

APPENDIX 6 - Staff Roles and Responsibilities at the Flu Centre

Location	Title	Responsibilities	Profession/ Skills	Receives Reports From or Consults with	Reports to	No.
Site	Incident Commander	<ul style="list-style-type: none"> Oversees all aspects of the assessment centre site Receives information on all emergencies Acts as a spokesperson for the site Prepares forms, handouts, reports, photocopies, etc. Ensures the management of health records (includes storage) Carries out additional secretarial duties as required 	<p>Operational Leadership</p> <p>Clinical Knowledge</p> <p>Organizational Skills</p>	Section Chiefs and Officers	Operations Section Chief PC3 Incident Command	1 per site
Site	Site Secretary	<ul style="list-style-type: none"> Oversees all physical and non-medical aspects of the site Responsible for the physical site requirements including logistics, equipment and supplies, food services, information technology and maintenance Works closely with Clinical Leader and Infection Control Leader 	<p>Secretarial</p> <p>Organizational</p>		Planning Section Chief	1 per site
Site	Operations Section Chief	<ul style="list-style-type: none"> Oversees all physical and non-medical aspects of the site Responsible for the physical site requirements including logistics, equipment and supplies, food services, information technology and maintenance Works closely with Clinical Leader and Infection Control Leader 	<p>Logistics Experience</p> <p>Organizational Skills</p> <p>Leadership Ability</p>	<p>Logistics Section Chief</p> <p>Security</p> <p>Planning Section Chief</p> <p>Housekeeping</p>	Incident Commander	1 per site
Site	Clinical Leader	<ul style="list-style-type: none"> Oversees all clinical aspects at the site Acts as trouble shooter Ensures standards of practice are maintained Receives information on all 	<p>Medical Background</p> <p>Organizational Skills</p> <p>Leadership Ability</p>	<p>Triage Nurse</p> <p>Triage Assistants</p> <p>Transportation Officer</p>	Incident Commander	1 per site

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		<ul style="list-style-type: none"> • emergencies and transportation issues • Prepares reports for Incident Commander • Oversees medical equipment and supplies • Works with Operations Section Chief to ensure clinic operates effectively and efficiently • Receives reports from staff involved with patient flow 		Pharmacy Officer		
Site	Infection Control Safety Officer	<ul style="list-style-type: none"> • Ensures that appropriate infection control practices are in place, including screening • Responds to inquiries on infection control issues • Performs regular infection control audits • Ensures site staff are trained appropriately in infection control procedures • Conducts on-site infection control training sessions • Prepares infection control reports as requested by Site Supervisor • Receives reports of incidents of infection control breaches for follow-up and recommendations 	Certified or background in Infection Control	Clinical Leader Triage Nurses Housekeeping Triage Assistants Food Services	Incident Commander	1 per site

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Site	Scheduling Leader	<ul style="list-style-type: none"> Ensures hand washing occurs between clients Prepares schedule of staff assignments in accordance with union contracts Ensures staff have copies of their work assignments Ensures staff have coverage for breaks Receives reports and requests for staff from Clinical Leader and Planning Section Chief Receives calls from staff reporting absences from work Prepares report on staff illness Contacts Human Resource Coordinator for staffing shortages 	<p>Staff Logistics Experience</p> <p>Organizational Skills</p> <p>Leadership Ability</p>	<p>Human Resources Coordinator</p> <p>Clinical Leader</p> <p>Planning Section Chief</p> <p>Operations Section Chief</p>	Planning Section Chief	1
Site	Security Officer (external source)	<ul style="list-style-type: none"> Ensures security of antivirals, supplies, staff, and staff valuables Oversees crowd management Oversees traffic and parking Provides necessary control for unruly clients Assists with clinic set-up Receives direction from Operations Section Chief 	Law and enforcement Knowledge and Experience	<p>Logistics Section Chief</p> <p>Supply Officer</p> <p>Greeter</p> <p>Flow Clerk</p> <p>Security Coordinator</p>	Operations Section Chief	3 per site

