

# SIMCOE MUSKOKA DISTRICT HEALTH UNIT COVID-19 CLINIC ORIENTATION

January 2022

# OBJECTIVES

- Introduction to Clinic's at Georgian College
- IPAC
- PPE
- Review COVID-19 Medical Directives
  - Moderna – for all those who are age 30 years and older
  - Pfizer Adult– for all those who are age 12-29 years of age
  - Pfizer Pediatric – for all those 5-11years of age
  - Epinephrine review – SMDHU would administer if required
  - COVID Vaccine Administration Document from the Ministry
- COVAX/SALESFORCE

# GEORGIAN COLLEGE CLINICS

**January 19, 26 & February 2, 2022**

- Location – Gymnasium
- Entrance through J
- Hours – 9am-4pm
- Arrive at 815 am to assist with set up and team huddle
- Ensure you complete you COVID screening questions prior to clinic and if you have symptoms of COVID notify your instructor and stay home.
- Clients will be immunized every 5 minutes all day – total 840 clients/clinic
- 10 immunization stations
- Faculty staff on site to assist students
- SMDHU will have a nurse coordinator Michelle Phillips and two Vaccine preparation staff at each clinic to support clinic

# INFECTION PREVENTION AND CONTROL (IPAC)

***Routine Practices:*** All clients are potentially infectious even when asymptomatic. Safe standard of practice to prevent exposure to blood, bodily substances, secretions, excretions, mucus membranes, non-intact skin or soiled surfaces or equipment/devices by:

- Point of Care Risk Assessment
  - Hand Hygiene
  - Respiratory Etiquette
- Personal Protective Equipment (PPE)
- Cleaning and Disinfection of Surfaces/Equipment and Medical Devices
- IPAC Education and Staff Immunization

# POINT OF CARE RISK ASSESSMENT

- Risk Assessment must be done BEFORE every client interaction to determine any precautions you take.
- Questions to ask:
  - Is the client ill/symptomatic?
  - Will I come in contact with a client's mucus membrane, bodily substances or blood?
  - Is there the potential for an accidental exposure with the client's blood or bodily substances?
  - How experienced am I in performing this task?
  - **What is my own health status?**
    - Open wounds or rash?
    - Symptomatic with any illness (fever or cough, loose stool)? Go home and get some rest!!
    - Fully immunized?

If any concerns noted with assessment, speak to your instructor/teacher immediately!

# HAND HYGIENE

- Removal of visible soil and/or killing of transient microorganisms from the hands while maintaining skin integrity.
- Alcohol Based Hand Rub (ABHR) for 15 seconds. Preferred in health care and when hands are not visibly soiled.
- Hand Washing with soap and water for 15 seconds. For staff to perform effective hand hygiene:
- Nails must be kept clean, smooth edged and short.
- Nail polish, if worn, should be fresh and free of cracks or chips;
- Artificial nails or nail enhancements must not be worn when providing direct care to clients;
- It is preferred that rings and watches not be worn when providing direct care to clients;
- Hand and arm jewelry, including watches, should be removed or pushed up above the wrist before performing hand hygiene.

# GLOVES

- If it's wet and it's not yours – wear gloves!
- Worn when likely to come in contact with any blood, body fluids, non-intact skin, or contaminated equipment.
- Not for direct contact with intact skin.
- Gloves are TASK specific and SINGLE USE.
- Appropriate glove use.
  - Wear the correct size.
  - Conduct hand hygiene before and after glove use.
  - Ensure hands are dry before putting on gloves.
  - Put on gloves immediately before the indicated activity.
  - Change gloves if moving from a contaminated area to a clean area.
  - Do not wash or re-use gloves.
  - Dispose of gloves appropriately (plastic-lined waste receptacle).

# GLOVE REMOVAL

- Prevent contamination of hands when removing gloves.
- 1. Glove to glove/skin to skin technique.
- 2. Grasp outside edge near the wrist and peel away, rolling the glove inside out.
- 3. Reach under the second glove and peel away inside out.
- 4. Discard immediately.
- 5. Conduct Hand Hygiene.





