

2021 COVID-19 Vaccine Clinic Frequently Asked Questions

Updated 02.04.21

Section 1: Volunteering

Q. Where is the clinic located?

A. State Farm Stadium, 1 Cardinals Drive Glendale, AZ 85305

Q. Is the clinic outdoors?

A. Yes. This is a drive-through vaccination clinic.

Q. What are the available volunteer shifts?

A. There are three shifts available each day:

- 6 a.m. – 2 p.m.
- 2 p.m. – 10 p.m.
- 10 p.m. – 6 a.m. (this is an overnight shift)

Q. What time should I arrive for my shift?

A. Please arrive onsite one hour before the start of your shift to allow for volunteer check-in and training. For example, 5 a.m. is the arrival time for the 6 a.m. – 2 p.m. shift.

Q. What do I need to bring on the day of my volunteer shift?

A. Please bring a face mask, government-issued ID, comfortable shoes/clothing as you will be on your feet the entire volunteer shift. We suggest you dress in layers to accommodate the weather and please protect yourself from the sun by bringing sunscreen, hats, and sunglasses.

Q. Will personal protective equipment (PPE) be provided?

A. *For clinical volunteers:* masks, gloves, and hand sanitizer will be provided.

For non-clinical volunteers: Masks will be provided onsite, but we suggest that you bring your own mask just in case. There may be other PPE available including gloves, but we encourage volunteers to bring their own PPE if they want to ensure they have it.

Q. What does it mean to be considered a clinical volunteer? What assistance will I provide while volunteering?

A. Clinical volunteers are clinicians with active credentials who are authorized to administer vaccines: medical doctors (M.D.), osteopathic physicians (D.O.), naturopathic physicians (N.D.), physician assistants, nurse practitioners, registered nurses, licensed practical nurses, medical assistants, emergency medical technicians, paramedics, school nurses, and pharmacists. This determination was made by the Arizona State Legislature; the scope of practice of various professions and occupations can be found in [A.R.S. Title 32](#).

Clinical volunteers will be conducting services such as administering the vaccine directly to patients and consulting with patients who may be having reactions and/or anxiety with the process. Clinical volunteers may also help with other non-clinical duties as needed.

Q. Can clinicians with expired licenses help vaccinate at the clinic?

A. No. Only clinicians with active licenses are authorized to vaccinate at the clinic.

If you would still like to volunteer in a clinical capacity, please contact the appropriate board for your credential to inquire about applying for a temporary waiver.

Q. Will there be training on how to deliver the vaccine?

A. The BCBSAZ medical team has compiled a clinical playbook with key information about the Pfizer and Moderna vaccines, as well as vaccine event planning and clinical fact sheets. The playbook will be provided to all clinical volunteers.

Once at the stadium, all clinicians are provided an orientation about the COVID-19 vaccine.

All clinicians who volunteer should be experienced in administering vaccines.

Q. What does it mean to be a general (non-clinical) volunteer?

A. Any willing participant that wants to volunteer and is not considered a clinical volunteer would be a general (non-clinical) volunteer.

General (non-clinical) volunteers conduct activities such as registering patients, directing flow of traffic, checking in on patients as they are waiting for the vaccine or during their observation period, and running materials (water, hand sanitizer, masks, etc.).

Q. Is there a volunteer code of conduct?

A. Yes. Please take a few minutes to read the [volunteer code of conduct](#) before you leave for your shift.

Q. Once I register, is my shift guaranteed?

A. No. We are working closely with the Arizona Department of Health Services and the National Guard to streamline the volunteer process. On a day-to-day basis, we may be asked to scale down the number of volunteers. When we are asked to make this change, your volunteer shift may be cancelled. We apologize for the inconvenience and ask that, if you are still interested in this volunteer opportunity, you check the registration site for additional volunteer opportunities.

Q. Will food and water be provided for volunteers?

A. All volunteers will have access to a hospitality trailer, which will provide water and one meal per shift. Restrooms are available onsite.

Q. Why do I need to sign a volunteer waiver for ASU?

A. ASU is one of our state partners for the clinic. They are responsible for onsite volunteer coordination.

Q. Are clinical volunteers provided liability insurance?

A. Governor Ducey signed a second renewal of executive order 2020-27, [the "Good Samaritan" order](#), on December 31, 2020. Please see the executive order for details on protections specific to the COVID-19 response for healthcare professionals and healthcare facilities.

