

# Southern Company Flu Training Manual 2022

## Southern Company Overview

Southern Company is a large electric company who has partnered with TotalWellness to provide flu shot services to their employees, retirees, children and spouses. Southern Company divisions include Alabama Power Company, Georgia Power Company, Mississippi Power Company, Southern Nuclear Power, and Southern Power Company. This is the seventh year that TotalWellness is administering flu shots.

## General Requirements

- All staff working Southern Company events must pass a drug screening and background check prior to working. Both the drug screening and the background check must be passed every year regardless of when your last background check was run. All staff working Southern Company events are also required to pass a Southern Company online training quiz.
- Arrive at the indicated contractor arrival time prior to the event for set-up.
  - Immediately notify TotalWellness if you are running late or have an emergency that would prevent you from attending the event. Emergencies would include adverse weather conditions, illness, breakdowns, or accidents.
- Collect Consent Forms from every participant; be sure they are completed properly. Participants must provide their signed consent prior to receiving a flu shot.
- Report any site coordinator and/or participant concerns or complaints to TotalWellness immediately.
- Nurses and Admin staff will be listed separately on the event worksheet. Be sure to work the station you are assigned to.
- Southern Company locations are often rural and difficult to find. Call the site contact, listed on your worksheet, if you are having difficulty locating a site.

## Covid-19 Information

TotalWellness is monitoring the COVID-19 situation closely and following the recommendations provided by our Medical Director and Nebraska state epidemiologist, Dr. Thomas Safranek and guidelines provided by the CDC. We are adjusting our procedures as needed and implementing alternative strategies as new information becomes available. Our priority is the health and safety of our contractors, clients, participants, and the communities we serve.

We believe that receiving a flu shot is going to be extremely important this fall. TotalWellness is taking certain actions to ensure a safe flu shot experience, by modifying our event delivery strategies.

- Contractors must pass a COVID-19 screening questionnaire prior to working the event.
- Contractors are asked to follow the below policies:
  - Stay home if the contractor has a fever or symptoms of a respiratory illness.
  - Wash hands often with soap and water for at least 20 seconds.
  - Use alcohol-based hand sanitizer frequently throughout the event, specifically between participants.
  - Avoid touching eyes, nose, and mouth.
  - Not shake hands with other contractors or participants.
  - Not share pens with participants or other contractors.
  - Clean and disinfect frequently touched objects and surfaces with the provided disinfecting wipes.
  - Practice social distancing of at least 6 feet with other contractors and participants, when possible.
  - Be extra careful to only touch surfaces when necessary.

#### Additional Supplies

- Masks will be provided for nurses to wear throughout the duration of the event.
- Disinfecting wipes will be sent to each event.
- Additional hand sanitizer will be sent to each event to ensure sanitizer is readily available for use.

#### Event Delivery Modifications

- Clients will be asked to provide adequate spaces to host events in. The space must allow for each flu shot station to be setup at least 6 feet apart from the next station.
- In order to ensure a maximum of 10 individuals in one space, TotalWellness will not allow more than 5 flu shot stations to be setup in one room. We will ask that the site contacts ensure separate rooms/spaces if more than 5 stations are needed, or to extend the event hours to ensure only 5 stations are needed to accommodate the participants.
- Clients will be asked to setup the registration station/table outside of the event room, where possible. This will help reduce the quantity of individuals in the event room at one time.
- Clients will be asked to prop open doors, where possible, to avoid the need to touch door handles.

- Clients should avoid putting chairs out for participants to wait in, but instead ask participants to stand at least 6 feet apart when waiting for their shot.
- Clients should encourage participants to complete their flu shot consent form in advance. If they are unable to do so, participants should bring their own pen to complete the consent form.
- Participants will be asked to stand for their flu shot instead of sitting (when possible), to reduce the quantity of participants sitting in the same chair.
- Participants will be encouraged to wear masks while attending the event.

## Flu Shot Information

The following viruses are included in the vaccine this year.

