



Florida Department of Health in Lake County

CLOSED POD PARTNER GUIDE

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Introduction to Medical Countermeasures

Medical countermeasures, or MCMs, are FDA-regulated products (biologics, drugs, and/or devices) that may be used in the event of a potential public health emergency. This emergency could stem from a terrorist attack with a biological, chemical, or radiological/nuclear material, or a naturally occurring emerging disease. They may be used to diagnose, prevent, protect from, or treat conditions associated with an emergency or disaster situation. MCMs are provided at no charge to our Closed POD partners, but their use must be tracked and regulated.

Collaboration between public health and the private sector is critical for quick and efficient distribution of MCMs. These products will be available for pickup by Closed POD agencies at a secured site once they have been received and processed at either the state or local level.

The Florida Department of Health in Lake County (DOH-Lake) has plans in place to receive and distribute MCM to any affected population. It is the role of the Department to ensure that MCMs are dispensed in a timely manner to protect the health of the community.





Introduction to Points of Dispensing (PODs)

What is a Closed Point of Dispensing?

A Closed Point of Dispensing, or POD, is a site organizations can use to provide medical countermeasures to employees and their family members. The use of a Closed POD is an alternate method of dispensing MCMs that helps redirect some of the population away from Open or Public PODs. A Closed POD is operated by partnering agencies, like colleges, businesses, or churches. It is not open to the public. Closed PODs save lives and prevent illness in an orderly and efficient process.



Criteria for Becoming a Closed POD

- Facility to accommodate walk-in or drive thru operation
- Ability to provide security for entire dispensing operation (transport and dispensing)
- Medical personnel to oversee dispensing or to administer vaccine (if applicable)
- A significant number of employees in community (metro or rural)
- Designated points of contact to work with public health officials to develop Closed POD plans.

">>>>>>>>>>>>>>>>> Benefits of Closed Points of Dispensing

Traditional medical providers, such as hospitals and medical clinics, will likely be overwhelmed during large-scale public health emergencies. Closed PODs will play an important role in alleviating that. Closed PODs help relieve some of the pressure on Open or Public PODs by reaching specific portions of the community. As a result, long lines and public anxiety can be reduced and resources will be used more efficiently. Closed PODs can also help organizations ensure their employees are protected, and therefore are able to continue working and/or return to work more quickly. Employees of the Closed POD partner will feel secure in knowing that their organization is willing to take the "extra step" to ensure that they and their families are taken care of during a public health emergency.

Ultimately, the need to serve the public and keep your organization running during a public health emergency is significant. Partnering with DOH-Lake to become a Closed POD is crucial to protecting the health of your employees and your community while enabling recovery efforts on a local, regional, and national scale.

Closed PODs provide:

- Information on the incident
- Ease of access to life-saving medications
- Quick dispensing of medications to your employees and their families
- Enhanced continuity of business operations

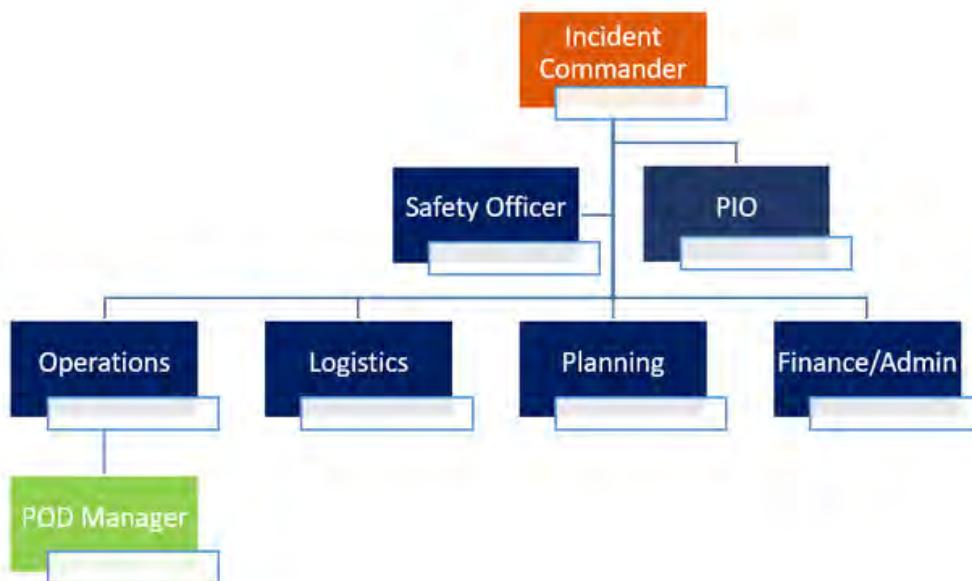


>>>>>>> National Incident Management System (NIMS)

The National Incident Management System, or NIMS, is a comprehensive, national approach to incident management. It is applicable to all jurisdictional levels and can be scaled to meet the individual needs of any incident. NIMS is intended to improve coordination and cooperation among various public and private entities as well as within them.



One of the primary tools provided by NIMS is the Incident Command System, or ICS. ICS is a framework used in emergency situations throughout the country. This command system can be scaled, which means that it will be able to expand or contract depending on what the situation demands. ICS provides a system to assign command and staff roles, which allows for staff to know who they report to and what they are responsible for. An example of an Incident Command Structure is provided on this page, with blank example structures for your agency offered in **Appendix A**. If you would like to learn more about the Incident Command System, as well as NIMS, FEMA offers Independent Study courses on both of these subjects, IS-100.c and IS-700.b.



>>>>>>>>>>>>> Planning Assumptions



When building your plan for dispensing MCMs for your Closed POD, it's important to understand and consider necessary assumptions. For many emergency situations, regular, day-to-day services and infrastructure may be impacted, damaged, or overwhelmed. Timing, use of staff, and facilities are all vital elements of planning a POD. It's important to assess capabilities in these areas and incorporate that information into planning assumptions within a POD plan. In addition, there are planning assumptions regarding mass prophylaxis and medical countermeasure operations on a county-wide level that must be considered. These include:

- An overt release of a chemical or biological agent or a biological outbreak has been verified prompting activation
- Lake County Emergency Support Function (ESF) 8 will determine the distribution priorities of Strategic National Stockpile supplies for Lake County
- The population to receive medications may include the entire county or limited areas within the county. Multiple PODs may require activation.
- The strategy for information released to the public and media will be managed by the DOH-Lake Public Information Officer in coordination with ESF 5 (Information and Planning) and ESF 14 (Public Information)
- To mitigate absenteeism and protect first responders, POD staff will receive prophylaxis prior to POD activation. Immediate family members will be considered for prophylaxis depending on available medication supply.

POD Layouts and Supplies

Setup and layout of a POD can have a significant impact on the number of clients it can adequately serve. Time is of the essence, and whether you have a small or large number of employees who need to obtain prophylaxis, accounting for efficiency in layout is still important. A suggested POD layout is located in **Appendix B**.

In addition, running a POD requires supplies. A list of suggested POD supplies is available in **Appendix C**. This is not a required list, as each POD will have its own unique needs and requirements. This list is intended only as a suggestion and may be molded to the needs of each individual agency.

Another suggestion for supplies is to create what's called a "go-kit". This is a kit of essential items and equipment for running a POD that is easily accessible and centrally located if needed in an emergency situation. Creating this kit will save time in an activation and ensure that all necessary supplies are available when needed most.



Securing your POD site is paramount. You will be storing medication that others may want and may take illegal actions to obtain. You should be able to specify people in your company that can act as trusted agents to pickup and transport the medications. You should also be able to store these medications in a secured location within your POD.



Factors to consider when choosing a storage location:

- How many entrances does the room have (including windows)?
- Who has access to the room?
- Who will have knowledge of the storage space and plan?
- Will the storage area be monitored, and if so, by whom?

EVI

DOH-Lake will have a badging process for trusted agents sent to pick up medication for your agency. Employees selected by your agency to fulfill this role will need to complete this badging process to receive prophylaxis.