Q. Can volunteers bring family or friends with them to help out?

A. No. All volunteers must meet the requirements and register in their own name.

The crucial need is for clinicians who can administer the vaccine. Non-clinical volunteer shifts are being filled by BCBSAZ and HCA employees and family.

If you have family members or friends who do not meet these requirements and want to volunteer, they can [sign up on our wait list](#).

Section 2: Registrations and Cancellations

Q. How do I sign up?

A. The following people are welcome to volunteer at the COVID-19 vaccine clinic:

- BCBSAZ and HCA employees and their family members
- Community members with active clinical credentials

All volunteers must be age 18 or older.

If you're eligible to volunteer, you can sign up using the official invitation link emailed to you by BCBSAZ to connect with the registration site.

If you are not eligible and interested in volunteering, you can [sign up on our wait list](#).

Important! Every volunteer must complete their own registration form with their own name. Government-issued ID will be checked upon entry and only volunteers on the list for each shift will be permitted to volunteer.

Q. What if I need to cancel my volunteer shift?

A. You can cancel it through your SignUpGenius like this:

1. Log in to your SignUpGenius account. Use the official invitation link emailed to you by BCBSAZ to connect with the registration site if you haven't yet set up an account.
2. Go to "Items I Signed Up For" to view your registration(s).
3. Click the pencil icon under "Action" and cancel your shift.

If you have to cancel within 24 hours of your shift, you must [email us](#) with the subject line: CANCEL SHIFT WITHIN 24 HOURS. In the body of the email, please provide: your full name, date of shift, and time of shift.

Q. Can I swap my volunteer shift with someone else?

A. No. If you cannot attend your shift, please cancel it online by logging in to your SignUpGenius account. You can sign up for another shift if you like.

If another person would like to volunteer and/or make a change, they have to register and sign up separately. Note that shifts may fill and there is no guarantee that the shift you cancel will be open for another volunteer.

Q. Can I change my shift over the phone?

- A.** No. All changes have to be made through SignUpGenius. You can cancel your shift and choose another one **if** there is availability.

We recommend keeping your original shift if you are able as another shift is not guaranteed.

Q. I accidentally registered to be a ‘clinical volunteer’ and I meant to register as a ‘general volunteer.’

- A.** If you registered for a clinical shift in error, log in to your SignUpGenius account and re-register as a general volunteer. You will be able to edit your shift, if availability permits.

However, non-clinical shifts are not as widely available as clinical shifts, so a shift is not guaranteed. You may not keep your volunteer shift as a Clinical Volunteer if you do not have the appropriate credentials.

Q. Every shift is full, but I want to volunteer.

- A.** You can [sign up on our wait list](#). We are updating SignUpGenius as new shift information becomes available.

Q. The confirmation email I received was incorrect.

- A.** If you receive incorrect information on your confirmation email, please log in to your SignUpGenius account and check your information. More than likely, something was mistakenly entered and you will be able to correct it.

Q. Can you confirm my shift?

- A.** Your shift confirmation will arrive in your inbox as a confirmation email from SignUpGenius.

You can always view your shifts by logging in to your SignUpGenius account. Then, go to “Items I Signed Up For” to view your registration(s).

Q. Where can I find all of the shifts for which I am registered?

- A.** Log in to your account on SignUpGenius. Then, go to “Items I Signed Up For” to view your registration(s).

Q. I never received a confirmation email.

- A.** You can confirm your shift via SignUpGenius. Log in to your account and go to “Items I Signed Up For” to view your registration(s).

Q. How do I correct my email address in SignUpGenius?

- A.** We have to do that for you. Please [email us](#) with the subject line: EMAIL ADDRESS WRONG IN SIGNUPGENIUS and provide your full name and correct email address.

Q. I don’t have a printer, can I print my volunteer waiver onsite?

- A.** If you don’t have access to a printer, you can complete the waiver when you arrive at the stadium.

Q. If I volunteer twice, do I have to print my waiver at the beginning of each shift or will it be on file?

A. Yes, we recommend that you bring your waiver to all shifts as it may be needed by onsite personnel.

Section 3: Volunteer Vaccinations

Q. Will volunteers receive free COVID-19 vaccines?

A. All volunteers will be offered the opportunity to receive a free COVID-19 vaccine at the end of their shift.

Remember, our primary focus is to make sure Arizonans get their vaccine, and that the point of distribution (POD) site is running smoothly. Registered volunteers will be given instructions on how to receive their vaccine during their shift.

