

City of Portland
Public Health Push Partner Initiative



Point of Dispensing (POD) Program
Operational Guidelines

Guidelines for the Dispensing of Medical Countermeasures to
City of Portland Employees and Households in a Public Health
Emergency

July 16, 2019

Version 9

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1. INTRODUCTION

The Centers for Disease Control (CDC) Cities Readiness Initiative (CRI) is a federally funded program designed to enhance the health and medical preparedness in the nation's largest cities and metropolitan areas. Through the CRI, state and local health departments have developed plans to respond to a large-scale public health emergency or bioterrorist event by dispensing medical countermeasures to the entire population of the impacted city within 48 hours. Multnomah County Health Department (MCHD), which is tasked with public health issues within the City of Portland, administers this program.

To assist in the rapid distribution of antibiotics and other related medical countermeasures to the population, MCHD has created the Push Partner Registry (PPR). The PPR consists of private businesses and nonprofit and government organizations, such as the City of Portland (City), who have registered and agreed to dispense medical countermeasures to their employees, employee's families and under some circumstances, clients.

1.1 PURPOSE

The purpose of these operational guidelines is to establish a framework for the City to receive and dispense medical assets to employees and their families in an efficient and timely manner while continuing to provide essential City services.

1.2 SCOPE

During a declared Public Health Emergency, MCHD will establish numerous *open* Points of Dispensing (PODs) to serve the general public. The scope of these guidelines addresses establishing *closed* PODs that will serve City employees and their families.

These operational guidelines support the City Basic Emergency Operations Plan (BEOP) and Continuity of Operations (COOP) Framework.

1.3 SITUATION

- The City may opt to establish closed PODs for dispensing of medical countermeasures to City employees for themselves and their families.
- These guidelines rely on a pool of volunteers that include any employee interested in having a role in the set up and operation of the City's closed PODs. These are voluntary work assignments, but employees will still be paid by their bureau, including any overtime, if approved by their supervisor.
- Bureaus are encouraged to identify, recruit, and train any personnel to execute these guidelines, especially those bureaus at the location where the POD will be operated.
- All Bureaus will support ongoing planning and training to sustain the Push Partner Initiative and POD activation.
- For the purpose of these guidelines, "families" are members of the employee's household as they define it, as long as they are able to provide information about their allergies and health status in order to procure medical countermeasures for them.

- PODs will use existing City facilities and equipment.
- These guidelines use the concepts of FEMA’s National Incident Management System (NIMS) Incident Command System (ICS).
- Portland Fire and Rescue (PF&R) is a separate Push Partner. They will dispense countermeasures to all public safety bureaus, including the Police Bureau, Bureau of Emergency Communications, and Bureau of Emergency Management. PF&R have developed and will execute their own dispensing plan for these bureau employees and their families. They have a similar but separate POD Program Operational Guideline. See 3.2 City Contacts for their contact information.

1.4 ASSUMPTIONS

- Activation of these guidelines will be a worst-case scenario involving a bioterrorism or pandemic event requiring the rapid dispensing of oral medications to the entire population from non-medical personnel, as authorized by the state Health authority.
- For vaccinations or countermeasure scenarios where non-medical staff were not authorized by the State to dispense medications, PODs would not be activated. City staff would follow instructions for the general public to receive medications from medical staff at County sponsored clinics.
- A pandemic event is likely to necessitate activation of City and bureau COOPs. Bureaus should identify and communicate all essential employee designations before an incident, as well as during. Essential employees will be encouraged to receive priority dispensation, so they can continue providing essential City services.
- The City Emergency Coordination Center (ECC) may be activated for any or all of the following reasons:
 - Terrorism – criminal event
 - Public Health Emergency requiring City coordination
 - Citywide COOP Framework activated
- In a pandemic or bioterrorism event, the City ECC Manager will have direction and control over City emergency response actions. The City will follow County Medical Officer instructions for medical countermeasures, and federal and local law enforcement will handle all counter-terrorism and investigative operations.
- Multnomah County Public Health officials will request Push Partner activation.
- The Disaster Policy Council (DPC) will be available to support and advise the Mayor and the PBEM Director.
- City Public Information Officers (PIOs) will collaborate with local and regional health PIOs to ensure consistent messaging throughout the Portland region.
- POD staff consisting of City employees will be available to set up and operate City closed PODs.
- Neighborhood Emergency Team members will be assisting with public PODs and will not be available for City closed PODs.
- Medicine comes from the Strategic National Stockpile (SNS) and will be pre-packaged in boxes:
 - 100 bottles per box
 - 1 bottle per person

- 10 days of medicine per bottle (Depending on the disease agent the public may need to take more (or less) than the pre-packaged amount in each bottle. That information would be provided by public health in the time of the event and any additional rounds of medicine required would be sent by the SNS in a follow up shipment.)
- 1 box serves 100 people
- Boxes from the SNS are 12” wide X 9” tall X 8” deep.
- Pre-identified POD locations for the City of Portland include, but are not limited to:

Recipients*	POD Location	# of employees	Doses required (employees x3)
City employees and their households	(Westside) 1900 Building - 2 nd floor conference rooms (until Portland Building reopens)	2,750	8,250
	Portland Building (after building reopens in 2020)	Same as above	Same as above
	(Eastside) PBOT Kerby Yard - 2 nd floor assembly area	2,750	8,250
PF&R, PPB, PBEM, BOEC, AMR employees & ECC Responder employees and their households	(Westside) Fire Station 1	1,200	3,600
	(Eastside) Fire Station 2	1,200	3,600
Total		7,900	23,700

*Recipients do not include City contractors. Contract employees will need to go to public PODs.

2. ROLES AND RESPONSIBILITIES

2.1 RESPONSIBILITIES

1. The **Mayor** will use messaging prepared by City Communications, Public Information Officers and the ECC to communicate to City staff and the public about the nature of the incident and what actions people should take.
2. If activated, the **DPC** will advise the Mayor and ECC on incident priorities and policies relating to the management of the emergency.
3. **Bureau of Human Resources (BHR)**, on behalf of the City of Portland, has signed a Push Partner agreement with MCHD. This agreement will allow City personnel to establish Points of Dispensing (POD) in various City facilities to administer emergency medications to City employees and their families. BHR’s Director and PIO will coordinate internal employee notification and external public relations.

4. The **BHR Push Partner Program Manager** maintains these operational guidelines, recruits and engages with City staff POD volunteers, and will facilitate notification of POD staff members and the set-up of designated PODs. The Push Partner Coordinator may also act as a consulting healthcare provider (if they are a licensed clinician) or liaison to the City’s consulting provider or Public Health Physician or Pharmacist if needed.
5. **PBEM's** Duty Officer will be the primary point of contact for operational guideline activation, ECC activation, and initial internal notification.
6. The **ECC Manager** will manage all ECC staff, create incident objectives, and ensure POD and ECC is continuously staffed for the incident.
7. **ECC Responders** will support the resource needs of the incident, provide operational coordination and share situational awareness for all City and PF&R PODs, and track throughput to ensure medications are dispensed in the time period prescribed by Oregon Health Authority.
8. **POD staff members** will receive “just in time training”, as well as job action sheets that facilitate POD assignments and operations. These staff members can be recruited from any City bureau, as long as they don’t have another conflicting emergency responsibility. All staff members should complete a program application with theirs and their supervisor’s signature prior to working in a POD. Certain bureaus are also exempt, as they are part of a separate Push Partner Agreement and follow separate POD guidelines: PF&R, PPB, BOEC, PBEM, and working ECC Responders.
9. **OMF - Printing & Distribution** will facilitate the pickup and delivery of medical countermeasures and assets from the Multnomah County RSS to the City PODs. Printing and Distribution may be asked to copy & distribute forms and information sheets.
10. **Bureaus** will support incident response and identify essential services and employees in alignment with their COOP plans and communicate this out to their employees.

2.2 POD POSITION DESCRIPTIONS

Job Action Sheets for the core POD staff are attached to these guidelines.

- **Push Partner Point of Contact**
 - City staff available 24/7 to be contacted by Public Health in the event of a health emergency
 - Staffed by the PBEM Duty Officer
 - PBEM maintains operational guidelines for this position as part of their Duty Officer program
- **City of Portland Push Partner Program Manager**
 - Coordinate the overall Push Partner effort for the City
 - Position staffed by BHR’s Occupational Health and Well-Being Program Manager and designees.
- **Push Partner Medical Consultant**
 - Serves in ECC Medical Unit position
 - Push Partner Program Manager may serve this role if they are a licensed clinician and they are available to do so. Otherwise, use the other resources listed:

- Consulting Physician who will advise on medical aspects of event, dispensing, screening and evaluations
 - Public Health Department's Medical Doctor, Pharmacist
 - Telephone consultation with available resources such as MRC, paramedic, etc.
- **Push Partner Medication Supply Delivery**
 - Picks up emergency medications from designated Public Health security sites and delivers to Bureau PODs
 - Task assigned to members of OMF-P&D
- **ECC POD Liaison**
 - Receives regular (hourly or every other hour) status reports from POD Managers
 - Completes resource requests to support PODs and sends them to ECC Logistics Supply Unit
 - Tracks POD throughput and calculates projected POD dispensing completion timeframe
 - Coordinates with other ECC positions as necessary to plan POD staffing and support
- **POD Manager**
 - Supervises and coordinates the activities of their POD staff
 - Ensures POD operations established to written plan
 - Ensures all staffing performs assigned duties correctly
 - Ensures Documentation Unit is completing all required documentation
 - Point of contact for all POD issues
 - May designate an Assistant POD Manager
 - Coordinates and requests resources from ECC POD Liaison
- **POD Personnel Support**
 - Supports the POD Manager
 - Oversees POD staff sign-in/sign-out, food/beverage, and other human resource needs
- **POD Documentation Unit**
 - Documents and ensures completion of required POD forms & documentation
- **POD Line Team Leader**
 - Oversees and provides direction to POD greeters, screeners, and dispensers.
 - Ensures effective and efficient dispensing of medication to City of Portland employees and their households at a since POD location.
- **POD Greeter**
 - Greets employees upon entering POD
 - Directs personnel to Forms Station or passes out intake forms

- Directs personnel with “Dispense Assist” forms to Dispensing Station
- Assists with questions from employees
- By checking City badge, ensures that only City employees are allowed into the POD
- **POD Screener**
 - Conduct initial review of screening form for contraindications and refer client to Consultation as required.
- **POD Consultant**
 - Conduct secondary screening of clients with potential contraindications or concerns
 - Refer employees to off-site medical sites/personal physicians as needed
- **POD Dispenser**
 - Ensure completion of intake forms, review contraindications
 - Dispense appropriate medication and instructions
 - Collect all Screening and DispenseAssist forms for documentation
- **POD Security Team Leader**
 - Identifies city employees and families for POD access
 - Provides security of exits and POD
- **POD Safety Staff**
 - Monitors and assesses safety hazards and unsafe situations in and outside of the POD
- **POD Security Staff**
 - Assists in providing security for the POD
- **POD Logistics Team Leader**
 - Oversees support staff
 - Oversees inventory and tracking of supplies
- **POD Support Staff**
 - Assist POD Logistics Team
 - Positions may include Inventory, Intake, Logistics, Runner, Personnel, IT, etc. (see JAS-Job Action Sheets)
- **POD Tracking Staff**
 - Maintains and tracks necessary medication(s) and supplies at all POD stations