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Site	Supply Officer	<ul style="list-style-type: none"> Oversees the storage and inventory of supplies Tracks usage of inventory Ensures supplies are delivered to appropriate area 	<p>Logistics Experience</p> <p>Organizational Skills</p>	<p>Purchasing/ Supplies Coordinator</p> <p>Triage Assistants</p>	Logistics Section Chief	1 per site
Site	Custodial Officer	<ul style="list-style-type: none"> Responsible for clinic maintenance, including disposal of garbage, cleaning and disinfecting of work surfaces Works with Infection Control Safety Officer to ensure sufficient sanitation supplies and equipment on site Ensure adequate washroom supplies Responsible for bio-hazardous waste disposal 	<p>Janitorial and Housekeeping Skills</p> <p>Organizational Skills</p>	<p>Clinical Leader</p> <p>Infection Control Leader</p> <p>Triage Nurses</p> <p>Triage Assistants</p> <p>Food Service Monitor</p>	Operations Section Chief	2 per site
Site	Computer Technician	<ul style="list-style-type: none"> Oversees installation and maintenance of electronic equipment (computer, fax and telephone) Acts as a trouble-shooter to assist staff with database issues 	IT Knowledge and Experience	<p>Planning Section Chief</p> <p>Data Specialist</p>	Planning Section Chief	1 per site
Site	Logistics Section Chief	<ul style="list-style-type: none"> Ensures the efficient flow of clients through the assessment process Manages bottlenecks Oversees registration activities 	<p>Logistics Skills and Experience</p> <p>Organizational Skills</p> <p>Leadership Ability</p>	<p>Data Entry Clerk</p> <p>Volunteer Monitor</p> <p>Food Service</p>	Incident Commander	1 per site

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		<ul style="list-style-type: none"> Identifies where additional staff and/or less staff may be required and makes recommendations to Clinical Leader and Scheduling Leader 		Monitor Greeter Flow Clerk Clinical Leader Scheduling Leader Security		
Site	Data Entry Clerk	Registration/Entrance <ul style="list-style-type: none"> Enters demographic and risk assessment information (Section 1 and 2 of assessment form) into database and prints form for client to give to Triage Nurse Assigns ticket number Directs clients to appropriate area Monitors fax and telephone lines 	Data entry experience Secretarial skills	Flow Clerk Quick Entry Triage Nurse Quick Entry Triage Assistant Greeter	Logistics Officer	4 per site

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		<p>Quick Entry</p> <ul style="list-style-type: none"> • Enters demographic and risk assessment information (Section 1 and 2 of assessment form) into database and prints form for client to give to Triage Nurse • Assists clients to discharge area after assessment 				1 per site
		<p>Post Assessment</p> <ul style="list-style-type: none"> • Enters data from completed assessment form into database • Provides client with 'take home' information sheets • Directs client to appropriate exit (home, homecare, or transportation area) 				4 per site
Site	Volunteer Coordinator	<ul style="list-style-type: none"> • Coordinates volunteer assignments • Assesses volunteer needs • Maintains a list of volunteers on-site and assignment preferences • Provides volunteer names to scheduling Leader based on skills and preference • Provides onsite orientation for volunteers • Ensures volunteers take breaks 	<p>Volunteer Coordination background</p> <p>Organizational Skills</p> <p>Leadership Ability</p>	Human Resource Coordinator Scheduling Leader	Logistics Officer	1 per site

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		<ul style="list-style-type: none"> Receives names of volunteers from Human Resource Coordinator Works with Scheduling Leader to ensure staffing is adequate Contacts volunteers to ensure they have their schedule 				
Site	Food Service Coordinator	<ul style="list-style-type: none"> Responsible for setting up food service area for staff Orders and re-stock food and other supplies Ensures pre-packaged food and beverages are available for clients to purchase Assists clients with food purchases 	Certified Food Handling Experience	Infection Control Leader Flow Clerk	Logistics Officer	2 per site
Site	Greeter	Entrance <ul style="list-style-type: none"> Greets client at entrance Ensures client has used hand sanitizer and read screening questions Determines client's ability to wait in line by a visual assessment Directs client's who can wait in line to the Registration Area Directs client's who cannot wait inline to Quick Entry Area 	Customer Service Skills and Ability	Data Entry Data Entry Clerk Triage Assistant Quick Entry Triage Nurse Flow Clerk Home Care Coordinator	Logistics Officer	2 per site