### U.S. Egg-Based influenza vaccines are recommended to contain the following:

- an A/Victoria/2570/2019 (H1N1)pdm09-like virus;
- an A/Darwin/9/2021 (H3N2)-like virus;
- a B/Austria/1359417/2021 (B/Victoria lineage)-like virus;
- a B/Phuket/3073/2013 (B/Yamagata lineage)-like virus.

All vaccine is provided in a pre-filled syringe and is preservative free. The vaccine is safe for children 4 years and older and pregnant women.

## Policies and Procedures

As a representative of TotalWellness it is expected that all staff present themselves in a professional, healthful manner both in action and appearance. It is important to the success of the program that all policies and procedures are followed.

### Dress Code & Appearance

Dress according to the TotalWellness dress code policy

- Wear a solid black scrub top, solid black scrub pants, a collared white lab coat, and a TotalWellness ID sticker (included in primary contractor's shipment). Please make sure all are clean and pressed. Do not wear casual pants, plunging necklines, trendy, see-through, or tight-fitting clothing.
- Wear clean, black, close-toed footwear in good condition. All black tennis shoes are acceptable. Heel height should not exceed three inches.

### Professionalism

It is extremely important that you remain highly professional and positive at all times.

- Conversations should be appropriate and not include profanity. Conversations should be kept to a minimum to avoid disclosing inappropriate information to participants or site contacts. If a site contact asks you information unrelated to flu shots, please redirect the conversation.

- Examples of inappropriate conversation may include: how you found the position, personal views, unhealthy food cravings, going out, etc.
- If a participant or site contact asks you about your experience, simply inform them of the license/degree you hold, or how long you've been working Southern Company events for TotalWellness.
- Electronic Devices (i.e. cell phones, laptops, tablets) should not be used on the event floor. If a call needs to be made, please notify the lead staff and leave the area. Calls should not disrupt the flow of the event and should only be taken in an emergency.
  - Do not text during events.
- Magazines, books, doodling etc. should not be present in the work area.
- No food or drink shall be allowed at flu shot stations, with the exception of water.
- Breaks should be kept to a minimum. Notify the lead staff and ensure your station is covered prior to taking a break.

### Handling/Return of Consent Forms

- Do not allow site coordinators to make copies of completed flu consent forms.
- Consent forms should always be placed face down on tables.
- PHI should never be left unattended. It is the lead staff's responsibility to ensure that all PHI is accounted for and secure.
- Send all completed consent forms to TotalWellness with any remaining vaccine and supplies at the end of the event. Sort and group all consent forms by event number.

## Policies and Procedures (continued)

### On-site Incidents & Emergency Procedures

Southern Company representatives have been known to test nurses on our policies and procedures during clinics. Please review the emergency procedures and be prepared for questions.

#### On-site Incidents

Any on-site issues, including adverse reactions, participant concerns, staffing issues and emergencies must be communicated to TotalWellness as soon as possible. Complete an Incident Report for any adverse reactions to the flu shot. 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.

## Emergency Procedures

It is the lead staff's responsibility to discuss the site's emergency action plan with the site coordinator prior to the start of the event and to ensure that all staff have a clear understanding of the plan prior to the start of the event. If there is an emergency on-site, the lead staff should always stay with the participant. An additional staff should be sent to contact the site contact. Please contact the account manager as soon as reasonable.

## On-Site Details

### Program Schedule

Events will be a mix of scheduled appointments and walk-ins. Staff should be prepared for large numbers of individuals to arrive at one time to receive their shot.

- If there is an online signup roster, give individuals with appointments priority over walk-ins.
- Do not turn anyone away from receiving the shot.
- Be prepared for participants that arrive prior to the scheduled start time and participants that arrive after the scheduled end time.
  - Utilize the time extension form and have the client sign if you stay after late at event due to participants arriving after the scheduled end time.

### Paperwork

#### Provided by TotalWellness

- Southern Company Flu Vaccination Consent & Release Form - Utilize for everyone who does not have Medicare.
- Medicare Billing Southern Company Flu Vaccination Consent & Release Form - Utilize for everyone who has Medicare.
- Vaccination Information Statements (VIS) - Only a few will be sent
- Flu Receipt - Utilize for individuals who pay for the shot.
- Flu Shot Verification Form - For individuals who request one.

