Welcome to TotalWellness!

We’re glad you’re here. We couldn’t help employees around the country begin the journey to better health without you. At TotalWellness, we hope all of our events will run like well-oiled machines. In order to do that, we need to make sure we’re all on the same page.

We like to focus our events on positivity, and how that can affect a participant’s health. We believe that everyone has some healthy habit that they can build off of to live a healthier lifestyle. This message is what we want to portray to you, our contractors, and ultimately to our participants. To stay true to our positive sentiment, let’s start our training with a positive thought.

“Sometimes the smallest step in the right direction is the biggest step you’ll ever take.”

This document is focused on working TotalWellness flu shot events. Please look it over, and let us know if you have any questions about what you’ve read. If you will be working other types of TotalWellness events, you’ll need to read our full contractor manual. It covers this information, as well as general contractor expectations and event procedures.

We know it seems like a lot, but make sure you read through all of this information as soon as you can so you have plenty of time to get your questions answered. After you’ve read this information, be sure to take the TotalWellness flu shot certification quiz to be eligible to work flu shot events. Enjoy!
For Your Reference...

... this manual is to help you understand how to implement TotalWellness flu shot events. If you have questions about the specific procedures, please let us know.

Flu Event Procedures
- Preparing for Your Event
- Flu Vaccine
- Storing and Transporting Vaccine
- The Event
- Administration Technique
- After Injection

Emergency Procedures
- Anaphylactic Reactions and Shock
- Vasodepressor Reactions/Vasovagal Syncope and Panic Attacks
- Exposure Control Plan
- Vaccine Adverse Event Reporting System

There’s a link back to this page on the rest of the pages in this document (in the bottom right corner). Use that link and the links on this page for easy navigation.
Flu Shot Event Procedures

We only allow nurses to administer flu vaccinations. There are a few things you need to know when it comes to handling and administering vaccine.

In certain states RNs are required to be on-site to supervise other nurses (LPNs and LVNs) and in other states only RNs are allowed to administer flu shots on-site. TotalWellness is mindful to staff events according to each state’s regulations.

If an RN is required to be on-site and supervise other staff, the RN will be listed as the primary contractor. If flu shots are being offered at a health screening event, the nurses eligible to administer flu vaccinations will be listed on the worksheet in the flu shot notes section.

Preparing for Your Event

We usually have a pretty large volume of flu shot events. Some of these, you might even be tasked with working on your own. It’s important to be as prepared as possible so employees can get the most out of their flu shot event. Please be efficient when administering flu vaccinations. TotalWellness expects nurses to administer 20-25 shots per hour.

Flu Shot Supplies

- Vaccine
- Band-Aids
- 1mL, 1-inch VanishPoint® safety syringes OR 1-inch safety needles
- Medium-sized powder-free and latex-free gloves
- 3mL, 1½-inch VanishPoint® safety syringes for larger participants OR 1½ inch safety needles
- Hand sanitizer
- Epinephrine kit
- Placemat(s)
- Biohazard bags
- Styrofoam cooler(s)
- Sharps containers
- Cold packs
- Alcohol wipes
- Foam barriers to be placed between vaccine and cold packs
- Cotton balls/gauze
- Thermometer & temperature monitors
Each flu event shipment will also include an Important Event Forms Packet. The Important Event Forms Packet includes all necessary paperwork for the event, including the flu vaccine and epinephrine standing orders. Standing orders can also be accessed online through the TotalWellness Scheduling System. The paperwork in the Important Event Forms Packet should always be taken on-site.

TotalWellness does not provide blood pressure cuffs or stethoscopes for flu-only events; however, you can bring your own if you desire.

Use all supplies carefully so you don’t unnecessarily waste or run out of anything. Please don’t open Band-Aids until you’re ready to use them. We generally send 10% extra vaccine and 20% extra supplies to events, just in case a client has more participants than anticipated.

Don’t utilize supplies from a different, upcoming event without prior approval from TotalWellness. Make sure you are disposing of materials correctly, according to the breakdown in the complete contractor manual (in the Materials and Sharps Disposal section). That way you won’t run out of room in your sharps container(s).

Make sure sharps containers and biohazard bags are securely closed prior to leaving your event. Remember to take these containers with you when you leave. Do not leave sharps or biohazard bags on-site. As a reminder materials are considered contaminated if they are saturated with a drop of blood the size of a quarter or larger.

Review your sharps container quantity prior to the event to ensure you will have enough sharps space. One 1.5 quart sharps container can hold up to 100 used VanishPoint® syringes. One 1 gallon sharps container can hold up to 100 manufacturer filled syringes. You’ll be sent the size necessary for your event. If you don’t think you’ll have enough space in your sharps container, call TotalWellness and we will ship you another sharps container.

Speak Up!

Here at TotalWellness we promote a “Speak Up!” environment, meaning if you are uncertain or unprepared, speak up and tell us. If you arrive at an event and have inadequate supplies or forgot something at home let us know right away. We would much rather postpone an event than have an event implemented without proper supplies.

We also encourage all contractors to notify us if an error occurs on-site so we can discover how the error occurred and create solutions to prevent the error from happening in the future.
Glove Policy

Medium gloves will be sent to each event that requires gloves. If you need a size other than medium, you’ll need to bring them yourself.

We require that you wear 2 gloves (one on each hand) when administering a flu shot, a finger-stick test, or a venipuncture blood draw.

Gloves must be changed between each participant. So you will wear a new, clean pair of gloves for each participant. Do not reuse gloves, and please use the provided hand sanitizer in between glove changes.

Gloves contaminated with a drop of blood the size of a quarter or larger are considered hazardous waste and need to be disposed of in a biohazard container. Gloves that are not contaminated with a drop of blood the size of a quarter or larger can be disposed of in a standard waste paper bin/trash can.
Flu Vaccine

If you’ve been chosen to work a flu event, we trust that you have some knowledge about the flu and flu vaccine. Here are some important things to keep in mind in regard to vaccinating employees at their workplaces.