# PERSONAL PROTECTIVE EQUIPMENT(PPE)

- Includes gloves, gowns, eye protection and masks.
- A risk assessment allows staff to chose the appropriate PPE for the task.
- Should be put on just prior to interaction with client and removed promptly once interaction is complete.
- Used alone or in combination to prevent exposures by placing a barrier between a potentially infectious source and one's own mucous membranes, airways, skin and clothing.
- Always conduct hand hygiene before and after wearing PPE.

# GOWNS

- Gowns are TASK specific and SINGLE USE.
- Appropriate gown use:
  - Ensure gown is fluid-resistant.
  - Only worn when providing direct care or cleaning up blood or bodily substances.
  - Should be put on immediately before task and worn properly.
  - Discard gown promptly and appropriately after task completed.
  - Do not re-use or keep for later use



# REMOVAL OF GOWN

Prevent contamination of clothing or skin.

- 1. Undo neck ties.
- 2. Outer “contaminated” side of the gown is pulled forward and turned inward.
- 3. Roll gown off arms into a bundle.
- 4. Discard immediately.



# MASKS

- Protects the mucous membrane of the nose and mouth when it is anticipated that a procedure or activity is likely to generate splashes or sprays of blood, body fluids, secretions or excretions or within 2 metres of a coughing client.
- Masks are NOT respirators
- All clients will need to wear a mask to the clinic and if they do not have one we will provide prior to entering the building.

# REMOVAL OF MASK

Front of mask is considered to be contaminated - Ties/ear loops/straps are considered to be clean

1. If mask has two ties or straps, untie bottom tie first.
2. Pull (by the ties/straps/ear loops) forward off the head.
3. Bend forward allowing mask to fall away from the face.
4. Discard immediately.
5. Conduct hand hygiene with ABHR



# EYE PROTECTION

- Protects the eyes when it is anticipated that a procedure or activity is likely to generate splashes or sprays of blood or bodily substances or wear within 2 metres of a coughing client.
- Eye protection is SINGLE USE or can be disinfected with Optim 33 for 1 minute.
- Eye protection must be immediately removed after completing the task and disposed of appropriately.
- Eye protection includes:
  - Safety glasses or goggles
  - Face shields
  - Visors attached to masks
- Note: prescription eye glasses are NOT adequate eye protection, they can be worn under eye protection.



# CLEANING CLINIC SPACE

- Always clean and disinfect surfaces used for immunizations on arrival, when visibly soiled and before leaving premise.
- Optim 33 TB Wipes Active Chemistry
  - 0.5% Accelerate Hydrogen Peroxide. Contact time on surface to kill Infections
  - 1 minute bactericidal and virucidal
  - 5 minute TB claim
  - 24 month shelf life. Follow expiry date on product.



# CLEAN AND DISINFECT SURFACES AND NONCRITICAL DEVICES

- • Steps for Cleaning and Disinfecting Surfaces
- • Wear gloves when handling wipes
- • Clean surface first using friction to remove visible dirt
- • Use a second wipe and allow surface to remain wet for 1 minute.
- • Allow surface to air dry
- • Dispose of gloves
- • Conduct hand hygiene



# CLEAN UP OF BLOOD/BODILY SUBSTANCE

- Conduct a Risk Assessment ( Exposure to Blood Borne Pathogens)
- • Inspect area and restrict activity (remove student) • Gather Supplies (Blood Spills Kit: gloves, goggles, paper towels, Optim wipes)
- • Conduct Hand Hygiene and put on PPE
- • Use tongs to remove sharps and dispose in sharps container • Use Red Z Gel to solidify substance and remove waste with scoop • Clean with paper towels
- • Use Optim Wipes to clean area of remaining substance first for 30 sec
- • Use Optim Wipes to disinfect area remaining wet for 5 minutes
- • Discard items with blood in a biohazard bag
- • Discard items with urine, feces, or vomit in a garbage bag or in toilet if applicable.
- • Take off PPE and conduct hand hygiene with ABHR
- • Document Incident

