

2015

**BANNOCK COUNTY  
EMERGENCY OPERATIONS PLAN  
POINT OF DISPENSING  
VOLUME 2**

December 2015



# Point of Dispensing Operations

## I. Purpose

This Annex describes the means, organization, and process by which the County will provide support to South Eastern District Health's (SEDH) activation of a public mass dispensing site(s) to dispense prophylactics to the entire population of Bannock County. SEDH will provide prophylactic medications from the Strategic National Stockpile (SNS). The SNS is a Federally owned and managed stockpile of pharmaceuticals, vaccines, medical supplies, equipment, and other items established by Congress to augment local supplies of these critical medical items, in the event of their depletion, due to an attack on the United States using weapons of mass destruction (chemical, biological, radiological or explosive), or a major natural or technological disaster. This Annex provides for County support to SEDH in the request, receipt, staging, storage, repackaging, distribution, dispensing, and retrieval and return of any unused assets of this stockpile.

The mission of the Strategic National Stockpile is to rapidly and safely provide pharmaceuticals, vaccines, medical supplies, and equipment in a rapid and safe manner to communities in the event that local capacities are exceeded due to a weapon of mass destruction or a major natural or technological disaster.

## II. Situation and Assumptions

### A. Situations

An attack has occurred, or has a high potential to occur, in Bannock County involving a weapon of mass destruction, or a major natural or technological disaster has occurred. The capacity of Bannock County's assets to meet the demand for pharmaceuticals, vaccines, medical supplies, or other related equipment has been exceeded.

### B. Assumptions:

1. The Bannock County Emergency Operations Plan will be activated
2. The Bannock County Emergency Operations Center will be activated at Level III (See Base Plan Attachment 2)
3. The Bannock County Commissioners will declare a Disaster (See Base Plan Attachment 1)
4. The arrival of the Strategic National Stockpile materials to the local Health Districts will not occur until 24 to 36 hours after the Federal decision to deploy
5. The South Eastern District Health Strategic National Stockpile Plan identifies adequate public mass dispensing sites to dispense prophylactics to the entire Bannock County population.

6. South Eastern District Health will request County support to open 1 or more Points of Dispensing (POD) Sites
7. South Eastern District Health will be the lead agency at the POD and will provide all medical support personnel
8. Bannock County will provide, through ESF 7 Resource Support, volunteers to man the support functions in the POD (See Attachment 7)
9. The SEDH Director (or designee) will insure that symptomatic individuals are directed and/or transferred to treatment facilities, guidelines are followed to determine whether an individual needs prophylactic drugs, individuals are counseled on the threat/risk of the drug, potential contraindications in individuals are identified, guidelines for correct dosage based on age and weight are provided, proper documentation is maintained identifying individuals that are receiving the drug, lot number, expiration date, and amount of drug received, and that the individuals who receive a drug are properly counseled on how the drug is to be taken, duration of treatment, and expected side effects

### **III. Concept of Operations**

- A. The South Eastern District Health Department is responsible for developing, coordinating, and maintaining procedures to support Strategic National Stockpile dispensing operations in Bannock County in conjunction with ESF 8 Public Health and Medical Services.
- B. The decision to deploy the Strategic National Stockpile will be a collaborative effort between local, State, and Federal officials. After the recognition of a potential or actual Weapons of Mass Destruction event, or a major natural or technological disaster that may or will exceed local medical supplies, the South Eastern District Health Department will contact the Bannock County Emergency Services Coordinator.
- C. The Director of South Eastern District Health, the Bannock County Emergency Services Coordinator, in communications with the State of Idaho Bureau of Homeland Security (BHS), and Public Health will determine if local medical supplies will be exhausted and if Federal assets in the form of the Strategic National Stockpile will be needed to manage the Weapons of Mass Destruction (WMD), or major natural or technological event
- D. The State of Idaho Health Director, after consultation with the SEDH, BHS, County Emergency Services, and the Chief Elected Official(s), will request the initial Strategic National Stockpile “12-Hour Push Package” and any additional specific Strategic National Stockpile assets that are needed to insure a continual supply of medications and medical supplies to manage casualties until the event has reached the point that the operation may be scaled down. The Health District will coordinate with the County to provide Medical Personnel and Security at local Dispensing Sites.

- E. SEDH will coordinate with Twin Falls County Emergency Services to report to ESF 8 Public Health and Medical Services at the State Emergency Operations Center the number of people treated, given prophylactic medication and sent home, the number of treated and transferred to hospitals or other treatment centers, and the number of people given prophylactic medication and sent home. The projected number of people still requiring treatment is to be reported also. These numbers will be reported on a regular basis determined by the particular incident. In conjunction with SEDH, the County will maintain and provide lists of County medical resources.
- F. SEDH Strategic National Stockpile plan has been developed by the District in conjunction with local and County emergency services agencies. The Plan identifies adequate public mass dispensing sites to dispense prophylactics to the entire Bannock County population. SEHD will insure that guidelines are followed to determine whether an individual needs prophylactic drugs, individuals are counseled on the threat/risk of the drug, potential contraindications in individuals are identified, guidelines for correct dosage based on age and weight are provided, proper documentation is maintained identifying individual that is receiving the drug, lot number, expiration date, and amount of drug received, and that the individuals who receive a drug are properly counseled on how the drug is to be taken, duration of treatment and expected side effects.
- G. The ESF 2 Communications and Warning function will ensure the timely flow of information used in the decision making process, as well as in operational effectiveness. The communications function involves three distinct areas: healthcare communication, logistical communication, and available communication modalities.
- H. Security will be provided by ESF 13 Public Safety and Security for all personnel, materials, and equipment involved in the management and distribution of the Strategic National Stockpile at the local Point of Dispensing (POD) Sites.

#### **IV. Organization and Responsibilities**

- A. The SEDH personnel assess the situation (both pre- and post-event), and in coordination with Bannock County Emergency Services, develop strategies to respond to the emergency.
- B. SEDH will be the lead agency at the local Dispensing Site(s).
- C. The Bannock Coordinator of Emergency Services will activate the Bannock County EOC, as requested by the Chief Elected Official.
- D. SEDH in coordination with the Bannock Coordinator of Emergency Services will activate the County Points of Dispensing. (See Attachments 1-7)
- E. ESF 13 Public Safety and Security will provide for on-site security, and crowd and traffic control at the Dispensing Sites. (See Attachments 2 and 5)

- F. ESF 1 Transportation will provide transportation to the POD as requested by the EOC for POD Operations volunteers and disabled populations.
- G. ESF 2 Communications and Warning will coordinate with ESF 7 Resource Support to provide communications equipment for use between the EOC and the POD Sites. ESF 2 will coordinate with ESF 15 and SEDH's Public Information to issue warnings to the general public using the Emergency Alert System. (See Attachment 6)
- H. ESF 3 Public Works and Engineering will provide signage, barriers and stanchions, trash collection and disposal, and sanitary services. (See Attachment 1)
- I. ESF 6 Mass Care, Emergency Assistance, Housing, and Human Services will assist in the set up of POD site facilities, provide for 24 hour operations including resting areas, food, drinking water, and child care for staff and volunteers. (See Attachment 1)
- J. ESF 7 Resource Support will assist the POD manager as requested through the EOC to provide supplies, such as tables, chairs, weather protection tents and awnings, paper supplies, etc. (See Attachment 1)
- K. ESF 7 Resource Support will work religious and volunteer organizations to provide volunteer staffing to the POD Sites. ESF 7 will coordinate volunteer transportation with ESF 1 Transportation. (See Attachments 1, 2, and 7)
- L. ESF 8 Public Health and Medical Services will provide support to the SEDH's operations by providing EMS services, EMS transport, coordination of hospital admissions from the POD site and, if requested, will provide medical personnel to assist SEDH's medical staff in the dispensing of medications. (See Attachment 1 and 7)
- M. ESF 9 Search and Rescue will assist ESF 13 Public Safety and Security with crowd and traffic control. (See Attachment 5)
- N. ESF 12 Energy will, in cooperation with ESF 6 Mass Care, Emergency Assistance, Housing, and Human Services and ESF 3 Public Works and Engineering, ensure that POD Sites are properly heated and/or cooled and that electrical services are uninterrupted.
- O. ESF 15 Public Information will participate in the Joint Information System with the SEDH Public Information Officer to issue public instructions and to provide public education during POD operations. ESF 15 will establish a media briefing, rumor control, and public information "hot line" in support of County wide POD Operations. (See Attachments 6 and 7)
- P. The Annex C Finance manager will track and document all records of costs and resource expenditures related to POD Site Operations. (See Attachment 7)

## **V. Attachments**

Attachment 1 Activation of Point of Dispensing (POD) Sites

Attachment 2 Volunteer Recruiting Checklist

Attachment 3 Security Plan Checklist

Attachment 4 Just in Time Staff Training Checklist

Attachment 5 Traffic and Parking Plan Checklist

Attachment 6 Communications Planning Checklist

Attachment 7 POD ICS Position Specific Checklists

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# Annex D Point of Dispensing Operations