3. CONCEPT OF OPERATIONS

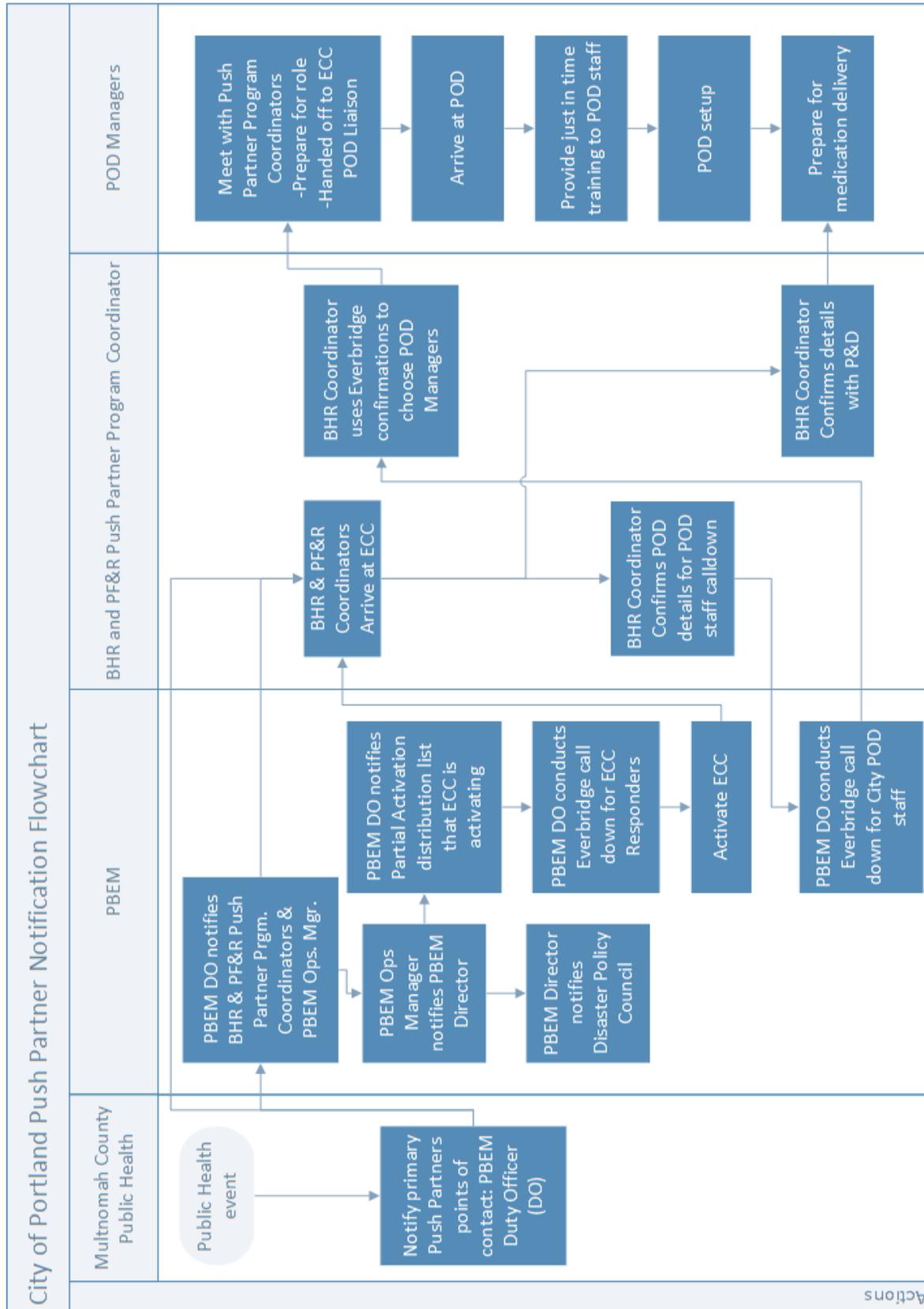
3.1 GUIDELINES ACTIVATION

1. **MCHD** will notify Push Partners of the confirmed public health emergency and request activation of Push Partner plans.
2. The **PBEM Duty Officer** has been designated as the 24/7 point of contact for activation of the City of Portland and PF&R's POD Operational Guidelines. The Duty Officer will contact:
 - **Push Partner Program Managers** or designees
 - **The PBEM Director** or designee
3. The **PBEM Director** will brief the BHR Director, the Mayor, and the DPC.
4. The **PBEM Duty Officer** will activate the ECC while making initial ECC Responder and POD staff notifications. The Push Partner Program Manager will convene POD Managers. Additional POD staff members will be identified and assembled to receive just-in-time-training on POD set up and operation.
5. Estimates have been calculated for the number of doses required per location (see table above). Once it is determined which POD locations will be staffed, the **Push Partner Program Manager** will provide the information to Multnomah County Receiving, Staging and Storing (RSS), through the MCHD Liaison. The RSS will create POD specific packages containing the necessary medical countermeasures and assets for each location.
6. The **Push Partner POD Program Manager** will contact City Printing & Distribution to coordinate the pickup of the packages from the RSS location and deliver them to each City POD location that has been activated. While the packages are on their way to the RSS location, the PODs will be getting ready to open as soon as the packages are delivered.
7. **PBEM** and/or the ECC will coordinate with the Mayor's Office and BHR to notify all City employees of the circumstances surrounding the public health emergency and the steps the City is taking to ensure they and their families are able to receive the available medications. Employees will be advised to respond to any convenient POD location. Notification should include: City POD locations, hours of operation (including hours for essential versus non-essential employees), and general rules of conduct. Updated announcements will be made if a POD location is out of medication or needs to close for any reason.
8. The **Push Partner POD Program Manager** or ECC will contact G4S security services in order to staff POD locations.
9. When these guidelines are activated, **PBEM**, through the City ECC in collaboration with the Mayor and the DPC, will coordinate and facilitate external communications and media relations. See the Alert and Warning Annex and Communications Annex of the Basic Emergency Operations Plan for more information on public information and operational communications.
10. The **ECC** will support all POD logistical needs, including traffic flow, signage, equipment, supplies, and food for POD staff.
11. **POD staff** will open and operate their POD until all City employees have received emergency medication. Throughput will be monitored throughout an incident to ensure enough medical countermeasures are available for all employees and their families.
12. **Bureaus** will activate COOP plans, and clarify which employees are considered essential. These employees will go to PODs first, while non-essential employees will wait at home until further

communication that PODs are ready for non-essential employees.

13. **Employees** should bring their badge to the POD and their completed Dispense Assist forms for themselves and their family. They should not bring family members to the City POD. If they cannot come to a City POD, their family should instead go to a public County POD.
14. **POD staff** will demobilize by: gathering and returning paperwork to City Push Partner POD Coordinator or Public Health as directed; completing an inventory and securing any unused emergency medication; prepare for the potential need to reopen PODs for future dispensing if the public health emergency requires it; and returning the POD facilities to its routine state.

Notification Flowchart



8/8/19

3.2 CITY CONTACTS

<p>Push Partner Point of Contact: PBEM Duty Officer, available 24/7, do not text: (503) 823-2686 pbemdutyofficer@portlandoregon.gov PBEM Front Desk: (503) 823-4375 ECC Main when activated: (503) 823-2323</p>
<p>Push Partner POD Program Manager Joel Michels, Nurse Practitioner desk: (503) 823-5238 work cell: (503) 823-8987 Joel.Michels@portlandoregon.gov</p>
<p>CRI Regional Program Coordinator Melissa McKinney <i>Serving: Clackamas, Clark, Columbia, Multnomah, Skamania, Washington and Yamhill Counties</i> Housed in: Washington County Department of Health and Human Services 155 N. First Avenue, MS 6A Hillsboro, OR 97124 Desk: 503-846-8347 Cell: 503-707-6959 Fax: 503-846-4892 Email: melissa_mckinney@co.washington.or.us www.crinorthwest.org</p>
<p>Push Partner Medication Supply Delivery Matthew Spitulski, Manager, OMF Printing & Distribution desk: 503-823-4449 cell: 503-823-2772 matthew.spitulski@portlandoregon.gov</p> <p>POD Delivery Backups: Don Bryans – Manager (desk: 503-823-4460) June Leo – Distribution CSR (desk: 503-823-4444)</p>
<p>G4S</p> <p>OMF-Facilities Dorothy Elmore Cheryl Leon Guerrero</p>
<p>PF&R Push Partner POD Coordinator Janet Woodside Medical Services & Training, Station 2 <i>PF&R Push Partner Program Coordinator</i> Desk: 503.823.3879 Work cell: 503.209.8225 Janet.woodside@portlandoregon.gov</p>

<p>C103 <i>Backup PF&R Push Partner Program Coordinator</i> Call BOEC Supervisor (503-823-0901) to have this person paged, and ask them to call the Duty Officer back. Fire Station #1: 503.823.3700</p>
<p>City Physician Resource Dr. Jon Jui, MD Cell: 503-969-4437 jon.jui@portlandoregon.gov</p>
<p>POD Facility Contacts 1900 Building - general Facilities number: (503) 823-5252</p>

3.3 TIME AND ACTIVITY DOCUMENTATION

POD Check-In

All POD staffing is required to check-in when arriving to staff the POD and to check-out when leaving after they have completed their duties for the POD. The POD Personnel Support will be responsible for maintaining the POD staffing check-in, and the Documentation Unit may assist.

The tracking of POD staffing personnel is to ensure that hourly staffing over-time hours are captured for compensation and to document required information for potential FEMA re-imbursement if the event qualifies. All times recorded will be in 24-hour time as required by FEMA.

The POD Check-In form utilized is a modified FEMA ICS-211 Incident Check-In List that is provided in Attachment A – POD Check-In List. This information is required to support the FEMA “Force Account Labor Summary Record” used to recoup personnel costs.

The Documentation Unit will collect all forms for retention at the end of each shift.

POD Activity Log

All POD activities are required to be documented by the POD Documentation unit. The tracking of POD activities provides a summary of POD activities that can be used for the POD After-Action review and to document required information for potential FEMA reimbursement if the event qualifies. All times recorded will be in 24hr time as required by FEMA.

The POD Activity Log form utilized is a modified FEMA ICS-214 Activity Log that is provided in Attachment B – POD Activity Log. This information is required to support the FEMA “Force Account Labor Summary Record” used to recoup personnel costs.

Medical Dispensing Documentation

Documentation forms to be collected include hand written and DispenseAssist generated screening forms. These will include the name of the medication dispensed, LOT number and expiration date. A

label sticker taken off the medication bottle may be attached to the form, or this information will be hand written onto the form by the dispenser. The forms will be returned to the Multnomah County Health Department for record retention and archiving purposes.

3.4 POD LOCATIONS

1. 1900 Building 2nd floor conference rooms (until Portland Building reopens in 2020)

- a. **Estimated number of medications needed:** 12,400
- b. **Address:** 1900 SW 4th Ave, Portland OR 97201
- c. **Room square feet:** 2500 B = 1089, 2500 C = 996
- d. **Facility point of contact:** Use general facilities number: (503) 823-5252
- e. **Facility alternate point of contact:** Use general Facilities number: (503) 823-5252
- f. **ADA accessibility:** Elevator required to access 2nd floor
- g. **Restrooms:** Available on 2nd floor nearby
- h. **Entrances/exits to building and room:** Enter/exit on 4th avenue. Stairs on East or West side can be used to control flow to 2nd floor.
- i. **Access to copy room:** 1st floor copy center
- j. **Break rooms:** Small rooms across the hall and larger room on East end of floor
- k. **Tables and chairs:** Large supply available in 2500 C and 2500 B
- l. **Refrigeration for medication (if necessary):** Break room on east end of 2nd floor
- m. **Lockable storage area for medication:** 2500 A – contact Facilities to access.

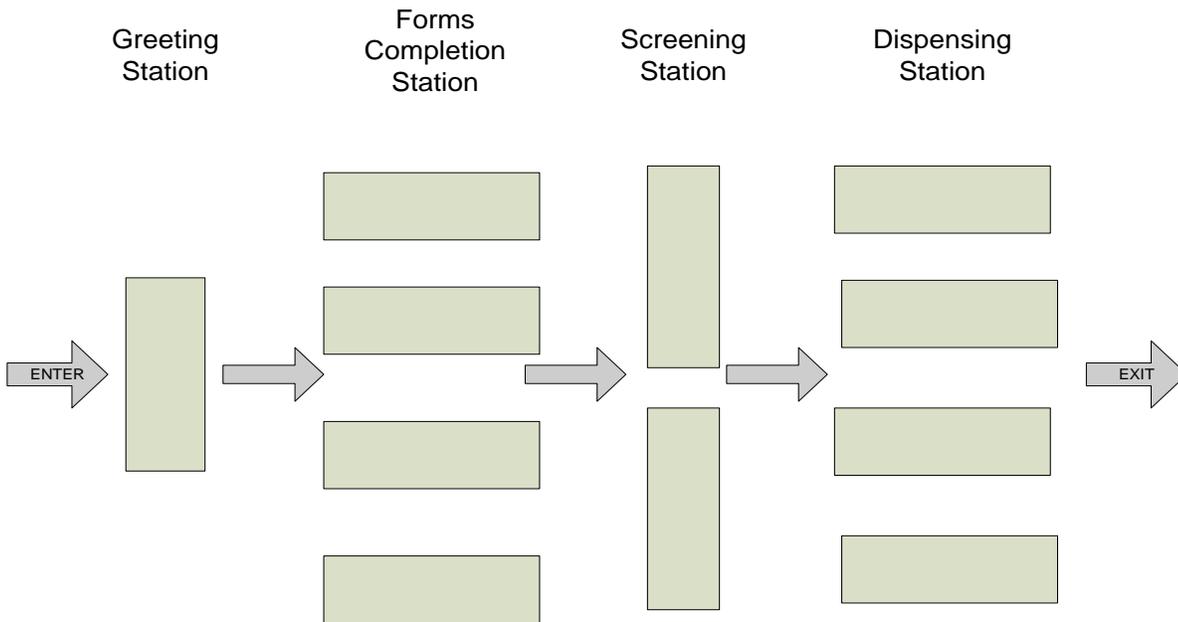
2. PBOT Kerby Yard Building, Maintenance & Operations 2nd floor assembly area

- a. **Estimated number of medications needed:** 12,400
- b. **Address:** 2929 N. Kerby Avenue Portland, Oregon 97227
- c. **Room square feet:**
- d. **Facility point of contact:** Chris Spencer
- e. **Facility alternate point of contact:** Kristine Irvine
- f. **ADA accessibility:** Use main entrance
- g. **Restrooms:** Adjacent to assembly area on east side of room
- h. **Entrances/exits to building and room:** Through main entrance or Stanton Street
- i. **Access to copy room:**
- j. **Break rooms:** SW side of assembly room
- k. **Tables and chairs:** Ample supply available in assembly area
- l. **Refrigeration for medication (if necessary):** Use break room refrigerator, SW side of room

- m. **Lockable storage area for medication:** Adjacent to assembly area, NW hall to office of Chris Spencer and Kristine Irvine

