.)

2. This is how we will handle emergencies at our clinic:

(Summarize the procedure for your site. The use of one or more code words to alert others to a specific emergency may also be helpful. For example, this clinic may have a codeword for someone who has collapsed. Don't forget to give the location of the emergency, e.g. "codeword at Education Station." If you hear a codeword announced, you need to know what you should do at your particular station until the emergency is cleared.)

INDIVIDUAL STATION TRAINING

1. Station training will take place at individual stations with the station supervisor. Your supervisor will review your roles and/or the Job Action Sheet so that you understand your job responsibilities. In addition, remember that confidentiality of records and personal information needs to be maintained throughout the clinic.
2. Make sure you know who is in charge of your station. Is this the same person you 1) report to, 2) go to with questions? If not, who is that person?
3. Once at your station, don't forget to:
 - take your breaks
 - access the on-site behavioral health specialist if you're feeling burned-out or overwhelmed (having problems coping)
 - use your identified "code word" if the appropriate emergency situation comes up
 - use your facility map as a reference
4. Even in an emergency, paperwork has to be completed. All forms you're responsible for completing should be listed on your Job Action Sheet. Make sure you know:
 - to whom your completed forms should be given
 - what documentation needs to be turned over to the next shift
5. Lastly, make sure you know the location of necessary resources such as (*adjust to your site's plan*):
 - needed supplies
 - required forms
 - medications you'll be dispensing or injecting
 - translators
 - reference books

CONCLUSION

1. Thank you for giving your time and talents to assist with this emergency.
2. Remember, the overall goal of this clinic is to provide medication or vaccine to a large number of people in a very short time.
3. This can be a stressful or confusing time for many, so part of your job will be to be helpful and friendly to everyone as they proceed through the clinic.

Do you have any questions?

4. If there are no questions, then your next step is to make sure your I.D. is visible and use your map to navigate to your station. Please report to your individual station supervisor for training or further orientation. (*adjust to your site's plan*)