## Attachment 1: Activation of Point of Dispensing (POD) Sites

### POD Support Manager Checklist

The following checklist was developed in part by the Missouri Department of Health and Senior Services

Activate ICS structure

**Notify the following:**

- Activate the call-down systems for notifying local POD Support team members.
- Planning group
- Political leaders
- Site(s)
- Hospitals (Review plan for transfer of patients should the need for additional beds arise)
- Health centers (Obtain any additional assets that can be used in an emergency)
- Long term care facilities (Obtain assets, wheelchairs, buses, etc. that can be used in an emergency)
- EMS (Will they be utilized on-site and/or for transport?)
- Visiting nurse agencies (Identify staff that can assist)
- Local fire, public safety, schools, civic organizations
- Volunteers
- Neighboring communities

**Prepare to Operate Point of Dispensing Site**

- Assess the need for additional assets
- Review event-specific standing orders, patient education materials, and POD forms.
- Obtain signature for standing orders
- Begin copying of all materials OR contact business that will make copies
- Determine start of prophylaxis for first responders
- Coordinate with SEDH time of opening for public, and ensure opening time is consistent across the District/Region
- Assign POD Site Coordinator (follow POD organizational chart)
- Assign additional coordinators
- Arrange for the opening of all facilities to be used
- Arrange for the closure of same facilities

**Set-up Point of Dispensing Sites**

- Mark/delineate traffic patterns
- Obtain buses, drivers if staging area used
- Organize public transportation system if it is to be used



- Obtain barriers, cones, etc. for parking and traffic control
- Obtain walkers and wheelchairs for use in POD
- Label all rooms at facilities, including rest rooms
- Mark entrances and exits in large clear signs
- Prepare screening, dispensing rooms
- Arrange for Emergency Medical Technician (EMT)/EMS support for emergencies (EMT with to-go kit, EMS on site)
- Arrange for facility engineering and janitorial/custodial support
- Prepare refrigerator and/or space for receipt of prophylactics
- Test back-up electrical power capabilities
- Set up system for communication between stations (two-way radio, phone, etc)
- Test internet and phone and other communication tools' capability

### Demographics Considerations

- Identify resident population
- Identify translators for most used languages (as well as translations of materials)
- Identify any visiting population
- Identify special populations and their needs
- Children and families (system, counselors, etc)
- Plan for alternative mechanisms to provide prophylactics to group population (see list below)
- Timeline
- Responsible agency\_\_\_\_\_ Contact\_\_\_\_\_
- Check all that apply to community:
  - Homebound
  - Indian reservations
  - Prisons/jails
  - Homeless
  - Elderly housing
  - Long-term care facilities
  - Rest homes
  - Colleges
  - Child care centers
  - Hotels
  - Immigrant populations (languages, ability to connect with)
  - Influx of non-Idaho resident workers

### Security Considerations

- Gather team
- Develop schedule
- Assign traffic control members
- Establish mechanism to receive State/Federal assets
- Prepare and distribute ID's
- Assign site security members
- Internal
- External

**Communications**

- Follow pre-established risk communication plan
- Notify community of clinic location and time of opening
- Notify community of methodology of attendance
- Determine timing and content of press events
- Notify media lists and contacts
- Review communications from SCDH (e.g., agent, protection, treatment for the public)
- Review materials for communication with the media

**Staffing**

- Prepare staffing charts
- Estimate number of volunteers available
- Review licensure of all professional staff
- Assign staff
- Obtain regulations regarding retired providers; assign these roles
- Obtain any additional emergency regulation changes; assign associated staff
- If needed, develop a mechanism to inform public of need for volunteers through Newspaper articles, Local meetings, Websites
- Document names of all volunteers and shifts worked

**Workforce Protection**

- Provide prophylaxis for staff and families; utilize this opportunity to practice operations
- Make any changes to plan based on lessons from providing prophylaxis to workforce; share with all volunteers

**Commence Dispensing Site Operations**

- Assess daily
- Make adjustments as needed
- Measure flow-through hourly.

**Documentation**

- Document costs daily:  
Assigned to \_\_\_\_\_
- Collect data on all participants of dispensing site
- Transmit data as required by the SEDH SNS Plan
- Maintain all records

## **Point of Dispensing Recommended Supplies**

### **General Supplies and Equipment**

- “TO GO” Kit (basic first aid kit, flashlight, kept with site commander)
- Tables
- Chairs
- Water and cups
- Antibacterial hand washing solutions; alcohol based hand hygiene preparations (containing 60% or more alcohol).
- Consent and information forms
- Paper
- Pens, pencils, pencil sharpeners
- Various colored markers, several black
- Envelopes (large and small)
- Manila folders (10 X 13)
- Rubber bands
- Great quantities of tape (masking, duct, yellow, adhesive, transparent, barrier).
- Stapler/staples
- Scissors
- Self adhesive notes
- Clipboards
- File boxes and alpha index folders
- Telephones and phone chargers, two-way radios, local and area phone books, and most current emergency phone #s for emergency response agencies
- Paper towels
- Facial tissues
- Table pads and clean paper to cover tables for work sites
- Poster board/paper to make signs
- Video players and monitors for educational tape play
- Battery operated radio and extra batteries
- Garbage containers and trash bags
- Biohazard bags
- ID badges and differentiated colored vests for staff
- List of emergency phone numbers
- Toothpaste and tooth brushes
- Feminine hygiene products
- Diapers sizes 1,3,5
- Toilet paper
- Portable car ports or picnic awnings may be needed for shading long lines of people

### **Suggested Emergency Supplies**

- Adult and pediatric pocket masks with one-way valve
- Adult and pediatric airways
- Sphygmomanometer with all sizes of cuffs
- Gurney

- Stethoscope
- Flashlight
- Cots, blankets, pillows
- Thermometers
- Scales (adult and pediatric)

**Crowd Management Supplies**

- Signs for identifying each dispensing site station
- Flags mounted on dowels with C-clamp attachments
- Directional signs throughout the facility
- A system to keep people in lines (barrier stanchions and taping etc)
- "ALERT-HELP NEEDED"- Signal flags
- Bullhorn and whistles

**Vaccine Administration Supplies**

- Vaccine cooler/refrigerator
- Sharps containers
- Latex gloves
- Latex-free gloves
- Antibacterial hand washing solutions
- Acetone
- Alcohol wipes
- Rectangular adhesive bandages
- Cotton balls
- Gauze
- Adhesive tape
- Spray bottle of bleach solution
- Hazardous medical waste bags
- Small zip-lock bags or paper cups for oral medications

**Computer Equipment and Supplies**

- Computers
- Printers
- Paper
- Copy machine or access to mass copy facility
- Internet access
- Fax machine

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# **Annex D Point of Dispensing Operations**

## **Attachment 2: Volunteer Recruiting Checklist**

The following checklist was developed in part by the Missouri Department of Health and Senior Services

### **Sources for volunteers include:**

- Local Health Departments
- City/County employees
- Family members
- School employees such as teachers, nurses, custodial staff, and Parent Teacher Organization (PTO) members (schools would likely be closed during an emergency)
- Community faith-based organizations
- Civic organizations
- Professional associations
- School-based health center staff
- School crisis teams
- Local trucking companies
- Taxi services
- Public transportation workers
- Cleaning companies
- Local behavioral health and social service clinics, including substance abuse programs
- Civic organizations, such as Rotary and Kiwanis
- Volunteer organizations such as Retired Service Volunteer Corps, American Legion, and Veterans of Foreign Wars
- Local businesses (professional offices, retail, trade oriented)
- Retired nurses, physicians, and other health care providers
- Pharmacists and pharmacy technicians (private and public pharmacies)
- Local hospitals and community medical/dental offices
- Medical Reserve Corp members
- Community Emergency Response Team(s)
- Local Emergency Planning Committee Members
- Colleges and Technical Schools

### **Places to recruit volunteers include:**

- Web site: Some communities have utilized their websites to both recruit and collect data on volunteers
- Articles in the local papers
- Flyers at target agencies or organizations
- Visiting organizations and businesses
- Attending local events and community meetings

### **Consider the need for the following:**

- Translators
- Escorts for those with difficulty in navigating the facility

- Day care providers for children of volunteers
- Food preparation
- School bus drivers for mass transportation

# **Annex D Point of Dispensing Operations**

## **Attachment 3: Security Plan Checklist**

The following checklist was developed in part by the Missouri Department of Health and Senior Services.

**The Security plan should:**

- Coordinate with State and local law enforcement
- Provide security of inventory, including locked and limited access to medical supplies
- Identify backup power sources, if required, to store vaccine
- Provide security for transportation of medical supplies
- Ensure all POD sites are secure before entrance and set-up
- Provide maintenance of safe and secure POD sites including:
  - Crowd control
  - Traffic control
  - Parking control
  - Safety of POD personnel
- Provide security for public health representatives while conducting joint investigation in the field during contact tracing interviews
- Provide security of the POD site
- Provide security and investigation of the exposure (crime scene) site; consider joint investigation with public health staff
- Ensure that individuals are not allowed access to incident or response sites without approved identification
- Identify and train personnel and volunteers in security functions/responses



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# **Annex D Point of Dispensing Operations**

## **Attachment 4: Just in Time Staff Training Checklist**

The following material was developed in part by the Missouri Department of Health and Senior Services.

