| Staff Role      | Observed Workflow Related Tasks & Responsibilities |
|----------------|-----------------------------------------------------|
| **Clinic Lead**| • Tracking the total number of appointments.        |
|                | • Tracking the total number of vaccinations given.  |
|                | • Determining if a client will likely not arrive for their appointment (i.e., no-shows). |
|                | • Tracking appointment cancellations.               |
|                | • Tracking add-ons or walk-ins.                     |
|                | • Tracking vaccine brand refusals or eligibilities.  |
|                | • Tracking doses received from other clinics.        |
|                | • Updating the Vaccine Lead on the total number of clients. |
|                | • Calculating the number of expected doses to prepare.|
|                | • Counting and tracking the number of vials stored. |
|                | • Deciding if an extra client can be an add-on.     |
|                | • Handling medical emergencies/other situations.    |
|                | • Taking on the responsibilities of a 'Superuser' if this role is not filled by someone else at the clinic. |
| **Vaccine Lead**| • Counting the number of available vials stored.    |
|                | • Assigning team members to prepare the vaccine.    |
|                | • Removing vials from the fridge and monitoring expiry.|
|                | • Checking prepared syringes to confirm volume and identify bubbles. |
|                | • Tracking the total number of prepared doses.      |
|                | • Updating the Clinic Lead or ‘Superuser’ on the number of doses prepared. |
|                | • Tracking the total number of extra doses (e.g., pooling extra doses from residual volumes and unused doses). |
|                | • Tracking the total number of wasted doses (e.g., dropped vial/dose). |
|                | • Tracking the doses received from other clinics.    |
|                | • Deciding when to prepare more doses to meet client influx to the clinic. |
|                | • Calculating the number of expected doses to prepare. |
| **Vaccine Draw-up**| • Preparing single dose syringes for Immunizers.    |
|                | • Immunizing clients if additional Immunizers are needed. |
|                | • Updating the Vaccine Lead about the number of doses they have prepared for each vial opened. |
| **Immunizer**  | • Requesting more doses from the vaccine preparation team to their station. |
- Entering the vaccine administration events into the online vaccination record.
- Informing the Clinic Lead about vaccine brand refusals or ineligibilities.
- Informing the Vaccine Lead about issues with syringes or wasted doses.

**Superuser**
(Clinics #2, #3, #6)
- Tracking the total number of appointments.
- Determining if a client will likely not arrive for their appointment (i.e., no-shows, cancellations).
- Tracking add-ons or walk-ins.
- Calculating the number of expected doses to prepare.
- Fixing issues with the appointment booking and vaccine administration websites.

**Check-in Staff**
- Confirming client appointment arrivals.
- Determining if a client will likely not arrive for their appointment (i.e., no-shows, cancellations).
- Tracking add-ons or walk-ins.
- Reporting their tracked client intake numbers to a ‘Superuser’ or Clinic Lead.

**Volunteer**
- Monitoring for issues with clinic flow and alleviating client backlogs by finding solutions to control flow.
- Ensuring clients maintain distancing and masking.
- Screening clients for COVID-19 symptoms.
- Sanitizing surfaces after use.
- Responding to client questions about clinic flow, available vaccine types, and waiting times.
- Relaying client questions about extra doses and vaccine brand preferences to Security Staff, Clinic Staff or Clinic Leads.
- Asking how many clients remain to arrive for their vaccine at the end of the day.
- Supporting anxious clients to remain calm.

**Client**
- Arriving for their appointments early, on time or late.
- Arriving without an appointment.
- Asking about extra dose availability.
- Cancelling their appointment.
- Not showing up for their appointment.
- Requesting a specific vaccine brand.
- Being ineligible for vaccination.