Types of Vaccine

Pay special attention to the vaccine types listed on your Event Worksheet and the vaccine types provided to you in your shipment.

Flu Vaccine Options Include:

- Trivalent from multi-dose vials
- Trivalent from manufacturer filled syringes
- Quadrivalent from multi-dose vials
- Quadrivalent from manufacturer filled syringes

Trivalent vaccines contain three flu strains and quadrivalent vaccines contain four flu strains (the three strains from the trivalent and an extra Influenza B strain).

If a client orders a certain type of vaccine for a certain population, this will be documented on your Event Worksheet.

Most commonly, TotalWellness provides multi-dose vials of vaccine for events, which contain trace amounts of the preservative thimerosal. While the current scientific consensus is that no convincing evidence supports claims that thimerosal is connected to autism or any other neurodevelopmental disorders, many people believe there is a connection.

Vaccine safety can be a controversial topic. Please be prepared to answer questions about the safety and makeup of the vaccine knowledgeably and respectfully.

Vaccine Lot Numbers

When vaccine is made it is given a lot number and there are several different lot numbers each year. It is important to correctly document the lot number on each participant’s Consent Form in case the lot proves to be ineffective or recalled.

Physician Standing Order

A physician standing order for flu shot vaccinations and epinephrine injections is included in each paperwork packet. Review and sign this document prior to your event and bring the document with you to the on-site event. Return the signed standing order to TotalWellness.
Beyond Use Date

Some vaccines should be used within a certain time frame after the first time a needle is inserted into a multi-dose vial (commonly referred to as “entering” the vial). The Beyond Use Date (BUD) is the date or time after which the vaccine should not be used.

The BUD may not be the same as the expiration date printed on the vial by the manufacturer. The BUD varies among vaccines and can be found in the package insert. Check the package insert to determine if the vaccine has a BUD and for the correct time frame (e.g., days, hours) the vaccine can be stored once the vial has been entered.

Calculate the BUD using the time interval found in the vaccine’s package insert. Label the vaccine with the correct Beyond Use Date/time and your initials. You may keep any partial vials left after an event to utilize first at your next TotalWellness flu shot event as long as you maintain the cold chain for the entire duration the partial vials are in your possession and as long as the vials are used before the BUD.

Storing and Transporting Vaccine

Proper storage and transport of vaccine is absolutely essential. Whether vaccine is in multi-dose vials or manufacturer filled syringes, it needs to be maintained the same way. If vaccine is not stored and transported properly, it’s effectiveness drops, and it may not be suitable for use.

Please follow our guidelines when it comes to maintaining the vaccine cold chain while the vaccine is in your possession. If you have any doubts at all about the quality of vaccine storage or transport, please call the TotalWellness Shipping Department at 888-434-4358 ext. 103. TotalWellness will contact the manufacturer to confirm if the vaccine is acceptable for use.

Receiving Deliveries

Vaccine will be shipped to you in a hard-sided Styrofoam cooler utilizing cold packs and foam barriers to keep the vaccine at the appropriate temperature. Unpack and examine deliveries immediately upon arrival.

- Examine Styrofoam cooler and vaccine for signs of physical damage
- Check quantity and type(s) of vaccine against packing list to ensure they match
- Check vaccine expiration dates
- Check the vaccine thermometer and temperature indicators

If you are concerned about the condition or quantity of the vaccine you received, contact TotalWellness at 888-434-4358 ext. 103 immediately.
Vaccine Storage

Pay special attention to how you store vaccine in your possession. This will help you ensure you arrive on-site at the event with effective vaccine, rather than vaccine that’s been damaged due to improper storage.

Where to Store

After vaccine has been checked according to the procedures previously mentioned, immediately store the vaccine at the recommended temperature of 36°F - 46°F (2°C - 8°C).

You can store vaccine in one of two locations:

Option 1: In a Separate Fridge

If you work a lot of events for us, it might be helpful to invest in a separate fridge designated solely to store vaccine. This type of fridge would need to be big enough to hold your vaccine and a few water bottles, which help maintain the temperature. For a full description of a CDC approved vaccination storage fridge, visit this toolkit.

Option 2: On a Separate Shelf

If you are unable to invest in a separate fridge, you can store vaccine in a fridge you already own. Be sure the vaccine is allocated an entire shelf. Vaccine cannot share a shelf with any food or other items you regularly store in your fridge.

Do not store vaccine in a dormitory or bar style refrigerator, which is defined as a combination refrigerator/freezer unit that has one exterior door and an evaporator plate (cooling coil), generally located in the freezer. These types of units do not regulate temperature well and pose a significant risk of freezing vaccine.
How to Store

No matter which option you choose as a storage location for your vaccine, all vaccine needs to be stored properly at all times.

Proper vaccine storage protocols:

- Store vaccine between 36°F - 46°F (2°C - 8°C), with a desired average temperature of 40°F (5°C).
  - If vaccine freezes or gets too warm its effectiveness may drop and vaccine may not be suitable for use.
- Store vaccine in a clean, dry container, such as a Ziploc bag or plastic tray.
- Store vaccine in center fridge space 2-3 inches from walls, floor, ceiling and vents.
  - Never store vaccine in fridge doors.
  - Never store vaccine in fridge drawers.
  - Never store vaccine on fridge floor.
  - Never store vaccine near vents.
  - Never store vaccine directly on glass shelf. Ensure there is a barrier (box, plastic tray, Ziploc bag, etc.) between vaccine and glass shelf.
- Avoid storing vaccine on the fridge’s top shelf. If a top shelf must be utilized place water bottles close to the vent to serve as a barrier from the direct cold.
- Do not store vaccine in the provided Styrofoam cooler inside the fridge. This will actually keep the cold air from the fridge out of the cooler and away from the vaccine.
- Allow space between vaccine boxes to allow cold air circulation.
- Keep vaccine in original manufacturer packaging with boxes and lids closed.
- Keep the provided temperature indicator and thermometer with the vaccine at all times.
  - Store temperature indicator and thermometer in between or on top of vaccine boxes.
- Keep fridge door closed as often as possible to reduce the risk of temperature fluctuations and excessive light exposure.
Monitoring Vaccine

In order to ensure the effectiveness of the vaccine you take to any given event, we ask that you monitor the vaccine while it’s in your possession. Each vaccine shipment will include a thermometer and a TransTracker® CF, which serves as both a warmth and freeze indicator. Utilize these two items to monitor your vaccine.