### **General Training Guidelines**

- Provide orientation for all staff on the overall purpose, function, and flow of the dispensing site, as well as specific verbal and written directions for their individual roles [See Job Check Lists]
- Provide a floor diagram with annotations to show traffic flow, the functions of all dispensing site stations, and a list of staff assigned to each role and each station
- Review the general responsibilities of each area of the dispensing site with the entire staff
- Provide each station with written information regarding specific functions of the station, where the supplies and resources are located, and who their consultants are as well as how to summon them
- Assign a specific station to each volunteer, with cross training to at least one other station; in small dispensing sites, there are roles within the site that will need the flexibility to accommodate the needs of the site, to decrease congestion and waiting time (bottlenecks and lags), and to permit breaks for staff; in larger sites, this can be accomplished by cross training; therefore, consider orienting staff in small, interchangeable teams.
- Orient all staff to the presence and functions of behavioral health staff; law enforcement and emergency personnel should also attend the group orientation and should be given information about the agent and managing potential exposure to the agent; they should be familiar with the layout of the site, their role, and the location where ill patients would be maintained prior to transport
- Provide a walkthrough of the facility for all staff and volunteers
- Set a code phrase for staff to use indicating a potential problem

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# Annex D Point of Dispensing Operations

## Attachment 5: Traffic and Parking Plan Checklist

The following checklist was developed in part by the Missouri Department of Health and Senior Services.

It is recommended that a parking and traffic plan be pre-determined for the POD site with the assistance of law enforcement, public works, and other key local partners.

**The parking and traffic plan should consider the following:**

- Designate an area for staff parking with appropriate signage, if possible
- Identify public parking areas with proximity to entrance, lighting, and ease of walking (gravel vs. pavement); police and re-supply vehicles need to have designated areas; also consider where the triage area will be placed relative to parking and entrance to the dispensing site

**Note:** Triage should not be inside the dispensing site facility if the threat agent is contagious.

- Provide handicapped accessible parking
- Determine need and use of public transportation, if available
- Establish an MOU for vehicles, drivers, and routing plans, if utilizing a transportation
- Conduct triage for contagious agents before boarding a mass transport vehicle, if utilizing satellite parking site
- Determine traffic flow around and to clinic sites, including client drop-off and pick-up; identify a dedicated drop-off site for public transportation/school buses shuttling the public
- Identify/dedicate flow for supplies delivery and offloading
- Remove any abandoned cars from designated clinic parking sites upon activation of clinic
- Determine need for barricades for security and/or to route traffic; include Public Works in those plans

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# **Annex D Point of Dispensing Operations**

## **Attachment 6: Communications Planning Checklist**

The following checklist was developed in part by the Missouri Department of Health and Senior Services.

### **Internal Communication**

Internal communication plans must be developed for:

- Internal communication between dispensing site stations
- Communication between dispensing site and external agencies (e.g., Bannock County Emergency Services Coordinator, SEDH EOC, Receiving, Staging, and Storage site (RSS), local public health agency, fire, police).
- If the POD site is a school, it may have internal phone systems and/or public address systems that could be accessed

### **External Communication to the Public and Media**

A plan for providing the public with information about site location, target population, and any additional information, should be developed.

### **Plan what information the public needs to know**

The following information should be communicated to the public in as many languages as needed:

- Target population
- Site location and directions
- Dates and times of operation
- Type of identification to bring, if required
- Length of time the process may take
- Type of clothing to wear
- Culturally appropriate information
- In addition to information about the specific site being publicized, a concerted effort should be made to provide information to the public that emphasizes:
  - Rationale for dispensing site strategy
  - What disease containment measures are effective
  - All possible measures are being taken to prevent the further spread of the disease
- The POD site will be identifying and screening for possible contacts (State this clearly in the information provided to the public)

### **What they can do to help including:**

- Car pool to sites
- Help neighbors with childcare
- Drive physically disabled, etc

**Basic medical information about the event that has occurred:**

- Agent involved
- Early signs and symptoms, including information on incubation period
- Mode of transmission
- Community locations affected by the agent
- Asymptomatic persons will have time to get treated and should avoid going to local hospitals
- Symptomatic or ill persons should consult with their health care providers

**Information about public dispensing sites:**

- Locations and hours of operation of open dispensing sites in the affected community
- Eligibility criteria to receive prophylaxis: “If you don’t fit the criteria, you do not need treatment”
- Basic message: “Go to the dispensing site assigned for your residence location or as directed”
- Information needed to bring to the dispensing site (age, weight, current medications, allergies to medications, etc)
- Information phone hot-line number to provide information about the event, agents, dispensing sites, etc

**What to expect at dispensing sites and information regarding the medications:**

- Shots, pills or both
- Description of medication(s)/vaccine
- Local supplies of the needed medication have been exhausted (don’t contact your local pharmacy for the medication)
- The Strategic National Stockpile has been requested for the community
- It is important to reinforce to the public that regimens may change as more is learned about the specific threat. Inform the public that pills may vary in number and color due to the manufacturing difference relating to dosage and vendors
- Wait may be long. Please be patient. Come prepared to wait
- Adults will be able to obtain additional antibiotic treatments for other household members, including disabled, homebound relatives, or neighbors; in addition to their own picture ID, adults must provide identification, health information, drug allergies, and current medication lists for each person for whom they wish to obtain prophylaxis; medication may be obtained for others if in pill form; if vaccinations are required each person must be at the dispensing site in person
- Each dispensing site will have a general flow and everyone will be treated in an orderly fashion, which is set up by the dispensing site management

**Worst case scenarios requiring antibiotic prophylaxis to over 100,000:**

- One adult representative from each household can receive medications for the entire household
- List of acceptable documents for other household members (e.g., driver’s license, tax return, social security card, etc)
- For children less than thirteen years old: current weight, age, health information, drug allergies, and current medication lists will be needed
- For adults: health information, drug allergies, and current medications list

**Legal Issues:**

- Do not cheat; persons caught hoarding or reselling pharmaceuticals intended for mass prophylaxis will be prosecuted
- Do not use any pharmaceuticals obtained through unofficial sources; they may be ineffective or harmful. Use only medications provided at the dispensing sites or prescribed by physicians and dispensed by a licensed pharmacist

**Other Information:**

- Do not use out-dated medications
- Medications are free
- If you are unable to get to a dispensing site and are indicated to get the medication, notify the appropriate authorities (give number to call)
- If an individual wants to volunteer, give information on where they could respond
- If an individual wants to make a monetary donation, give information on how to accomplish this action

**Plan mechanisms for release of all public information**

Consider the following guidelines:

- Obtain/develop media lists and contacts
- To ensure accurate reporting by the media, a list of subject matter experts and media spokespersons from state and local public health and safety agencies, the CDC, and community partners should be developed and made easily accessible to the media through an approved format
- The information disseminated must clearly describe the groups for whom the site is intended (and not intended), and the rationale for the designations
- Using professional public relations assistance when available, announcements should be prepared and released for the television, radio, and newspaper media
- If specific groups require additional information, (e.g., to counteract misconceptions about the disease, prophylaxis or treatment of certain groups) site organizers may need to distribute flyers to targeted populations in apartment buildings, neighborhoods, workplaces, schools, and/or religious centers

**Plan a system for determining when and who will come to the dispensing sites**

Consider the following:

- Unless individuals are to be vaccinated, consider having a household representative go to the emergency-dispensing site
- The household representative should know the names, dates of birth, medications individuals are currently receiving, allergies, and significant health history for those individuals he/she is representing in addition, the household representative should know the height and weight of children he/she is representing to determine the proper dose of liquid medication to be dispensed for the children
- If families arrive together, they should be kept together
- In determining how to group families, the use of zip codes, alphabetic letters, street names or numbers, rubbish pickup routes, polling districts, or school bus routes may be used to designate a specific date and timeframe for families/family representatives to arrive at the POD site

**Develop a plan for communicating with special populations through mass media methods**



Consider the following:

- Certain special population groups (i.e., various language groups) may be asked to come at a specific time and date (i.e., when translator resources are available)
- If special transportation can be provided for physically disabled or elderly persons, the telephone number for requesting special transportation should be included in all media releases
- If necessary, individuals who can be called upon to serve as interpreters should be identified to help inform non-English speakers; this list should note the foreign languages spoken by these individuals; to improve understanding of the subject matter, photographs and graphics should be provided in various media broadcasts

**Develop a plan for securing communication systems and routines**

Consider the following:

- Each dispensing site must have a working phone
- If available, two-way radio communication system, cell phones, and pagers should be distributed to the dispensing site staff; replacement batteries and/or battery chargers for each device also should be made available
- A list of important phone numbers should be distributed to all dispensing site staff