# COVID-19 VACCINES

## Development and Approval of Vaccines

- The safety and efficacy of COVID-19 vaccines are reviewed by Health Canada. On December 9th and 23rd, Health Canada authorized the first two vaccines for use in Canada for the prevention of COVID-19; Pfizer BioNTech and Moderna COVID-19 vaccines.
- Approved COVID-19 vaccines completed the same development and approval process as all other vaccines approved for use in Canada. Two things happened a little differently with the COVID-19 vaccines:
  - Different phases of vaccine development were occurring simultaneously, instead of waiting for one step to be done at a time (shaving off years to the usual process!). □ Health Canada fast-tracked the approval process by reviewing data as it became available throughout the development phase (instead of the usual process of reviewing all of that data once the clinical trials were completed).

# WHAT IS AN MRNA VACCINE?

- Messenger RNA are strands of genetic material that direct protein production in cells.
- • Scientists have developed mRNA that directs cells to produce proteins that imitate those found in SARS-CoV-2.
- • When the mRNA vaccine is injected into the body, the cells use it to make viral proteins (antigens).
- • The viral proteins trigger immune cells which lead to the production of antibodies.
- • In the past, mRNA technology has been focused on cancer, with tumor mRNA being used to help people's immune systems recognize and respond to the proteins produced by their specific tumors.
- • mRNA vaccines are a promising alternative to conventional vaccine approaches because of high potency and the capacity for rapid and safe administration.
- • mRNA vaccines to date, come with logistical challenges for delivery due to vaccine storage and handling requirements needed to keep the vaccine stable.

# VACCINE INFORMATION

**Table 1 – Dosage Forms, Strengths, Composition and Packaging**

Route of Administration	Dosage Form / Strength/Composition	Non-medicinal Ingredients
Intramuscular injection	Suspension (to be diluted)  Multiple dose vial (after dilution, each vial contains 6* doses of 0.3 mL)	<ul style="list-style-type: none"> <li>• ALC-0315 = ((4-hydroxybutyl) azane diyl)bis(hexane-6,1-diyl)bis(2-hexyldecanoate)</li> <li>• ALC-0159 = 2-[(polyethylene glycol)-2000]-N,N-ditetradecylacetamide</li> <li>• 1,2-distearoyl-sn-glycero-3-phosphocholine</li> <li>• cholesterol</li> <li>• dibasic sodium phosphate dihydrate</li> <li>• monobasic potassium phosphate</li> <li>• potassium chloride</li> <li>• sodium chloride</li> <li>• sucrose</li> <li>• water for injection</li> </ul>

\*Low dead-volume syringes and/or needles can be used to extract 6 doses from a single vial. If standard syringes and needles are used, there may not be sufficient volume to extract a 6<sup>th</sup> dose from a single vial.

\*Vial labels and cartons may state that after dilution, a vial contains 5 doses of 0.3 mL. The information in this Product Monograph regarding the number of doses per vial after dilution supersedes the number of doses stated on the vial labels and cartons.

Pfizer-BioNTech COVID-19 Vaccine is a white to off-white, sterile, preservative-free, frozen suspension for intramuscular injection. Pfizer-BioNTech COVID-19 Vaccine contains a nucleoside-modified messenger RNA (modRNA) encoding the viral spike glycoprotein (S) of SARS-CoV-2 and the non-medicinal ingredients listed in Table 1 above.

Pfizer-BioNTech COVID-19 Vaccine is packaged in a clear glass 2 mL vial with a rubber stopper (not made with natural rubber latex), aluminum overseal, and flip-off cap.