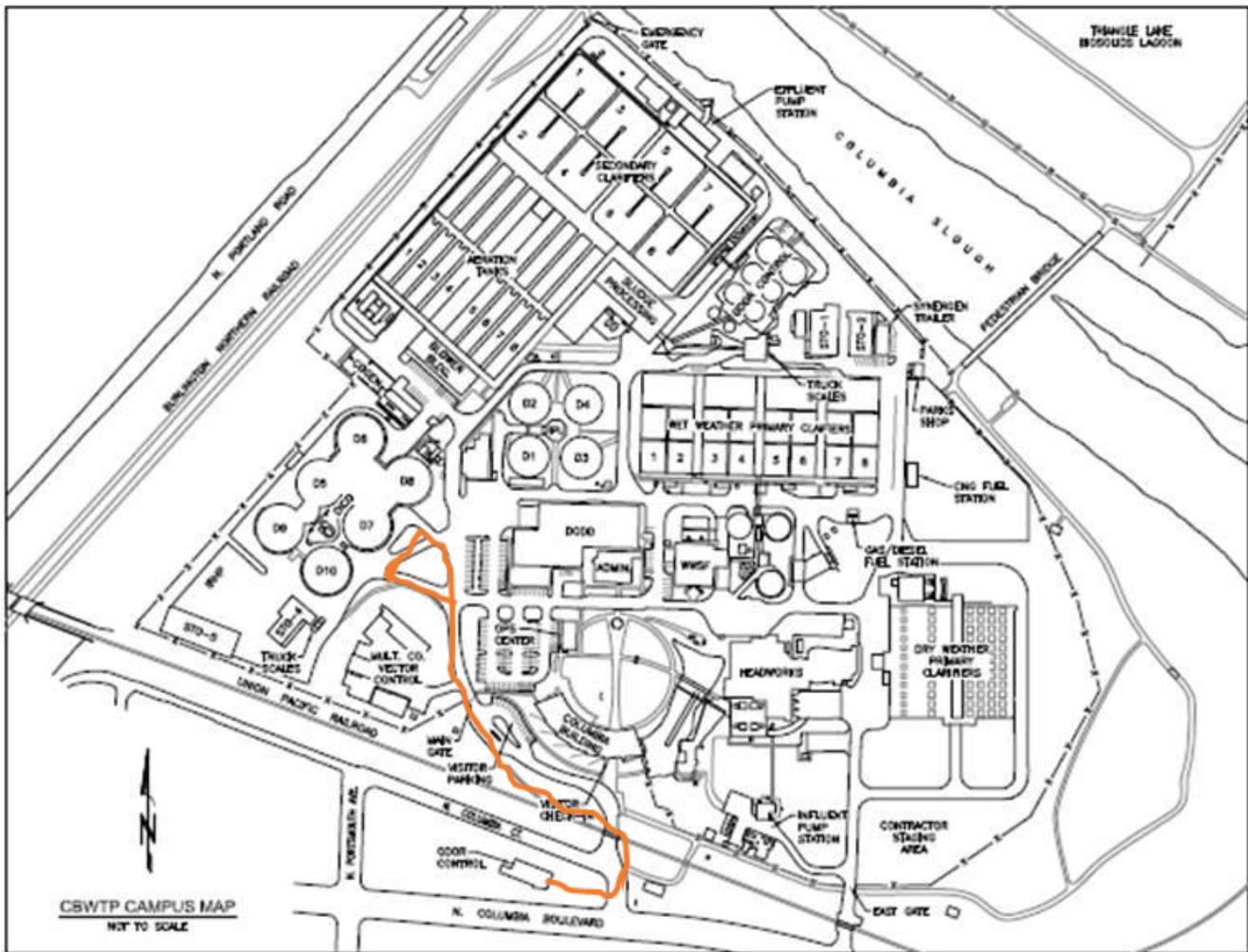
3.5 SAMPLE POD LAYOUT AND TRAFFIC FLOW

This drawing provides a typical layout for an indoor POD. Note that employee flow through the POD, from intake to departure is one-way traffic. Also note the importance of providing a secure location for the storage and actual dispensing of the medication.



This POD requires a minimum of 26 staff members to operate for one shift. Signs must be produced and posted to clearly mark the flow of the POD for the employees.

If the ECC finds it necessary to also open a drive-through POD, City facilities are an expedient option. Columbia Boulevard Wastewater Treatment Plant (CBWTP) is considered the best option because it is not a public facility and is convenient for City staff that live in Washington or work in North Portland. Below is a map of CBWTP with a suggested POD flow.



3.6 SUPPLIES AND EQUIPMENT

Supplies

GO KITS

There is only one GoKit packed and ready to deploy to support the downtown POD. Other POD supplies would need to be ordered and assembled ad-hoc after a call down. This GoKit was designed for an indoor, walk-through POD. Additional equipment and supplies may be needed for a drive-through POD.

The following list of supplies is stored in the Push Partner Program Manager’s GoKit, which consists of 6 clear plastic bins. Forms may need to be re-printed prior to POD activation.

- Forms:
 - Operational Briefing Checklist (1) and note taking forms (6)
 - Training Guide (6)
 - Intake form (100)
 - Dispensing form (100)
 - Staff Assignments (5)
 - Check-in sheet (10)
 - Activity Log (10)
 - Materials Summary (1)

- After Action Review (1)
- Directional signage (10)
- Gaffer tape (for taping down electric cords) (2)
- Painters tape (for putting directional signage on walls and tables) (3)
- ICS vests
 - Red – POD Manager (1)
 - Light blue – Everyone (14)
 - Neon yellow – Dispensers (6)
 - Orange – Consultants (3)
- Laminated vest position tags and blank nametags
- Laminated job action sheets on lanyards
- Vis a vis dry erase markers (2)
- Pens (5)
- Clipboards (50)
- Notepads (10)
- Flashlights, batteries (4)
- Staplers, staples (3)
- Yellow highlighters (2)
- Extension cord (1)
- Power strip (2)
- Phone charging cords (3 Apple, 3 Android)
- Small paper bags for medications (1,000)
- Megaphone with batteries (1)
- Red flags (10)
- Easel pads (2)
- Collapsible dollies (2)
- Face masks (50)
- First aid kit with equipment for measuring vital signs

ADDITIONAL SUPPLIES

These items and others as needed may be ordered at the time of POD activation. All resource requests should go to the City ECC. The POD Program Manager is responsible for facilitating resource request submittal on behalf of the POD Managers.

- Food/beverages for staff
- Facial tissues
- Hand sanitizer
- 1-2 cots
- Blankets
- Boxcutters
- Dollies
- Stanchions/cones
- Small paper bags for medications (8,000-10,000)

Equipment

POD equipment, both purchased and rented used for the POD must be documented by the POD Documentation unit. The documentation must clearly delineate if the equipment is owned or rented. The following information is required to be documented and/or available:

- POD Event identification
- Date used
- Equipment description
- Operator (equipment user)
- Hours used each day
- Cost per hour

- Total cost for each piece of equipment

For rental equipment, rental invoices are required and must contain:

- Type of equipment
- Date & hours used
- Rate per hour (with or without operator)
- Total costs
- Vendor name
- Invoice number
- Amount paid
- Check number used for payment

Repair costs for rental equipment is not eligible for re-imbusement. All equipment not in actual use is considered “standby” and is not eligible for re-imbusement.

This information is required to support the FEMA “Force Account Equipment Record” for equipment owned and the FEMA “Rental Equipment Summary Record” for rental equipment used to recoup equipment costs.

3.7 POD JUST IN TIME TRAINING

POD response staff will receive Just in Time Training (JITT) from the POD staff leadership before their first shift. This is done by the POD Manager providing an operational briefing to their POD Team Leaders and walking through Job Action Sheets. The Team Leaders in turn provide JITT to their team members using their operational briefing notes and a Training Guide. An Operational Briefing Checklist, Operational briefing Notes Form, and a Training Guide are attached to these guidelines (POD JITT Tools), along with Job Action Sheets for each POD position. Each POD staff member will receive their Job Action Sheet with helpful additional information laminated and on a lanyard as part of their JITT.

3.8 POD DEMOBILIZATION

Upon completion of all POD dispensing activities, the POD is to be demobilized, prepared for re-activation, and all POD documentation collected and archived. A POD After-Action review to evaluate the POD activation is to be performed within 7 days of POD de-mobilization.

The after-action review input will be documented, and corrective actions are to be identified, assigned and tracked to completion. The POD After-Action Form is provided in Attachment D – POD After-Action form.

POD Demobilization

Upon completion of distribution of POD medications and verification that the POD is no longer to be active, the POD is to be closed and the following minimum actions taken:

- Security to close and secure the entrance to the POD
- Security to sweep the POD and ensure all non-POD staffing is directed out the POD exit
- Security to close and secure the POD exit

- POD Manager assembles POD staff and activates POD de-mobilization plan for the site that includes:
 - POD equipment clean-up and storage
 - POD site clean-up & bio-hazard disposal (if applicable)
 - POD unused medications return authorization and disposition
 - POD preparation for replenishing materials & supplies identified for restocking and re-ordered as required
 - POD documentation (Historian documents & POD dispensing documents) complied for distribution & archival
- POD Staffing check-out

POD Preparation

The POD site is to be prepared for potential re-activation by ensuring:

- Tables, chairs, and stanchions stored (returned to normal status)
- Site cleaned as required by use for POD (garbage, floors, table tops, etc.)
- Required equipment cleaned, verified operational, and returned to storage per manufacturer requirements
- Dispensed and consumable materials are restocked from inventory or purchased as required. Ensure required documentation for purchasing and restocking from inventory are included as part of this POD preparation element
- POD dispensing forms and documents are replenished
- PPE utilized and disposed of is replaced

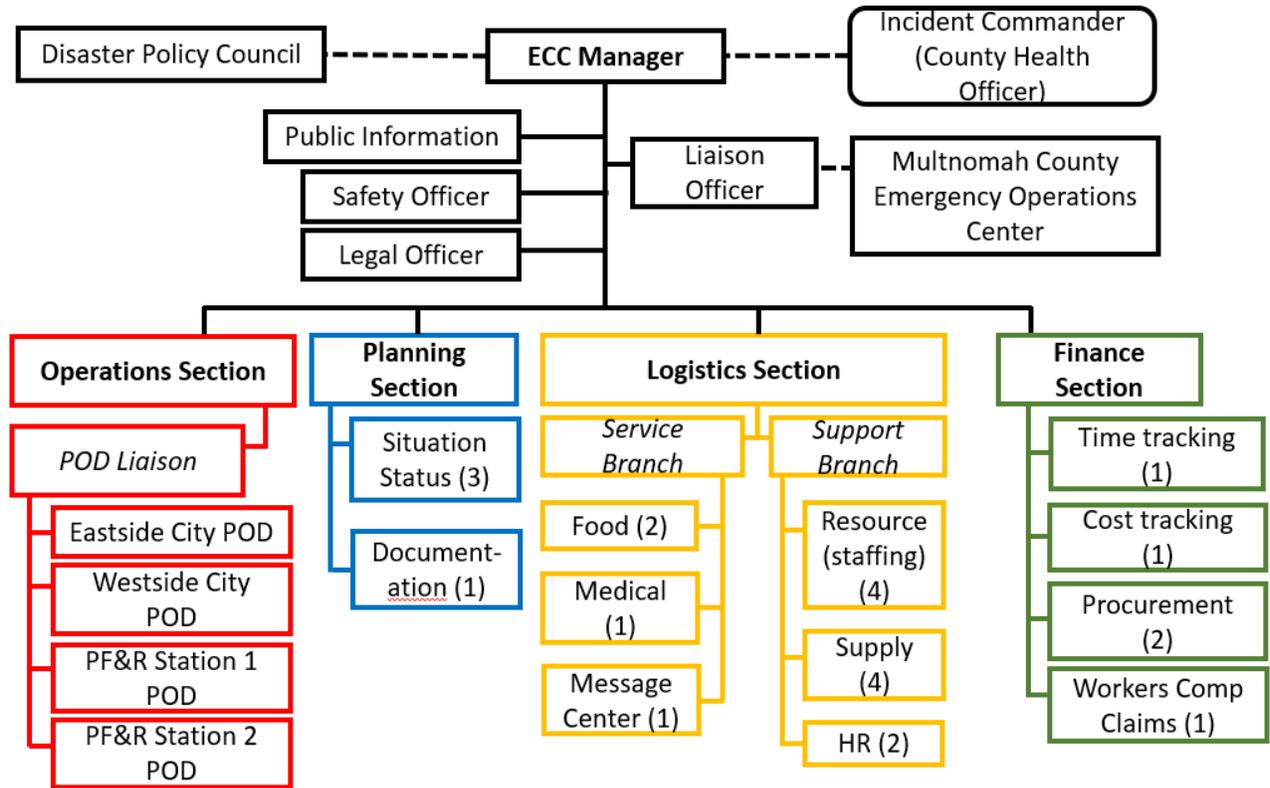
POD Documentation

The POD documentation generated for the event is to be prepared for distribution and archival. The POD Documentation Unit will ensure all documentation is retained.