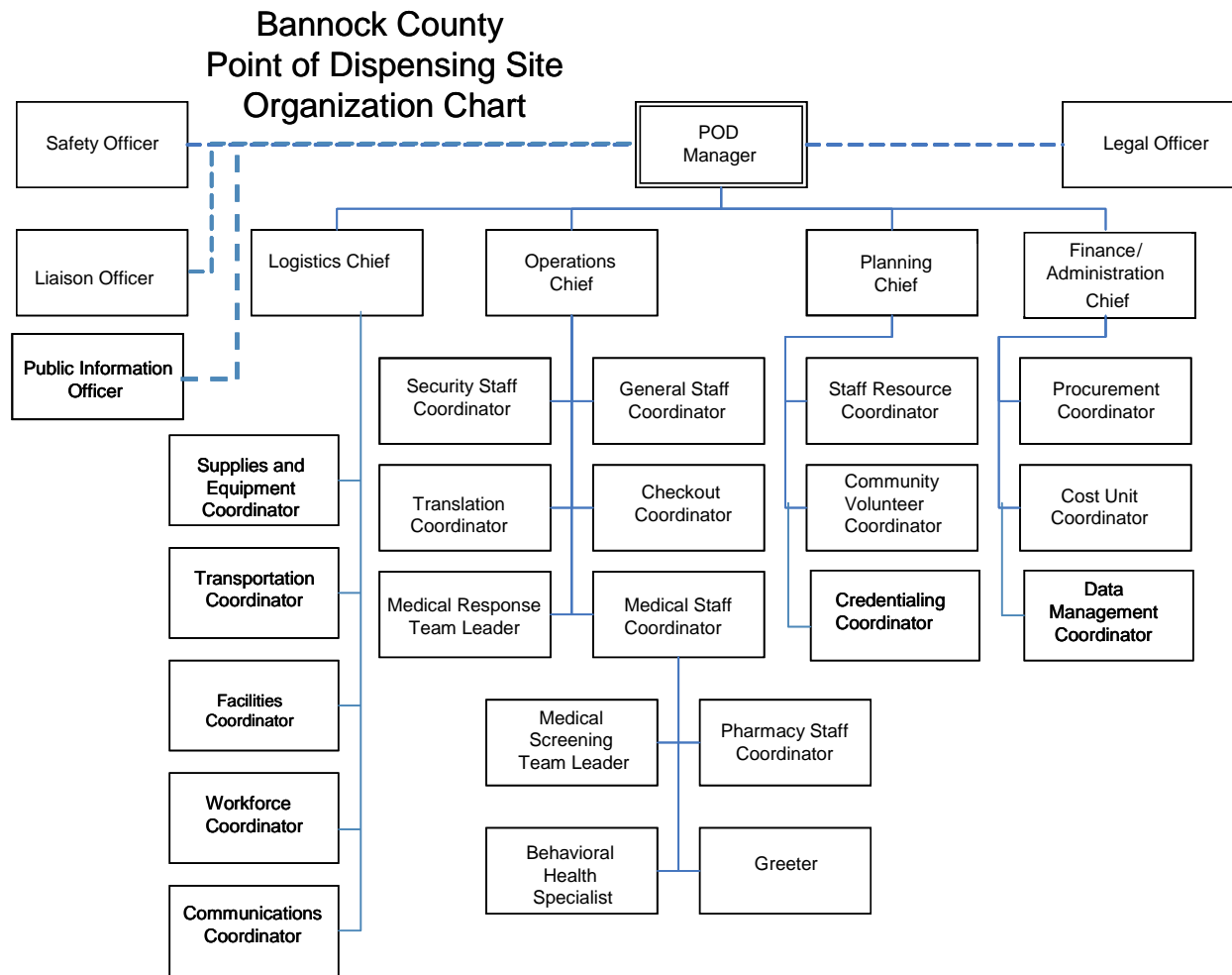
# Annex D Point of Dispensing Operations

## Attachment 7: POD ICS Position Specific Checklists

The following checklists were developed in part by the Missouri Department of Health and Senior Services

The following POD Incident Command System position specific checklists are to be used upon activation of a Bannock County Point of Dispensing Site. Each Checklist identifies an interface point in the Bannock EOC.

As in any ICS activation not all positions need to be necessarily activated however, the functions may be activated. Individuals may fill more than one position and complete more than one checklist in order to accomplish the functional mission.



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## Pod Manager

**EOC/ESF Interface:** Bannock County Emergency Services Coordinator and ESF 8 Health and Medical Services

**Qualifications:** Individual with public health and emergency management experience or training, good management skills, and is familiar with the State and local mass prophylaxis plans

**Duties:** Manage and operate a fully functional Point of Dispensing (POD) facility and act as the primary decision maker for the facility

### Upon Activation

#### Receive briefing from SEDH

- Understand your mission
- Communicate any concerns or problems prohibiting mission completion
- Review Mass Prophylaxis Point of Distribution Planning Guide
- Review job action sheet
- Sign out equipment and resource packet, if necessary
- Receive prophylaxis/vaccination, if not already treated
- Receive and put on identification (vest, ID badge, etc)
- Sign necessary forms, if applicable (confidentiality forms, etc)
- Determine staffing needs and acquire appropriate staff resources
- Assign or greet your direct reports as they arrive:
  - Logistics Chief
  - Operations Chief
  - Finance & Administration Chief
  - Information & Intelligence Chief
  - Planning Chief
  - Command Staff:
    - Safety Officer
    - Public Information Officer
    - Liaison Officer
    - Medical Director (optional)
    - Legal Counsel (optional)
- Meet with your direct reports
- Complete a POD Incident Action Plan (IAP) with IAP planning team
- Establish chain of command and performance expectations:
  - Your direct reports are to report ONLY to you; they work with other staff as assigned by you, but they DO NOT take instructions from, or provide information to, anyone other than you (or a Safety Officer if regarding a safety issue)
  - Any questions, problems, or incidents should be reported to you, NOT to anyone else
  - It is important that they DO NOT MAKE DECISIONS on their own, other than those provided for in their position checklist; this ensures critical consistency with respect to performance and information at the site
- Ensure that they are personally prepared, self-sufficient, and adequately equipped to perform their assignments
- The medication/vaccination prophylaxis standing orders must be approved and signed by a medical professional authorized to prescribe

- Obtain briefing statement from PIO, to be given to staff members at scheduled briefing(s)
- Determine hours of operation and work with your direct reports to provide staff coverage

### **On-site Operations**

- Conduct on-site staff briefing(s) as scheduled by the Finance & Administration Chief
- Establish interface with local officials
- Establish call-back numbers to local management
- Coordinate with EOC time to open POD
- Notify local officials when you are ready to begin processing patients
- Report progress to EOC and other emergency services as appropriate via Liaison Officer
- Review work schedule and specific assignments for each group of staff
- Ensure consistency in information provided to patients in all stations
- Assist local government in briefing officials and media, as appropriate
- Work closely with security to monitor any media breaches
- Establish time schedule for operational briefings, and conduct as scheduled
- Assure assigned staff monitors patient flow through the process, and move staff where necessary to reduce or eliminate bottlenecks in the process
- Prepare and review recovery plan with your direct reports as end of mission becomes eminent
- Assist local government representatives in briefing officials and media, as appropriate
- Review safety considerations with Safety Officer
- Review with Liaison Officer the security plans of assisting agencies
- Communicate with EOC at regular intervals
- Periodically check work progress of command staff and section chiefs' goals and objectives
- Assist all command staff and section chiefs when needed
- Manage any incidents or problems while the POD is operational
- Approve requests for incoming or outgoing resources (between PODs or from EOC)
- Contact the SEHD EOC for reconciliation regarding any discrepancies (excess/deficiency or wrong medications/supplies) between the order and delivery of items from SNS or other sources
- Monitor colleagues and clients for signs of fatigue or distress

### **Deactivation Phase**

- Coordinate between the DSR and Planning Chief to develop the recovery plan
- Schedule and hold recovery planning meeting with command staff and section chiefs
- Release resources and supplies and workforce as appropriate
- Arrange to have equipment and supplies returned
- Return all unused supplies to POD box and inventory for supplies to be replaced
- Send all reports, documents, etc. to the necessary section chiefs or EOC
- Restore facility to pre-POD conditions
- Secure facility and return keys to facility representative
- Ensure that all records and reports are turned in to the appropriate official(s)
- Conduct exit interviews with your direct reports and appropriate local officials
- Ensure that an After Action Review occurs and is documented
- Participate in After Action Review meetings, as required

## Liaison Officer

**Direct Supervisor:** POD Manager

**EOC/ESF Interface:** Liaison Officer in EOC/ESF 15 Public Information

**Qualifications:** An individual with good organizational skills, interpersonal skills, leadership experience, and familiarity with the State and local mass prophylaxis plan

**Duties:** Maintain communication; provide situation status, and facility needs to Bannock County EOC. Additionally, maintain communication with local community officials