Factors to consider when choosing a POD location:

- Are there enough exits to leave through in case of emergency? Are they appropriately identified?
- Is there enough space to properly set up your designated layout with space for medication recipients to walk through easily?

>>>>>>>>>>>>> Activation and Pickup Procedures

Should an emergency requiring mass prophylaxis occur, there are procedures in place for Closed POD activation and pickup of medical countermeasures. It is important to learn, know, and practice your activation and pickup procedures to ensure that these activities can be completed quickly and smoothly. A suggested activation and pickup procedure checklist has been included in **Appendix D**. While this document can be tailored to fit the needs of an individual agency, some of this checklist is based on Department of Health procedure and should not be changed.

One of the most essential aspects of an activation is communication, which will be covered more in depth in the next section. Be sure to have a list of agency contacts readily available, and ensure that these lists are updated as appropriate. It is advised to have a minimum of three contacts listed for your agency, that way if any of the contacts are unavailable, your agency will still be able to be contacted in the case of an emergency. In addition, make sure to have contact lists for the POD that are current, including staff lists, command charts, etc. It's imperative that contact information for POD staff is available to ensure timely activation and setup.



>>>>>>>>>>>>>>>> POD Communication

Communication is one of the most essential aspects of any emergency activation. It is particularly important when activated for Points of Dispensing since time is a limited resource. Having clear structures for communication within your agency as well as with partners such as DOH-Lake and Lake County Emergency Management is paramount. Determine communications methods prior to an activation, and ensure that there are redundancies in that system. If phones are unavailable, what's the next method of communication that will be utilized? How will staff be informed of the activation? The answers to these questions must be a part of the planning process for any agency participating in the Closed POD program.



When communicating with POD staff it is important to utilize the chain of command and small unit leadership. ICS has specific pathways of communication that should be utilized during an activation, and it is suggested that agencies use these pathways and train their staff to follow the ICS structure.

When communicating with POD clients, it is important to give them clear and accurate information. Keep in mind that this event is likely to be traumatic, stressful, and frightening for all involved. Rumors are likely. Clear communication about the medical countermeasures being offered and procedures being followed is key to avoid any undue burden on staff and clients.

Job Action Sheets



It's safe to assume that dispensing medical countermeasures in a time-sensitive emergency situation is not the day job of most Closed POD Partners' employees. As such, Job Action Sheets become an integral part of any POD toolkit. Job Action Sheets provide information on the key roles, such as the POD Site Coordinator, that will be activated in the event of an emergency requiring distribution of MCMs.

Job-Action Sheets are essentially staff checklists. They outline what each role entails and what staff are responsible for when they are assigned a position. Job Action Sheets make it easier for staff to assume duties they don't normally perform in their day-to-day work. Job Action Sheets for suggested roles are included in **Appendix E**, and may be tailored to each agency's unique staffing needs.



POD Forms

To maintain accountability and responsibility, we use forms to track the distribution of the MCMs. These forms will be filled out by clients when they are picking up their medication. They are not to be modified and will need to be filled out as indicated.

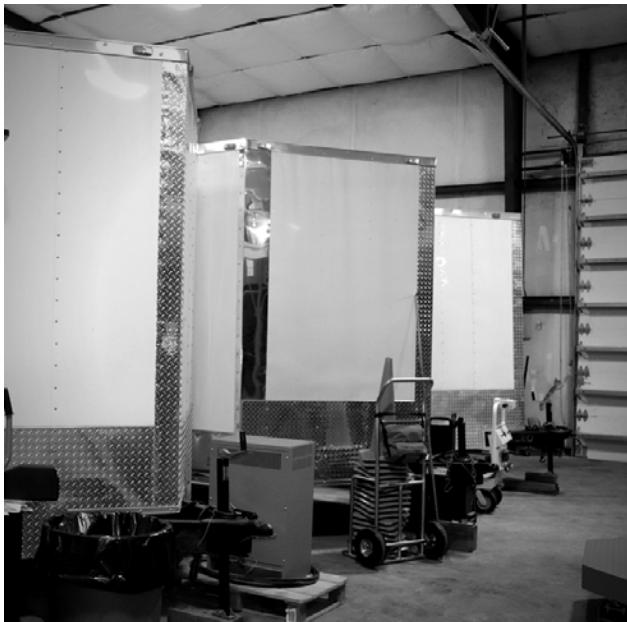


Client forms are used for accountability purposes in dispensing medical countermeasures. Since one client can pick up medication as a representative for multiple people, forms provide information on each person who should have received prophylaxis. Each client who comes through a Closed POD should fill out a form in its entirety, and it is recommended to have someone dedicated to reviewing these forms prior to the client exiting the POD. During an activation, the Florida Department of Health in Lake County may have forms available for pickup at activation. However, the responsibility for ensuring that forms are available to clients lies with the agency running the Closed POD.

Demobilization



Demobilization refers to "standing down" the activation. Essentially, it is the act of disbanding the force that was activated during an emergency. It usually signifies the end of emergency operations, and is often overlooked in its importance. Demobilization affects all resources deployed, which includes supplies, equipment, and staff. Planning for demobilization should begin before an emergency occurs to facilitate the safe return of all resources deployed for the emergency response. Integrating demobilization planning into overall preparedness efforts will allow for a simpler recovery process