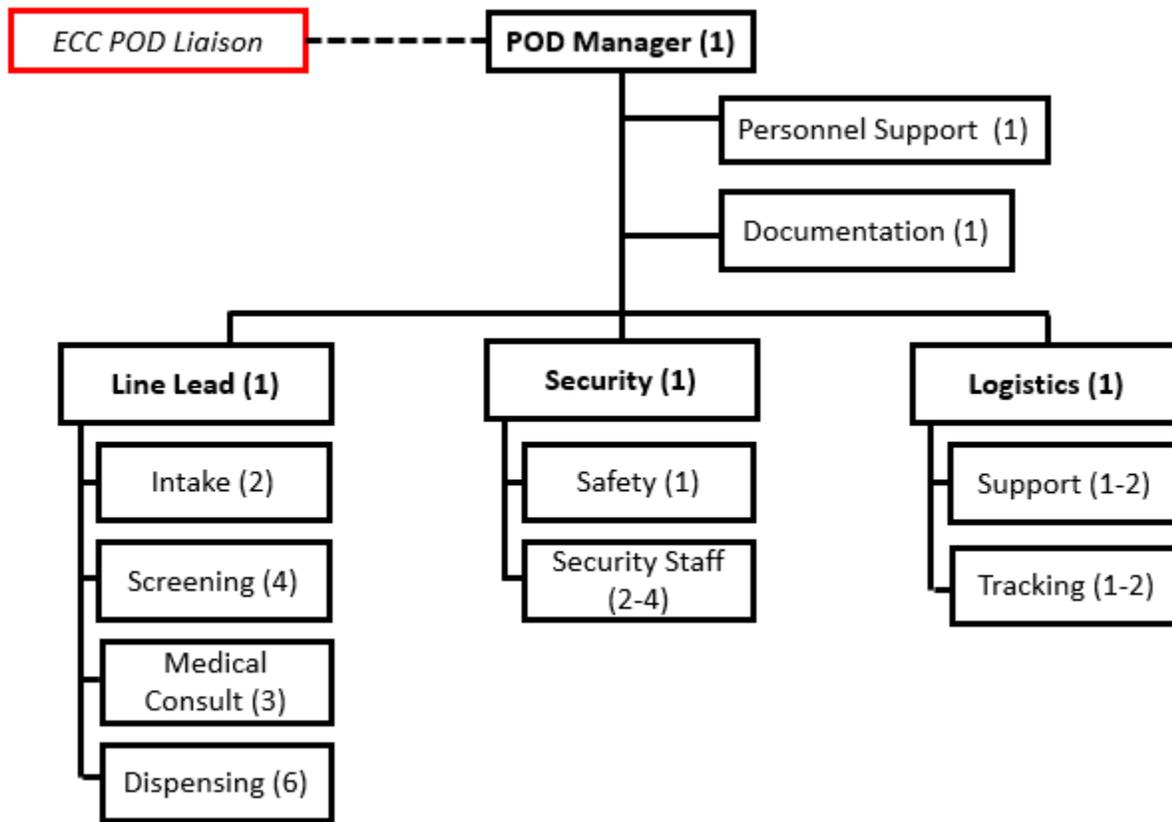
4. DIRECTION AND CONTROL

In a pandemic or bioterrorism event, the City ECC Manager will have direction and control over City emergency response actions. The City will follow County Medical Officer instructions for medical countermeasures, and federal and local law enforcement will handle all counter-terrorism and investigative operations.

4.1 EMERGENCY COORDINATION CENTER ORGANIZATIONAL CHART



4.2 POD ORGANIZATIONAL CHART



5. GUIDELINES DEVELOPMENT AND MAINTENANCE

5.1 OPERATIONAL GUIDELINES ADMINISTRATION

The update and implementation of these operational guidelines is the responsibility of the Occupational Health and Well-being Program Manager, in cooperation with participating Bureaus.

5.2 RECORD OF OPERATIONAL GUIDELINES CHANGES

The Push Partner Operational Guidelines will be reviewed annually in June, or as needed after an actual incident or exercise of the guidelines. The date of updates and revisions to the guidelines will be tracked and recorded in the following table. This process will ensure the most recent version of the guidelines will include these changes.

Record of Plan Changes for the Push Partner Plan		
Date	Change Number	Summary of Changes
April 2011	Original Release	
December 2011	1	JAS-Team Leaders
May 2013	2	POD Coordinator resources, phone numbers
December 4, 2014	3	POD Coordinator resources, phone numbers
October 4, 2015	4	POD Coordinator resources, phone numbers
July 9, 2016	5	JAS updates, phone numbers
June 22, 2017	6	Role clarification, resources
April 26, 2019	7	Action Plan ICS Formatted, roles updated, phone # updates, JAS updates, CRI Training Guide adapted
May 7, 2019	8	FAQ, ECC tasks, additional POD locations
July 16, 2019	9	Add security, messaging templates, bureau job action sheet, hypothetical incident timeline

5.3 OPERATIONAL GUIDELINES DISTRIBUTION

Distribution of these guidelines will be done electronically using the Adobe Portable Document Format (.PDF) version 8 or later. The Push Partner Operational Guidelines will be posted on the <https://www.portlandoregon.gov/bhr/79081> intranet website. Electronic copies will contain **hyperlinked text** (in blue) that will allow users to immediately jump to other portions of the document or to associated information on the internet. Paper copies will not be distributed but will be available upon request.

5.4 AUTHORITIES AND REFERENCES

- ORS 401
- ORS 431
- ORS 433
- OAR 855-007-0010

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2. POD Facility Layout
3. Medical Plan
4. Staff Assignments
5. Check In Sheet
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10. Dispenser
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12. Support Staff
13. Tracking Staff
14. Security Team Leader
15. Security Staff
16. Safety Staff

1. General Job Action Sheets

PBEM Duty Officer Job Action Sheet

There is a Push Partner Call Down Duty Officer Instructions document that the Duty Officer will follow for Push Partner call down drills as well as for real call downs during declared public health emergencies. That document is separate from this OG so it can be updated as needed after drills. It references these guidelines. Those instructions serve as a guiding job action sheet for the PBEM Duty Officer. It is saved here: S:\3. EMERGENCY OPERATIONS\6. Duty Officer\1. Operational Guidelines

General Bureau Job Action Sheet

- Activate COOP plans
 - Notify PBEM Duty Officer via email about your COOP activation
 - Identify which functions and positions are essential
 - Communicate this to the PBEM Duty Officer or ECC, if activated, and to employees as soon as possible – before the PODs open at minimum
 - Assess your employees for those who already may have been impacted by the incident and report this to the PBEM Duty Officer or ECC, if activated
- Follow DPC direction on City closures or curtailment of services
 - For any facilities outside of the DPC/Mayor's discretion, analyze and decide whether facility closures or service curtailment based on recommendations from public health authorities and/or the DPC
- Continue to assess and track bureau impacts throughout the incident
- Reassign employees to help staff PODs as needed/requested
- Reassign employees to help staff the ECC as needed/requested
- Liaise virtually with the ECC; send a bureau representative to the ECC, if requested
- Ensure PIOs are participating in the JIS/JIC for consistent messaging; communicate impacts to your services and facilities to the public as needed in coordination with the JIS
- Submit information/situation status reports to the ECC Planning Section throughout the incident as prescribed by the PBEM Duty Officer or ECC schedule for Citywide situation status reporting
- Submit information to WebEOC, as appropriate

2. ECC MATERIALS

City Staff Email Template

[Provide an overview of the health situation. State the name of the disease and date it was detected. Provide information about its incubation period, mortality rate, symptoms, communicability, countermeasures and treatment. This information will be provided by the Oregon Health Authority and shared by the County Health Officer. If it has not been shared, seek the information from a Duty Officer, the ECC Manager, or contact the County EOC directly.]

If you were at or near the known exposure sites, then contact your medical provider for guidance. If you exhibit any of the symptoms, please seek medical attention immediately.

The City will need non-essential employees to volunteer at Points of Dispensing (POD) locations, which will operate 24/7 until all medication is dispensed to City employees and their households, or before the required CDC deadline, whichever is first. City staff can sign up for a shift here: [insert link].

All POD and ECC staff will receive medical countermeasure dispensation for themselves and their household before start of shift. POD staff should immediately take their own dispensation and bring their household's dispensation with them when they end their shift.

Bureau COOP plans are in effect during this public health emergency. Essential employees should go to PODs as soon as they open, to receive priority dispensation. Your bureau will communicate what services will be continued and if you are considered essential, or you can ask your supervisor for guidance. OMF Communications will share approximate POD wait times and when lines are short enough to allow non-essential employees to begin going to PODs.

City Staff POD FAQ

The following FAQ can be posted to an inactive webpage on the City's HR page, and activated and updated as needed for incidents. The City Staff Email Template language should be repeated on this page as well.

Q. Do I have to take the medication offered by the City?

A. No. You may go to a public POD run by county health departments, contact your healthcare provider, or decline medication altogether.

Q. Does the POD medication treat this disease if I am already infected?

A. The POD medications are prophylactic countermeasures to prevent infection; they are not a treatment for infection. If you are symptomatic, do not go to a POD; call your medical provider.

Q. How will I know where to go for medication?

A. The City will communicate in a variety of ways to inform employees of POD locations and hours. Come back to this webpage for more information.

Q. What if I cannot get to a City POD?

A. Everyone is welcome to county PODs, which are open to the general public. Please consider that demand will be highest at the beginning of the incident, and lines may be long. If you can wait at home until demand decreases, you may have a shorter wait time.

Q. What will I need to bring to get the medicine?

A. At the City PODs, bring your City ID and ages, allergies, and a list of current medications and weight (if 90 lbs or less) of each household member you are picking up medication for. OR City ID and printed voucher from www.dispenseassist.net for each household member you are picking up medication for.

Q. Who is considered to be a part of my household?

A. Anyone that will allow you to pick up medication for them, and will provide you with their age, weight, and a list of allergies and medications. You are encouraged to complete the DispenseAssist form online with them at home first: www.dispenseassist.net.

Q. Can I give this medication to my pet?

A. No; due to the variation in size of animal, liver and kidney function the medication can be harmful to pets. Consult your veterinarian. Depending on the infectious agent, your pet may have natural immunity.

Q. How can I or my coworker give out medication, we are not medical personnel?

A. The POD system is specifically designed to be a non-medical model; during a declared public health emergencies special rules apply. The City employees staffing the PODs have are deputized to do their work and will or have received just-in-time-training to complete their roles.

Q. If I volunteer to staff a POD, can I be held liable if I make a mistake?

A. No, if following the training and job aids provided by your POD Manager.

Q. Why has the City planned for Points of Dispensing (PODs)?

A. Being able to provide medication to our staff and their households during public health emergencies will enable essential staff to continue their work safely, and will divert more than 23,000 people from public PODs.

ECC POD Liaison Throughput Tracker

POD medication will need to be dispensed within a set timeframe, as prescribed by the Oregon Health Authority. POD medication may take up to 12 hours to arrive to the local warehouse, and additional time for transport from airport warehouse to POD locations should be accounted for.

Each POD should track its own medication stock, and place an order through the ECC for resupply and transport from P&D. The ECC POD Liaison should be aware of their resupply status, but should be more focused on tracking throughput rate than the supply status. The ECC Logistics section can support POD resupply and other resource requests.

A tracker such as this will be necessary to calculate how quickly the PODs are able to process medications for their expected number of people. PODs are expected to start slowly at the beginning of each shift, and increase in efficiency by the second hour. PODs may be understaffed at the beginning of the incident, while demand is at its highest. As the incident progresses, more POD staff will become available, and demand will also lessen. PODs can be closed/consolidated towards the end of the incident, but POD staff should be ready to mobilize again in case of recurrence.