The top portion of the TransTracker® CF includes a warmth indicator called the LIMITmarker™ F-M which turns red or pink if the temperature gets too hot. The bottom portion of the TransTracker® CF includes a freeze indicator called the FREEZEmarker®. The FREEZEmarker® will turn cloudy or opaque if frozen.

Document all vaccine monitoring information on the Vaccine Storage and Transport Log. The Vaccine Storage and Transport Log will be included in your paperwork packet. Return your completed log in your box when you return your vaccine. Be sure to return the log in the box and not in the cooler.

We ask that you monitor the temperature of the vaccine upon arrival and twice a day when you are home (morning and night) while the vaccine is in your possession. When transporting vaccine, we ask that you monitor the temperature when you remove the vaccine from your fridge to place it in the cooler, when you arrive at the event, once an hour while you are at the event, and before you return the vaccine to TotalWellness.

Record the date, time, temperature and status of the LIMITmarker™ F-M and FREEZEmarker® indicators on the Vaccine Storage and Transport Log.

- The thermometer should always be between 36°F - 46°F (2°C - 8°C).
- The LIMITmarker™ F-M circle should be white.
- The FREEZEmarker® should show a green circle with a white checkmark.

**Contact TotalWellness immediately at 888-434-4358 ext. 103 if:**

1. The thermometer reads less than 36°F or above 46°F.
2. The LIMITmarker™ F-M circle is pink or red.
3. The FREEZEmarker® green circle is covered with a cloudy, whitish, or opaque substance.

TotalWellness will contact the manufacturer to determine if the vaccine is still viable for use.

TotalWellness takes great care in monitoring the vaccine temperature while it is stored at our facility and we ask that you do the same while the vaccine is in your possession.

It is your responsibility to ensure that vaccine has maintained the appropriate cold chain throughout the time it is in your possession.
Transporting Vaccine

Vaccine should be transported to and from events utilizing one of these two methods:

**Option 1: Portable Refrigerator**

If you work a lot of TotalWellness flu vaccination events it might be wise to invest in a portable refrigerator that can be plugged into your vehicle and on-site at the event.

**Option 2: Hard-Sided Styrofoam Cooler**

TotalWellness will ship vaccine to you utilizing a hard-sided Styrofoam cooler and cold packs. You can utilize the provided cooler and cold packs to transport vaccine to and from events.

When using the hard-sided Styrofoam cooler and provided cold packs be sure to condition the frozen cold packs by leaving them at room temperature for 1-2 hours until the edges have defrosted and the packs look like they have been sweating. This will help prevent the cold packs from freezing the vaccine.

TotalWellness utilizes specialized foam cold packs instead of traditional gel cold packs for events, so it is important to utilize the provided cold packs. When transporting vaccine always pack your cooler in the following manner:

- **Cold Packs:** Place conditioned cold packs on the bottom of the cooler.
- **Barrier:** Completely cover the conditioned cold packs by placing a minimum of four layers of foam on the conditioned cold packs.
- **Vaccine & Temperature Indicators:** Place vaccine on top of foam barrier. Place thermometer and two temperature indicators in between boxes of vaccine. Never allow vaccine or temperature indicators to come in direct contact with the cold packs.
- **Barrier:** Completely cover the vaccine with a minimum of four layers of foam.
- **Cold Packs:** Place conditioned cold packs on top of the foam layer.
- **Filler:** Fill the cooler to the top with extra foam or paper.

This method should be utilized when transporting vaccine to and from events and when returning unused vaccine to TotalWellness. Always transport vaccine in the passenger compartment of your vehicle; never transport vaccine in your vehicle's trunk. Do not leave the cooler unattended. Keep it in your possession at all times.
Returning Flu Vaccine

Be sure to maintain the vaccine cold chain while vaccine is in your possession. When you are ready to return vaccine, document the temperature and temperature indicator statuses on the Vaccine Storage and Transport Log just prior to closing the cooler.

Return all unopened vaccine vials and capped, unused, manufacturer filled syringes in the insulated Styrofoam cooler. Utilize the cold packs and foam barriers provided in your original shipment to package the vaccine for its return trip to TotalWellness.

Be sure to condition the frozen cold packs by leaving them at room temperature for 1-2 hours until the edges have defrosted and the packs look like they have been sweating. This will help prevent the cold packs from freezing the vaccine.

Pack your return vaccine shipment in the following manner.

**Cold Packs:** Place conditioned cold pack on the bottom of the cooler.

**Barrier:** Completely cover the conditioned cold pack by placing a minimum of 4 layers of foam on the conditioned cold packs.

**Vaccine & Temperature Indicators:** Place vaccine on top of foam barrier. Place thermometer and 2 temperature indicators in between boxes of vaccine. Never allow vaccine or temperature indicators to come in direct contact with the cold packs.

**Barrier:** Completely cover the vaccine with a minimum of 4 layers of foam.

**Cold Packs:** Place conditioned cold packs on top of the foam layer.

**Filler:** Fill the cooler to the top with extra foam or paper.

Return shipments containing vaccine can only be shipped on Mondays, Tuesdays, Wednesdays, and Thursdays. If your event is on Friday, Saturday, or Sunday, return shipments on the next Monday. Always use the provided overnight FedEx labels to return vaccine to TotalWellness.