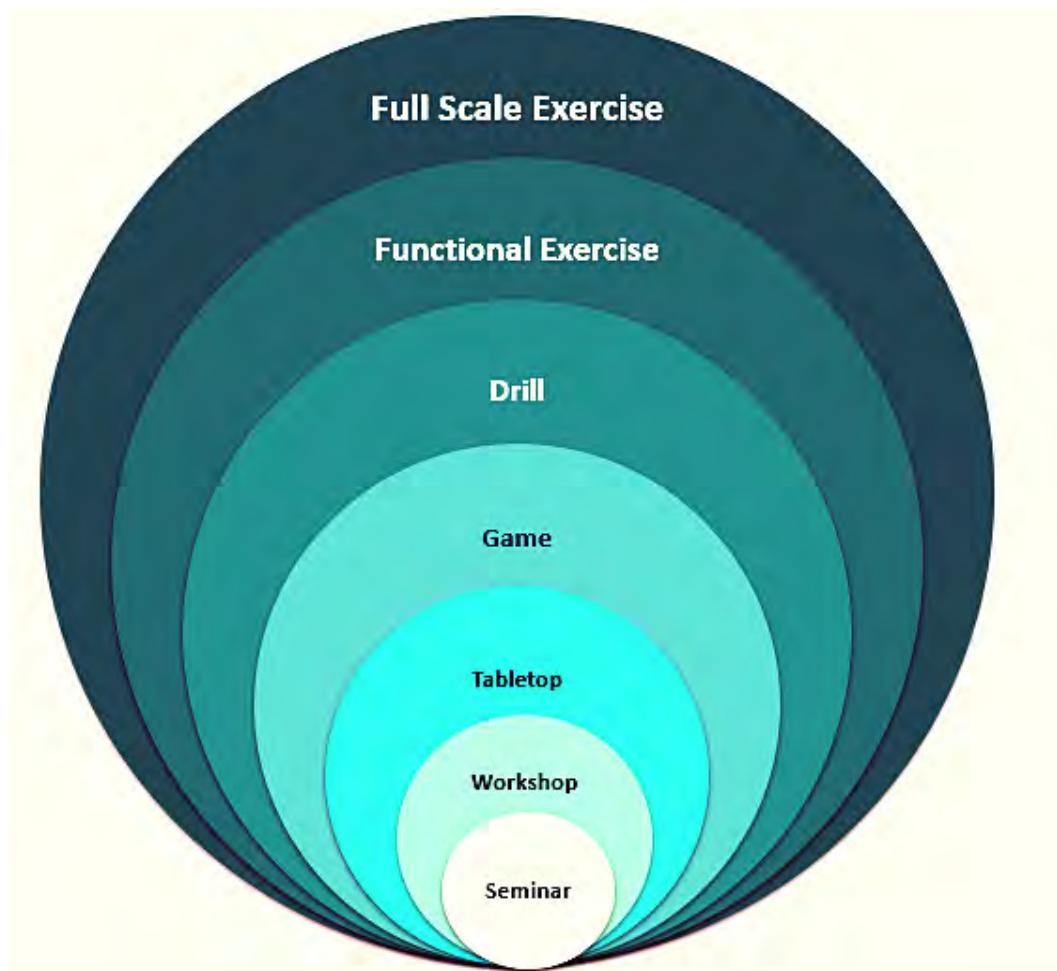


Since emergency situations are often stressful experiences, staff that work within the POD or are affected by the emergency may face mental, emotional, and behavioral health challenges both during and after the emergency. Closed POD agencies should consider what resources they have in place to assist their staff in overcoming these issues and in mitigating any mental, emotional, or behavioral effects caused by stress, including Employee Assistance Programs (EAP) and mental and behavioral health counseling. Debriefings can provide staff the space and opportunity to discuss the event, give input and feedback, and process any trauma or stress related to the activation alongside their colleagues.



Training and Exercise

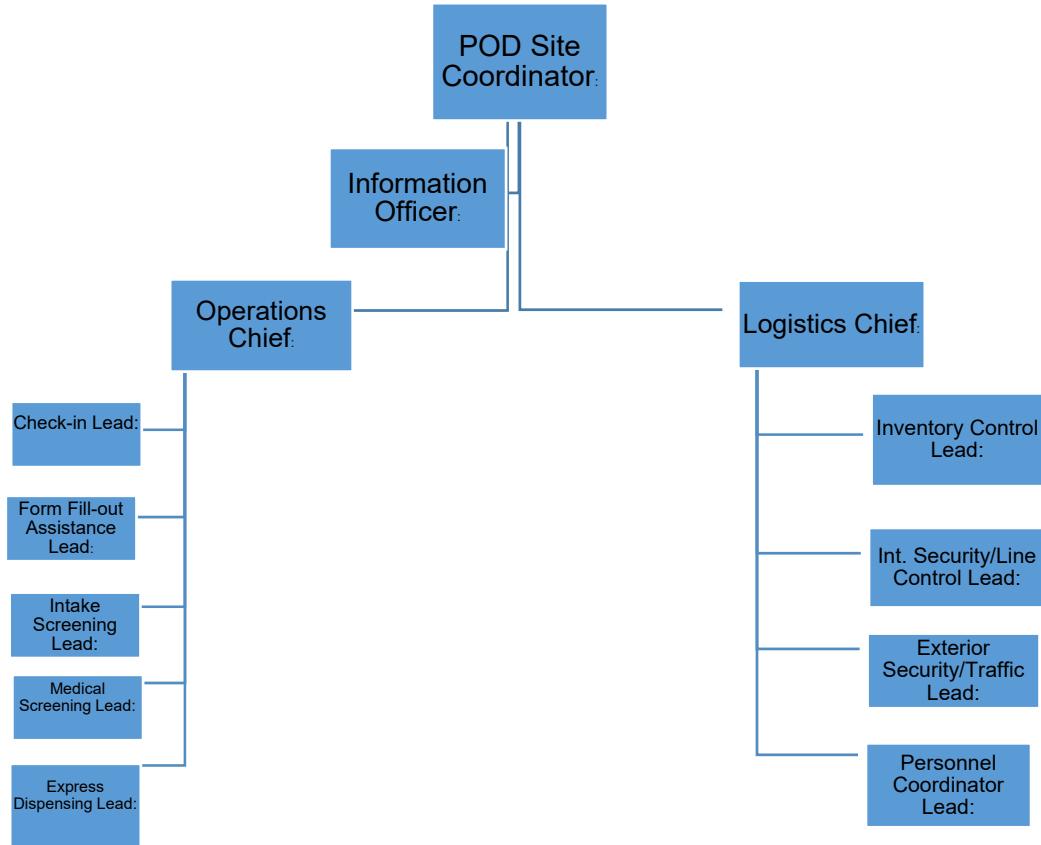
While having a plan is a good start, that plan will be ineffective if it is not practiced and exercised. As the saying goes, "practice makes perfect". Taking steps to train designated POD staff will ensure that the POD runs smoothly and efficiently. There are different types of exercises emergency planners use to train and evaluate activation plans, shown in the chart below.



It is not required to participate in every type of exercise available. However, participation in at least some form of training and exercise is highly recommended for Closed POD partners. There are many resources available to assist agencies in planning these exercises, including the Homeland Security Exercise and Evaluation Program (HSEEP), information on which can be found on FEMA's website. DOH-Lake will provide support when needed as well. Just contact the Cities Readiness Initiative (CRI) Coordinator at LakeCountyPODS@FLHealth.gov.

