



Imagine Our Strength  
When We Work Together



Community

INSPIRING HEALTH FOR ARIZONANS THROUGH COMMUNITY AND HEALTH ADVANCEMENT

## Volunteer Code of Conduct

Thank you for giving your time to this important and historic undertaking. With each day of the COVID-19 Vaccine Clinic, we are learning a lot, and adapting our processes accordingly to enhance the volunteer experience.

The Point of Dispensing (POD) site runs most efficiently when volunteers understand their roles and follow the code of conduct guidelines. Thank you for reading them in advance of your scheduled volunteer shift.

1. Consider volunteering for a minimum of at least three shifts; we have learned from volunteers that consistency in the various zones is very important and contributes to a well-run POD site. As a reminder, if you are a BCBSAZ or HCA employee, you will be paid to volunteer for two shifts but you are encouraged to volunteer for a third shift as well!
2. Arrive for your volunteer shift 1 hour before your scheduled start time. Timeliness is critical to the success of the POD. It is critical that you are in attendance for the orientation and role training. Role training will occur with the volunteer shift in progress, as a buddy system.
3. Do not bring additional volunteers with you who are not registered to volunteer. Only registered volunteers should be at the POD site. Non-registered volunteers will be turned away.
4. Follow direction from your site lead. Site leads will be onsite during your volunteer shift, and you will meet the site lead during orientation. Each volunteer will be assigned to a zone and each zone will also have a lead. Leads can be identified by their orange vests. If you have questions during your shift, please direct them to one of the leads.
5. Be sure to check the weather before you arrive at the POD site and dress appropriately. Layers are highly encouraged as the temperature may change significantly during a volunteer shift. The site will remain open for vaccinations during inclement weather. If it rains, there will be rain ponchos available for use at the site.
6. Receive your vaccine at the end of your shift. Remember, our primary focus is to make sure Arizonans get their vaccine, and that the POD site is running smoothly. Registered volunteers will be given instructions on how to receive your vaccine during your shift.
7. Be patient during your volunteer shift as changes may occur while you are onsite.
8. You may only use your cell phone in case of emergencies during your shift. Any communication with the public regarding the operations of the vaccine clinic is prohibited. If you share unauthorized information you will be asked to leave your volunteer shift and will not receive the vaccine.

9. Thank you for remembering that you are representing the state of Arizona and BCBSAZ. Your customer service will be on full display as you help more Arizonans get access to the COVID-19 vaccine. Please do not forget that a friendly and welcoming demeanor goes a long way.

This volunteer experience is extremely rewarding. Enjoy your shift and take pride in the work you are doing to help vaccinate Arizonans. Thank you for your service.