All shipments need to be dropped off at a staffed FedEx facility in time for their last pickup of the day. Do not call FedEx to pick up your return shipment, and do not leave it at a facility after the last pickup of the day. You can find the nearest FedEx location at www.fedex.com or by calling 1-800-GOFEDEX. Never drop off supplies in a FedEx drop box or leave on-site. If you are having trouble locating a FedEx facility call the TotalWellness shipping team at 888-434-4358 ext. 103 for special instructions.
Partial Vials

If you have partial vials remaining after an event, label the vials with your initials and the BUD. You may keep partial vials to utilize first at your next TotalWellness event as long as you maintain the cold chain for the entire duration they’re in your possession and as long as they’re used before the BUD. If you’re not working other events, return partial vials to TotalWellness.

Returning Sharps Containers

Sharps containers containing needles are to be shipped through the United States Postal Service (USPS) using the provided dual box system. Follow the instructions below to return sharps shipments safely and securely.

1. When the sharps container is full, firmly snap the plastic lid in place.
2. Place the container into the provided plastic bag. Close the bag with the twist tie provided.
3. Put the bag-enclosed container into the protective brown box.
4. Insert the brown box into the USPS-approved white shipping box.
5. Carefully seal the carton flap with the provided water-resistant tape.
6. Remove the Customer Manifest Tracking Document from the plastic pouch that is affixed to the outside of the white shipping box. Complete the form and insert into the plastic pouch. Keep the yellow copy for your records. The Post Office will not accept your carton without the Manifest Tracking Document.
7. Drop off the box at your local Post Office or other location that accepts USPS packages.
The Event

While each event might vary based on the client’s requests, there are some things you need to keep in mind for every single flu shot event.

Participant Registration

Your Event Worksheet will indicate whether or not a registration station should be set up for your event. Most of our flu events do not need registration.

If you are providing flu shots at an event, do not require that the site contact act as a registration person. You are also not required to check participants in or track registrants versus walk-ins.

If a client would like you to check participants in, let them know that checking participants in will slow down the event. Recommend that they put out a sign-in sheet. You can then instruct participants to sign themselves in prior to receiving the shot.

Many events will have lists of individuals who pre-registered for specific appointment times. The site contact will provide you with a sign-up roster if one is available for the site. Try to abide by the schedule as closely as possible, without slowing the flow of the event. Give individuals with appointments first priority and fit in walk-ins as you can.

We require that a copy of the TotalWellness Privacy Practices Notice be available for participants to reference. It is not mandatory for participants to read it if they choose not to. A copy of the TotalWellness Privacy Practices Notice is provided in the Important Event Forms Packet and is also available online.

During registration, participants might ask questions about payment. Please note, we do not collect money at events. Clients will be invoiced for our services. If clients ask about pricing please inform them to contact their TotalWellness Sales Executive.

Participant Care

Some participants get very anxious at the thought of receiving a flu shot. It is important for you to display confidence and create an environment that promotes security and trust. We recommend that you:

1. Introduce yourself to each participant.
2. Display a positive attitude through body language, facial expressions, and comments.
3. Use a calm tone of voice.
4. Make eye contact with the participant.
5. Be honest in explaining what to expect.
Rights of Administration

Proper flu shot administration is a critical component of a successful vaccination program. The foundation for successful vaccine administration is the application of the “Rights of Medication Administration.”

Right Participant

- Obtain a signed consent form that identifies both the participant’s name and the vaccine that is to be administered.
- Review the consent form to ensure the participant is an approved candidate for the flu shot meaning they’re in the appropriate age range, not sick, not allergic, etc.

Right Vaccine

- Verify the identity of the vaccine that you are about to administer. Make sure it is flu vaccine and the correct type that has been ordered by the client.
  - Trivalent from multi-dose vials
  - Trivalent from manufacturer filled syringes
  - Quadrivalent from multi-dose vials
  - Quadrivalent from manufacturer filled syringes
- Read the label of the vaccine and the package insert to ensure it is approved for the age group you are vaccinating.
- Read the label of the vaccine and the package insert to ensure it matches the written physician standing orders.

Right Time

- Check the label to ensure the vaccine is not expired.
- Check expiration dates on all supplies to ensure they are not expired.
- Check the Beyond Use Date (BUD) to ensure the vaccine is still good to use.

Right Dosage

- Draw up the correct dose according to the written protocols and standing orders. For adult flu vaccinations the correct dose is 0.5 mL.
Right Route
- Ensure you are using the correct needle length.
  - For most adults utilize a 1-inch needle.
  - For larger participants utilize a 1½-inch needle.

Right Site
- Read the vaccine protocols and make sure you are administering the vaccination in the correct location.
  - For adult flu vaccinations the correct site to administer the shot is in the upside-down triangle of the deltoid muscle.
- Review the written protocols for properly identifying the deltoid muscle and placement of the vaccination.

Right Documentation
- Complete the Nurse’s Box on the Consent Form, including:
  - Event #
  - Injection/VIS Provided Date
  - Administering Nurse’s Full Name and Title
  - Injection Site
  - Vaccine Packaging
  - Vaccine Lot Number
  - Vaccine Manufacturer
  - Dosage Administered

Participant Screening
All participants need to be screened for contraindications and precautions prior to receiving a flu shot, even if he or she has received the flu shot before.

Participants will arrive at your station. It is your responsibility to determine if the participant is a good candidate to receive the flu shot by reviewing the participant’s answers to the questions on the Consent Form.

First, give the participant a copy of the CDC’s current influenza Vaccine Information Statement (VIS). Allow the participant to review the VIS and ask questions.
It is TotalWellness policy that we will only administer vaccinations to individuals 18 and older, or 19 and older in Nebraska and Alabama. In rare circumstances we will vaccinate children. In such cases the approved vaccination ages will be included on your Event Worksheet.

After verifying age and ensuring there are no questions about the VIS, proceed with the following steps for screening purposes.

• Make sure each participant’s Consent Form is completed, signed and dated with questions answered and blanks filled in.
• Review the answers to the questions on the Consent Form.