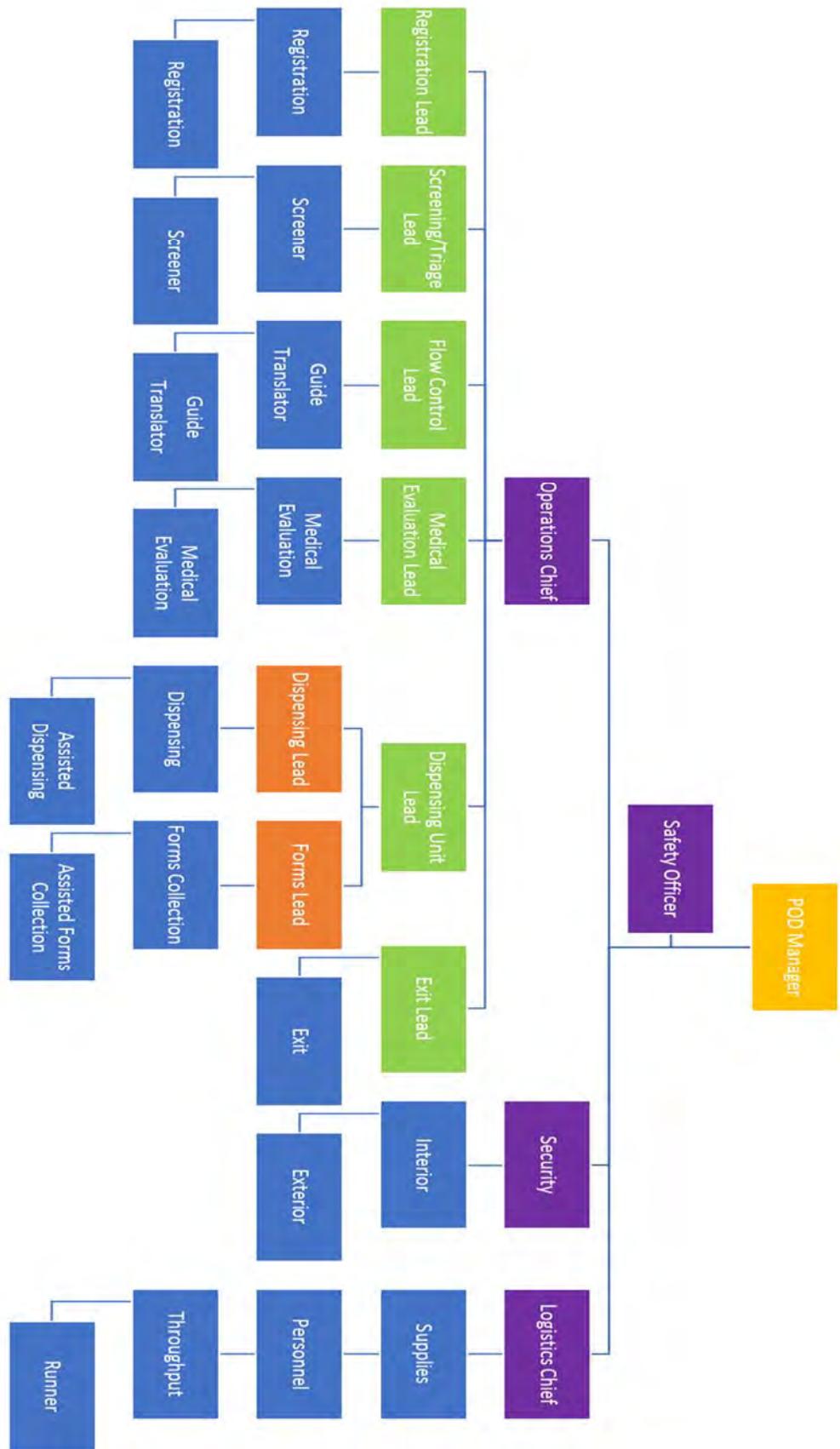
APPENDIX A

IClosed POD Incident Command Organization Chart



Position	Primary	Cell	Alternate	Cell
POD Site Coordinator				
Information Officer				
Operations Chief				
Check In Lead				
Form Fill Out Assistance Lead				
Intake Screening Lead				
Medical Screening Lead				
Express Dispensing Lead				
Logistics Chief				
Inventory Control Lead				
Internal Security/Line Control Lead				
Exterior Security/Traffic Lead				
Personnel Coordinator Lead				

APPENDIX A



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APPENDIX B

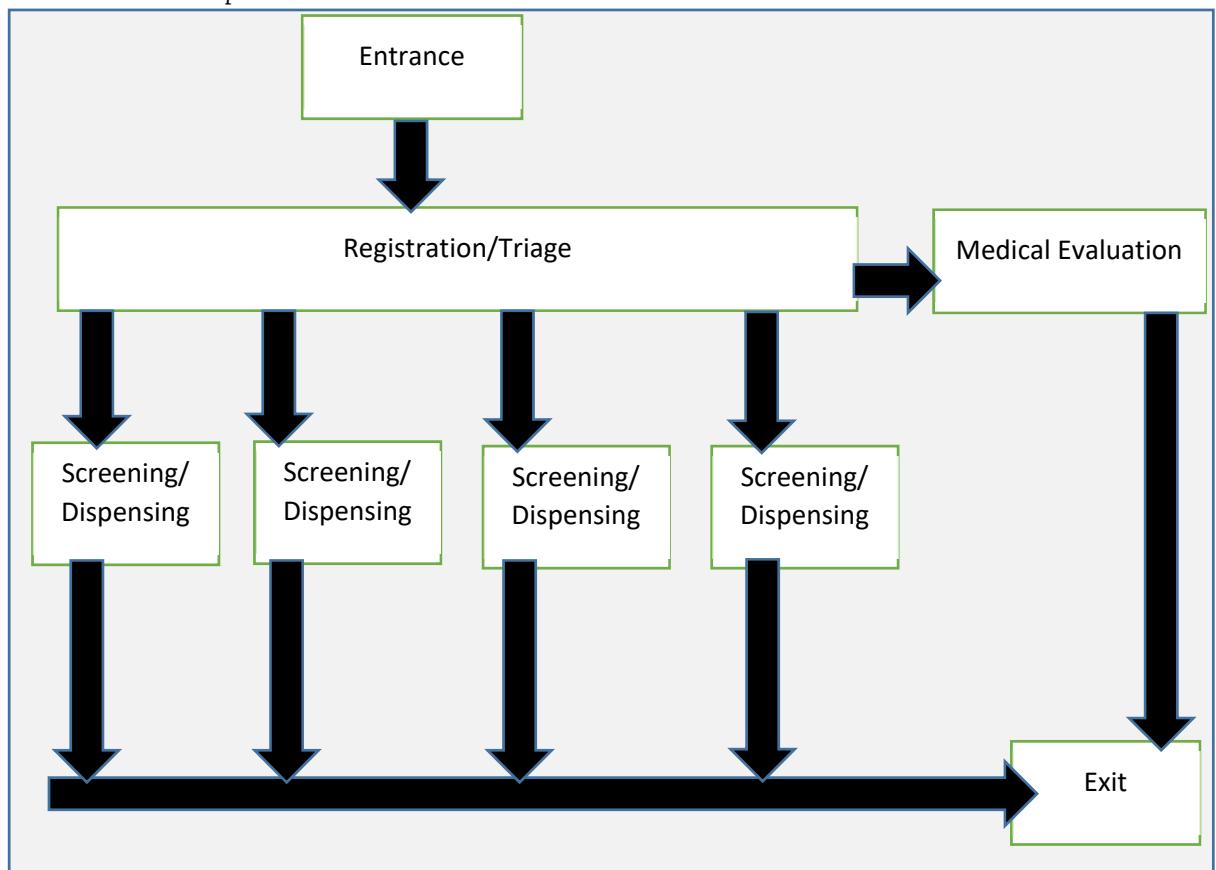
POD Floor Plan

Insert site-specific floor plan during POD activation

Elements Should Include:

Entrance
Registration/Triage
Medical Evaluation
Screening/Dispensing
Exit

Example



APPENDIX C

Drive- Thru POD Specific Supplies
Orange Traffic Batons
Stop/Slow Signs
Whistles on Lanyards
Traffic Control Vest
Caution Tape
Tents
Chairs
Tables
Drive-Thru Signage
Tent Weights
Cones
Ponchos
Power Flares

Command Box
Office Supply Kit
Box Cutters w/Extra Blades
Duct Tape
ICS Vest
Stapler

Forms Distribution Box
Office Supply Kit
Pens
Plastic Totes

Walk-Thru
Stanchions
Walk-Thru Signage
Tables
Chairs
Wheelchairs

Dispensing Station Box
Office Supply Kit
Masking Tape
Latex/Non-Latex Gloves
Hand Sanitizer
Plastic Totes

General POD Supplies
Hand Carts
Coolers w/wheels
Clip Boards
Legal Pads
Paper Bags
Bullhorn

Staff Registration/Inventory Control Box
Office Supply Kit
Plastic Totes

POD Branch Manager Kit
Information Binder
Radio
Walkie-Talkie
AED

Office Supply Kit	
Stapler	Stapler Remover
Masking Tape	Scissors
Scotch Tape	Paper Clips
Binder Clips	Sharpies
Post-It Notes	Pens
Highlighters	

APPENDIX D

Activation Process

1. Notification from the Health Department (HD) to activate the POD
 - a. The Public Health Liaison or designee will contact the POD Site Coordinator or alternate to activate the POD using a telephone or Health Alert Network. Radios are also backup options
2. Management activates POD plan
 - a. POD Site Coordinator or alternate, makes appropriate notification to internal and external resources. (police department, Private security, etc.)

List of numbers:

Contact	Primary Number	Alternate Number

- b. POD staff includes both designated staff per incident command system and additional staff as needed
- c. Immediately call-in nursing or medical staff to the POD site
- d. POD closes appropriate areas and security will be deployed to limit site access and monitor the POD site
- e. POD staff assembles and complete just in time training and review job action sheets.
- f. Assigned personnel (logistics, inventory, or alternates) to go to pick up countermeasures, with an appropriate security escort. **The PICKUP STAFF MUST HAVE Health Department Badging TO RECEIVE COUNTERMEASURES.** May use company vehicle or personal vehicle.
- g. The pickup personnel will maintain contact with POD Site Coordinator by telephone or radio to report location and estimated time of arrival with the countermeasures to the POD site
- h. The pickup staff will inventory and sign for the countermeasures received at pick-up site
- i. Countermeasures delivered to the POD site are secured in a locked area (*see POD floor plan diagram*); The countermeasures shall be placed and stored on shelving or pallets at least 3 inches off the floor. Place signage on storage container “For Countermeasures Only! No Food Allowed.”

