

Caroline Elliott, volunteered as a Covid Marshal at Kendal Vaccination Centre for five months before embarking on a career with North West Ambulance Service (NWAS) as an Emergency Medical Technician 1 Apprentice.

Here Caroline tells us more about the role she undertook as Covid Marshal and her new role with NWAS.



How did you become a Covid Marshal?

I applied on the [Support Cumbria](#) website.

What experience did you need?

None to my knowledge. I just wanted to contribute to the community during the pandemic and get out and make a difference. I had wished for a more clinical role and to volunteer as a vaccinator; however, the application process had already been closed for this role, they had been overwhelmed with applications.

What did your role as Covid Marshal involve?

People can apply to assist at various Covid vaccination sites as internal and external marshalls.

The role involves working with the vaccination team and providing co-ordination of patients / patient flow and wellbeing inside and outside the Covid vaccination centres. The main focus is to ensure safe patient navigation of the site and safe entry and exit of the building.

Top tips for people who want to become a volunteer:

Understand fully the role and be openminded to what it can involve.

Teamwork is essential and it is very rewarding having contact with the general public and holding a role that helps. Also, a smiling, bubbling demeanour will help defuse tension and it could be the only contact some people have in days.

Can you tell us more about your other interests?

I no longer volunteer because I am on the EMT1 apprentice course with NWAS which is extremely time consuming with course work in the evenings.

EMT1 work closely with paramedics and form part of NWAS' emergency response to 999 incidents. The purpose of the EMT1 role is to assist in the delivery of high-quality and effective pre-hospital clinical care, responding to 999 emergencies, inter-hospital transfers and urgent hospital admissions. You can find out more about EMT1 apprenticeships at the NWAS website [here](#)

I am also in the process of releasing my children's book, 'Fjord's Mountain Mission' based on the adventures of my beautiful avalanche dog. He guides children around a ski resort helping teach them the essential safety guidelines.

I run my own Community Interest Company with the aim to teach children outdoor safety: www.fjordsar.com