**Have you received a flu shot before?**
• If yes, assess their knowledge and experience.
• If no, they should pay attention to how they feel after receiving the shot.
  • Allergic reactions are rare, but when you try something new you should be mindful.
• Regardless, the participant should remain at the event - or at least around people - for at least 15 minutes after the shot.

**Are you allergic to thimerosal, eggs or egg products?**
• If yes, review the vaccine package insert to review vaccine ingredients.
  • If the vaccine contains an ingredient the participant is allergic to, do not administer.

**Have you ever had an allergic or serious reaction to a past flu or other vaccination?**
• If yes, do not administer the flu shot to the participant.

**Do you have any other severe allergies?**
• If yes, review the vaccine package insert to review vaccine ingredients, also review materials utilized to administer the vaccination (syringe, needle, gloves, Band-Aids, etc).
  • If the participant is severely allergic to any of the ingredients in the vaccine or any of the materials utilized for administration, do not administer the vaccination.

**If female, are you pregnant?**
• If yes, you may only administer the shot if the client purchased manufacturer filled syringes for the event. If there are only multi-dose vials of vaccine at the event, inform the pregnant participant that she must visit her healthcare provider to receive the shot.

**Are you currently sick or feverish (not including minor illnesses)?**
• If yes, do not administer the vaccination.

**Have you ever had Guillain-Barré Syndrome?**
• If yes, do not administer the vaccination.

**Have you had a physical exam in the past 12 months?**
• If no, remind the participant to maintain a relationship with a primary care physician.
• Verbally inform participants of potential side effects including:
  • Soreness and/or swelling at injection site
  • Mild flu-like symptoms/body aches
  • Allergic reaction such as hives and swelling—particularly around the mouth and eyes—itching, trouble breathing, etc.
    • Inform the participant that they should seek immediate medical attention if an allergic reaction occurs.
• Remind participants that they cannot get the flu from the flu shot.
• Ask participants if they have any questions (and be prepared to answer them, of course).
• Use your best professional judgment to determine if you should proceed.

If in doubt, don’t give the shot! Refer the participant to his or her healthcare provider. If you refuse to administer - or an individual refuses to receive - the shot, you will need to complete an Incident Report and attach the report to the participant’s Consent Form.

Pregnancy
Experts consider the flu shot safe and recommend vaccination for pregnant women and breastfeeding women. However, TotalWellness policy is to only vaccinate pregnant women if the client has made manufacturer filled syringes available at the event.

Clients must purchase manufacturer filled syringes. If the client has not purchased manufactured filled syringes for your event, you cannot administer shots to pregnant women. We do not allow pregnant women to receive a flu shot drawn up from a multi-dose vial.

If the client has purchased both, your shipment will include multi-dose vials and manufacturer filled syringes. In situations such as this, the manufacturer filled syringes are intended for pregnant women.

TotalWellness allows breastfeeding women to be vaccinated at on-site events using vaccine from multi-dose vials or manufacturer filled syringes.

Preparing the Flu Shot
Once you’ve determined that the individual is a good candidate to receive the flu shot, you can continue on with the shot preparation. For the sake of transparency and as a method of involving participants in their own healthcare, we ask that you do not pre-fill any syringes.

Rather, we ask that you go through the necessary shot preparation steps verbally with the individual who will be receiving the shot. That way you are less likely to miss steps, the participant is more likely to feel comfortable, and there is a clear opportunity to ask and answer questions as they arise.
Site Preparation

Vaccines should be drawn up in a designated clean area that is not adjacent to areas where potentially contaminated items are placed. Wash your hands thoroughly or utilize the provided hand sanitizer before setting up your station.

Utilize the provided placemats to create a clean workspace where supplies can be set and easily accessed. Be mindful if you are right handed or left handed and set up your station accordingly. If you are right-handed, set up the sharps container to be on your right. If you are left handed, set up the sharps container to be on your left.

Syringe and Needle Selection

A separate needle and syringe should be used for each injection. Always use one needle, one syringe, only one time! Never administer vaccine from the same syringe to more than one participant, even if the needle is changed.

Choose the correct syringe and needle based on the size of the individual. The needle should be long enough to reach the muscle mass and prevent vaccine from seeping into the subcutaneous tissue, but not so long as to involve underlying nerves, blood vessels, or bone. The table below provides general guidance; however, we ask that you utilize your best professional judgment when determining needle length.

<table>
<thead>
<tr>
<th>Flu Shot Administration Needle Length Table</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gender</td>
</tr>
<tr>
<td>--------</td>
</tr>
<tr>
<td>Male</td>
</tr>
<tr>
<td>Up to 259 pounds</td>
</tr>
<tr>
<td>260+ pounds</td>
</tr>
</tbody>
</table>

TotalWellness sends 1mL, 1-inch needle VanishPoint® safety syringes and 3mL, 1½-inch needle VanishPoint® safety syringes to events with multi-dose vials of vaccine.

You can easily tell the difference between the two sizes of VanishPoint® syringes by looking at the end of the plunger.

The 1mL, 1-inch needle VanishPoint® safety syringe plunger ends are clear. The 3mL, 1½-inch needle VanishPoint® safety syringe plunger ends are orange. For more information on the VanishPoint® syringes visit www.vanishpoint.com.

TotalWellness sends 1-inch and 1½-inch safety needles when manufacturer filled syringes are used. Always check syringe and needle expiration dates prior to use. Do not use if the product is expired.
**Vaccine Inspection**

Each vaccine should be carefully inspected for damage or contamination prior to use and the expiration date should be checked. Only utilize vaccine that has been stored properly and is normal in appearance. Never use expired, damaged or contaminated vaccine.

**Filling Syringes**

Put on a pair of new, clean gloves (one on each hand). Show participants the brand new supplies (needle, syringe, vial or manufacturer filled syringe) and verbalize the steps as you prepare the shot.

Open all packaging in front of the participant and allow them to watch as you prepare all materials just prior to administration.