APPENDIX D

POD Just-In-Time Training Checklist

This checklist will help guide your Just-In-Time training to prepare your staff to work in a POD. Use this checklist as sample training for a dispensing exercise, or use to train staff before operating a real POD site.

Sample Agenda

- 15 min: Sign-In
- 15 min: Welcome & Introductions
- 30 min: General Group Training
- 15 min: Screening Form Training
- 30 min: Walk Through Exercise
- 15: Q&A

Staff Sign in

- Have all POD staff sign in on a training sign in sheet

Distribute Job Action Sheets and any necessary paperwork such as:

- Job Action Sheet
- Head of Household Form
- Event information
- Drug Information Sheets
- Crushing instructions
- FAQs
- POD Command Organization Chart
- Floor plan
- Contact List
- Inventory Sheets
- Other paperwork: _____

General Housekeeping

- Location of restrooms
- Location of supplies, including countermeasures that will be dispensed

Safety

- Policies and plans for how medical emergencies will be handled.
- Phone numbers to call for medical emergencies: _____
- Call 911 when: _____
- Location of first aid kit
- Discuss safety hazards (cords, tripping, crowd control)
- Fire Response/Building Evacuation Plan

APPENDIX D

POD Just-In-Time Training Checklist (Page 2)

Staffing

- When and where staff will be taking breaks.
 - This will depend on:
 - How long your POD will be running,
 - How many staff are working at your POD and
 - How many people will be coming through your POD
- Will be providing food and drinks.
 - If not, where can staff go to get food and drinks?
- How can staff communicate with family members:
 - Personal phones
 - Work phones
 - Other _____

Security

- Define Security emergencies
 - Theft
 - Threats
 - Altercations
 - Other
- Review Evacuation plans
- If law enforcement or private security staff are present have them provide information to POD staff about their security plans and policies
- Review policies for line control, traffic control, and handling confrontations

Purpose of the POD

- Review that today's purpose is to dispense countermeasures safely and efficiently to protect organizational members, family members, and/or clients in response to a declared public health emergency.
- Go over the Incident Briefing and event information provided by the Local Health Department

Review POD floor plan and flowchart and explain the process for prophylaxis

- Review the POD floor plan including:
 - Entry Flow
 - How many tables will be at each station and how many staff at each station
 - Do a short walk-through of the site
 - Exit Flow
- Review the primary stations: Registration, Triage, Dispensing.
- Post the floor plan or layout somewhere that it can easily be seen for future reference or make copies for all staff to have with them

APPENDIX D

POD Just-In-Time Training Checklist (Page 3)

Basic Incident Command Systems

- Go over basic Incident Command Systems with your staff.
 - Includes how to communicate (radios, walkie-talkies, cell phones, in person, etc.) and who everyone should communicate with (i.e. not everyone should be communicating with the POD Site Coordinator)
- Review organizational chart for the POD and who will be filling what roles.
- ICS stands for the Incident Command System and is an organizational structure used to manage an incident.
 - We will be using this system to manage the POD
 - Note the direction in which communication flows (up the chain of command) and the method in which decisions are made and executed (by command staff).
 - Note who reports to whom (see staffing diagram)
 - Always follow chain of command
 - Staff should be able to identify/name the person(s) to whom they report, and the positions/functions that report to them.
 - Only the person above you in the chain of command can ask you to do or change a task.
 - As part of the Incident Command System, someone's supervisor in the POD may not necessarily be the same as their everyday supervisor
 - Be sure to cover how staff should coordinate with their regular supervisor as well as their supervisor in the POD
 - Explain how the POD ICS is broken up into two sections: The Operations and Logistics and which functions fall into each section

Describe the activities that take place in the POD

- Review what activities will occur at each of the stations

Review all the Job Action Sheets

- Next, you will want all staff to go over all the Job Action Sheets. Includes allowing time for each person to read their instructions in their entirety.

Discuss the Head of Household form and the screening/dispensing process detail.

- Be sure that you have enough time to go over the screening form and process in detail.
- Address confidentiality and that any health information learned of fellow organizational members is considered confidential.

Address flow issues

- Also, be sure to address flow issues and encourage staff to get with their section chiefs to alter the stations and the set up to prevent any bottlenecks that may occur.

Proceed to do a practice run through with your staff of your POD

- Break staff up into two groups
 - Group A will be in POD Staff Roles First (preferably the role they will be filling in the POD)
 - Group B will go through the POD and practice getting countermeasures
 - After all of Group B has had a chance to go through the POD process one time and received their countermeasures, the groups will then switch roles

APPENDIX D

- Now Group A will go through the POD and practice getting countermeasures, and Group B will work in the POD roles.

(NOTE: This is how staff will get their countermeasures themselves and/or their family members before dispensing to the rest of your organization before other organizational members and co-workers come to the POD.)

- Once you have completed the run through and all staff has had a chance to be both POD staff and patient, be sure to answer any additional questions that may have come up.

Answer any additional questions

- Once you finish these steps, you will want to answer further questions about the job action sheets or any other aspect of the POD such as:
 - Information about paperwork, maps and layouts
 - Feedback on the tasks and flow of the POD
 - Address concerns or issues identified by the staff
 - Describe the roles and responsibilities
 - Clarify any ambiguous or unclear directions presented on the JAS

APPENDIX D

POD Activation Checklist

The step by step plan to activate the POD is found on **page ____** of the POD Plan.

NOTIFICATION & ACTIVATION OF THE POD SITE

- Local Health Department has contacted this organization to activate the POD site.
Methods contacted:
 - E-Mail:
 - Work Phone:
 - Cell Phone:
 - Pager:
 - Radio:
 - Fax:
 - Other:
- Our contact is at the **Local Health Department** is:
- Our alternate contact is at the **Local Health Department** is:
Methods to contact Health Department:
 - E-Mail:
 - Work Phone:
 - Cell Phone:
 - Pager:
 - Radio:
 - Fax:
 - Other:
- Informational Websites:
- POD Hotline (if applicable)
- Management activated internal POD Plan
- Confirm name of person(s) _____ with the health department that you will be sending and location where countermeasures will be picked up:
- Health Department Badging with Pick Up Team
- POD Site Coordinator on duty:
- Locate POD Plan and other Activation Resources
Staffed other key positions:
 - Alternate POD Site Coordinator
 - Logistics Chief
 - Operations Chief
 - Contact Medical and Security Personnel

X

APPENDIX D

POD Activation Checklist (Page 2)

- Contact remaining staff that are part of the POD plan, including contractors
 - Security
 - Nursing and medical staff
- Location secured for the POD operation
 - POD Location is:
- Establish location for Closed POD staff check-in
 - POD staff check-in location is
- Post security staff and/or traffic control as necessary or outlined in the POD plan
- Unpack supplies and equipment for setting up
- Use floor plan in POD Plan for setting up
- Set up tables and chairs per the layout
- Set up signage for the layout
- Ensure there are enough copies of the following paperwork:
 - Screening forms
 - Drug Information Sheets
 - Crushing instructions
 - Inventory forms
 - Staff Sign In Sheets
 - Other paperwork as provided by your organization
 - _____
 - _____
 - _____
- Other paperwork as provided by your Local Health Department
 - _____
 - _____
 - _____
- Countermeasures arrive/are picked up
 - Countermeasures are signed for
 - Countermeasures are inventoried
 - Countermeasures are placed at dispensing stations
 - Remaining countermeasures are stored in a secure location.
- Go over Just-in-Time Training with staff (See Just-In-Time Training Checklist)

Security

- Security Staff is in place (as necessary or available)
- Interior is secured
- Exterior is secured
- Security staff for escort of materials (as needed or available)
- Ensure all security procedures are reviewed with staff

Communications

- Notify Local Health Department of location and time of opening

APPENDIX D

- Assign media relations to the Information Officer and ensure staff is aware of the media policy

Practice Run Through of the POD

(See Just-In-Time Training Checklist for details)

- Have staff practice a run-through of the POD (NOTE: This is how staff will get their countermeasures before the POD Opens)
 - Staff will break up into two groups
 - Group A will be in POD staff roles first
 - Group B will go through the POD and will get their countermeasures
 - Then the groups will switch roles
- Review all paperwork, maps, and layouts
- Provide feedback on the tasks and flow of the POD
- Address concerns or issues identified by the staff

POD SITE IS READY TO OPEN

APPENDIX E

JOB ACTION SHEET – POD SITE COORDINATOR

Staff Name: _____

Mission: Serve as the lead contact person with the health department. Coordinate the overall POD effort at your organization.