### Upon Activation

- Review your position checklist and check off tasks as they are completed
- Check in with Credentialing Coordinator, validate credentials, and put on ID badge
- Sign out equipment and resource packet
- Receive prophylaxis/vaccination, if not already treated
- Sign necessary forms, if applicable (confidentiality forms, etc)
- Attend overall staff briefing
- Familiarize self with POD layout and process
- Receive briefing from POD Manager, ensure knowledge of full mission request and plan of operations
- Review Mass Prophylaxis Planning Guide
- Gather needed materials:
  - Radio or other communication devices
  - Public health emergency plan
  - Mutual aid request forms
  - 24/7 Plans and contact information with community partners and stakeholders
  - Briefing format
  - All other appropriate forms
- Conduct briefing to assisting agencies as necessary
- Report to your assigned POD area for observation before beginning duties as needed

### On-site Operation

- Identify an area where assisting agencies, community partners, and stakeholders should report.
- Greet assisting agency representatives, community partners, and stakeholders when they arrive
- Brief assisting agencies, community partners, and stakeholders with needed information for them to do their job functions properly
- Arrange for communication network between POD and assisting agency representatives, community partners, and stakeholders
- Keep log of assisting agencies on site
- Provide routine progress and/or status reports to POD Manager
- Monitor colleagues and clients for signs of fatigue or distress, notify direct supervisor as appropriate

- Perform other duties as assigned by direct supervisor
- Participate in staff briefing(s) as scheduled by the Finance & Administration Chief
- Maintain communication with County and/or State EOC
- Provide situation status
- Communicate facility needs
- Maintain communication with local community officials

**Deactivation Phase**

- When relieved, hand-in all documents, including position check list with feedback, to direct supervisor
- Participate in scheduled debriefing at shift change or close of POD
- Return to workforce staging area
- Return identification (vest, ID badge, etc.)
- Sign in equipment
- Identify issues for the After Action Report

## Public Information Officer

**Direct Supervisor:** POD Manager

**EOC/ESF Interface:** EOC Public Information Officer/ESF 15 Public Information

**Qualifications:** An individual trained in media interaction and public health information with good organizational skills, interpersonal skills, leadership experience, and familiarity with the SEDH Public Information Officer Plan.

**Duties:** Coordinate media relations and releases.

### Upon Activation

- Review your Position Checklist and check off tasks as they are completed
- Check in with Credentialing Coordinator, validate credentials, and put on ID badge
- Sign out equipment and resource packet
- Receive prophylaxis/vaccination, if not already treated
- Sign necessary forms, if applicable (confidentiality forms, etc)
- Attend overall staff briefing
- Familiarize self with POD layout and process
- Receive briefing from POD Manager; ensure knowledge of full mission request and plan of operations
- Follow Public Information Plan and coordinate with PIO at SEDH
- Review Mass Prophylaxis Point of Dispensing Planning Guide
- Prepare a briefing statement to be given to staff members at scheduled briefing(s)
- Conduct mission as assigned by POD management
- Note latest event information and environmental conditions
- Note any hazards or threats to staff safety and health
- Review media plan and procedures
- Understand and be able to identify the affected local emergency management structure
- Understand pertinent or unique cultural or local considerations
- Manage information flow and reporting requirements
- Shift considerations and transition instructions to oncoming staff
- Begin problem solving process and methods for establishing or changing priorities

### On-site Operations

- Review your position checklist and Communications Plan Checklist
- Receive on-site briefing from POD Manager
- Determine overall media policy (with POD Manager). For example:
  - No comment; refer media to a different contact
  - Explanatory statement; no media admittance
  - Media visits permitted
  - Media permitted to attend briefing station
- Develop media statement(s) as appropriate, review the communications plan checklist
- Brief all personnel on media policy
- Brief security personnel and greeters on media handling procedures
- Coordinate media activities:



- Make media contacts as necessary
- Provide media statements, answer questions
- Arrange guided tours for media as necessary
- Participate in meetings and briefings to ensure that media considerations are a part of the plan at all times
- Document all media contacts
- Monitor media outlets to check accuracy of information being reported
- Contact media outlets to correct errors of fact and control rumors about the incident

**Deactivation Phase**

- When relieved, hand in all documents, including Position Checklist with feedback, to direct supervisor
- Participate in scheduled debriefing at shift change or close of POD
- Return to Workforce Staging Area
- Return identification (vest, ID badge, etc)
- Sign in equipment
- Submit media contact documentation to the POD Manager
- Identify issues and participate in After Action Report

# Safety Officer

**Direct Supervisor:** POD Manager

**EOC/ESF Interface:** EOC Safety Officer and Annex B Evacuation

**Qualifications:** An individual trained in safety issues that have good organizational skills, interpersonal skills, leadership experience, and familiarity with the State and local mass prophylaxis plans

**Duties:** Provide safety oversight to POD operations for health and safety of staff

## Upon Activation

- Review your Position Checklist and check off tasks as they are completed
- Check in with Credentialing Coordinator, validate credentials, and put on ID badge
- Sign out equipment and resource packet, if necessary
- Receive prophylaxis/vaccination, if not already treated
- Sign necessary forms, if applicable (confidentiality forms, etc)
- Attend overall staff briefing
- Familiarize self with POD layout and process
- Receive briefing from POD Manager; ensure knowledge of full mission request and plan of operations
- Review Mass Prophylaxis Point of Dispensing Planning Guide
- Prepare a briefing statement to be given to staff members at scheduled briefing(s), which includes:
  - o Management of hazards or threats to staff safety and health
  - o Reporting hazards or threats
  - o Evacuation signals and routes, if needed

## On-site Operations

- Conduct a general inspection of the facility prior to it becoming operational with the Logistics Chief and the facility representative
- Complete an Incident Safety Analysis for each shift
- Develop a safety action plan to include:
  - o Incident Safety Analysis
  - o Potentially hazardous situations in the POD
  - o Hazards, risks, and potentially unsafe situations (identification and monitoring)
- Work with the Liaison Officer; ensure that all assisting agencies, community partners, and stakeholders are included in the safety action plan
- Ensure adequate rest is provided to all POD staff by monitoring the sign-in and assignments at the workforce staging area
- Direct POD staff needing rest, food, medical or mental attention to workforce services
- Exercise emergency authority to stop and prevent any unsafe acts
  - o Discuss with POD Manager and document action on unit log
  - o Initiate accident investigations within the POD
  - o Ensure that investigation does not interfere with your primary duties
  - o Provide copy of accident investigation reports to POD Manager

- Provide a copy of accident investigation report to the local health agency for follow up purposes (i.e., worker compensation)
- Coordinate investigation with Medical Director/Advisor as needed
- Prepare safety messages (verbal, written, signage, etc.) for the POD
- Monitor personal protective equipment usage
- Conduct follow-up inspections on a periodic basis for compliance to all health and safety standards
- Monitor weather forecasts for changing conditions that could cause potentially unsafe conditions
- Conduct periodic briefings to keep assisting agencies informed of safety action plans
- Provide routine progress and/or status report to POD Manager
- Monitor colleagues and clients for signs of fatigue or distress; notify direct supervisor as appropriate
- Ensure adequate rest is provided to all POD staff by monitoring the sign-in and assignments at the workforce staging area
- Direct POD staff needing rest, food, medical or mental attention to workforce services

**Deactivation Phase**

- When relieved, hand-in all documents, including Position Check List with feedback, to direct supervisor
- Participate in scheduled debriefing at shift change or close of POD
- Return to Workforce Staging Area
- Return identification (vest, ID badge, etc)
- Sign in equipment
- Identify issues for the After Action Report

## **Medical Director/Advisor**

**Collaborate with:** SEDH Medical Supervisor

**EOC/ESF Interface:** ESF 8 Public Health and Medical Services

**Qualifications:** A physician or registered nurse that has good organizational skills, interpersonal skills, leadership experience, and familiarity with the State and local mass prophylaxis plan

**Duties:** Provide medical oversight for POD operations

### **Upon Activation**

- Review your Position Checklist and check off tasks as they are completed
- Check in with Credentialing Coordinator, validate credentials, and put on ID badge
- Sign out equipment and resource packet
- Receive prophylaxis/vaccination, if not already treated
- Sign necessary forms, if applicable (confidentiality forms, etc)
- Attend overall staff briefing
- Familiarize self with POD layout and process
- Receive briefing from POD Manager; ensure knowledge of full mission request and plan of operations
- Review Mass Prophylaxis Point of Dispensing Planning Guide
- In conjunction with the PIO, prepare a briefing statement to be given to staff members at scheduled briefing(s), to include:
  - o Management of biohazards or threats to staff safety and health
  - o Standing Medical orders
  - o Concept of operations for asymptomatic and symptomatic patients

### **On-site Operations**

- Conduct a general inspection of the facility, prior to it becoming operational, with the Logistics Chief and the Facility Representative to ensure infection control measures meet State requirements
- Ensure the medical standing order for dispensing is properly established and on-hand
- Ensure that all assisting agencies are aware of the treatment coordination for symptomatic patients by working with the Liaison Officer
- Exercise emergency authority to stop and prevent any unsafe acts:
  - o Discuss with POD Manager and Safety Officer
- Monitor personal protective equipment usage
- Provide routine progress and/or status report to POD Manager

### **Deactivation Phase**

- When relieved, hand in all documents, including position check list with feedback, to direct supervisor
- Participate in scheduled debriefing at shift change or close of POD
- Return to workforce staging area
- Return identification (vest, ID badge, etc)
- Sign in equipment