# VACCINE INFORMATION

- Does not contain
  - Adjuvants
  - Antibiotics
  - Products of human or animal origin
  - Preservatives
  - Latex

# VACCINE INFORMATION

Table 1: COVID-19 vaccine(s) authorized for use in Canada

Product Brand Name (Manufacturer)	Pfizer-BioNTech COVID-19 Vaccine (Pfizer-BioNTech)	Moderna COVID-19 Vaccine (Moderna)
Type of vaccine	COVID-19 mRNA	COVID-19 mRNA
Date of authorization in Canada	December 9, 2020	December 23, 2020
Authorized ages for use	16 years of age and older	18 years of age and older
Dose	0.3 mL (30 mcg of mRNA) <sup>1</sup>	0.5 mL (100 mcg of mRNA)
Schedule <sup>2</sup>	2 Doses, 21 days apart (alternate schedule 28 days apart)	2 Doses, 28 days apart
Route of administration	IM	IM
Nature of the antigen	Prefusion spike protein	Prefusion spike protein
Adjuvant (if present)	None	None
Primary storage requirements pre-puncture	-80°C to -60°C <sup>3</sup>	-25°C to -15°C <sup>3</sup> <sup>4</sup>
Storage requirements pre-puncture <sup>3</sup>	120 hours (5 days) at +2°C to +8°C <b>and/or</b> 2 hours up to +25°C	30 days at +2°C to +8°C <b>and/or</b> 12 hours at +8°C to +25°C
Diluent	Yes	No
Usage limit post-puncture	6 hours at +2°C to +25°C <sup>5</sup>	6 hours at +2°C to +25°C
Formats available	Multi-dose vial (5 doses) <sup>1</sup> , preservative-free	Multi-dose vial (10 doses), preservative-free

<sup>1</sup> After dilution. Refer to the product monograph available through [Health Canada's Drug Product Database](#) for choice of diluent and dilution

<sup>2</sup> Authorized or alternate schedule. Refer to Table 2 for details

<sup>3</sup> Protected from light during storage

<sup>4</sup> Do not store on dry ice or below -40°C

<sup>5</sup> After dilution, vaccine must be used within 6 hours

# VACCINE SAFETY

<b>Very common adverse events</b> (occur in 10% or more of vaccinees)	<b>Pain at the injection site – more than 80% experienced this, and more frequent in those less than 56 years</b> <b>Fatigue, headache, muscle pain, chills, joint pain and fever</b> <ul style="list-style-type: none"><li>– more than 1/2 experienced headache and/or fatigue</li><li>– more frequent after the 2<sup>nd</sup> dose and in those less than 56 years</li></ul>
<b>Common adverse events</b> (occur in 1% to less than 10% of vaccinees)	Redness and swelling at injection site
<b>Uncommon adverse event</b> (occur in 0.1% to less than 1% of vaccinees)	Lymphadenopathy

# SAFETY CONT'D.

- The probability of detecting a rare or very rare (occurring in less than 0.1% of vaccinees) adverse events in clinical trials is low given clinical trial population sizes. Therefore, ongoing vaccine safety monitoring is critical, as it is with all vaccines, as the vaccine is used in larger numbers of people to be on alert for any safety signals.
- No serious safety concerns were identified in the clinical trials. Studies are ongoing.
- Currently there is no evidence available to support the efficacy of this vaccine in preventing asymptomatic infection, reducing viral shedding or in prevention of transmission of the COVID-19 virus. Therefore, it is important that people continue to practice public health measures to decreased transmission even after they are vaccinated.
- Protection offered from the first dose is lower than the efficacy achieved after the second dose. In most people, a cellular immune response is achieved by one week after the second dose