POD Dosage Dispensed by Hour

POD	Hour 1 (12 pm)		Hour 2 (1 pm)		Running Average	
	Number of Clients	# of doses dispensed	Number of Clients	# of doses dispensed	Number of Clients	# of doses dispensed
Eastside City POD	200	600	400	1200	300	900
Westside City POD	150	750	300	900	300	900
Eastside PF&R POD	200	600	250	750	225	675
Westside PF&R POD	200	600	250	750	225	675

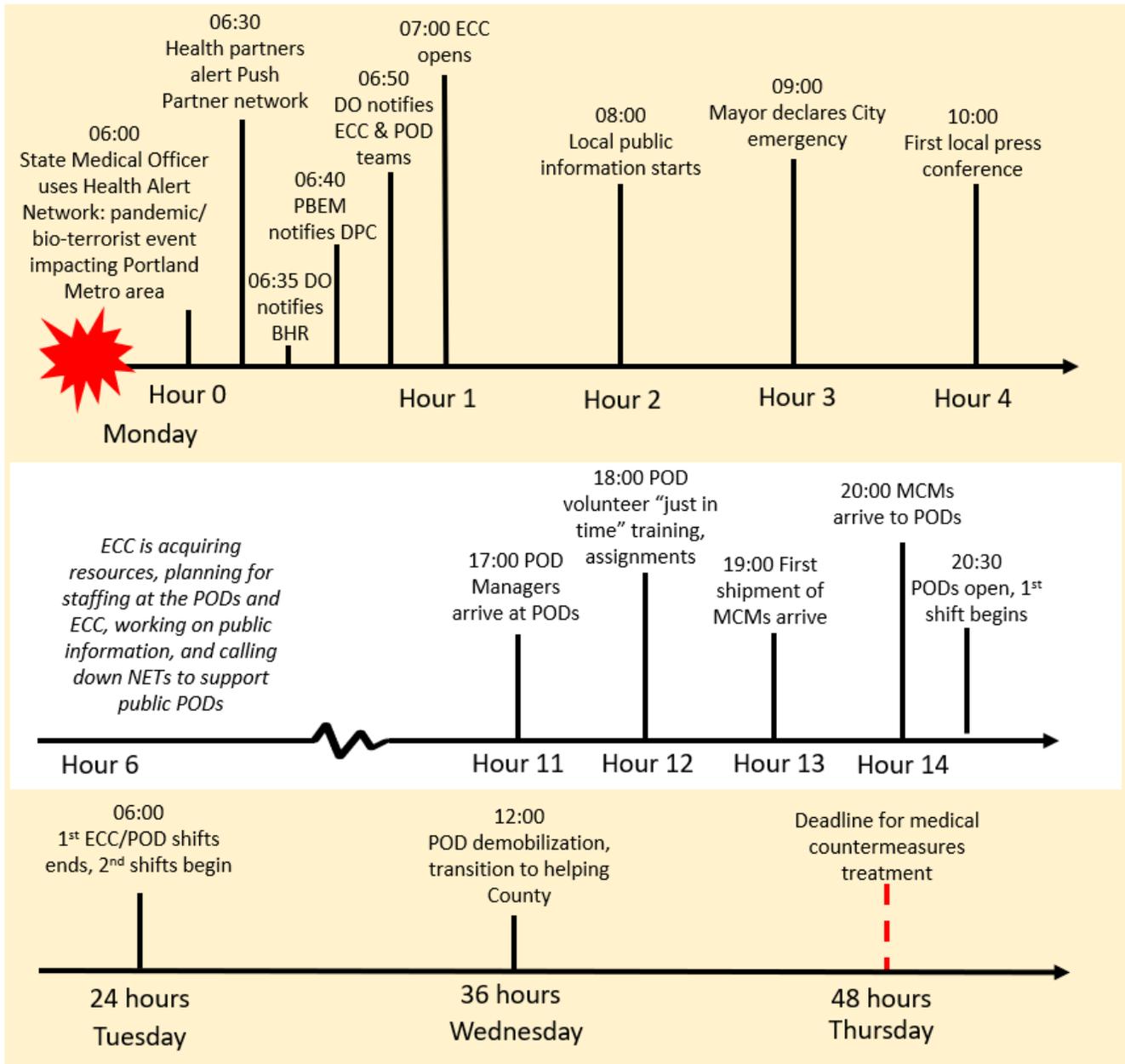
Throughput is calculated in the same way as velocity (i.e. speed) which is Distance x Time. To calculate distance (doses to dispense) or time remaining (hours), reverse the calculation.

POD Operational Time Remaining

	A	B	C	D	E	F	G	H
1	POD	Total Doses Requested	Dispense Deadline (hrs)	Package Transport Time (hrs)	Time Remaining to Dispense (hrs)	Running Average of doses dispensed per hour	Average doses required to be dispensed by hour to reach deadline	Remain-ing Hours of POD Operation at this rate
2	Eastside City POD	8,250	48	12	(=C2-D2) 36	900	(=B2/E2) 229.2	(=B2/F2) 9.2

Hypothetical Response Timeline

This is a worst-case scenario timeline-wise: 48 hours to get medical countermeasures dispensed to all employees and households. This does not cover all the actions that the City would take.



3. POD MATERIALS

POD PLAN TEMPLATE

Overview

POD INFORMATION

Address and Room Location:

CONTACTS

POD Manager:

Secondary Point of Contact:

Phone:

Phone:

Cell:

Cell:

E-mail:

E-mail:

MEDICAL HAZARD (CIRCLE)

Anthrax	Influenza	Plague	Tularemia	Other:
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OPERATIONAL PERIOD

(Use 24hr time, FEMA requirement)

Date From: _____

Date To: _____

Time From: _____

Time To: _____

SCHEDULE

Activity	Deadline
POD Manager arrives on site	
All first shift staffing is assigned	
All first shift staff arrive	
Just in time training	
Establish POD security management plan	
Establish physical POD site operations lay-out	
Receive and secure POD medications	
Open POD to City staff	

Second shift turnover briefing	
--------------------------------	--

POD Facility Layout

Draw below.

Medical Plan

(FEMA ICS Form 206)

POD Location:	Start Date/Time:
	End Date/Time:

3. Medical Aid Stations:			
Name	Location	Contact Number(s)/ Frequency	Paramedics on Site?
			<input type="checkbox"/> Yes <input type="checkbox"/> No
			<input type="checkbox"/> Yes <input type="checkbox"/> No
			<input type="checkbox"/> Yes <input type="checkbox"/> No
			<input type="checkbox"/> Yes <input type="checkbox"/> No
			<input type="checkbox"/> Yes <input type="checkbox"/> No
			<input type="checkbox"/> Yes <input type="checkbox"/> No

4. Transportation (indicate air or ground):			
Ambulance Service	Location	Contact Number(s)/ Frequency	Level of Service
AMR		503-231-6300	<input checked="" type="checkbox"/> ALS <input checked="" type="checkbox"/> BLS
Life Flight		1-800-452-7434 24 hr	<input checked="" type="checkbox"/> ALS <input checked="" type="checkbox"/> BLS
Advanced Air Ambulance	PDX and Hillsboro Airports	503-229-0500 24 hr	<input type="checkbox"/> ALS <input type="checkbox"/> BLS
			<input type="checkbox"/> ALS <input type="checkbox"/> BLS

5. Hospitals:							
Hospital Name	Address, Latitude & Longitude if Helipad	Contact Number(s)/ Frequency	Travel Time		Trauma Center	Burn Center	Helipad
			Air	Ground			
Emmanuel	2801 N Gantenbein Ave	503-413-2200			<input checked="" type="checkbox"/> Yes Level: 1	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
OHSU	3181 Sam Jackson Park Rd.	503-494-8311			<input checked="" type="checkbox"/> Yes Level: 1	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Portland Adventist	10123 SE Market St.	503-257-2500			<input type="checkbox"/> Yes Level: __	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Good Samaritan	1015 NW 22 nd Ave	503-413-7711			<input checked="" type="checkbox"/> Yes Level: 3	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

POD Location:		Start Date/Time:					
		End Date/Time:					
Providence Portland	4805 NE Glisan St, Portland, OR 97213	503-215-1111			<input type="checkbox"/> Yes Level:___	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Providence St. Vincent	9155 SW Barnes Rd, Portland, OR 97225				<input type="checkbox"/> Yes Level:___	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

6. Special Medical Emergency Procedures:

In the event an employee has a medical emergency while in the POD, provide first aid within the skills of the personnel responding. Secure the individual until further medical assistance is available. Treat all bodily fluids as hazardous using appropriate medical procedures for addressing bio-hazards and use appropriate personal protective equipment.

In the event an employee approaching the POD has a medical emergency or exhibiting severe exposure symptoms from the hazard activating the POD, do not allow the individual into the POD.

Isolate the victim and provide first aid within the skills of the personnel responding. Avoid contact with the victim without personal protective equipment (PPE) and await until further medical assistance is available.

Staff Assignments

POD Location:		Start Date/Time:
		End Date/Time:
POD Position	Employee Name	
POD Manager		
Personnel Support		
Documentation		
Line Team Lead		
Greeter		
Greeter		
Screeener		
Consultant		
Consultant		
Consultant		
Dispenser		

POD Location:		Start Date/Time:
		End Date/Time:
POD Position	Employee Name	
Security Team Lead		
Safety Staff		
Security Staff		
Security Staff		
Security Staff		
Logistics Team Lead		
Support Staff		
Support Staff		
Tracking Staff		
Tracking Staff		

Materials Summary

Bureau:		Location:			Start Date/Time:		End Date/Time:	
Vendor	Description (Materials & Supplies)	Quantity	Unit Price	Total Price	Date Purchased	Date Used	Inventory From	
							Invoice	Stock
Vendor	Equipment (Owned & Rental)	Date of Use	Duration (Hours)	Hourly Rate	Operator Costs	Total Costs	Equipment	
							Owned	Rental
Prepared by: _____ Signature: _____								
Date/Time: _____								

POD JUST-IN-TIME TRAINING TOOLS

Just-in-Time Training for MASS PROPHYLAXIS/POINT OF DISPENSING (POD) OPERATIONS

OPERATIONAL PERIOD BRIEFING CHECKLIST

Key Points

- Provide operational objectives
- Provide situation status
- Address intercultural considerations

Checklist

- Welcome and thank everyone for being present
- Remind Team Leaders to take notes using the Operational Period Briefing Notes page in preparation for Just-in-Time Training (JITT) sessions
- Underscore the importance of the mass prophylaxis operation and scope of work involved
- Communicate objectives for the current operational period in accordance with Incident Action Plan (IAP)
- Provide situation status
- Review chain of command:

ECC Operations Section Chief

ECC POD Liaison

POD Manager

Team Leaders

POD staff

- Address how to handle media requests
- Share key characteristics of the community and cultural considerations of individuals, groups, and organizations (e.g. race/ethnicity, refugee/immigration status, income level, access to transportation, housing status, immunization status, health status, literacy levels, religions)
- Review health/safety precautions and resources (e.g. personal protective equipment (PPE), on-site emergency protocol, behavioral health support)
- Provide shift information (e.g. check-in/check-out procedures, length of time)
- Send responders to stations to receive JITT from Team Leaders

Just-in-Time Training for MASS PROPHYLAXIS/POINT OF DISPENSING (POD) OPERATIONS

OPERATIONAL PERIOD BRIEFING NOTES

Team Leaders should use this page to take incident-specific notes for each section of the Just-In-Time Training curriculum.

WELCOMING RESPONDERS (e.g. their value to the emergency response)

MASS PROPHYLAXIS/POD OVERVIEW (e.g. situation status, operational objectives)

CHAIN OF COMMAND (e.g. lines of communication)

INTERCULTURAL CONSIDERATIONS (e.g. key characteristics of impacted communities, language resources)

RESPONDER SAFETY & HEALTH (e.g. Personal Protective Equipment (PPE) considerations, first aid resources, restroom and break room locations, evacuation procedures etc.)

OTHER

Just-in-Time Training for
MASS PROPHYLAXIS/POINT OF DISPENSING (POD) OPERATIONS

TRAINING GUIDE



CITY OF PORTLAND - APRIL 2019

HOW TO USE THIS GUIDE

Welcome to the Just-in-Time Training (JITT) Training Guide for POD Team Leaders working in a mass prophylaxis/POD operation for the City of Portland. This Guide was created to assist the POD POD Team Leaders in delivering JITT to assigned personnel.

The target length of the training is approximately 50 minutes, including 30 minutes of training and a 20-minute skill building practice session. Follow the Preparatory Checklist on page 3 prior to delivering the JITT.

JITT CURRICULUM

SECTION ONE: Welcoming POD Staff.....	4
SECTION TWO: Mass Prophylaxis / POD Operation Overview.....	5
SECTION THREE: Chain of Command	6
SECTION FOUR: Intercultural Considerations.....	8
SECTION FIVE: Responder Safety & Health	9
SECTION SIX: Job Action Sheets.....	10
SECTION SEVEN: Practice & Demonstration	11

Each section in the curriculum contains a list of talking points, sample language, and key points to communicate to POD staff. The guide also includes prompts for the trainer to cross-reference the POD lanyards passed out to all staff and address staff's questions.

If you only have *a few minutes* to complete JITT, stick to the **KEY POINTS**, and do the following: *Allow for practice time, support staff, and offer intercultural information.*

TEAM LEADER PREPARATORY CHECKLIST

Before delivering JITT to POD staff, be sure to:

- Sign in at check-in location and collect appropriate identification items and vest.
- Collect resources for assigned POD staff (e.g. JAS lanyards, forms, writing utensils, personal protective equipment (PPE)).
- Review notes taken during the operational period briefing.
- Determine how to link key intercultural information (e.g. race/ethnicity, refugee/immigration status, income level, access to transportation, housing status, immunization status, health status, literacy levels, religions) to job roles of assigned POD staff.
- Become familiar with on-site emergency protocol.
- Review your JAS and the JAS of you're the positions beneath your role.

SECTION 1: WELCOMING POD STAFF

KEY POINTS

- Hand out lanyard Job Action Sheets
- Perform team introductions

BY THE END OF THIS SECTION POD STAFF WILL:

- Understand the value of their contribution
- Be introduced to everyone on their team
- Have all resources needed for their job

SAMPLE LANGUAGE

“Welcome, and thanks for being here. Let’s start with some introductions [**conduct team introductions**]. Currently, our community is facing a public health emergency. We’re here today to protect the public from [**insert information about agent/pathogen/threat**].

“We’ll spend the next thirty minutes or so going over general response information, and then we’ll spend another twenty minutes reviewing job assignments and practicing key job duties.”

“Your role in this response is crucial to its overall success. Staff and resources are limited, and your help is appreciated—we couldn’t do it without you. Keep in mind that this emergency operation is likely to evolve as new information is established. Please stay open-minded and flexible to a changing work environment.”

“Each of you should have a lanyard with your Job Action Sheet and POD Overview information on it. This is a portable resource to keep on hand at all times.”