- Identify issues for the After Action Report

## Legal Counsel

**Qualifications:** A public administrator or legal official that has good organizational skills, interpersonal skills, leadership experience, and familiarity with the State and local mass prophylaxis plan

**EOC/ESF Interface:** EOC Legal Counsel and ESF 8 Public Health and Medical Services

**Duties:** Provide legal oversight for POD operations

### Upon Activation

- Review your Position Checklist and check off tasks as they are completed
- Check in with Credentialing Coordinator, validate credentials, and put on ID badge
- Sign out equipment and resource packet
- Receive prophylaxis/vaccination, if not already treated
- Sign necessary forms, if applicable (confidentiality forms, etc)
- Familiarize self with POD layout and process
- Receive briefing from POD Manager
- Ensure knowledge of full mission request and plan of operations
- Review Mass Prophylaxis Point of Dispensing Planning Guide

### On-site Operations

- Review your position checklist
- Participate in staff briefing(s) as scheduled by the Finance & Administration Chief
- Provide on-site Legal Counsel to POD Manager and Public Information Officer as needed

### Deactivation Phase

- When relieved, hand-in all documents, including position check list with feedback, to direct supervisor
- Participate in scheduled debriefing at shift change or close of POD
- Return to workforce staging area
- Return identification (vest, ID badge, etc)
- Sign in equipment
- Identify issues for the After Action Report

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# Operations Chief

**Direct Supervisor:** POD Manager

**EOC/ESF Interface:** EOC Operations Manager, ESF 8 Public Health and Medical Services, ESF 1 Transportation, ESF 2 Communications and Warning, ESF 3 Public Works and Engineering, ESF 6 Mass Care, Emergency Assistance, Housing, and Human Services, and ESF 12 Energy

**Qualifications:** A person with good management skills

**Duties:** Coordinate the operations section activities and have the primary responsibility for implementing the POD plan

## Upon Activation

- Review your position checklist and check off tasks as they are completed
- Check in with Credentialing Coordinator, validate credentials, and put on ID badge
- Sign out equipment and resource packet
- Receive prophylaxis/vaccination, if not already treated
- Sign necessary forms, if applicable (confidentiality forms, etc)
- Attend overall staff briefing
- Familiarize self with POD layout and process
- Receive briefing from POD Manager; ensure knowledge of full mission request and plan of operations
- Review Mass Prophylaxis Planning Guide
- Confirm activation of your direct reports, and assign or greet them as they arrive
  - o Security Staff Coordinator
  - o General Staff Coordinator
  - o Medical Staff Coordinator
  - o Pharmacy Staff Coordinator
- Meet with your direct reports
- Establish chain of command and performance expectations
  - o Your direct reports are to report **ONLY** to you
  - o They work with other staff as assigned by you, but they **DO NOT** take instructions from, or provide information to, anyone other than you (or a Safety Officer regarding a safety issue)
  - o Any questions, problems, or incidents should be reported to you, **NOT** to anyone else
  - o It is important that they **DO NOT MAKE DECISIONS** on their own, other than provided for in their Position Checklist; this ensures critical consistency with respect to performance and information at the site
- Ensure that they are personally prepared, self-sufficient and adequately equipped to perform their assignments
- Prepare a briefing statement, to be given to staff members at scheduled briefing(s):
  - o Operational overview
  - o Station flow
  - o Patient flow



- Confirm with Logistics Chief that all equipment and supplies are being shipped to the treatment site, and that areas are being set up

Develop on-site staff assignments and work schedule

### **On-site Operations**

- Participate in staff briefing(s), as scheduled by the Finance & Administration Chief
- Maintain unit log
- Work with the Logistics Chief to set up briefing, interview, POD, and pharmacy areas; make sure staff has all equipment and supplies needed to carry out their functions
- Meet with briefing area staff and ensure that material presented is consistent with mass prophylaxis process and other information being distributed
- Meet with pharmacy supervisor and review mass prophylaxis process flow chart ensuring that pharmacy is ready to process prescriptions
- Meet with mental health staff and review mass prophylaxis process flow chart, ensuring that staff is clear on treatment protocols
- Brief all station supervisors on procedures for additional supplies, security problems, treatment issues, or other problems
- Follow the process as patients begin to filter through each station. Modify any process as needed
- Obtain information and updates from those reporting to you for resources needed
- Communicate all requests for incoming and outgoing resources with POD Manager
- Request the need for additional pharmaceuticals, as determined by the pharmacy, through the Logistics Chief
- Provide routine progress and/or status reports to POD Manager
- Ensure scheduled breaks and relief for the section is being appropriately handled
- Review and confirm staffing levels for next day or next shift with directors and supervisors
- Monitor colleagues and clients for signs of fatigue and distress; notify direct supervisor as appropriate
- Perform other duties as assigned and approved by direct supervisor
- Ensure that proper documentation is maintained for all activities

### **Deactivation Phase**

- Coordinate with Planning Chief plans for recovery
- When relieved, hand in all documents, including position check list with feedback, to direct supervisor
- Participate in scheduled debriefing at shift change or close of the POD
- Return to workforce staging area
- Return identification (vest, ID badge, etc)
- Sign in equipment
- Identify issues for the After Action Report
- Conduct exit interviews with your direct reports
- Participate in the After Action process

## Security Staff Coordinator

**Direct Supervisor:** Operations Chief

**EOC/ESF Interface:** ESF 13 Public Safety and Security.

**Qualifications:** Person should have a leadership background, previous experience in security, and strong organizational skills

**Duties:** Lead, coordinate, and supervise security staff and resources

### Upon Activation

- Review your position checklist and check off tasks as they are completed
- Check in with Credentialing Coordinator, validate credentials, and put on ID badge
- Sign out equipment and resource packet
- Receive prophylaxis/vaccination, if not already treated
- Sign necessary forms, if applicable (confidentiality forms, etc)
- Attend overall staff briefing
- Familiarize self with POD layout and process
- Review Mass Prophylaxis Planning Guide
- Report to your assigned POD area for observation before beginning duties as needed
- Perform security assessment of facility
- Contact the POD Manager (or Logistics Chief if assigned) to identify security needs
- Determine the number of security staff needed to provide adequate security
- Develop security plan and traffic control plan accordingly
- Attend initial briefing/planning meeting with command staff and section chiefs to review POD set-up

### On-site Operations

- Establish contacts with local law enforcement as required
- Monitor and adjust security and traffic plans accordingly
- Ensure that a resource accountability system (personnel and equipment) is established and maintained
- Arrange for security of equipment and supplies as they arrive at the site
- Supervise the set-up of crowd control system (cones, ropes, etc.) with the facility flow personnel
- Participate in meetings and briefings to ensure that security considerations are a part of the plan at all times
- Post security staff as needed, at a minimum:
  - Entrance: admit authorized personnel and patients only; check for hand-stamps (indicating prior treatment; refer these individuals to the POD Manager, as they may be trying to acquire additional medications) (*optional*)
  - Exit: ensure no unauthorized entry
  - Pharmacy: Ensure right hand is stamped upon receipt of pharmaceuticals (*optional*)
- Ensure security is provided for all personnel, equipment, supplies, vehicles, and buildings
- Meet with local law enforcement and coordinate issues/efforts
- Coordinate staff badges/passes as necessary

- Identify and make known to the Operations Chief any security issues
- Offer operational assistance and recommendations regarding evidence collection processing, and security to local law enforcement
- Notify the Safety Officer of any accidents
- Record all incident related complaints and suspicious occurrences
- Review and confirm staffing levels for next day or next shift with Operations Chief
- Provide routine progress and/or status reports to Operations Chief
- Monitor colleagues and clients for signs of fatigue or distress, notify direct supervisor as appropriate
- Perform other duties as assigned and approved by direct supervisor

**Deactivation Phase**

- Coordinate with Planning Chief plans for recovery
- Assist with restoring facility to pre-POD conditions
- When relieved, hand in all documents, including position check list with feedback, to direct supervisor
- Participate in scheduled debriefing at shift change or close of POD
- Return to workforce staging area
- Return identification (vest, ID badge, etc)
- Sign in equipment
- Identify issues for the After Action Report

# Security Team Leader

**Direct Supervisor:** Security Staff Coordinator

**EOC/ESF Interface:** ESF 13 Public Safety and Security and ESF 9 Search and Rescue.

**Qualifications:** Person should have a leadership background, previous experience in security, and strong organizational skills

**Duties:** Provide security at and around facility, assist with traffic, parking, and POD flow

## Upon Activation

- Review your position checklist and check off tasks as they are completed
- Check in with Credentialing Coordinator, validate credentials, and put on ID badge
- Sign out equipment and resource packet
- Receive prophylaxis/vaccination, if not already treated
- Sign necessary forms, if applicable (confidentiality forms, etc)
- Attend overall staff briefing
- Familiarize self with POD layout and process
- Review Mass Prophylaxis Planning Guide
- Report to your assigned POD area for observation before beginning duties as needed