Get Ready

- Read this entire Job Action Sheet
- Receive notification from local public health authority that the POD is activated (via email/phone/THAN/mass media)
- Verify contact information for the public health liaison supporting your organization
- Review the POD activation and operational procedures
- Inform POD team, partners, and other contracted entities of activation and assign tasks
- Oversee the orientation and just-in-time training process
- Oversee the preparation of the site, obtain necessary supplies and dispatch persons to retrieve additional backup supplies(if required)
- Communicate to your organizational members that you will be dispensing countermeasures and to prepare to come to the closed POD

Get Countermeasures

- Send an authorized staff member(s) to the health department-designated pickup site to receive countermeasures (Must have HD provided badging, etc.)
- Lock countermeasures in secure location away from extreme heat or cold; inventory initial supply
- Copy dispensing materials (medical screening forms, drug information sheets, others) or post to website for downloading by organizational members

Duties

- Ensure countermeasures are dispensed to POD staff first
- Have logistics and operations regularly report their progress to you during the operational period
- Work closely with the Logistics Chief and Operations Chief to monitor dispensing of countermeasures
- Ensure appropriate screening and drug dispensing
- Ensure distribution of drug information sheets
- Request additional countermeasures from the local public health authority if required
- Update your public health liaison with dispensing status and forecast estimates according to the prescribed schedule or as needed
- Routinely make contact with staff to ensure that all resources are provided
- Observe all staff for signs of stress and inappropriate behavior. Arrange for restroom and food breaks for your staff

Follow-up

- Return inventory control forms to public health liaison
- Collect all screening forms, completed and signed by all recipients of countermeasures
- Complete POD Final Inventory Form
- Ensure that leftover countermeasure are given to the Logistics Chief along with a copy of the final inventory form(s)
- Ensure that your organization keeps a copy of the final inventory form
- Conduct post-dispensing de-brief with all staff involved and document lessons learned regarding what did and did not work well.

APPENDIX E

JOB ACTION SHEET – INFORMATION OFFICER

Reports to POD Site Coordinator

Staff name: _____

Mission: Serve as the link between the POD Site Coordinator and the rest of the organization regarding dispensing messages or updates regarding the emergency situation.

Get Ready

- Read this entire Job Action Sheet
- Receive briefing and assignment from **POD Site Coordinator**
- Review the POD Plan
- Review emergency communications and public relations procedures
- Prepare pre-event and event messages for your POD program

Duties

- Respond to external media requests on behalf of your organization
- Develop and disseminate messages to organizational members about coming into the workplace and what they should bring with them
- Develop and report messages to clients if and when countermeasures will be coming to them and what they will need when staff arrives
- Work with the local health department and local jurisdiction PIO on behalf of your organization
- Answer media questions using press release and frequently asked questions sheet
- Direct media to appropriate areas

Follow Up

- Continue to stay in contact with local Public Information Officers as emergency events are winding down since there should continue to be public service and scenario-specific announcements from the local health authorities.
- Continue to update organizational members, family members, and/or clients. Updates also include additional information about the disease or agent.
- Continue to disseminate any other public service announcements from the health department or messages from your company regarding the emergency

**IF YOU ENCOUNTER A PROBLEM WHILE DISPENSING, CONTACT YOUR
POD SITE COORDINATOR IMMEDIATELY**

APPENDIX E

JOB ACTION SHEET – OPERATIONS CHIEF

Reports to POD Site Coordinator

Staff name: _____

Mission: Oversee the screening and dispensing processes. Work with POD Site Coordinator to ensure that the process is going smoothly.

Get Ready

- Read this entire Job Action Sheet
- Receive briefing and assignment from **POD Site Coordinator**
- Review the POD Plan
- Prepare the dispensing site, obtain needed supplies.
- Familiarize self with screening process, dispensing of countermeasures, countermeasures information sheets, and any other paperwork or FAQs
- Organize the Check-in Lead, Form Assistance Lead, Intake Screening Lead, Medical Screening Lead, and Express Dispensing Lead staff and explain what their roles are and distribute job action sheets
- Make sure all POD staff sign in upon arrival and sign out upon departure.

Dispense Countermeasures

- Monitor dispensing of countermeasures
- Ensure appropriate screening and countermeasure dispensing
- Ensure distribution of drug information sheets

Duties

- Monitor reports and requests from the Check-in Lead, Form Assistance Lead, Intake Screening Lead, Medical Screening Lead, and Express Dispensing Lead
- Monitor status of throughput, paperwork needed, staffing requirements, and organizational member needs.
- Report on the dispensing progress as directed by POD Site Coordinator
- Work with POD staff to ensure that clients are moving through the POD site as quickly as possible and getting the correct countermeasures
- Collaborate with Logistics Chief to establish priorities for resource allocation.
- Routinely make contact with staff or lead staff to ensure that all needed resources are provided and that proper protocols are followed for screening and dispensing
- Observe all staff for signs of stress and inappropriate behavior. Arrange for restroom and food breaks for your staff
- Communicate with other members of the POD Command Team as frequently as appropriate

After Dispensing

- Work with dispensing staff, and if applicable Form Assistance and Screening Staff, to collect any unused countermeasures and paperwork from POD stations
- Return all unused supplies to the Logistics Chief
- Turn in this Job Action Sheet to POD Site Coordinator
- Participate in debriefing
- Sign Out

**IF YOU ENCOUNTER A PROBLEM WHILE DISPENSING, CONTACT YOUR
POD SITE COORDINATOR IMMEDIATELY**

APPENDIX E

JOB ACTION SHEET – LOGISTICS CHIEF

Report to POD Site Coordinator

Staff name: _____

Mission: Oversee inventory control and ensure that all staff has the supplies and paperwork they need. Oversee set up and take down of POD. Manage security, traffic, and line control.

Get Ready

- Read this entire Job Action Sheet
- Receive briefing and assignments from **POD Site Coordinator**
- Review the POD Plan
- Supervise the preparation of the dispensing site, obtain needed supplies.
- Familiarize self with screening process, dispensing of countermeasures, countermeasures information sheets, and any other paperwork or FAQs
- Organize the Inventory Control Lead, the Security Leads, and the Personnel Coordinator Lead staff, explain what their roles are and distribute job action sheets
- Make sure all POD staff sign in upon arrival and sign out upon departure

Duties

- Monitor status of logistics resources, reports and requests from the Inventory Control Lead, the Security Leads, and the Personnel Coordinator Lead
- Familiarize self with all areas at POD site
- Oversee and coordinate logistics activities in the POD
- Assist in communicating objectives and work strategies
- Report on the number of courses of countermeasures dispensed and the number of countermeasures that remain to the POD Site Coordinator
- Obtain information for a directory of significant contact phone/pager/fax numbers
- Establish communications protocols
- Work with Operations Chief and POD Site Coordinator to set priorities for resource allocation
- Collaborate with Personnel Coordinator Lead to anticipate staff needs and ensure adequate staffing at all stations
- Work with security staff to ensure that lines are moving and also that only authorized people are entering the facility
- Observe all contacts for signs of stress and inappropriate behavior. Arrange for restroom and food breaks for your staff
- Communicate with other members of the POD Command Team as frequently as appropriate

After Dispensing

- Collect any unused paperwork and supplies
- Work with Inventory Tracking to count unused countermeasures and supplies and send them back to the health department
- Turn in this Job Action Sheet to POD Site Coordinator
- Participate in debriefing
- Sign out

IF YOU ENCOUNTER A PROBLEM WHILE DISPENSING, CONTACT THE POD SITE COORDINATOR IMMEDIATELY

APPENDIX E

JOB ACTION SHEET – CHECK-IN LEAD

Reports to Operations Chief

Staff name: _____

Mission: Lead Check-In Staff. Assist organizational members and visitors with filling out the forms in this area and answer any questions they may have about the forms or the POD/dispensing process.