# CLINIC ROUTINES & EXPECTATIONS

- Please arrive 30 minutes prior to start of clinic and huddle will take place 25 min prior to shift starting • Coordinator will review clinic processes, potential concerns during the day, provide break times for all staff, vaccine review and Vaccine Event
- Prep staff will have 3 – 4 potential vaccines on site – depending on the clinic focus, that will be the vaccine you have at your
- Ensure that you clean your station prior to set up each day and wipe as needed during day. Chairs can be wiped when required during day as well as beginning and end of clinic.
- Sharps containers may be required to be transported back each night to the Health Unit, (Please clean your station at end of night and put your closed sharps container into the Plastic Bin)
- Clinics are smaller in scale, be mindful of your space and try to ensure you are quiet as best possible
- All hands on deck, if a colleagues requires assistance with a patient, please support them when possible
- If you identify a H&S concern, bring to coordinators attention ASAP or if it is immediate deal with it right away ie wet floor – wipe up to prevent fall.
- Roles in clinic – 1 Coordinator, 1-2 prep staff who can relieve coordinator for breaks, immunizers, inventory support staff, volunteers to support – line management, aftercare etc plus security who will support screening of clients into the clinic.

# IMMUNIZATION

- Steps To Set Up
- Clean and disinfect all surfaces prior to setting up.
- Set up workstation considering your safety and student confidentiality
- Clean field.
- No drinking or eating as per Ministry of Labor
- Point of care sharps container ( safe access and not on floor)
- Garbage container or bag •
- Only take out what is necessary for client use.

# IMMUNIZATION STATION

- • Surface must be made of materials that are cleanable and free of damage.
- • Clean table drape
- • 70% ABHR
- • Brown paper bag for garbage
- • Band-Aids
- • Napkins to cover vaccine
- • Sharps container
- • Screening questions
- • After Care sheets
- • Emesis bag
- • Pen
- • iPad

# MEDICAL DIRECTIVES

- Pfizer - <https://www.simcoemuskokahealth.org/docs/default-source/hu-aboutus/COVID-Immunization-Orientation-Resources/20211216-pfizer-directive.pdf?sfvrsn=2>
- Pfizer Pediatric - [https://www.simcoemuskokahealth.org/docs/default-source/hu-aboutus/COVID-Immunization-Orientation-Resources/211123-imm-directive\\_covid19\\_pediatric-pfizer-vaccine\\_final.pdf?sfvrsn=6](https://www.simcoemuskokahealth.org/docs/default-source/hu-aboutus/COVID-Immunization-Orientation-Resources/211123-imm-directive_covid19_pediatric-pfizer-vaccine_final.pdf?sfvrsn=6)
- Moderna - <https://www.simcoemuskokahealth.org/docs/default-source/hu-aboutus/COVID-Immunization-Orientation-Resources/20211216-moderna-directive.pdf?sfvrsn=2>
- Anaphylaxis Management and Administration of Epinephrine - [https://www.simcoemuskokahealth.org/docs/default-source/hu-aboutus/COVID-Immunization-Orientation-Resources/imm-directive-1\\_anaphylaxis\\_september-2021.pdf?sfvrsn=4](https://www.simcoemuskokahealth.org/docs/default-source/hu-aboutus/COVID-Immunization-Orientation-Resources/imm-directive-1_anaphylaxis_september-2021.pdf?sfvrsn=4)
- COVID Vaccine Quick Reference (Dec20/21) - [https://www.simcoemuskokahealth.org/docs/default-source/hu-aboutus/COVID-Immunization-Orientation-Resources/covid-vaccine-quick-reference\\_revised-20211220.pdf?sfvrsn=2](https://www.simcoemuskokahealth.org/docs/default-source/hu-aboutus/COVID-Immunization-Orientation-Resources/covid-vaccine-quick-reference_revised-20211220.pdf?sfvrsn=2)

## ***Additional Vaccine Info***

Pfizer-BioNTech COVID-19 Vaccine Information Sheet <https://www.simcoemuskokahealth.org/docs/default-source/ify-health-care-professionals/covid-19-vaccine-information-sheet-final-2020-12-13-english.pdf?sfvrsn=0>

Pfizer-BioNTech COVID-19 Vaccine 9 (tozinameran) Product Monograph

<https://covid-vaccine.canada.ca/info/pdf/pfizer-biontech-covid-19-vaccine-pm1-en.pdf>