## On-site Operations

- Perform duties as outlined by the security staff coordinator, which may include:
  - Meet supply vehicle with medications and supplies, and provide security to site location
  - Secure all entrances/exits
  - Greet vehicles and direct them to appropriate parking locations
  - Direct clients to entrance
- Provide security within the facility
- Maintain order within and outside the facility, responding as needed to events
- Ensure smooth operations
- Participate in the set-up of Crowd Control system (cones, ropes, etc)
- Check stations on routine basis for any potential security problems. Report findings to the security staff coordinator
- Issue access badges or passes
- Establish a protective perimeter for the operation.
- Offer assistance and/or advice regarding evidence processing and custody to the agency of the affected jurisdiction charged with that responsibility
- Ensure that evacuation signals and routes are labeled appropriately
- Investigate accidents and write accident reports
- Ensure that all patients receive an ink stamp to their right hand at the pharmacy dispensing station when they receive their medication; this will prevent them from reprocessing to receive more medication (*Optional*)
- Ensure that all patients entering the facility do NOT have an ink stamp on their right hand (indicating that they might be trying to re-process for more medication) (*Optional*)
- Report any security findings to the security staff coordinator

- Provide routine progress and/or status reports to security staff coordinator
- Monitor colleagues and clients for signs of fatigue or distress; notify direct supervisor as appropriate
- Perform of other duties as assigned and approved by direct supervisor

**Deactivation Phase**

- Coordinate with Planning Chief plans for recovery
- Assist with restoring facility to pre-POD conditions
- When relieved, hand-in all documents, including position check list with feedback, to direct supervisor
- Participate in scheduled debriefing at shift change or close of POD
- Return to workforce staging area
- Return identification (vest, ID badge, etc)
- Sign in equipment
- Identify issues for the After Action Report

## General Staff Coordinator

**Direct Supervisor:** Operations Chief

**EOC/ESF Interface:** ESF 7 Resource Support

**Qualifications:** Experience in supervising, directing, and working with volunteers, and possess leadership skills

**Duties:** Lead, supervise, and instruct group leaders in the operations section. Assign and document volunteer staffing assignments

### Upon Activation

- Review your Position Checklist and check off tasks as they are completed
- Check in with Credentialing Coordinator, validate credentials, and put on ID badge
- Sign out equipment and resource packet
- Receive prophylaxis/vaccination, if not already treated
- Sign necessary forms, if applicable (confidentiality forms, etc)
- Attend overall staff briefing
- Familiarize self with POD layout and process
- Review Mass Prophylaxis Planning Guide
- Report to your assigned POD area for observation before beginning duties as needed

### On-site Operations

- Ensure all stations have appropriate forms and equipment needed
- Ensure all stations are set up properly
- Monitor client flow patterns and assist the Operations Chief in correcting any problems
- When station supervisors report disruptions and changes in client flow, report to Operations Chief
- Ensure consistency in information provided to clients at all stations
- Ensure that proper documentation is maintained for all station activities
- Collect client forms from each station, as necessary
- Assist with answering client questions within scope of training/qualifications
- Reassign floater/runner group staff to areas of greater need, as assessed or observed, throughout shift
- Ensure scheduled breaks and relief for all station group staff
- Ensure all station group staff is adhering to infection control procedures
- Review and confirm staffing levels for next day or next shift with Operations Chief
- Provide routine progress and/or status reports to Operations Chief
- Monitor colleagues and clients for signs of fatigue or distress; notify direct supervisor as appropriate
- Perform other duties as assigned and approved by direct supervisor

### Deactivation Phase

- Coordinate with Planning Chief plans for recovery
- When relieved, hand in all documents, including position check list with feedback, to direct supervisor

- Participate in scheduled debriefing at shift change or close of POD
- Return to workforce staging area
- Return identification (vest, ID badge, etc)
- Sign in equipment
- Identify issues for the After Action Report

## Facility Flow Team Member

**Direct Supervisor:** General Staff Coordinator

**EOC/ESF Interface:** ESF 7 Resource Support

**Qualifications:** Ability to organize and visualize processes, lead, communicate, and direct large groups of people

**Duties:** Direct recipients through the POD process and monitor process for bottlenecks or problems

### Upon Activation

- Review your position checklist and check off tasks as they are completed
- Check in with Credentialing Coordinator, validate credentials, and put on ID badge
- Sign out equipment and resource packet
- Receive prophylaxis/vaccination, if not already treated
- Sign necessary forms, if applicable (confidentiality forms, etc)
- Attend overall staff briefing
- Familiarize self with POD layout and process
- Review Mass Prophylaxis Planning Guide
- Report to your assigned POD area for observation before beginning duties as needed

### On-site Operations

- Assist with creation/posting of appropriate signage to direct patient flow
- Assist clients in moving through each station of the dispensing process
- Avoid the formation of crowds in any one area
- Escort non-English speaking/reading clients from entrance to special needs areas
- Assist groups entering and leaving areas
- Notify clients when forms will be needed, or of any special needs (e.g., rolling up sleeves for immunizations)
- Accompany clients who need assistance (wheel chairs, walkers, unsteady)
- Notify supervisor of bottlenecks
- Notify security staff of situations requiring security intervention
- Assist in transporting supplies as needed
- Periodically check with dispensing site staff for any supply needs or client assistance needs
- Escort distressed, upset, or anxious clients to mental health consultation area
- Assure family units remain together and in appropriate lines

### Deactivation Phase

- When relieved, hand in all documents, including position check list with feedback, to direct supervisor
- Participate in scheduled debriefing at shift change or close of POD
- Return to workforce staging area
- Return identification (vest, ID badge, etc)
- Sign in equipment



- Identify issues for the After Action Report

## Check-In & Forms Distribution Team Member

**Direct Supervisor:** General Staff Coordinator

**EOC/ESF Interface:** ESF 7 Resource Support

**Qualifications:** Ability to organize, communicate, and direct large groups of people

**Duties:** Provide basic informational material, POD documents, explain how to complete the documents, and answer questions

### Upon Activation

- Review your position checklist and check off tasks as they are completed
- Check in with Credentialing Coordinator, validate credentials, and put on ID badge
- Sign out equipment and resource packet
- Receive prophylaxis/vaccination, if not already treated.
- Sign necessary forms, if applicable (confidentiality forms, etc)
- Attend overall staff briefing
- Familiarize self with POD layout and process
- Review Mass Prophylaxis Planning Guide
- Report to your assigned POD area for observation before beginning duties as needed
- Review the dispensing site forms
- Assist in set-up of registration area

### On-site Operations

- Ensure station has appropriate recipient forms and equipment needed
- Ensure station is set up properly, including leaving ample space for recipient confidentiality
- Screen recipients and validate signature on consent form
- Ensure accuracy and completeness of recipient forms
- Answer recipient questions within scope of training and qualifications
- Refer recipients with extraneous concerns to the appropriate persons
- Maintain adequate supply levels. Contact a runner for additional supplies
- Provide routine progress and/or status reports to general staff coordinator
- Monitor colleagues and clients for signs of fatigue or distress; notify direct supervisor as appropriate
- Perform other duties as assigned and approved by direct supervisor
- Provide individuals with registration and educational materials, stressing the importance of filling out forms completely and legibly
- Assist individuals who require assistance in completing forms
- Be available to answer any questions related to the forms; any medical questions should be referred to Medical Screeners
- Notify facility flow team of individuals who need assistance, wheel chairs, walkers, or those in distress, upset, or anxious who need mental health consultation
- Identify additional needs as they arise (e.g., need for translators)
- Ensure crowd control system (cones, ropes, etc.) is set up by facility flow personnel
- Log arriving patients on the patient log (if utilized)

- Provide each patient with a medical screening form and assist him/her to complete the form

**Deactivation Phase**

- When relieved, hand in all documents, including position check list with feedback, to direct supervisor
- Participate in scheduled debriefing at shift change or close of POD
- Return to Workforce Staging Area
- Return identification (vest, ID badge, etc)
- Sign in equipment
- Identify issues for the After Action Report

## Briefer/Educator

**Direct Supervisor:** General Staff Coordinator

**EOC/ESF Interface:** ESF 7 Resource Support and ESF 15 Public Information

**Qualifications:** Ability to speak to groups, operate video equipment, and knowledge of the community

**Duties:** Provide orientation brief to recipients entering the POD

### Upon Activation

- Review your position checklist and check off tasks as they are completed
- Check in with Credentialing Coordinator, validate credentials, and put on ID badge
- Sign out equipment and resource packet
- Receive prophylaxis/vaccination, if not already treated
- Sign necessary forms, if applicable (confidentiality forms, etc)
- Attend overall staff briefing
- Familiarize self with POD layout and process
- Review Mass Prophylaxis Planning Guide
- Report to your assigned POD area for observation before beginning duties as needed

### On-site Operations

- Ensure station has appropriate handouts, videos, audio/visual (A/V) equipment and all other educational materials needed
- Ensure A/V equipment is set up properly
- Ensure station is set up properly for recipients
- Present the educational materials to the recipients
- Maintain recipient flow on schedule
- Report disruptions and changes in recipient flow to medical staff coordinator
- Procure and store enough copies to provide fact sheets and frequently asked questions sheets (Provided by SEDH) to each patient
- Brief patient groups of up to 30
- The number of persons in the orientation briefings can vary to accommodate the rate at which people arrive
- Orientation locations may serve as holding locations if bottlenecks occur along the dispensing site line
- The briefing includes:
  - Description of the dispensing site process
  - Discussion of all required forms and instructions and assistance in completing the paperwork
  - Written information about the disease, agent, medication/vaccine, and a toll-free 24/7 telephone number to call with questions
  - Opportunity to ask questions
  - If available, a video may be shown (in an emergency, State supplied videos may be provided to television channels)
  - Answer recipient questions within scope of training and qualifications

- Refer recipients with extraneous concerns to the appropriate area
- ❑ Maintain adequate supply levels. Contact a runner for additional supplies
- ❑ Provide routine progress and/or status reports to medical staff coordinator as needed
- ❑ Monitor colleagues and recipients for signs of fatigue or distress, notify direct supervisor as appropriate

Perform other duties as assigned and approved by direct supervisor

### **Deactivation Phase**

- ❑ When relieved, hand in all documents, including position check list with feedback, to direct supervisor
- ❑ Participate in scheduled debriefing at shift change or close of POD
- ❑ Return to workforce staging area
- ❑ Return identification (vest, ID badge, etc)
- ❑ Sign in equipment
- ❑ Identify issues for the After Action Report.