ANY QUESTIONS?

SECTION 2: MASS PROPHYLAXIS/POD OVERVIEW

KEY POINTS

- Provide operational objectives
- Describe POD layout

See POD Overview
page of lanyard

BY THE END OF THIS SECTION POD STAFF WILL:

- Understand the public health emergency
- Know the operational period objectives
- Know key epidemiologic and medical information related to the agent/pathogen/threat

SAMPLE LANGUAGE

“We will be working for the next several hours to provide **[insert name of medicine]** to City of Portland employees. This is not a public POD, all employees must be wearing City badges to enter the POD. I’d like to take a moment to repeat the operational objectives communicated during the operational briefing. They are as follows: **[insert operational objectives]**.”

“I’d like to review how the POD is organized so that you understand other functional areas involved in the response, as well as how to direct employees through the facility **[insert POD description/layout]**.”

“Finally, I’d like to review some characteristics of **[insert agent/ pathogen/threat]**, so that you’re familiar with how it’s impacting the health of individuals—perhaps our friends and family—within our community. We’ll also talk about how it relates to the work you’re about to do.”

ANY QUESTIONS?

SECTION 3: CHAIN OF COMMAND

KEY POINTS

- Review chain of command
- Review media interaction protocol

See POD Overview
page of lanyard

BY THE END OF THIS SECTION POD STAFF WILL:

- Understand the chain of command for communication within the response
- Understand the function of the other teams working in the response
- Obtain contact information from Team Leaders
- Know how to respond to media requests

SAMPLE LANGUAGE

“You should report directly to your Team Leader with any questions or concerns while working during your shift. This will help manage communication and information exchange in an efficient way.”

“I would like to take a moment to talk about how this response is organized and who’s involved. There are other functional activities underway in this response. They include **[describe teams involved in the response (e.g. intake, screening, dispensing)]**. All of these teams report to different Team Leaders, and there may be multiple Team Leaders for each of the functional activities in order to maintain a span of control of no more than seven staff per team. You will see an overview of the POD organization on your lanyard **[Review what positions are under each section of the POD]**.”

Note for Team Leader: full POD org chart is on the following page.

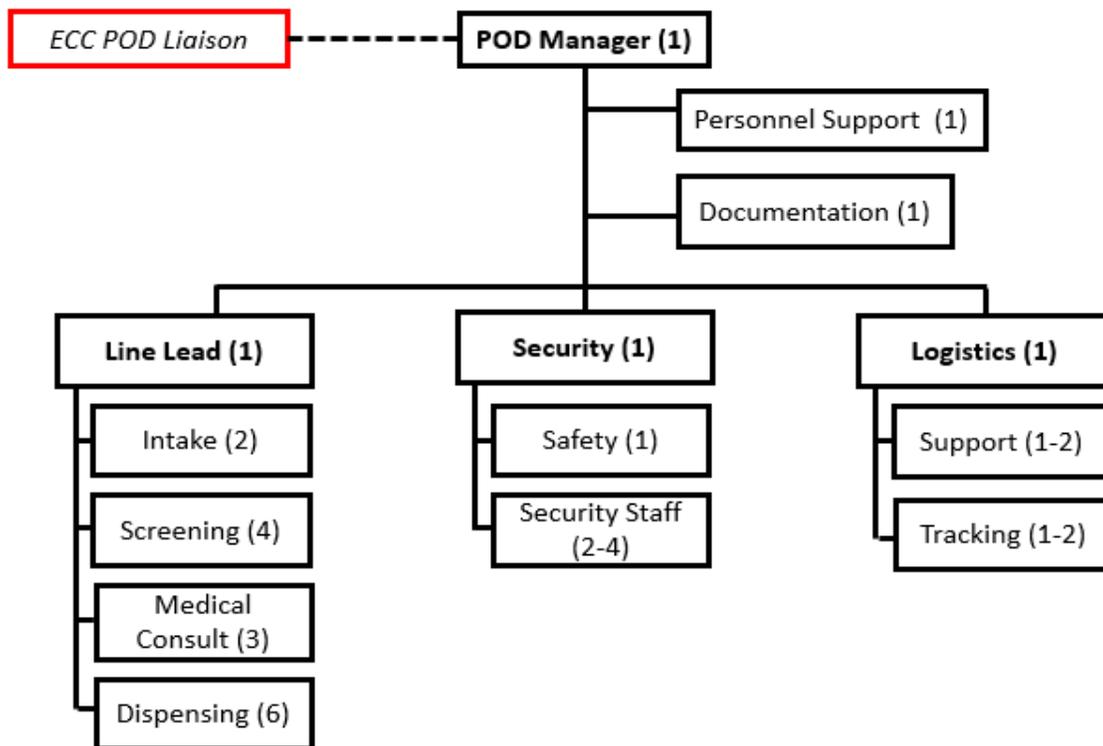
“Finally, I’d like to discuss how to address media requests. All media inquiries should be sent up the chain of command to the Public Information Officer (PIO). Therefore, if you’re asked any questions by a media representative, respectfully decline from answering and report to me so I can follow up.”“Write my number down or put it in your phone now: **[read your number out loud, ensure everyone recorded it]**.”

GENERAL POD FLOW:



POD ORGANIZATION CHART

This chart shows the POD organization with suggested staff numbers.



ANY QUESTIONS?

SECTION 4: INTERCULTURAL CONSIDERATIONS

KEY POINTS

- Share demographic information of impacted community
- Identify language resources available
- Emphasize the need for respectful communication

See POD Overview
page of lanyard

BY THE END OF THIS SECTION POD STAFF WILL:

- Understand unique needs of special and culturally-specific populations
- Understand where to access language resources
- Understand other agencies involved in the response

SAMPLE LANGUAGE

“While serving in this response, you may work with employees or colleagues with backgrounds different from your own. It’s important for you to be aware of the unique differences and needs within our community, so that you’re able to communicate and respond to the needs of others more effectively. Please practice respectful communication and courtesy at all times.”

“I’d like to share with you some key characteristics and demographics of community members who have been impacted by this event—particularly those populations who have been disproportionately impacted [**insert key characteristics of impacted community (e.g. race/ethnicity, refugee/immigration status, income level, access to transportation, housing status, immunization status, health status, literacy levels, religions)**].

Understanding who you may be interacting with while doing your job will allow you to better engage with these community members.”

“Also, keep in mind the partner agencies involved with this response. Each one brings its own organizational culture, philosophy, and perspective. I ask that you stay flexible and keep an open mind when hearing ideas from others. If you have any concerns or questions about how to approach a culturally challenging situation let me know.”

ANY QUESTIONS?

SECTION 5: RESPONDER SAFETY & HEALTH

KEY POINTS

- Safety first!
- Review safety/health resources
- Review on-site emergency protocol

See POD Overview
page of lanyard

BY THE END OF THIS SECTION POD STAFF WILL:

- Understand that responder safety is a top priority
- Know where to locate first aid resources
- Know how to respond in the event of an on-site emergency

SAMPLE LANGUAGE

“The safety of my staff is my number one priority as your Team Leader. Please keep the following safety principles in mind throughout your shift:

- If you have a life-threatening emergency, call 9-1-1
- Ensure you know how to use any assigned equipment
- Stick to your JAS
- Monitor your stress levels—do only what you physically and mentally can handle
- Stay hydrated
- Observe vehicle safety
- Observe work-rest cycle
- Report all hazards or incidents to me or security.”

“Some of you may come into close contact with exposed, or possibly exposed, individuals while serving in this response and it’s important that you take the proper precautions to protect yourself and others by washing your hands frequently and correctly wearing appropriate PPE **[demonstrate appropriate use of PPE, if applicable]**. The proper use and disposal of PPE is critical to infection control efforts.”

“The events that are happening in our community are stressful. It’s important to take steps for self-care to ensure you’re able to respond for the duration of your shift. Security personnel are available should you need their assistance during this operation. Additionally, if you encounter a client or colleague who appears physically and/or emotionally distressed you should do the following: **[insert protocol for dealing with distressed clients/ colleagues]**.”

“First aid supplies are available for incidents resulting in minor physical harm or injury **[provide information on where to access first aid services]**.”

ANY QUESTIONS?

SECTION 6: JOB ACTION SHEETS

KEY POINTS

- Review pre/post-shift checklists
- Review Job Action Sheets (JAS)

See JAS lanyard

BY THE END OF THIS SECTION POD STAFF WILL:

- Know how to start and end a shift
- Be familiar with assigned job duties

PRE-SHIFT CHECK LIST

- Sign into the POD properly, receive ID and vest
- Obtain briefing and Just-in-Time Training from POD Manager/Team Leader
- Read your entire Job Action Sheet
- Familiarize self with equipment, supplies, and forms used for your position

Don't forget to safely store all your personal belongings.

POST-SHIFT CHECK LIST

- Assist in demobilizing the POD as directed
 - Part of this may be briefing your oncoming replacement
- Participate in debriefing from Team Leader and submit any documentation not already submitted
- Sign out of the POD properly – check out with your team leader and sign out on sheet.

Don't forget to gather all personal belongings.

SAMPLE LANGUAGE

“I would like to cover procedures for beginning and ending your shift. Please see the Activation and Demobilization tasks in your JAS and follow along as I review the steps common to everyone.”

“Take the next couple of minutes to review your JAS to ensure you understand your assigned duties.”

“Once you’ve reviewed your JAS, we will spend some time practicing essential job duties so that you feel more comfortable and confident working in the response. Some of you may already be familiar with the job you’re assigned, but practice time will benefit those new to the team.”

ANY QUESTIONS?

SECTION 7: PRACTICE & DEMONSTRATION

KEY POINTS

- Reinforce important of practice
- Review practice activities
- Check for understanding

BY THE END OF THIS SECTION POD STAFF WILL:

- Practice key job duties through an interactive skill building session
- Be comfortable with assigned job duties

SAMPLE LANGUAGE

“As Team Leader, it’s my responsibility to make sure that you are able to competently perform your job. Being comfortable and confident with your job will allow the mass prophylaxis/POD operation to unfold more efficiently and effectively helping to meet overall operational objectives. Although some of you may be familiar with the job you’ve been assigned, there are others who will be doing tasks for the first time.”

“We’re going to spend the next twenty minutes practicing key job duties listed on your JAS. I’ll provide coaching and answer any questions that you may have along the way. The skills you will be practicing are only a sampling of duties on your JAS and are not intended to be exhaustive of everything you will be expected to do.”

NOTE FOR TEAM LEADER:

Conduct practice session with POD staff and evaluate progress for the remainder of the JITT session. See example activities on the next page.

The following table lists all Job Action Sheets and related examples of practice activities. Activities should be developed by Operations Section leadership and Team Leaders prior to JITT.

Job Action Sheet	Example Practice Activity
POD Manager	Deliver segments of operational period briefing
Line Team Leader	**
Greeter	Pair up to review and fill out intake form and answer employee questions via role play
Screeners	Review screening algorithm and make determinations based on pre-filled intake form
Consultant	Pair up to evaluate client contraindications via role play
Dispenser	Review pre-filled intake form and distribute appropriate medicine
Logistics Team Leader	**
Support Staff	<ul style="list-style-type: none"> - Test all communication devices - Deliver requests and supplies to POD staff - Review and walk POD layout / route
Tracking Staff	Fill out inventory supply tracking sheet, become familiar with medication storage areas
Security Team Leader	**
Security Staff	Walk the area you are assigned in the facility and/or create a traffic flow pattern
Safety Officer	Walk the facility and identify potential safety hazards
Personnel Support	Review staff assignments and draft break and meal schedule
Documentation	Draft an outline of a documentation management plan

**Team Leader positions do not have practice activities during the JITT session. Instead, they should become familiar with this guide and their section and prepare all practice activities developed for their assigned POD staff prior to the JITT session. They will serve as coaches during the JITT session, being careful to assess responder competency with assigned job duties.

JOB ACTION SHEETS

Helpful Information for All POD Staff

POD OVERVIEW

GENERAL POD FLOW



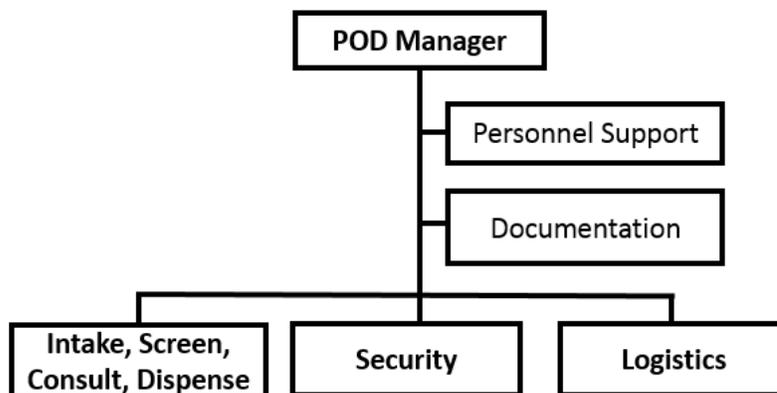
INTERCULTURAL CONSIDERATIONS

Be mindful of the different values, perceptions, attitudes, and beliefs that individuals, groups, and organizations bring to the response. Keep in mind any populations that have been disproportionately impacted by this emergency.