#### Provided by Southern Company

- Signup Roster (if applicable)

## Flu Shot Eligibility

Southern Company program eligibility varies by division. Most individuals will receive the shot for no charge, but certain populations outlined below will need to pay for the shot. The cost is \$31 per shot, paid with a check made out to TotalWellness.

#### Alabama Power Company:

- All Employees and Retirees can receive the shot for no charge.
- Benefits-eligible family members can receive the shot for no charge.
- Family members who are not eligible for benefits must pay \$31 via check for a

flu shot.

- All Contractors/Temporary Employees must pay \$31 via check for a flu shot.

**Georgia Power Company:**

- All Employees and Retirees can receive the shot for no charge.
- Family members who are on a medical plan through SCS or GPC can receive the shot for no charge.
- Family members who are not on a medical plan through SCS or GPC must pay \$31 via check for a flu shot.
- All Contractors/Temporary Employees must pay \$31 via check for a flu shot.

**Mississippi Power Company:**

- All Employees and Retirees can receive the shot for no charge.
- Family members who are on a medical plan through SCS or MPC can receive the shot for no charge.
- Family members who are not on a medical plan through SCS or MPC must pay \$31 via check for a flu shot.
- All Contractors/Temporary Employees must pay \$31 via check for a flu shot.

**Southern Nuclear:**

- All Employees and Retirees can receive the shot for no charge.
- Family members who are on a medical plan through Southern Company can receive the shot for no charge.
- Family members who are not on a medical plan through Southern Company must pay \$31 via check for a flu shot.
- All Contractors/Temporary Employees must pay \$31 via check for a flu shot.

**Southern Power Company:**

- All Employees and Retirees can receive the shot for no charge.
- Family members who are on a medical plan through Southern Company can receive the shot for no charge.
- Family members who are not on a medical plan through Southern Company must pay \$31 via check for a flu shot.
- All Contractors/Temporary Employees must pay \$31 via check for a flu shot.
- TW administrative staff should collect all checks and the TW lead nurse should return all checks in their paperwork shipment back to TW. All checks should be made out to TotalWellness.

## Admin Personnel Responsibilities

Admin personnel will be provided by TotalWellness at nearly every Southern Company event. Admin staff names will specifically be listed on the worksheet as admin staff.

If you are scheduled as an admin staff, be sure to work the admin station. Admin personnel will be responsible for the following:

## Welcome

- Greet Participants
  - If site has an online signup roster, give individuals with appointments priority when possible.
  - Do not turn anyone away because they do not have an appointment.
- Provide participants with a consent form
  - Individuals not on Medicare receive the Southern Company Flu Vaccination Consent & Release Form
  - Individual on Medicare receive the Medicare Billing Southern Company Flu Vaccination Consent & Release Form
- Have Vaccination Information Statement (VIS) available for participants who would like one.
  - Do not require the participant to take the VIS.

## Review & Check on Payment

- Review the completed consent form and make sure everything has been filled out correctly and completely.
  - Individuals must complete all fields and sign the consent form before they can receive the shot.
  - Individuals must write legibly in the boxes.
  - Individuals must sign the consent form.
- Medicare Billing Flu Consent Forms
  - Verify information against the individual's Medicare card.
  - Ensure individuals list the following legibly.
    - Medicare Number, with letter
    - Home address - street address, city, state, zip code
    - Date of birth
- Use the Flu Shot Eligibility Breakout (previous page) to determine if the individual needs to pay for the shot.
  - For individuals paying, the cost is \$31 per shot and they must pay with a check made out to TotalWellness.
  - Contractors, who pay for the shot at all locations, will mark "Contractor" under employment status on their consent form and have a red stripe on their badge.
  - Provide a receipt to individuals who pay for the shot.
  - Document the check number on the consent form for individuals who pay for the shot.
  - Store all checks in a secure spot during the event and provide to the TW primary contractor at the completion of the event.