### **Pfizer –Pediatric BioNtech Product Monograph**

<https://covid-vaccine.canada.ca/info/pdf/pfizer-biontech-covid-19-vaccine-pm1-en.pdf>

### **Moderna COVID-19 Vaccine Product Monograph**

<https://covid-vaccine.canada.ca/info/pdf/moderna-covid-19-vaccine-pm1.pdf>

### **NACI Recommendations on the use of COVID-19 vaccine(s)**

<https://www.canada.ca/en/public-health/services/immunization/national-advisory-committee-on-immunization-naci/recommendations-use-covid-19-vaccines.html>

**Please read this document :** [https://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/vaccine/COVID-19\\_vaccine\\_administration.pdf](https://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/vaccine/COVID-19_vaccine_administration.pdf)

# CONSENT

- **CONSENT TO TREATMENT**

- The consent must relate to the treatment
- The client must have the capacity to consent
- The consent must be given voluntarily
- The consent must not be obtained through misrepresentation or fraud
- The consent must be informed

## **WHAT IS INFORMED CONSENT?**

The client must be provided with information about the treatment, that a reasonable person in the same situation would require to make a decision to consent or refuse.

### **This information must include:**

- The nature of the treatment
- Expected benefits
- Risks and side effects
- Alternative courses of action
- Likely consequences of not having the treatment

**You must answer requests for additional information**

# OBTAINING CONSENT

- According to the Health Care Consent Act & CNO standards nurses are accountable for obtaining consent for all interventions they provide.
- A person is capable of giving consent if he or she:
  - Understands the information
  - Appreciates the consequences of a decision or lack of decision

***There is no minimum age for consent***

**<https://www.simcoemuskokahealth.org/docs/default-source/jfy-health-care-professionals/210105-covid-19-pfizer-moderna-consent-form-v1-2020-12-30.pdf?sfvrsn=2>**

# FOSTER CARE – CONSENT – FAMILY CONNEXIONS

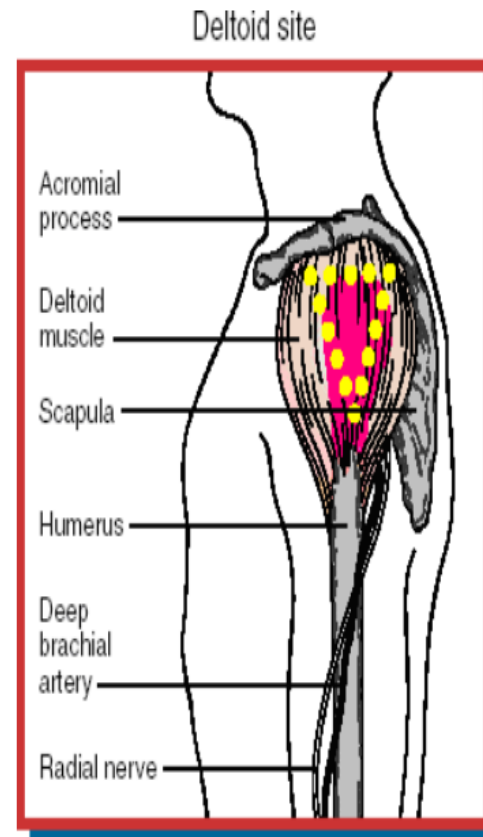
There are a few steps to what is required including;

- Establishing/obtaining the child's consent-they will need to be informed with age-appropriate tools/approaches
- Identifying and deciding on issues that may arise if the parents of children in temporary care are opposed to the decision to vaccinate the child.
- Distributing letters to caregivers/foster parents to bring to the clinics to verify guardianship and preparing foster parents with information they need related to the child health history or issues
- The consent questions have been provided to Family connexions so Foster parent/Guardian can be prepared to answer all consent questions.