**Shots from Multi-Dose Vials**

- Check the expiration and/or BUD date.
- Gently agitate the vial to mix thoroughly and restore suspension of the vaccine.
  - Vaccines are suspensions, like salad dressings, and can separate so shaking the vial is a must to ensure the liquid is thoroughly mixed.
- Clean the rubber top of the vial with a new alcohol wipe before drawing up each dose.
- Open a new syringe with a new needle for each participant.
  - Never enter a vial with a used needle or syringe.
- Carefully remove the needle cap without contaminating the needle or inside of the cap.
- Draw back 0.5 mL (½ mL) of air into the syringe.
- Inject the air into the inverted vial of vaccine and draw up 0.5 mL (½ mL) of vaccine.
  - Verbalize the amount you are drawing up to the participant.
  - Allow the participant to watch as you draw up 0.5 mL (½ mL) of vaccine.
- Remove any air bubbles from the syringe carefully to avoid losing vaccine.
- Allow the participant to verify that 0.5 mL (½ mL) of vaccine has been drawn into the syringe.
- Some multi-dose vials include stickers that include the manufacturer name, lot number, and expiration date. The stickers can be accessed by gently pulling back the label on the vial. The sticker can be removed and placed in the Nurse's Box on the Consent Form. However, if using the sticker, be sure to complete the remaining fields in the Nurse's Box so all fields are complete.
- Administer the shot as soon as possible after filling.
Shots from Manufacturer Filled Syringes

- Check the expiration date on the manufacturer filled syringe.
- Open a new manufacturer filled syringe for each participant.
  - Manufacturer filled syringes should never be used for more than one participant.
- Gently agitate the syringe to mix thoroughly and restore suspension of the vaccine.
  - Vaccines are suspensions, like salad dressings, and can separate so shaking of the manufacturer filled syringe is a must to ensure the liquid is thoroughly mixed.
- Manufacturer filled syringes do not come packaged with an attached needle. You will need to attach one.
  - Carefully unscrew the grey cap on the manufacturer filled syringe.
  - Attach the appropriate sized needle by carefully threading the needle onto the manufacturer filled syringe and twisting it until it does not twist any further.
    - Do not uncap the needle until you are set to administer the vaccine.
  - Verbalize the steps and allow the participant to watch as you open packaging and attach the needle to the syringe.
- Manufacturer filled syringes often come with a label attached to the syringe that contains the manufacturer name, lot number, and expiration date. The label can be removed and placed in the Nurse’s Box on the Consent Form. However, if using the label, be sure to complete the remaining fields in the Nurse’s Box so all fields are complete.
- Administer the shot as soon as possible after attaching the needle.

Preparing the Injection Site

Ask the participant if he or she has an arm preference in which to receive the shot.

On the preferred arm, uncover the deltoid muscle (upper arm) and locate the center of the “upside-down triangle,” or pinpoint the spot between two imaginary, horizontal lines: below the shoulder bone and at the armpit.

If the participant is wearing a sleeved shirt, reach the site by having the participant pull his or her shirt down over the shoulder or push his or her sleeve up over the shoulder. If neither exposes the site sufficiently, have the participant remove his or her shirt in a private area.

Choose an injection site that is free of moles, bruises, scars, rashes and visible blood vessels. Wipe the injection site with a new alcohol pad in a circular and outward motion and wait for the site to dry.

Mark the arm the participant will receive the shot in on the Consent Form in the Nurse’s Box.
Flu shots are administered using the intramuscular (IM) route meaning that the injections are administered into the muscle tissue below the dermis and subcutaneous tissue. It is extremely important that you administer the correct 0.5 mL (½ mL) dosage of flu vaccine. Larger than recommended doses can be hazardous and administering smaller than recommended doses might result in inadequate protection.

Please adhere to the following flu shot administration procedure:

- Make sure the participant is seated, preferably in a chair with arms.
- All shots should be administered at your (the nurse’s) eye level, so it is recommended that you, the nurse, are seated when administering the vaccination.
- Ask the participant to get comfortable, sit still and relax his or her arm. The participant will feel less discomfort when relaxing the arm during injection.
- Be aware of symptoms that precede fainting such as weakness, dizziness, pallor, etc.
  - Provide supportive care and take appropriate measures to prevent injuries and embarrassment if such symptoms occur.
- Be sensitive to the comfort of the participant. If necessary, ask them to look away from the needle and envision they are on a beach.
- Double check the syringe for the correct dosage (0.5 mL), air bubbles, precipitate, etc.
  - You should only administer vaccines that you have prepared yourself.
  - You don’t need to expel the air in manufacturer filled syringes before administration.
- When the alcohol on the injection site is dry, isolate the muscle by stretching the skin taut between your thumb and forefinger to avoid injection into subcutaneous tissue. A technique for participants with very small arms is to grasp the tissue and ‘bunch up’ the muscle.
- Introduce the needle at a 90-degree angle with a quick thrust and advance as necessary into the muscle tissue.
Many nurses don’t properly administer deltoid IM injections, so pay special attention to where and how deep you administer the vaccination. You’ll need to reach the proper site so the vaccine is absorbed correctly.

The proper site is where the green Band-Aid is on this man’s arm. Be careful to not administer shots too high, too low, toward the back of the arm, or too deep.

If administered incorrectly, it’s likely that the vaccine is not injected into the muscle tissue and could cause damage. It’s important that you administer the shot into the center of the deltoid muscle, away from blood vessels, nerves and bones.

**SIRVA**: As a contractor, you need to be aware of the risk of Shoulder Injury Related to Vaccine Administration (SIRVA). It’s thought to result from the unintentional injection of a vaccine into tissues and structures underneath the deltoid muscle. While this is uncommon, SIRVA could lead to severe, persistent shoulder pain with restriction of function. It might include a diagnosis like bursitis, tendinitis, rotator cuff tear, frozen shoulder, impingement syndrome and/or adhesive capsulitis.

**Overpenetration**: You don’t want to go all the way through the muscle, either. This happens if you go too deep (overpenetration). Be aware of how deep you’re injecting a shot. Picture the tip of the needle in the center of the muscle every which way.