SAFETY PRINCIPLES

- If you have a life-threatening emergency, call 9-1-1
- Ensure you know how to use any assigned equipment
- Stick to your JAS
- Monitor your stress levels--do only what you physically and mentally can handle
- Stay hydrated
- Observe vehicle safety
- Observe work-rest cycle
- Report all hazards or incidents to security

POD ORGANIZATION



Job Action Sheet - PUSH PARTNER PROGRAM MANAGER

Mission: Coordinate the overall Push Partner effort for the City and act as the Medical Unit within the ECC.

Activation:

- Read this entire Job Action Sheet
- Receive notification from local Public Health authority that the Push Partner Registry is activated (via email/phone/website/PBEM duty officer)
 1. Ask the Duty Officer for contact information for the Public Health supervisor to whom you report: Name: _____ Phone _____
 2. Ask if/when the ECC will be activated, as you will work from there if it is activated.
- Inform POD Managers that the Plan is activated and schedule orientation meeting
- Deploy to the ECC. Follow all ECC procedures using **Universal Checklist**.
- In coordination with the ECC, establish a Day 1 expected schedule including POD opening time.
- In coordination with the BHR PIO, communicate POD locations, opening times and other incident information for employees. Ensure Dispense Assist link and instructions are communicated.
- Provide in-person orientation and position training to POD Managers
- Collect Go Kits and hand off to POD Managers
- Start POD Activity Log** and hand off to POD Managers
- Request direct line for ECC POD Liaison from ECC Message Center and add to POD Action Plan for POD Managers
- Complete all pre-identified information for POD Action Plans and hand off to POD Managers
- Request or receive Push Partner Receiving, Staging, Storing (RSS) Site pickup time from Public Health Contact
- Inform P&D Manager of RSS Site pickup time window and site location. Request employee names to pass along to Public Health Contact for pre-authorization.
- Ensure POD managers and adequate staff, including security, will be at the PODs in time to receive the medications. Pass along P&D driver contact information.
- In coordination with ECC Logistics, print off any necessary forms beyond those provided in the Go Kits, and order any supplies or equipment necessary for POD operations. Coordinate delivery of supplies to PODs with P&D.

Ongoing:

- Be available by ECC phone and/or City cell phone to answer medical consultation calls, or direct POD staff to call Public Health medical consult line.
- Work with the ECC Operations – POD Liaison to monitor reports from POD Managers and request additional medications from Multnomah County Public Health if initial estimates are insufficient.
- Update your MC Public Health supervisor with distribution status and forecast estimates according to the prescribed schedule or as needed

Demobilization:

- Follow the ECC Universal Checklist for ECC deactivation tasks
- Collect all screening and inventory control forms and POD Activity Logs from POD Managers and return to Public Health, or as directed by them
- Plan After Action with POD staff and use to create an Improvement Plan

Job Action Sheet - POD MANAGER

Mission: Responsible for meeting safety and productivity expectations for a single POD during a specific shift

Reports to: ECC POD Liaison

Qualifications: Proven leadership experience, knowledge of local plans for closed POD operations, ability to multi-task, flexibility

Activation:

- Sign into the POD properly and get the red vest and POD Manager vest tag
- Read this entire Job Action Sheet
- Know type and name of incident, check-in location, reporting time, communication and travel instructions.
- Understand general situation and details of assignment, resources, and expectations for safety and productivity (briefing by Push Partner Program Manager, ECC POD Liaison, or ECC Medical Unit)
- Understand POD support and coordination relationships with the ECC POD Liaison (e.g. for resupply, facility support, technical support, and periodic status reports of POD operations)
- Establish Team Leaders for each POD function guided by your POD plan, and available resources
- Check in to established location, as instructed
- Brief Team Leaders and provide Just-in-Time Training (JITT) by following the Training Guide; amend Job Action Sheets as needed
- Advise team on Personal Protective Equipment (PPE) requirements, per protocol, as appropriate
- Provide Team Leaders with the JITT Training Guide and Job Action Sheets for training their assigned staff
- Oversee timely setup or adjustment of POD layout and ensure:
 - Internal and external security measures are in place
 - Materials, supplies, and prophylaxis are on-site, or in transit
 - Communication methods (internal and external) are working
 - ALL** Team leaders have reported in that they are ready to be operational
 - Ensure signs are posted correctly (follow route from beginning to end)

Ongoing:

- Maintain Unit Log (ICS-214) that documents staff and significant events. Update WebEOC if available and able.
- Actively manage and lead operations to optimize productivity; continuously ensure Team Leaders do the same for their assigned staff and processes
- Monitor the rate in which supplies are depleted; resupply in a manner that maintains operations and meets expectations
- Monitor the welfare of staff; manage staff in a manner that maintains operations and meets expectations
- Provide regular reports to POD Coordinator and coordinating/support functions, as required
- Advise POD Coordinator at first indication that expectations for the POD may not be met

Demobilization:

- Debrief Team Leaders; collect forms and documentation, and send to POD Coordinator

- Conduct a site review with host facility personnel, noting damage, missing items, etc.
- Debrief with POD Liaison prior to ending shift
- Submit Activity Log (ICS-214) and other needed documentation to POD Liaison
- At completion of operations, oversee demobilization of POD:
 - Secure POD and sweep non-staff out of the location.
 - Inventory and prepare all equipment and supplies for storage as appropriate.
 - Prepare POD for replenishing materials & supplies identified for restocking and re-ordered as required.
 - Clean POD and dispose of bio-hazards (if applicable).
 - Prepare unused medications for return authorization and disposition.
 - Ensure all POD Staff checked out.

NOTE: The POD Manager may decide to appoint an Assistant POD Manager. Highlight on the JAS which duties the Assistant is to be responsible for which may include taking direct reports from Team Leaders and /or assuming the role of Personnel Support.

IF YOU ENCOUNTER A PROBLEM, CONTACT THE ECC POD LIAISON

Job Action Sheet - PERSONNEL SUPPORT

Mission: Oversees POD staff sign-in/sign-out, food/beverage, and other human resource needs

Reports to: POD Manager

Qualifications: Administrative experience; human resource experience preferred

Activation:

- Sign into the POD properly and get a baby blue vest and a General Staff vest tag
- Read this entire Job Action Sheet
- Obtain briefing and Just-in-Time Training from POD Manager
- Familiarize self with equipment, supplies, and forms used for your position
- Establish a registration station and ensure sign-in of all staff
- Ensure staff have appropriate identification (e.g., vests and badges)

Ongoing:

- Maintain the master staff worker roster
- Maintain a personnel log for each shift
- Coordinate with POD Manager management and/or assignment of people without proper identification
- Work with POD Manager to replace “no-show” staff
- Ensure breaks are taken by all staff, away from employees (break room)
- Ensure food/beverage is available to all staff at regular intervals
- Collect vests, badges, and other identification items at the end of shifts
- Alert POD Manager and/or Security, to difficult employees, as appropriate
- Perform other duties as directed by the POD Manager
- Provide regular reports to POD Manager

Demobilization:

- Prepare report of activities and events (e.g., ICS 214 Activity Log) and submit to POD Manager
- Participate in debriefing from POD Manager
- Assist in POD demobilization as directed
- Ensure sign-out of all staff

IF YOU ENCOUNTER A PROBLEM, CONTACT YOUR POD MANAGER IMMEDIATELY

Job Action Sheet - DOCUMENTATION UNIT

Mission: Oversees POD documentation management

Reports to: POD Manager

Qualifications: Attention to detail

Activation:

- Sign into the POD properly and get a baby blue vest and General Staff vest tag
- Read this entire Job Action Sheet
- Obtain briefing and Just-in-Time Training (JITT) from POD Manager
- Familiarize self with equipment, supplies, and forms used for your position
- Collect JITT evaluation forms from all POD personnel

Ongoing:

- Ensure POD Manager and Team Leaders are keeping logs of their teams' activities throughout their shifts
- Collect completed paperwork as needed from all POD personnel
 - Create and incorporate all documentation into a file structure as appropriate
- Work with Dispensers to create a filing system for collected Screening Forms and DispenseAssist forms
- Alert POD Manager and/or Security, to difficult employees, as appropriate
- Perform other duties as directed by the POD Manager
- Provide regular reports to POD Manager

Demobilization:

- Collect logs from all Team Leaders and the POD Manager and any remaining paperwork from POD staff
- Participate in debriefing from POD Manager
- Assist in POD demobilization as directed
- Sign out of the POD
- Collect POD personnel sign in sheet once all personnel have signed out
- Send all collected documentation to the ECC POD Coordinator

IF YOU ENCOUNTER A PROBLEM, CONTACT YOUR POD MANAGER IMMEDIATELY

Job Action Sheet - LINE TEAM LEADER

Mission: Oversees and provides direction to greeters, screeners, and dispensers. Ensures efficient and effective dispensing to City Employees.

Reports to: POD Manager

Qualifications: Proven leadership skills, attention to detail, good communication skills, flexibility

Activation:

- Sign into the POD properly and get a baby blue vest and General Staff vest tag
- Read this entire Job Action Sheet
- Obtain briefing and Just-in-Time Training (JITT) from POD Manager
- Review emergency protocol/standing order
- Review roster of staff assigned to be greeters, screeners, and dispensers
- Familiarize self with JITT Training Guide and Job Action Sheets that will be used with assigned staff
- Familiarize self with equipment, supplies, and forms needed for all your Team activities
- Conduct JITT with assigned staff (reinforce taking breaks, self-care)
- Delegate staff to perform any necessary tasks not specifically assigned on JAS
- Advise team on Personal Protective Equipment (PPE) requirements, per protocol, as appropriate
- Notify POD Manager when POD stations are set up and ready to open

Ongoing:

- Ensure coordination among team members
- Distribute intake/screening forms
- Ensure appropriate review of screening forms among assigned staff
- Ensure proper handling of pharmaceuticals by dispensers
- Ensure appropriate dispensing to employees with take home medication for family
- Ensure availability of medication information sheets for employees
- Ensure proper completion and collection of all forms
- Direct requests for additional resources to appropriate Runner
- Oversee and trouble-shoot team issues
- Alert POD Manager (or designee) and Security, to difficult employees, as appropriate
- Maintain a team log
- Provide regular reports to POD Manager

Demobilization:

- Prepare report of team activities and events (e.g., ICS 214 Activity Log) and submit to POD Manager
- Participate in debriefing from POD Manager
- Assist in POD demobilization as directed
- Sign out of POD properly, and ensure team members sign out properly

IF YOU ENCOUNTER A PROBLEM, CONTACT YOUR POD MANAGER IMMEDIATELY

Job Action Sheet - GREETER

Mission: Greets employees upon their arrival at the POD

Reports to: Line Team Leader

Qualifications: Good communication skills

Activation:

- Sign into the POD properly and get a baby blue vest and a General Staff vest tag
- Read this entire Job Action Sheet
- Obtain briefing and Just-in-Time Training from Team Leader
- Use PPE as directed by Team Leader
- Familiarize self with forms, materials, and POD flow

Ongoing:

- Greet employees as they enter the POD, check for City ID
 - Contact Security Staff if you identify a person without City ID
- Identify employees with special needs and alert Team Leader to assist
- Provide employees with intake form and education sheets
- Make regular announcements to arriving employees that the POD does not provide treatment; redirect ill employees to a medical treatment facility per protocol, as appropriate
- Orient the employees to the POD process
 - Complete the intake/screening form – one per household member
 - Printed DispenseAssist forms per household member are acceptable too
 - Review health education materials
 - Receive prophylaxis for self and family
- Assist the employees with accurate completion of intake/screening form
- Provide estimated length of the process
- Provide location of public restrooms
- Answer questions within scope of training and qualifications
- Check each employee's form for completeness (remember confidentiality)
- Refer employees' questions you can't answer, as appropriate
- Watch for employees who appear ill and direct to off-site medical services per protocol, as appropriate
- Alert Team Leader and Security, to difficult employees, as appropriate
- Direct requests for additional resources to your Team Leader
- Perform other duties as assigned by Team Leader
- Provide regular reports to Team Leader

Demobilization:

- Assist in demobilizing the POD as directed
- Participate in debriefing from Team Leader and submit any documentation not already submitted
- Sign out of the POD properly

IF YOU ENCOUNTER A PROBLEM, CONTACT YOUR TEAM LEADER IMMEDIATELY

Job Action Sheet - SCREENER

Mission: Conducts initial screening of intake form and assesses for contraindications

Reports to: Line Team Leader

Qualifications: Strong understanding of following algorithms, good communication skills, legible handwriting.