Q. Are vaccines mandatory for volunteers?

A. Volunteers are strongly encouraged, but not required, to receive the vaccine.

Q. When in the process do I get my vaccine? Am I able to switch my vaccine to another person?

A. Volunteers can get their vaccine at the end of their shift, unless directed otherwise by a Volunteer Site Lead. You will have to wait in line as the vaccines are administered through a drive-thru process. You may not switch your vaccine to another person.

Q. How do I schedule an appointment for my second dose?

A. After receiving your first dose, you will be escorted to the well-being area where you will be observed for 15 minutes after your injection. While you are waiting, you will be able to schedule your second dose appointment.

If you are not able to schedule your second dose appointment onsite (i.e., technical difficulties) then you will receive an email from ADHS approximately 10 – 15 days after your first dose asking you to schedule your second dose appointment. The email will include information and a link to schedule your second dose. The email will be sent to the email address you provided when scheduling your first dose appointment.

If you do not have an email address or did not provide an email address, then you will receive a phone call from ADHS approximately 10 – 15 days after your first dose to schedule your second dose appointment

ADHS is reserving appointment slots and will make them available to patients to book their second dose. Additional appointments will be opened for first and second doses as more vaccine supplies become available.

Tip! Be sure to keep your vaccination card and be sure to bring it to your second dose appointment (this is a requirement for your second dose appointment).

For more information, visit www.azhealth.gov/findvaccine, call 480-573-0332 between 8 a.m. and 5 p.m., Monday-Friday, or email podvaccine-triage@azdhs.gov

Q. I volunteered at the State Farm Stadium but did not receive my vaccine. What do I do?

A. Please [email us](#) with the subject line: VOLUNTEER DID NOT RECEIVE VACCINE. Be sure to include your name and the date and time of shift.

Section 4: Other Commonly Asked Questions

Q. Can a family member volunteer with me?

A. Eligible volunteers are those that are:

- A BCBSAZ/HCA employee or family member of a BCBSAZ/HCA employee who is 18 years or older
- A community member with clinical credentials

If your family member meets these requirements, then they may volunteer with you if there is an available shift at that time and they register.

Q. Do I need to sign up each family member separately?

A. Yes, each volunteer must sign up individually.

Q. Can we create blocks of time on the schedule for our organization to volunteer?

A. No, volunteers must register individually.

Q. Is there a maximum number of volunteer shifts for which I or a family member can sign up?

A. No, there is not currently a limit on the number of shifts for which you or an eligible family member may register.

Q. Do I need to do anything to validate that someone is a part of my family?

A. No. Family members simply list your name when they register for a volunteer shift using SignUpGenius. Be sure to double-check the spelling.

Q. Do I have to work the same shifts as my family members?

A. No, you may work different shifts than your family members.

Section 5: BCBSAZ and HCA employees

Q. What if I work in a department that has productivity requirements and I am worried about impacting my productivity goals or those of my colleagues by volunteering?

- A. All employees should receive prior approval from their management to volunteer. Business productivity and goals remain a priority, so these important decisions should be made in consultation with an employee's leader.

For BCBSAZ employees only:

Q. How do I track my time and is my volunteer time paid?

- A. BCBSAZ employees can be paid up to 18 hours of service at the vaccine clinic. Any hours over 18 hours would need to be completed on your personal time.

You track your service in Workday by reporting an Absence. The Absence code is "Blue Gives Back – Paid Service time."

Q. How do I track my service hours to count towards my Blue Gives Back Mobilize AZ P+ service goal?

- A. To track your service time to fulfil your 8-hour Mobilize AZ P+ service goal, you will log an absence in Workday. Code your absence as "Blue Gives Back – Paid Service Time."

Q. Is volunteering at the vaccine clinics mandatory for Blue Gives Back credit or will there be other opportunities to earn Blue Gives Back service hours?

- A. Volunteering at the COVID-19 vaccine clinics is completely voluntary and you will receive Blue Gives Back credit. There will be multiple opportunities throughout the year to earn Blue Gives Back service hours to meet your Performance Plus goal if you are unable to volunteer at the vaccine clinics.