Overpenetration & SIRVA can create terrible outcomes for people just trying to protect themselves from the flu. To ensure the safety of participants, we want to reiterate the importance of injecting into the center of the muscle - from outside and inside the body.
• Inject the vaccine.
  • Aspiration before injection of vaccines (pulling back on the syringe plunger after needle insertion but before injection) is not necessary.
• Activate the safety device on the syringe/needle:
  • VanishPoint® Syringes with attached needles
    • While the needle is still in the participant’s arm, continue depressing plunger to activate automatic needle retraction. You will hear a click when the safety mechanism has been activated.
    • Needle will automatically retract into syringe, preventing exposure to contaminated needle and rendering syringe non-reusable.
  • Manufacturer filled syringe with needle attached by nurse
    • Remove the needle from the participant’s arm.
    • Push the clear lever arm forward until needle tip is completely covered.
    • Activate away from self and others.
    • Visually confirm needle tip is fully covered.
• Immediately dispose of the used syringe and needle into the provided sharps container. Used needles should not be recapped, cut, or detached from the syringes before disposal.
• Use cotton balls or gauze and instruct the participant to apply pressure.
• Apply a Band-Aid to the injection site.

**After Injection**

Complete the Nurse’s Box on the Consent Form including event number, injection/VIS provided date, your full name and title, injection site (right or left arm), vaccine packaging (multi-dose vial or manufacturer filled syringe), vaccine lot number and manufacturer, and dosage administered.

Be sure the participant walks away with a copy of the CDC’s current influenza Vaccine Information Statement (VIS). A reference to the current VIS publication will be included in the consent language.

Keep each participant’s Consent Form. All Consent Forms need to be returned to TotalWellness by the primary contractor.

Tell the participant thank you for allowing you to serve them today, and ensure all of his or her questions have been answered.
Flu Shot Verification

If a flu shot participant requires documentation that they received the shot he or she can:

- **Complete two Consent Forms.** TotalWellness will keep one and the participant will keep the other.
- **Contact TotalWellness** after the event and we can fax or securely email the participant a copy of their Consent Form.

State-Specific Requirements

Some states have specific requirements for nurses administering flu shots. If you are licensed and practicing in the following states, please adhere to these specific requirements.

Georgia

Nurses who administer vaccinations in Georgia are required to return signed and notarized standing orders to TotalWellness. TotalWellness will provide the standing orders in advance to give nurses administering shots in Georgia the opportunity to have the document notarized.

Most local banks offer notary services. Georgia nurses only need to submit one notarized version of the standing order per year. The signed, notarized standing order can be returned to TotalWellness with the event paperwork after the nurse’s first event of the season.

The standing order included in the Important Event Forms Packet should be signed by all nurses at an event and returned to TotalWellness. That version does not need to be notarized.

Nurses who administer shots in Georgia are also required to offer an immunization card to participants. Wallet-sized cards will be provided for nurses to complete and offer to participants.

Nevada

The state of Nevada requires that an Immunization Registry opt out form be made available to participants who receive flu shots in the state. Copies of the opt-out form will be included in your shipment. Make the opt-out forms available, and collect completed opt-out forms.

The One and Only Campaign

The One & Only Campaign is a public health effort empowering participants and healthcare providers to insist on nothing less than safe injections – every time, for every participant. The campaign stresses One Needle, One Syringe, Only One Time. For more information visit [http://www.oneandonlycampaign.org/](http://www.oneandonlycampaign.org/).
Emergency Procedures

We hope that every event runs smoothly, but unfortunately in any medical situation, emergencies are possible and need to be planned for. The primary contractor is responsible for communicating with the client site contact and all TotalWellness contractors so everyone is prepared for an emergency.

If an emergency occurs, the primary contractor will stay with the affected individual to keep him or her in a safe position while maintaining privacy. The primary contractor will designate others to notify the client site contact, and dial 911 if necessary.

In an intervention to any adverse reaction, get the individual to a safe position, and maintain that position. We only send epinephrine if flu shots are being administered. Epinephrine is not available for health screening only events.

An epinephrine injection (1:1000) must always be immediately available at all flu events in case an anaphylactic reaction occurs. Epinephrine is shipped to the primary contractor in a red tube.

Anaphylactic Reactions and Shock

Anaphylaxis is a serious, potentially life-threatening allergic response that is marked by swelling, hives, lowered blood pressure, and dilated blood vessels. In severe cases, a person will go into shock. If anaphylactic shock isn’t treated immediately, it can be fatal.

Anaphylaxis symptoms usually occur within minutes of exposure to an allergen. Sometimes, however, anaphylaxis can occur a half-hour or longer after exposure. Generally, the sooner the symptoms, the more severe the reaction.
Anaphylaxis symptoms may begin subtly and quickly progress to more serious symptoms. They include:

- Skin reactions, including hives along with itching, and flushed or pale skin (almost always present with anaphylaxis)
- A feeling of warmth
- The sensation of a lump in your throat
- Constriction of the airways and a swollen tongue or throat, which can cause wheezing and trouble breathing and/or swallowing
- A weak and rapid pulse
- Nausea, cramps, abdominal pain, vomiting or diarrhea
- Dizziness or fainting

**Intervention**

It’s important to be prepared for this type of emergency and make sure you have epinephrine readily available.

Reactions with delayed onset might give you time to question, observe, prepare and obtain a verbal consent to administer epinephrine. However, reactions can also occur immediately, so you need to be prepared to do the interventions simultaneously.

It’s important that epinephrine is protected from light, so keep the epinephrine in the red tube until ready for use. Epinephrine should be stored at a controlled room temperature of 59°F - 86°F (15°C - 30°C). Do not expose epinephrine to extreme temperatures and do not refrigerate epinephrine.

Prior to the event start time, check the color and consistency of the epinephrine solution for particulate matter and discoloration. Do not use it if the solution is colored or cloudy, or if it contains particulate matter. Also, check the vial expiration date. Do not use it if expired.