## Offer Verification Form



- Flu Shot Verification Forms will be included in your shipment.
  - These forms are for individuals who need documentation of their flu shot.
  - Offer these forms to participants, but do not require that they take one.
  - The nurse will complete the form after administering the shot and the participant will leave with the form.

### Aid Nursing Staff As Needed

- Registration staff should assist the nurse(s) by:
  - Monitoring the flow of the event
  - Reminding participants to roll up sleeves
  - Making sure the consent form has been completed and signed by the participant prior to visiting the nurse.
    - Document the event ID number and date on the consent forms
    - Registration staff should never document the injection site or write the nurse's name. Both of these fields must be completed by the administering nurse.

## Nurse Responsibilities

Nurse names will be specifically listed on the worksheet. Only RN's, LPN's, and LVN's are authorized to administer shots (stipulations vary by state.)

### Station Setup

- Setup each station with a white paper placemat
- Place supplies on the placemat
- Replace placemat as necessary

### Nurse Conduct

#### Welcome

- Greet participants
- Ask which arm they would like the shot in
- If participant appears nervous start a distractor conversation

#### Vaccine Administration

- Wear two gloves, one on each hand, while administering each shot
- Change gloves after each participant
- Use hand sanitizer frequently throughout the event
- Put a band-aid on every participant after administering the shot

#### First Time Flu Shot Recipients

- Scan consent form to see if this is the individual's first flu shot



- Flu Shot First Timers should remain at the event for 15 minutes after receiving the shot to ensure they do not have an adverse reaction.

### Child's Vaccine Administration

- Children 4 years old and older are eligible to receive the flu shot
  - A parent or guardian must sign the consent for children
    - Under the age of 18 in Georgia, Mississippi, North Carolina and Texas
    - Under the age of 19 in Alabama
- Children receive the same flu shot vaccine dosage as adults, 0.5cc
- Utilize a 1 inch needle
- Administer shot in the child's arm (deltoid muscle) or in the thigh.
  - Depends on the size of the child. Small children should have the shot in their thigh.
- Sign child's school excuse paper if one is provided
- If this is the child's first flu shot, have the parent follow up with the child's doctor to determine if a second dose is necessary
  - TotalWellness does not return to locations to administer 2<sup>nd</sup> doses

## Primary Nurse Responsibilities

### Supplies

- Receive shipment and verify you have received all materials
  - Utilize the packing list to check your package
  - Ensure you have 20% more vaccine and supplies than the order number
- All vaccine will be provided in manufacturer pre-filled syringes

### Phone Calls

- Call the site contact 5 days prior to the event to make warm introductions, verify driving directions, etc.
- Call all secondary staff 3-5 days prior to ensure they are still working the event and know how to get to the event.

### After the Event

- Complete the online event summary at <https://www.totalwellnesshealth.com/private/southern-flu-coordinator-event-summary/>
- Return all paperwork, checks, supplies, biohazard waste and vaccine to TotalWellness

## Georgia Specific Requirements

### Children Under 13

As of 2017, Georgia has changed their laws to indicate that all persons under the age of 13 must obtain an individual prescription in order to get the flu shot. TotalWellness has staff physicians who will write these prescriptions. These prescriptions will be kept on file with TotalWellness. There will be NO physical copies of the prescriptions in your paperwork this year. You have no responsibilities to provide those prescriptions. If anybody asks about the child prescriptions, please refer those individuals to TotalWellness.

## Administering Epinephrine

**Children 30 kg (66 lbs) or less:** 0.01 mg/kg (0.01 mL/kg), up to 0.3 mg (0.3 mL), intramuscularly or subcutaneously into anterolateral aspect of the thigh every 5 to 10 minutes as necessary.

**Adults and Children 30 kg (66 lbs) or more:** 0.3 to 0.5 mg (0.3 to 0.5 mL) intramuscularly or subcutaneously into anterolateral aspect of the thigh every 5 to 10 minutes as necessary.

## TotalWellness Contacts

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