Get Ready

- Read this entire Job Action Sheet
- Receive briefing and assignment from **Operations Chief**
- Familiarize self with all paperwork, including FAQs, the screening process, dispensing of countermeasures, and antibiotic information sheets
- Organize all check-in staff, explain what their roles are.
- Make sure all staff sign in upon arrival and sign out upon departure

Duties

- Supervise any additional check-in staff
- Greet fellow organizational members as they enter the POD site
- Ensure that each organizational member and/or client gets the following paperwork:
 - Head of Household form
 - FAQ's about the emergency and countermeasures given out today.
- Other paperwork: _____
- Assist with any questions about the POD process including flow and layout.
- Direct organizational members and/or clients to the fill out form while standing in line
- Routinely make contact with staff to ensure that all resources are provided.
- Observe all contacts for signs of stress and inappropriate behavior. Arrange for restroom and Food breaks for your staff

After Dispensing

- Clean and close the station and collect any unused paperwork and supplies
- Return unused supplies to Logistics Chief
- Turn in this Job Action Sheet to Operations Chief
- Participate in debriefing
- Sign out

IF YOU ENCOUNTER A PROBLEM WHILE DISPENSING, CONTACT YOUR OPERATIONS CHIEF IMMEDIATELY

APPENDIX E

JOB ACTION SHEET – FORM ASSISTANCE LEAD

Reports to Operations Section Chief

Staff name: _____

Mission: Assist organizational members and visitors with filling out the forms in this area and answer any questions they may have about the forms or the POD/dispensing process.

Get Ready

- Read this entire Job Action Sheet
- Receive briefing and assignment from **Operations Chief**
- Familiarize self with all paperwork, including FAQs, the screening process, dispensing of countermeasures, and antibiotic information sheets
- Organize all Form Assistance staff, explain what their roles are
- Make sure all POD staff sign in upon arrival and sign out upon departure

Duties

- Supervise any additional Form Assistance staff
- Assist organizational members and/or clients with filling out the Head of Household forms
- Avoid spending time on questions about allergies to other countermeasures not being dispensed
- Help with any questions about the POD process including flow and layout
- Ensure a Head of Household form is completed for every recipient of countermeasures (organizational members, organizational members' family members, and/or clients)
- Collect pens/clipboards before sending people to the next station
- Direct organizational members to the next station once they have finished filling out their paperwork
- Routinely make contact with staff to ensure that all resources are provided.
- Observe all contacts for signs of stress and inappropriate behavior. Arrange for restroom and food breaks for your staff

After Dispensing

- Clean and close the station and collect any unused paperwork and supplies
- Return unused supplies to Logistics Chief
- Turn in this Job Action Sheet to Operations Chief
- Participate in debriefing
- Sign out

IF YOU ENCOUNTER A PROBLEM WHILE DISPENSING, CONTACT YOUR OPERATIONS CHIEF IMMEDIATELY

APPENDIX E

JOB ACTION SHEET – INTAKE SCREENING LEAD

Reports to Operations Chief

Staff name: _____

Mission: Use screening protocols to review all Head of Household forms for organizational members, family members, and/or clients before they go through the dispensing process. Answer any questions they may have about the forms or the POD/dispensing process.

Get Ready

- Read this entire Job Action Sheet
- Receive briefing and assignment from **Operations Chief**
- Familiarize self with all paperwork, including FAQs, the screening process, dispensing of countermeasures, and antibiotic information sheets
- Organize all intake screening staff and explain what their roles are
- Make sure all POD staff sign in upon arrival and sign out upon departure

Duties

- Supervise any additional intake screening staff
- Review the Head of Household form and verify the number of people the person you are working with is correct
- Review Head of Household forms to determine if the individual needs to go to the medical screening station or the express dispensing station
- If a **YES** is circled direct the organizational member to the next available spot in Medical Screening
- If all **NO's** are circled direct the organizational member to the next available spot in Express Dispensing
- Assist with questions about the POD process including flow and layout
- Routinely make contact with staff to ensure that all resources are provided
- Observe all contacts for signs of stress and inappropriate behavior. Arrange for restroom and food breaks for your staff

After Dispensing

- Clean and close the station and collect any unused paperwork and supplies
- Return unused supplies to Logistics Chief
- Turn in this Job Action Sheet to Operations Chief
- Participate in debriefing
- Sign out

IF YOU ENCOUNTER A PROBLEM WHILE DISPENSING, CONTACT YOUR OPERATIONS CHIEF IMMEDIATELY

APPENDIX E

JOB ACTION SHEET – MEDICAL SCREENING LEAD

Reports to Operations Chief

Staff name: _____

Mission: Dispense appropriate countermeasures if indicated per screening process. Distribute drug information sheets and ensure Head of Household form is labeled with dispensed countermeasures

Get Ready

- Read this entire Job Action Sheet
- Receive briefing and assignment from **Operations Chief**
- Familiarize self with all paperwork, including FAQs, the screening process, dispensing of countermeasures, and countermeasure information sheets
- Organize all medical screening dispensing staff and explain what their roles are.
- Make sure all staff sign in upon arrival and sign out upon departure

Duties

- Supervise medical screening dispensing staff
- Review Head of Household form and dispensing algorithm. Dispense countermeasures as indicated (i.e. 10-day courses of Doxycycline, Ciprofloxacin or Amoxicillin). Dispense crushing instructions if client is picking up for pediatric clients that require a pediatric dose or someone who cannot swallow pills
- Circle the countermeasures to be dispensed and affix a label from the dispensed medicine bottle to space provided on Head of Household form
- Provide appropriate drug information/interaction sheets. Instruct recipients that they need to read the entire sheet and to contact their physician regarding any potential interactions with currently prescribed drugs
- Answer questions about allergies and countermeasure interactions
- The Head of Household form is to remain in the Medical Screening Area. Be sure to collect these from persons before they leave your station
- Routinely make contact with staff to ensure that all resources are provided.
- Observe all contacts for signs of stress and inappropriate behavior. Arrange for restroom and food breaks for your staff

After Dispensing

- Collect copies of all screening forms
- At the end of POD shift, give forms to the Operations Chief to pass along to the POD Site Coordinator
- Help clean up- return any unused supplies to original boxes
- Clean and close the station and collect any unused paperwork and supplies
- Return unused supplies to Logistics Chief
- Turn in this Job Action Sheet to Operations Chief
- Participate in debriefing
- Sign out

IF YOU ENCOUNTER A PROBLEM WHILE DISPENSING, CONTACT YOUR OPERATIONS CHIEF IMMEDIATELY

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APPENDIX E

JOB ACTION SHEET – EXPRESS DISPENSING LEAD

Reports to Operations Chief

Staff name: _____

Mission: Dispense appropriate countermeasure per screening process. Distribute drug information sheets and ensure Head of Household form is labeled with dispensed countermeasures

Get Ready

- Read this entire Job Action Sheet
- Receive briefing and assignment from **Operations Chief**
- Familiarize self with all paperwork, including FAQs, the screening process, dispensing of countermeasures, and countermeasures information sheets
- Organize all express dispensing staff and explain what their roles are
- Make sure all POD staff sign in upon arrival and sign out upon departure

