**Job Sheet Admissions Clerk**

**The primary function of the Admissions Clerk** is to greet and prepare a visitor for our “tent” / service operation area. Be mindful of who was next in line (queue) for foot care) and to assist the nurse with preliminary set up and preparation.

1. Set visitor up at a chair station. Welcome him/ her to MAPHN!

2. Ask him/her to remove socks and roll up pants. Assist with this if necessary. Personal belongings can be stored next to / under the chair depending on tent / location space. Large duffle bags can be left in the discharge area if their size interferes with traffic of the foot care area.

\*\*\*\*\* Inform the circulating nurse that the visitor just sat down.\*\*\*\*\*

*3. Obtain a basin from the sanitized area and fill with no more than 2-3 inches (or less) with warm (not hot) water and add a squirt of liquid soap.*

*4. Have visitor test the water temperature to their satisfaction (too hot, too cold, and just right).*

*5. Instruct the visitor to put his/her feet in the basin for washing. Let him/her know a nurse will be with them shortly.*

We all need to be mindful that **the foot bath has to be for a minute!** Just enough to warm their feet up, provide a pleasant washing and long enough to be effective in cleaning and removing / softening any dirt under the nail beds for cuticle stick cleaning.)

Left and Right: keep the traffic to the left or the right depending on your operation area.

**THE VA IS COLLECTING INFORMATION ON EACH VETERAN THIS YEAR. WE WILL GET OUR OWN COPY, BUT WE NEED TO COMPLETE THEIR CARDS TOO! (A stamp is usually used)**

**Job Sheet Circulating Assistant**

**Primary function is to provide supply support** for foot care nurses for their needs. The circulating assistant insures that:

1. Nurses have the supplies that they require for personal safety/protective equipment. (gloves, mask, lap pad). Gloves changed between visitors. Mask changed every 2-3 hours (or sooner if needed).
2. Nurses have the supplies that they require to provide care, or you can get for them if they need during the care routine. Helpful hint: familiarize yourself with the instrument sheets.
3. After nurse is seated, each nurse should be handed a disposable lap pad, disposable towels for drying feet, pre-packed bag of foot care items [nail file, cuticle stick, lotion], a pair of socks (can be draped over his/her shoulder). The selection of nippers, clippers, and other instruments will be based on the assessment the nurse makes after examining the feet.
4. All instruments (metal files, etc) are taken out of circulation and brought to sanitation area for chemical cleansing between each tent visitors.

**Job Sheet Foot Care Nurse**

1. Circulating or Admission Clerk will direct you to your next visitor or seat a visitor at your station.

2. Introduce yourself to the visitor. First names are fine.

3. Dialogue among the veterans is open, heartfelt, and informal. The use of the word “Sir” or “Ma’am” is also common.

4. Be aware of health issues that the visitor raises. Encourage use of referral to the Medical Tent as needed.

5. Put on PPE prior to foot care provisions. (masks, gloves, lap pad)

6. Provide foot care: Examine feet for open wounds, calluses, nail length and condition. Clean feet and nails. You may cut nails if you have experience or education (BSN qualifies). Helpful hint: see BORN advisory 12/2014

7. Allow visitor to place feet in warm soapy water for their foot bathing.

Moisturizing lotion may be applied to legs. **Dry feet thoroughly**. Apply clean white socks. Some veterans like a dusting of gold bond in addition to lotion. Be careful not to put “too much junk” on their feet.

8. Discard disposable waste in the proper receptacles or give to the circulating clerk to dispose of properly and return instruments.

9. Give basin, tools and other non-disposable supplies to the Circulating Clerk or Sanitation Clerk.

**Job Sheet Sanitation Clerk**

1. Empty used foot care water (“grey water”) in designated location/barrel.

2. Rinse basin with clean water. The foot care is not sterile, but it IS clean and must be sanitary!

3. Dry basin or let air dry if time permits.

4. Spray fungicide spray in basin. Let stand for the required time (10 minutes)

5. Prepare basin for next use by pumping/squirting liquid soap into basin. That tells the admissions clerk that the basin is ready use and for the next visitor and only needs water added.

6. All ss instruments used must be cleansed and sanitized between visitors. Rinse in basin or soapy water, and place in kidney basin of sanitizer, let air dry. A nail brush may be used to remove debris. Keep sanitized instruments separate from “dirty” instruments. **When in doubt, sanitize**.