# IMMUNIZATIONS

- IM LANDMARKING – DELTOID

- This diagram shows correct land marking for the deltoid site.
- Deltoid is the preferred site for all COVID-19 vaccines
- Injection should be given 3 finger widths below the acromial process





# INTRAMUSCULAR INJECTIONS

- Select the appropriate injection site
- • Gently massage the site
- • Cleanse the skin
- • Use at least a 1” needle for I.M. injections
- • Quickly and firmly insert the needle deep into the muscle at a 90° angle supporting the syringe and **rapidly** inject the vaccine into the muscle

## When Using Retractable Safety Needles

- Place the fleshy part of your thumb in the centre of the plunger
- You have to apply enough pressure to activate the device but the pressure should be on the flange and your fingers; not on the client
- Do not hesitate when you are coming to the end of the injection

# REDUCE THE PAIN

- Self-Distraction
- Positive Language
- Physical Comfort
- Deep Breathing
- Inject Vaccine Rapidly without aspiration

# STRATEGIES TO AVOID MED ERROR

- Need to slow down
- Focus – Limit Distractions

## ***Follow the 8 Rights every time***

- the right client;
- the right medication;
- the right reason;
- the right dose;
- the right frequency;
- the right route;
- the right site;
- the right time.

# AFTERCARE

- Ensure all vaccine recipients are observed for at least 5 minutes following immunization dose 3 and 15 min for Dose 1 or 2. This is the most common time for a severe allergic response to take place.
- If residents are immunized in their rooms, ensure they are in a safe place (bed) with call bell accessible.
- NACI recommends that prophylactic oral analgesics or antipyretics (e.g., acetaminophen or ibuprofen) should not be routinely used before or at the time of vaccination, but their use is not a contraindication to vaccination. Oral analgesics or antipyretics may be considered for the management of adverse events (e.g., pain or fever, respectively), if they occur after vaccination.
- Analgesics and antipyretics were used in clinical trials of COVID-19 vaccine for the management of pain and/or fever after vaccination. There is currently no evidence on the benefit from administration of oral analgesics for the prevention of immunization injection pain or systemic reactions.

# SALESFORCE – COVAX

- You will receive an email from salesforce and Julie Savaglio– please ensure you follow the instructions within the email – see below if you want to get a head start to register in COVAX.
- You will need to add the Salesforce Authenticator to your phone – see below link to follow to set up App. [COVaxon - How to Set Up the Salesforce Authenticator App.pdf](#)

- You will need to validate your identity using Two-factor Authentication (2FA), which adds a second layer of security. The recommended method is to use free Salesforce Authenticator App.
- Follow the steps below to establish a onetime connection between the Salesforce App and your COVaxON login account. Obtain the Salesforce Authenticator App
- 1) Obtain the Salesforce Authenticator App through the Google Play or the Apple App Store, and install it on your mobile phone.
- 2) On your iPad, log in to COVaxON with your Salesforce username and password. You will see a screen asking for a two-word phrase. Leave that screen open and go to your mobile phone.
- 3) Open the Salesforce Authenticator App on your phone and click Skip Tour at the top right-hand corner of the screen.
- 4) Enter your Mobile Phone number using the keypad on your phone.
- 5) Click the Send button to have Salesforce send you an automated SMS message. Connect the App to your COVaxON Account
- 6) Click the link that is sent in the SMS message from Salesforce to connect your App with your Salesforce/COVaxON account.
- 7) Click the Add an Account button.
- 8) You will now be given a two-word phrase in the phone app. Enter this phrase in the COVaxON login window you left open earlier and click the Connect button.

Note: you have 90 seconds to confirm and approve this activity on your phone. Note: If a Register Your Mobile Device pop-up appears, click the I Don't Want to Register My Phone option at the bottom of the message

## Connect Salesforce Authenticator

For security reasons, you have to connect Salesforce Authenticator to your account. The app sends a notification when we need to verify your identity, and you verify with just a tap. You can also enable location services to have the app verify you automatically from trusted locations. The app provides codes to use as an alternate verification method.

1. Download Salesforce Authenticator from the App Store or Google Play and install it on your mobile device.
2. Open the app and tap to add your account.
3. The app shows you a unique two-word phrase. Enter the phrase below.