Duties

- Supervise express dispensing staff
- Review the Head of Household form and verify the number of people the person you are working with is picking up for
- Review Head of Household form and dispense countermeasures as indicated. Dispense crushing instructions if client is receiving medication for pediatric clients who require a pediatric dose or someone who cannot swallow pills
- Circle the countermeasures to be dispensed and affix a label from the dispensed medicine bottle to space provided on Head of Household form
- Give appropriate drug information/interaction sheets. Instruct recipients that they need to read the entire sheet and to contact their physician regarding any potential interactions with currently prescribed drugs
- Answer questions about allergies and countermeasures interactions
- The Head of Household form is to remain in the Medical Screening Area. Be sure to collect these from persons before they leave your station
- Routinely make contact with staff to ensure that all resources are provided
- Observe all contacts for signs of stress and inappropriate behavior. Arrange for restroom and food breaks for your staff

After Dispensing

- Collect copies of all Head of Household forms
- At the end of POD shift give forms to the Operations Chief to pass along to the POD Site Coordinator
- Help clean up- return any unused supplies to original boxes
- Clean and close the station and collect any unused paperwork and supplies
- Return unused supplies to Logistics Chief
- Turn in this Job Action Sheet to Operations Chief
- Participate in debriefing
- Sign out

IF YOU ENCOUNTER A PROBLEM WHILE DISPENSING, CONTACT YOUR OPERATIONS CHIEF IMMEDIATELY

APPENDIX E

JOB ACTION SHEET – INVENTORY CONTROL LEAD

Reports to Logistics Chief

Staff Name: _____

Mission: Ensure that all countermeasures are accounted for, inventories are conducted on a regular basis, and unused countermeasures are prepared for return to the health department.

Get Ready

- Read this entire Job Action Sheet
- Receive briefing and assignment from **Logistics Chief**
- Familiarize self with all paperwork, including FAQs, the screening process, dispensing of countermeasures, and countermeasure information sheets
- Organize all inventory control staff and explain what their roles are
- Make sure all POD staff sign in upon arrival and sign out upon departure

Duties

- Supervise inventory control staff
- Meet arriving vehicle carrying countermeasures
- Take an inventory of the countermeasure supplies upon receipt
- Sign the inventory form
- Routinely make contact with POD staff to ensure that all resources are provided
- Observe all contacts for signs of stress and inappropriate behavior. Arrange for restroom and food breaks for your staff

Ongoing Inventory

- Track inventory at regular intervals (every 2-4 hours, depending on POD volume)

Follow Up: After Dispensing

- Once dispensing is completed, conduct final inventory
- When inventory is complete, make a copy of all inventory forms, maintain copies and turn in one set to the Logistics Chief
- Prepare leftover countermeasures for return to the health department
- Coordinate return of countermeasures and final inventory forms with the Logistics Chief
- Clean and close the station and collect any unused paperwork and supplies
- Return unused supplies to Logistics Chief
- Turn in this Job Action Sheet to Logistics Chief
- Participate in debriefing
- Sign Out

IF YOU ENCOUNTER A PROBLEM WHILE DISPENSING, CONTACT YOUR LOGISTICS CHIEF IMMEDIATELY

APPENDIX E

JOB ACTION SHEET – Interior Security/Line Control LEAD

Reports to Logistics Chief

Staff name: _____

Mission: Assists with crowd control inside the facility and securing access to countermeasures storage. Assists POD staff with any disruptions, conflicts, or other security problems that may arise.

Get Ready

- Read this entire Job Action Sheet
- Receive briefing and assignment from **Logistics Chief**
- Familiarize self with all paperwork, including FAQs, the screening process, dispensing of countermeasures, and countermeasures information sheets
- Organize all internal security/line control staff and explain what their roles are.
- Make sure all staff sign in upon arrival and sign out upon departure

Duties

- Supervise internal security/line control staff
- Assist with crowd control and protecting access to countermeasures storage
- Help POD staff with disruptions, conflicts, or other problems that may arise.
- Direct people to the facility entrance and exits and answers non-medical questions
- Identify safety, medical or other problems, and take action to reduce and mitigate these problems.
- Ensure safety of all POD personnel, organizational members and/or clients as they come through the POD
- Monitoring entrances and exits for flow problems
- Monitoring all sections of the facility which are blocked off so that nobody enters unauthorized sections of the facility
- Monitor all interior POD areas
- Advise Logistics Chief of any unsafe conditions and provide recommendations to prevent, mitigate, and remove such conditions.
- Routinely make contact with staff to ensure that all resources are provided
- Observe all contacts for signs of stress and inappropriate behavior. Arrange for restroom and food breaks for your staff

After Dispensing

- Return unused supplies to Logistics Chief
- Turn in this Job Action Sheet to Logistics Chief
- Participate in debriefing
- Sign out

IF YOU ENCOUNTER A PROBLEM WHILE DISPENSING, CONTACT YOUR LOGISTICS CHIEF IMMEDIATELY

APPENDIX E

JOB ACTION SHEET – Exterior Security-TRAFFIC CONTROL LEAD

Reports to Logistics Section Chief

Staff name: _____

Mission: To work to maintain the safety and security of the POD site and personnel. Monitor and improve the flow of vehicle and personnel traffic outside the facility. Direct people to the POD entrance and answer non-medical questions.

Get Ready

- Read this entire Job Action Sheet
- Receive briefing and assignment from **Logistics Chief**
- Familiarize self with all paperwork, including, FAQs, the screening process, dispensing of countermeasures, and countermeasures information sheets
- Organize all external security staff and explain what their roles are
- Make sure all POD staff sign in upon arrival and sign out upon departure

Duties

- Supervise external security staff
- Direct vehicle flow and monitor all exterior areas
- Restrict access to the POD site to organizational members and/or clients
- Direct people to the proper entrances and answer non-medical questions
- Monitor safety, medical, or other problems and take action to reduce and mitigate these problems.
- Monitor fire lanes, facility exits, and entrances, and areas around buildings to make sure that there is adequate access
- Advise Logistics Chief of any unsafe conditions and provide recommendations to prevent, mitigate, and remove such conditions
- Monitoring all sections of the site which are blocked off, so that unauthorized persons do not enter these areas
- Routinely make contact with staff to ensure that all resources are provided
- Observe all contacts for signs of stress and inappropriate behavior. Arrange for restroom and food breaks for your staff

After Dispensing

- Return unused supplies to Logistics Chief
- Turn in this Job Action Sheet to Logistics Chief
- Participate in debriefing
- Sign out

IF YOU ENCOUNTER A PROBLEM WHILE DISPENSING, CONTACT YOUR LOGISTICS CHIEF IMMEDIATELY

APPENDIX E

JOB ACTION SHEET – PERSONNEL COORDINATOR LEAD

Reports to Logistics Chief

Staff name: _____

Mission: Check staff in and out. Oversee Just-in-Time training process. Ensures POD positions are adequately staffed.

Get Ready

- Read this entire Job Action Sheet
- Receive briefing and assignment from **Logistics Chief**
- Familiarize self with all paperwork, including FAQs, the screening process, dispensing of countermeasures, and countermeasure information sheets
- Organize personnel coordination staff and explain what their roles are
- Make sure all POD staff sign in upon arrival and sign out upon departure

Duties

- Supervise personnel coordination staff
- Be accountable to POD Leads and Chiefs who may need additional staff
- Report staffing patterns to Logistics Chief and/or POD Site Coordinator
- Ensure that staff gets appropriate training and information once they have signed in
- Oversee overall staffing of POD. Reassigns all underutilized staff to other
- Routinely make contact with POD staff to ensure that all resources are provided
- Observe all contacts for signs of stress and inappropriate behavior. Arrange for restroom and food breaks for your staff

After Dispensing

- Clean and close station and collect any unused paperwork and supplies
- Return unused supplies to Logistics Chief
- Turn in this Job Action Sheet to Logistics Chief
- Participate in debriefing
- Sign out

IF YOU ENCOUNTER A PROBLEM WHILE DISPENSING, CONTACT YOUR LOGISTICS CHIEF IMMEDIATELY