7. ***Anything that is not disposable MUST BE SANITIZED BETWEEN USE****.*

* Fungicide spray/ Sanitizing spray must be applied to all basins after they are emptied of the grey water in the grey water station. Barbicide solution will be diluted to the proper strength for the appropriate soak time.
* Alcohol, barbicide or other sanitizing/disinfecting solution is used for all SS instruments.
* Foot care implements are single use and can be given to tent visitor (file, nail brush, cuticle stick, emery board)

**Barbicide solution: mix 2 oz. Barbicide with 32 oz. water**

**Job Sheet Sundry Clerk**

1. Make up Comfort Care Kit baggies as needed.

Comfort kits: toothpaste, toothbrush, lotion, shampoo, cream rinse, soap, and other personal care supplies available (shaving cream, razors, chap-sticks, deodorant, dental floss, feminine care products).

1. Make up Foot Care Kit baggies as needed

Socks, emery board or block, lamps wool, disposable towels, cuticle stick). Small powders and lotions may also be included.

1. Assist veteran out of the operations area if needed. “Discharge” to other services we provide such as boots/shoes, vaccinations.
2. Provide comfort kit and spare socks. The foot care items also belong to them. (Not the instruments however)
3. Thank them!
4. Assist the Admissions Clerk or Circulating Nurse as needed.

**Job Sheet Boot Clerk**

1. Separate shoes, sneakers and boots by size
2. Arrange seating for trying on.
3. The area can be very busy and distribution is usually finished within the first couple hours.
4. Assist veteran with selection based on size. One pair of shoes or boots.
5. Ask them about their other needs we could provide

(Foot Care, Vaccinations, Comfort Kits)

1. Demobilize when all shoes and boots have been distributed

**Job Sheet Break Area**

The purpose of the break area is to provide relief opportunities for MAPHN tent volunteers. It is important that seating and refreshments are organized and kept accessible . Beverages are kept chilled. There is a small variety of refreshments. Coffee, bottled water, Gatorade, and power/granola bars will be available at 6:30 am. Lunch will be provided for all our tent volunteers and will be brought in at approximately 11:30.

The break room area will be located in a room near the tent operations. In the event you are asked, it is not for veteran use. It is for our own tent volunteers. Veterans can be directed to their mess tent.

The area is kept clean and ready for volunteers who need a break from tent operations.

**Job Sheet Vaccination Station Clerk**

1. Set up station for vaccination care. (Usually staged outside the tent area and near the tent area)
2. Keep vaccine in cooler until needed.
3. Veterans seeking [flu, pneumonia, tetanus] vaccinations will be directed to you.
4. Stage the area for nurses and veterans (seating)
5. All veterans receiving vaccination should complete the VAR (Vaccine Administration Record for Name, Address (if there is one), Phone.
6. All vaccinated veterans need to receive a VIS (Vaccine Information Sheet) for their vaccination.
7. Vaccinate after appropriate immunization screening.
8. Provide a wallet card if desired.
9. Document on the VAR for ultimate entry into the MIIS system.

**Students:** Students should wear their ID badge at all times. Rotating through service area and tent operations provides the best experiential pathways.

MAPHN Operations:

* Admission
* Circulating
* Foot Care
* Sanitation
* Sundry
* Boots/Shoes
* Vaccination
* Break Area

Stand Down Operations:

* Registration
* Other Service Providers
* Mess Service

**Staging and Set Up:**

* Admission: set up chairs for waiting area outside the tent. Put our tent banner up. Tie up tent flaps.
* Circulating: Set up table with instruments and foot care elements
* Foot Care: two chairs (foot care nurse and student) facing one chair (veteran). Makeshift table (storage bin or box) with lotion, liquid soap, powder and vicks.
* Sanitation: prepare sanitizing solution, and bins for dirty, sanitized and chuxs for drying. Timers need to be here. Two plastic drums on wheels: one with water from kitchen (lined, labeled “CLEAN”, lined, labeled “DIRTY”)
* Sundry: tables for packing comfort kits and tables for packing nurse foot care bags. Needs baggies and comfort kit elements and foot care tools.
* Boots/Shoes: set up outside the rear of the tent area with chairs and signs for shoe sizes.
* Vaccination: set up at the stage behind the tent.
* Break Area: set up in storage room beside the exit doors.

Drums for water

Area and chairs for boots/shoes

Stage platform for vaccinations

Sanitation tables, instrument tables

Break room for MAPHN tent volunteers

Sundry tables along the double tent wall

Chairs for foot care along the double tent wall