Two-Word Phrase

Back

Connect

[Choose Another Verification Method](#)



### Let's Get Started

Add an Account



## Connect Salesforce Authenticator

For security reasons, you have to connect Salesforce Authenticator to your account. The app sends a notification when we need to verify your identity, and you verify with just a tap. You can also enable location services to have the app verify you automatically from trusted locations. The app provides codes to use as an alternate verification method.

1. Download Salesforce Authenticator from the App Store or Google Play and install it on your mobile device.
2. Open the app and tap to add your account.
3. The app shows you a unique two-word phrase. Enter the phrase below.

Two-Word Phrase

We'll text you a link to verify your number. Verifying your number starts a backup of your accounts or restores accounts from an existing backup.

Mobile number

+1

Send

1

2

3

ABC

DEF

4

5

6

GHI

JKL

MNO

7

8

9

PQRS

TUV

WXYZ

+ \* #

0



civil return

Copy to Clipboard

Enter this phrase on the app connection page in your account. Then confirm the connection on your phone.

Or Scan QR Code

# SALESFORCE – COVAX CONT

- This email confirms that your name has been forwarded to the Ministry of Health for activation in COVAX as a new user. You should receive the activation link from “salesforce” within the next day.
- Please refer to the information below for next steps:
- Please check your email for an activation prompt from Salesforce entitled “Finish setting up your Salesforce password”.
- Check your Junk folder, if you do not see anything
- Start by downloading the **Salesforce Authenticator App** on the cell phone you will use for clinics (personal cell phone is permitted). Use the attached instructions to help you. Please ensure you download the “Authenticator” App and NOT the general salesforce app. See pictures of the correct app in the attached “How to set up the Salesforce Authenticator App” document.
- Try to access the live site twice. Access, log out (click on the *bonhomme* in the top right and log out) and then log back in again to ensure you can.
- After you have confirmed that you can access the live platform, please clear the browser history on your laptop or desktop to ensure the webpage is not left on your personal computer.
- REMINDERS: The link you receive from Salesforce **expires in 24 hours** from the time the email was sent. Please review acceptable use policy in COVax before you use Salesforce for the first time.
- **Additional Notes for initial setup and ongoing use:**
- Your username for COVaxON will be your email address + covaxon e.g. [firstname.lastname@smdhu.org.covaxon](mailto:firstname.lastname@smdhu.org.covaxon)
- You will not be able to use the link from your password set up (from the salesforce email) to log back into the system. This is only a password reset link. It does not provide you access to the COVax application. The website for the live COVaxON site is: <https://covaxon.my.salesforce.com/>. Acceptable use policy includes only accessing the platform when you are at a clinic location and during a day when COVID vaccine will be administered. Because this is a web-based platform any access to the site outside of official work location and hours when vaccine is scheduled to be administered is considered unacceptable use/access to the platform. All platform access is tracked.
- Once you are successful in setting your password and linking to the Salesforce Authenticator app on your phone, you are ready to use the platform for vaccine administration at your site.



# SALESFORCE/COVAX - CONT

- **Job Aids base on role**

- There are training and demo videos are found [here](#) that we would encourage you to watch before your first shift (**Simplified Vaccination Flow is the key one**).

- Here is a link to [Pfizer Vaccine Reconstitution and Prep](#) video.

- **If you need additional help setting up your account**, please contact the Ministry Helpdesk. Contact information:

- Phone: 1-888-333-0640

- Email: [COvaxonsupport@ontario.ca](mailto:COvaxonsupport@ontario.ca)

- 7 days a week, 24 hours per day

- **Updates to COVAX system**

- As an active user, you will receive emails from Salesforce or COVAX team at the Ministry with periodic functionality updates. PLEASE REVIEW any updates as you receive them to be prepared for any changes in clinic flow or appearance of the platform.

THANKS FOR SUPPORTING OUR COMMUNITY  
TO BE IMMUNIZED!