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		Exit <ul style="list-style-type: none"> Directs client to appropriate Exit Area. Monitors ill clients waiting for transportation 				4 per site
Site	Flow Clerk	Station Observer <ul style="list-style-type: none"> Determines availability of assessment stations Informs number caller of next available assessment station Directs client to Assessment Area site	Organizational Skills Customer Service Skills and Ability	Triage Assistant Triage Nurse Greeter Data Entry Data Entry Clerk	Logistics Officer	1 per site
		Number Caller <ul style="list-style-type: none"> Directs clients (in order of assigned ticket number) to next available assessment station 				2 per site
Site	Triage Nurses	Registration <ul style="list-style-type: none"> Determines medical suitability of client to wait in line Directs clients who cannot wait in line to the Quick Entry Area Directs clients who can wait in line to the Pre-Assessment Waiting Area 	Registered Nurse Physician Nurse Practitioner	Greeter Triage Assistant Data Entry Clerk Flow Clerk Home Care Coordinator	Clinical Leader	1 per site

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		<p>Quick Entry</p> <ul style="list-style-type: none"> • Perform assessments and makes recommendations for client follow-up (refers clients to appropriate facility if complaint is not influenza-related) • Documents all actions on Assessment Form • Provides health education if required • Directs client to Quick Entry Data Entry Clerk for discharge 		<p>Transportation Officer</p> <p>Pharmacy Officer</p> <p>Clinical Resource Specialist</p> <p>Infection Control Leader</p>		2 per site
		<p>Assessment</p> <ul style="list-style-type: none"> • Performs clinical assessments and makes recommendations for client follow-up (refers clients to appropriate facility if complaint is not influenza related) • Documents all actions on Assessment Form • Provides health education if required • Directs client to Discharge Area 				10 per site

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Site	Triage Assistants	Quick Entry <ul style="list-style-type: none"> • Directs clients to appropriate discharge area • Respond to needs of Quick Entry Triage Nurse (i.e. supplies, vital signs, etc.) 	CPR and First Aid Skills Organizational Skills	Infection Control Leader Data Entry Clerk Triage Nurse Flow Clerk Data Entry Clerk Greeter Custodial Officer	Clinical Leader	1 per site
		Pre-Assessment Waiting Area <ul style="list-style-type: none"> • Answers general questions from clients in the waiting area • Obtains and documents blood pressure, pulse and respirations on Assessment Form 				3 per site
		Assessment Area <ul style="list-style-type: none"> • Directs clients to appropriate discharge area • Respond to needs of Assessment Area Triage Nurse (i.e. supplies, vital signs, etc.) 				10 per site
		Post-Assessment <ul style="list-style-type: none"> • Answers general questions from clients in Discharge Area 				1 per site
		<ul style="list-style-type: none"> • Maintains inventory of medications • Dispenses medications as per order • Acts as a resource for Triage Nurses 				1 per site
		Pharmacy Officer (if required)				Pharmacist Nurse Pharmacy student

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Site	Transportation	<ul style="list-style-type: none"> Provides medication to client directly or through Triage Nurses (as per direction by physician or Medical Directive) Coordinates the transfer of patients to another facility if required. Ensures alternate facility receives advance notice of transfer Ensures appropriate documentation is sent with client Arranges for transportation of supplies, staff or volunteers if necessary 	Ambulance or Patient Transport experience	Triage Nurse Triage Assistant	Clinical Leader	1 per site
Site	Home Care Coordinator (external source)	<ul style="list-style-type: none"> Arrange home care services with client or client's family 	Community Care Access Centre employee	Triage Nurse Triage Assistant	Clinical Leader	1 per site
Site	Physician	<ul style="list-style-type: none"> Assesses patients Provide consultative services for Triage Nurses and Medical Officer of Health 	Physician	Triage Nurse Clinical Leader Medical Officer of Health	AC Site Manager	1 per site