Activation:

- Sign into the POD properly and get a baby blue vest and a General Staff vest tag
- Read this entire Job Action Sheet
- Obtain briefing and Just-in-Time Training from Team Leader
- Use PPE as directed by Team Leader
- Familiarize self with forms, materials, and POD flow

Ongoing:

- Use PPE as directed by Team Leader
- Review employee intake form for completeness and errors
- Assess employee intake forms for contraindications:
 - Highlight any contraindications on their form or ensure their filled out DispenseAssist for the correct pathogen
 - If contraindications exist or they present a DispenseAssist form with an X, direct employee to Consultation for more in-depth screening
 - If no contraindications exist, mark form and direct employee to appropriate dispensing station
- Direct employee with questions to Consultation, as needed
- Alert Team Leader and/or Security, to difficult employees, as appropriate
- Direct requests for additional resources to your Team Leader
- Perform other duties as assigned by Team Leader
- Provide regular reports to Team Leader, as requested

Demobilization:

- Assist in demobilizing the POD as directed
- Participate in debriefing from Team Leader and submit any documentation not already submitted
- Sign out of the POD properly

IF YOU ENCOUNTER A PROBLEM, CONTACT YOUR TEAM LEADER IMMEDIATELY

Job Action Sheet - CONSULTANT

Mission: Conducts secondary screening of intake form and assesses for contraindications

Reports to: Line Team Leader

Qualifications: Appropriate reasoning skills for specified duties. Strong communication skills, legible handwriting.

Activation:

- Sign into the POD properly and get an orange vest and a Medical Consult vest tag
- Read this entire Job Action Sheet
- Obtain briefing and Just-in-Time Training from Team Leader
- Use PPE as directed by Team Leader
- Familiarize self with forms, materials, and POD flow

Ongoing:

- Use PPE as directed by Team Leader
- Review secondary review of client intake forms referred from Screeners or otherwise
- Identify contraindications with clients and prescribe appropriate treatment plan
- Provide medical information and answer clients' questions, as needed
- If client clears secondary screening, direct to dispensing/vaccination station
- If client does not clear screening, obtain letter to their personal physician or refer to off-site medical facility for follow-up per protocol, as appropriate
- Watch for clients who appear ill and direct to off-site medical facility per protocol, as appropriate
- Alert Team Leader and/or Security, to difficult employees, as appropriate
- Direct requests for additional resources to your Team Leader
- Perform other duties as assigned by Team Leader
- Provide regular reports to Team Leader, as requested

Demobilization:

- Assist in demobilizing the POD as directed
- Participate in debriefing from Team Leader and submit any documentation not already submitted
- Sign out of the POD properly

IF YOU ENCOUNTER A PROBLEM, CONTACT YOUR TEAM LEADER IMMEDIATELY

Job Action Sheet - DISPENSER

Mission: Dispenses medicines to employees (and their families)

Reports to: Line Team Leader

Qualifications: Attention to detail, organized, flexible, good communication skills

Activation:

- Sign into the POD properly and get a neon yellow vest and Dispenser vest tag
 - Read this entire Job Action Sheet
 - Obtain briefing and Just-in-Time Training from Team Leader
 - Review emergency protocol/standing orders, and algorithms
- Note: ALGORITHMS and associated paperwork generally arrive with the medication
- Set up station with appropriate forms, equipment, and supplies

Ongoing:

- Use PPE as directed by Team Leader
- Create labels if necessary
- Review employee intake form/Dispense Assist voucher
- Place labels or write drug lot # on dispensed medicine and intake form
- Write first name on container of medication
- Dispense medicines to employees, including take home medication for family, if needed
- Ensure employees have medication information sheet(s) for each medication dispensed to them
- Encourage them to take their first dose immediately
- Initial screening form or Dispense Assist form where indicated
- Keep screening form to submit to Documentation as directed
- Maintain security and proper storage of medications
- Alert Team Leader and/or Security, to difficult employees, as appropriate
- Direct requests for additional supplies to your Team Leader
- Perform other duties as assigned by Dispensing Team Leader
- Provide regular reports to Team Leader

Demobilization:

- Assist in demobilizing the POD as directed
- Participate in debriefing from Team Leader and submit any documentation not already submitted
- Sign out of the POD properly

IF YOU ENCOUNTER A PROBLEM, CONTACT YOUR TEAM LEADER IMMEDIATELY

Job Action Sheet - LOGISTICS TEAM LEADER

Mission: Ensures efficient and effective operations inside and outside of the POD

Reports to: POD Manager

Qualifications: Proven leadership skills; experience with coordinating logistics; facilities management; security background helpful, detail oriented, good communication skills

Activation:

- Sign into the POD properly and get a baby blue vest and General Staff vest tag
- Read this entire Job Action Sheet
- Obtain briefing and Just-in-Time Training (JITT) from POD Manager
- Review roster of assigned staff
 - Miscellaneous Support Staff: IT, runners, flow monitors, facility support
 - Tracking Staff
- Familiarize self with JITT Training Guide and Job Actions Sheets that will be used with assigned staff
- Familiarize self with equipment, supplies, and forms used for your team
- Conduct JITT with assigned staff, emphasize breaks and self-care
- Delegate staff to perform any necessary tasks not specifically assigned on JAS

Ongoing:

- Ensure coordination among your team
- Oversee and troubleshoot issues for your team
- Direct requests for additional resources to appropriate Runner
- Alert POD Manager and Security to difficult employees, as appropriate
- Maintain your team log
- Provide regular reports to POD Manager

Demobilization:

- Prepare report of Team activities and events (e.g., ICS 214 Activity Log) and submit to POD Manager
- Participate in debriefing from POD Manager
- Assist in POD demobilization as directed
- Sign out of POD properly, and ensure team members sign out properly

IF YOU ENCOUNTER A PROBLEM, CONTACT YOUR POD MANAGER IMMEDIATELY

Job Action Sheet - SUPPORT STAFF

Mission: Provide support services to ensure an efficient operation of the POD

Reports to: Logistics Team Leader

Activation:

- Sign into the POD properly and get a baby blue vest and General Staff vest tag
- Obtain briefing and Just-in-Time Training from Team Leader
- Read the Activation, Ongoing, and Demobilization sections of this Job Action Sheet, as well as the tasks assigned to you from the Miscellaneous Support Tasks section

Ongoing:

- Alert Team Leader and /or Security, to difficult employees, as appropriate
- Perform other duties as assigned by your Team Leader
- Provide regular updates to your Team Leader

Demobilization:

- Assist in demobilizing the POD as directed
- Participate in debriefing from Team Leader and submit any documentation not already submitted
- Sign out of the POD properly

Miscellaneous Support Tasks – Team Leader to highlight the tasks for your assignment:

IT Support

- Set up computers or ensure working status of on-site computers
- Ensure internet access and printer and fax connections
- Test communication devices and assign to staff, as appropriate
- Give training on use of computers and communication devices to staff, as appropriate

Running Supplies

- Deliver messages to POD stations as directed
- Carry supplies to POD stations as directed
- Run errands for POD staff, as needed

POD Flow Monitoring

- Direct employees to appropriate entrances/exits, stations, and other personnel
- Monitor overall POD flow
- Be aware of, and trouble-shoot “bottlenecks”

Facilities Support

- Assist with set-up of POD-related equipment, as needed
- Coordinate with City Facilities to trouble-shoot electrical, equipment, or other facility-related problems, as needed
- Coordinate with City Facilities for increased janitorial needs
- Provide other facility support, as needed
- Work with Security Staff to coordinate activities for arrival, receipt, and storage of medicine and other supplies, which may include:
 - Preparing off-loading site
 - Ensuring storage needs (e.g., temperature control)
 - Working with Security Staff to secure medications and supplies

IF YOU ENCOUNTER A PROBLEM, CONTACT YOUR TEAM LEADER IMMEDIATELY

Job Action Sheet - TRACKING STAFF

Mission: Assists with maintaining and tracking necessary medication(s) and supplies at all POD stations

Reports to: POD Logistics Team Leader

Qualifications: Strong organization skills, inventory experience, ability to remain on feet and carry supplies for an extended period of time

Activation:

- Sign into the POD properly and get a baby blue vest and General Staff vest tag
- Read this entire Job Action Sheet
- Obtain briefing and Just-in-Time Training from Team Leader

Ongoing:

- Ensure receipt of supplies required to set up and operate the POD
- Utilize pharmaceutical inventory management forms for receiving, tracking and ordering pharmaceuticals (i.e., Bin Card, Order Form)
- Direct Runner to restock POD station supplies as needed
- Track medication inventory as utilized (received at POD and dispensed by POD)
- Direct requests for additional resources to appropriate Runner
- Assist with off-loading and secure storage of incoming supplies
- Assist with inventory control tasks
- Assist with monitoring supplies at dispensing stations, as needed
- Alert Team Leader and /or Security, to difficult employees, as appropriate
- Perform other duties as assigned by your Team Leader
- Provide regular updates to your Team Leader

Demobilization:

- Assist in POD demobilization as directed
- Participate in debriefing from Team Leader and submit any documentation not already submitted
- Sign out of the POD properly

IF YOU ENCOUNTER A PROBLEM, CONTACT YOUR TEAM LEADER IMMEDIATELY

Job Action Sheet - SECURITY TEAM LEADER

Mission: Coordinates internal and external POD security and safety measures

Reports to: POD Manager

Qualifications: Good communication skills, law enforcement or security background, safety officer experience helpful, crowd control experience preferred

Activation:

- Sign into the POD properly and get a dark blue vest and Security vest tag
- Obtain briefing and Just-in-Time Training (JITT) from POD Manager
- Read this entire Job Action Sheets (JAS)
- Review security plan with POD Manager, or perform security assessment if a site-specific plan is not in place
- Familiarize self with JITT Training Guide and JAS's that will be used with assigned staff
- Familiarize self with equipment, supplies, and forms used for your team
- Review roster of assigned staff
- Conduct JITT with assigned staff, emphasize breaks and self-care
- Delegate staff to perform any necessary tasks not specifically assigned on JAS

Ongoing:

- Ensure coordination among your team
- Oversee and troubleshoot issues for your team
- Maintain your team log
- Work with Personnel Supervisor to confirm identification of staff
- Maintain security of POD supplies, entrances, and exits
- Unlock doors for personnel, as needed
- Monitor behavior of staff and employees
- Assist staff with difficult or disruptive employees; call for backup, as needed
- Maintain security at the POD delivery site
- Report security incidents and threats the POD Manager
- Perform other duties as assigned by the POD Manager
- Provide regular reports to the POD Manager

Demobilization:

- Prepare report of Team activities and events (e.g., ICS 214 Activity Log) and submit to POD Manager
- Participate in debriefing from POD Manager
- Assist in POD demobilization as directed
- Sign out of POD properly, and ensure team members sign out properly

IF YOU ENCOUNTER A PROBLEM, CONTACT YOUR POD MANAGER IMMEDIATELY

Job Action Sheet - SAFETY STAFF

Mission: Monitor and assess safety hazards and unsafe situations in and outside of the POD.

Reports to: Security Team Leader

Qualifications: Safety officer experience is helpful

Activation:

- Sign into the POD properly and get a dark blue vest and Security vest tag
- Obtain briefing and Just-in-Time Training from Team Leader
- Read this entire Job Action Sheet
- Review POD facility for potential safety hazards
 - Recommend mitigation measures to POD Manager
 - Recommend personal protective equipment (PPE) for POD personnel
- Help implement risk mitigation measures, as needed

Ongoing:

- Monitor for unsafe situations or behavior among POD personnel and City employees
- Watch for signs of POD personnel fatigue or stress, report to their Team Leaders when observed
- Ensure all POD personnel are using PPE as required
- Monitor PPE supplies to ensure adequate supplies for POD personnel
- Call out and stop unsafe actions when observed, escalate to the Security Team Leader if needed
- Monitor for changing safety risks and hazards, and make associated recommendations to Security Team Leader
- Alert Team Leader and /or Security, to difficult employees, as appropriate
- Perform other duties as assigned by your Team Leader
- Provide regular updates to your Team Leader

Demobilization:

- Assist in demobilizing the POD as directed
- Participate in debriefing from Team Leader and submit any documentation not already submitted
- Sign out of the POD properly

IF YOU ENCOUNTER A PROBLEM, CONTACT YOUR TEAM LEADER IMMEDIATELY

Job Action Sheet - SECURITY STAFF

Mission: Controls and monitors the flow of pedestrian and vehicle traffic outside of the POD as well as helps manage security inside and outside of the POD. Certain tasks from this JAS may be highlighted and divided among Security Staff by the Security Team Leader.

Reports to: Security Team Leader

Qualifications: Law enforcement or security background helpful.

Activation:

- Sign into the POD properly and get a dark blue vest and Security vest tag
- Obtain briefing and Just-in-Time Training from Team Leader
- Read this entire Job Action Sheet
- Set up, and get approval of, traffic flow pattern

Ongoing:

- Confirm the identification of all employees entering the POD: must have City ID badge to be admitted to POD
- Help maintain security inside and outside of the POD
- Assist in maintaining security of POD supplies, entrances, and exits
- Unlock doors for personnel, as needed
- Monitor behavior of staff and employees
- Assist staff with difficult or disruptive employees; call for backup, as needed
- Direct all vehicular traffic
- Direct the employees to appropriate POD entrances/exits, as needed
- Monitor and resolve traffic flow problems
- Identify and direct delivery vehicles, as needed
- Report all security incidents to the Security Team Leader
- Record and report traffic control incidents to Team Leader or appropriate law enforcement
- Coordinate with other Security Staff and the Safety Staff
- Perform other duties as assigned by your Team Leader
- Provide regular updates to your Team Leader

Demobilization:

- Assist in demobilizing the POD as directed
- Participate in debriefing from Team Leader and submit any documentation not already submitted
- Sign out of the POD properly

IF YOU ENCOUNTER A PROBLEM, CONTACT YOUR TEAM LEADER IMMEDIATELY