



CMHA TV AMHS Volunteer COVID-19 Infection Prevention and Control Team – Role Description

Section: Clinical Services and Case Management Date: October 28, 2021
Position Location: 534 Queens Ave.

Role Description and Primary Responsibilities:

- Reliably and consistently greet all scheduled visitors to 534 Queens Ave. (non Crisis)
- Complete a mandatory COVID-19 screening with all visitors, at 534 Queens Ave (main)
- Communicate effectively with CMHA TV AMHS staff so as to ensure building access
- Maintain accurate data collection of visitor responses to the COVID-19 screenings and store records according to procedure
- Complete disinfecting protocols throughout 534 Queens Ave. where required, twice per shift (non Crisis)
- Monitor COVID-19 disinfecting protocol supplies and advise appropriate CMHA TV AMHS staff when replenishment is needed
- Track COVID-19 disinfecting protocol activities and store records according to procedure

Role Specifications and Required Qualifications:

- Current Vulnerable Person's Sector Check
- Must be able to comply with the CMHA TV AMHS Mandatory Vaccination Policy
- Sensitivity to the variety of issues that visitors will be presenting with, including mental health and/or addictions.
- Some knowledge of CMHA TV AMHS Programs & Services
- Experience working with individuals from diverse backgrounds.
- Fluency in French, or another second language, would be an asset to this position.

Physical and Mental Requirements:

The successful volunteer candidate will be able to:

- Stand for potentially up to a few hours at a time
- Maintain a calm demeanor and stay focused in a changing environment
- Steer conversations to remain appropriate, welcoming, safe, and non-judgemental
- Display professionalism and resilience, while handling diverse and changing situations
- Must be able to climb stairs.

I acknowledge that I understand the responsibilities and requirements of my position as a member of the Volunteer IPAC Team, as outlined in the Role Description and Role Specifications Above.

Name: _____

Signature: _____

Date: _____

I will meet the time commitment of six months, for one weekly 5-hour shift, and will follow the shift schedule as outlined by my supervisor. I also agree to complete all scheduled training sessions, inclusive of self-directed virtual training modules that I will be given access to.

Initials:_____

Summary of Volunteer IPAC Team Position:

Our Volunteer IPAC Team is vital part of the core services offered within the full range of Clinical and Case Management Services at the 534 Queens Ave. They assist to ensure that CMHA is maintaining consistent and timely response to our building's visitors by way of completing necessary COVID-19 screenings, and they assist with disinfecting protocols.

The COVID-19 pandemic has changed the way that our services operate in some cases, and subsequently has increased the need for our organization to monitor and maintain our safe and welcoming environment. Our Volunteer IPAC Team serves to make a valued and positive difference by demonstrating their care to those we serve as part of our operational continuum. All volunteers will participate in a training program that will consist of core information about health and safety as well as supportive listening techniques to visitors. Volunteers will also be trained on specific policies and procedures that are relevant to this role.

Time Commitment:

9:30 am to 2:30 pm once weekly, to be scheduled between Monday to Friday; for six months.

Reporting Relationship:

The Volunteer IPAC Team will receive direction and support from the Team Lead of Case Management Services, or delegate.