Each red epinephrine tube contains the following:

- 3 syringes (1mL, 1-inch VanishPoint® safety syringes)
- Alcohol wipes
- 1 single dose vial of Adrenalin
  - TotalWellness sends single dose vials of Adrenalin (epinephrine injection, USP) 1 mg/mL, 1:1000. Each single dose vials contains 1mL of epinephrine solution
- Administration instructions
Anaphylactic Response Steps

1. Check and maintain airway, breathing and circulation throughout intervention.
2. Designate someone to call 911/EMS and someone to clear the room for privacy.
3. Maintain the individual in a safe position, flat on his or her back. If the individual is having trouble breathing the head may be elevated provided blood pressure is adequate to prevent loss of consciousness. If blood pressure is low, elevate legs.
4. Shake vial to re-suspend the epinephrine.
5. Carefully remove vial cover to expose rubber top without contaminating it.
6. Wipe rubber top with alcohol and allow to dry.
7. Carefully remove syringe cap without contaminating the needle or inside of cap.
   - Epinephrine kit is supplied with a 1 mL syringe with an attached 1-inch needle.
8. Draw up the appropriate dose of epinephrine.
   - Adults 66 pounds or more: 0.3 mL to 0.5 mL, with a maximum single dose of 0.5 mL.
9. Remove any air bubbles from the syringe carefully to avoid losing any of the epinephrine solution.
10. Administer the epinephrine into the anterolateral aspect of the thigh, intramuscularly or subcutaneously, using appropriate administration technique.
    - Don’t administer the injection into the buttocks.
    - Administer the injection through clothing if necessary.
11. Properly dispose of the needle and syringe in the sharps container.
12. Massage the site to counteract possible vasoconstriction and to enhance absorption.
13. Monitor the individual until EMS arrives. Perform CPR if necessary.
14. If symptoms persist or become worse, you can repeat the epinephrine dose every 5 to 10 minutes up to 3 doses depending on the participant’s response. The EMS usually arrives before that is necessary.
    - You may draw up additional doses from the same single-dose vial as long as all doses drawn up from the vial are administered to the same participant and are only used for this single case/procedure.
    - Use a new syringe with a new needle for each repeated dose.
    - Do not administer repeated injections at the same site, as the resulting vasoconstriction may cause tissue necrosis.
    - Discard the vial at the end of the procedure and do not store for future use.
15. Fill out an Incident Report for our TotalWellness records and call TotalWellness at 888-434-4358 ext. 0 to report the incident. Make note of the epinephrine lot number on the Incident Report. If applicable, submit a VAERS report.
Vasodepressor Reactions/Vasovagal Syncope and Panic Attacks

Sometimes vasodepressor reactions/vasovagal syncope and panic attacks are confused with anaphylactic reactions. Vasodepressor reactions/vasovagal syncope and panic attacks are physiological responses to stress. That means the person is reacting to the stress of the service provided such as the physical injection, rather than the contents of the vaccine.

Be sure to distinguish between this physiological reaction, and anaphylaxis because the treatment for anaphylaxis - epinephrine - can make the anxiety of a vasodepressor reaction or panic attack worse.

Symptoms of vasodepressor reactions/vasovagal syncope can include:
- Fainting
- Pallor
- Weakness
- Hypotension
- Sweating
- Nausea
- Sometimes vomiting

Vasodepressor reactions/vasovagal syncope are characterized by a slow heartbeat (usually under 60 bpm), but cutaneous symptoms such as swelling, hives, itching and flushing won’t be present. The skin usually appears pale, cool and moist. Remember these characteristics when distinguishing between reactions.

Panic attacks might include:
- Anxiety
- Feelings of intense apprehension or terror
- Dizziness
- Sweating
- Shortness of breath
- Chest pain or palpitations

None of the other symptoms of anaphylaxis, such as wheezing or itching, will be present in a panic attack. Keep that in mind when distinguishing between the two.

Intervention

If possible, have the individual lie down on his or her back with his or her feet elevated. Tell the participant to take slow, deep breaths. Have someone stay with him or her to maintain a safe position, provide comfort and place cool paper towels on the individual’s forehead.

Complete an Incident Report and return it to TotalWellness. Vasodepressor Reactions/Vasovagal Syncope and Panic Attacks can happen at both health screening and flu shot events.
Exposure Control Plan

TotalWellness is committed to providing a safe and healthy work environment. In pursuit of this endeavor, we have developed an exposure control plan. The plan is housed at the TotalWellness headquarters and is available upon request.

The most common on-site exposure to bloodborne pathogens is when a nurse accidentally sticks herself with a used needle. If this happens, follow the steps below.

1. Remain calm.
2. Politely excuse yourself and inform the involved participant and site contact that a needle stick injury has occurred.
   • Ensure the participant understands that you, the nurse, are the one at risk.
3. Encourage bleeding of the site and clean it thoroughly with soap and water.
4. Fill out an Incident Report and attach it to the involved participant’s Consent Form. Send both back to TotalWellness with the rest of the completed Consent Forms.
5. After your event is complete, call TotalWellness at 888-434-4358 ext. 0 to report the incident and receive further instruction.

Vaccine Adverse Event Reporting System (VAERS)

Any suspected adverse reaction to a flu shot will need to be reported by the nurse who administered the vaccination to the Vaccine Adverse Event Reporting System (VAERS) at the U.S. Department of Health and Humans Services (DHHS). VAERS reports can be submitted at https://vaers.hhs.gov.
Thank You!

Again, we appreciate your time and commitment to TotalWellness. You’re an essential part of the work we do for employees all over the country. If you have any questions about your duties as a contractor, don’t hesitate to reach out to us.

Questions?

Please don’t hesitate to contact us with any questions you have about working events with TotalWellness.

TotalWellness
9320 H Court | Omaha, NE 68127
news@totalwellnesshealth.com
1.888.434.4358

Get Connected!