## Special Needs Staff

**Direct Supervisor:** General Staff Coordinator

**EOC/ESF Interface:** ESF 7 Resource Support

**Qualifications:** Experience working with special needs population

**Duties:** Assist recipients with special needs individually; communicate special needs, such as language barrier, to the supervisor so that arrangements can be made to assist the recipient

### Upon Activation

- Review your position checklist and check off tasks as they are completed
- Check in with Credentialing Coordinator, validate credentials, and put on ID badge
- Sign out equipment and resource packet
- Receive prophylaxis/vaccination, if not already treated
- Sign necessary forms, if applicable (confidentiality forms, etc)
- Attend overall staff briefing
- Familiarize self with POD layout and process
- Review Mass Prophylaxis Planning Guide
- Report to your assigned POD area for observation before beginning duties as needed

### On-site Operations

- Confirm and determine number and types of staff available by specialty; coordinate with
  - o Operations Chief if needed
- Project needs for additional staff based on number of special needs recipients arriving at the POD
- Determine if a separate special needs line is needed in the POD for ease of recipient flow
- Ensure availability of a private area to assist recipients as needed
- Assess current supplies and procure wheelchairs with the Logistics Chief
- Work with floaters/runners to help recipients with physical needs, as appropriate
- Monitor recipient flow patterns (if there is a special needs line) with the Operations Chief to correct any problems
- Ensure that proper documentation is maintained for all activities
- Collect documentation as necessary
- Ensure scheduled breaks and relief for all staff
- Review and confirm staffing levels for next day or next shift with Operations Chief
- Provide routine progress and/or status reports to Operations Chief
- Monitor colleagues and recipients for signs of fatigue or distress; notify direct supervisor as appropriate
- Perform other duties as assigned and approved by direct supervisor

### Deactivation Phase

- When relieved, hand in all documents, including position check list with feedback, to direct supervisor
- Participate in scheduled debriefing at shift change or close of POD
- Return to workforce staging area

- Return identification (vest, ID badge, etc)
- Sign in equipment
- Identify issues for the After Action Report

## Floater/Runner

**Direct Supervisor:** General Staff Coordinator

**EOC/ESF Interface:** ESF 7 Resource Support

**Qualifications:** Persons should have ability to endure physical activity for assisting staff and recipients in POD

**Duties:** Assist POD staff with various activities

### Upon Activation

- Review your Position Checklist and check off tasks as they are completed
- Check in with Credentialing Coordinator, validate credentials, and put on ID badge
- Sign out equipment and resource packet
- Receive prophylaxis/vaccination, if not already treated
- Sign necessary forms, if applicable (confidentiality forms, etc)
- Attend overall staff briefing
- Familiarize self with POD layout and process
- Review Mass Prophylaxis Planning Guide
- Report to your assigned POD area for observation before beginning duties as needed

### On-site Operations

- Ensure station(s) have appropriate materials and equipment needed (May be assigned to one specific station of the POD for full length of shift)
- Assist all stations of the POD as requested
- Deliver messages as requested
- Report disruptions and change in recipient flow to the general staff coordinator
- Refer client questions to appropriate persons
- Provide routine progress and/or status reports to general staff coordinator
- Monitor colleagues and clients for signs of fatigue or distress; notify direct supervisor as appropriate
- Perform other duties as assigned and approved by direct supervisor

### Deactivation Phase

- When relieved, hand in all documents, including position check list with feedback, to direct supervisor
- Participate in scheduled debriefing at shift change or close of POD
- Return to Workforce Staging Area
- Return identification (vest, ID badge, etc)
- Sign in equipment
- Identify issues for the After Action Report



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# Translation Coordinator

**Direct Supervisor:** Operations Chief

**EOC/ESF Interface:** ESF 7 Resource Support

**Qualifications:** Persons should be bilingual (and also adept in American Sign Language if possible) for translation in a reassuring, calm, and soothing manner

**Duties:** Provide interpretation for non-English speaking individuals throughout the dispensing site

## Upon Activation

- Review your position checklist and check off tasks as they are completed
- Check in with Credentialing Coordinator, validate credentials, and put on ID badge
- Sign out equipment and resource packet, if necessary
- Receive prophylaxis/vaccination, if not already treated
- Sign necessary forms, if applicable (confidentiality forms, etc)
- Attend overall staff briefing
- Familiarize self with POD layout and process
- Review Mass Prophylaxis Planning Guide
- Report to your assigned POD area for observation before beginning duties, as needed.
- Review all dispensing site forms
- Become familiar with all education materials
- Utilize methods to identify languages available (e.g., country flags, green cards, passports, etc)
- Maintain contact with greeter, registration, flow maintenance and POD Manager, so they are aware of your ability to translate

## On-site Operations

- Review and become familiar with all forms and materials to enable easier interpretation
- Work with greeters in patient check-in area to identify recipients with language barriers requiring translators
- Greet the recipient, introduce yourself, and explain that you are there to provide interpretation to help them through the process
- Interpret all verbal instructions, questions, education, and written materials
- Provide interpretation services as needed
- Assist with forms. May need to verbally ask for the information on the form and write in the information given by the recipient
- Provide translation of forms and materials, if possible
- Accompany recipients needing interpretation services through each POD station
- Refer distressed, upset, or anxious individuals who need mental health consultation
- Request additional supplies as needed
- Document services and track numbers as appropriate
- Provide routine progress and/or status reports to general services coordinator
- Review and confirm staffing levels for next day or next shift with general staffing coordinator

- Monitor colleagues and recipients for signs of fatigue or distress; notify direct supervisor as appropriate
- If available, perform other duties as needed and approved by direct supervisor

**Deactivation Phase**

- When relieved, hand in all documents, including position check list with feedback, to direct supervisor
- Participate in scheduled debriefing at shift change or close of POD
- Return to workforce staging area
- Return identification (vest, ID badge, etc)
- Sign in equipment
- Identify issues for the After Action Report

# Medical Response Team Coordinator

**Direct Supervisor:** Operation Chief

**EOC/ESF Interface:** ESF 8 Public Health and Medical Services

**Qualifications:** EMT, nurses, and physicians

**Duties:** Provide emergency medical support for staff and recipients

## Upon Activation

Review your position checklist and check off tasks as they are completed

- Check in with Credentialing Coordinator, validate credentials, and put on ID badge
- Sign out equipment and resource packet, if necessary
- Receive prophylaxis/vaccination, if not already treated
- Sign necessary forms, if applicable (confidentiality forms, etc)
- Attend overall staff briefing
- Familiarize self with POD layout and process
- Review Mass Prophylaxis Planning Guide
- Report to your assigned POD area for observation before beginning duties as needed

## On-site Operations

- Set up station as appropriate
- The medical emergency area should be located as close to the vaccine administration area as possible
- Emergency supplies to treat anaphylactic reactions must be available at the Vaccination/Medication Dispensing station; at this time, the treatments for anaphylaxis are to be provided by the community or communities within a regional coalition hosting the emergency dispensing site
- Perform medical evaluation to determine appropriate care and treatment for recipient in emergent situations
- Determine if it is appropriate for a patient to receive either standard treatment or an available (on site) alternative treatment
- If more comprehensive medical intervention is required, refer the patient to a healthcare facility for definitive intervention
- Coordinate for appropriate care of recipient with external facilities, or request medical transportation as needed
- Provide routine progress and/or status reports to medical staff coordinator
- Monitor colleagues and recipient for signs of fatigue or distress; notify direct supervisor as appropriate
- Perform other duties as assigned and approved by direct supervisor

## Deactivation Phase

- When relieved, hand in all documents, including position check list with feedback, to direct supervisor
- Participate in scheduled debriefing at shift change or close of POD
- Return to workforce staging area

- Return identification (vest, ID badge, etc)
- Sign in equipment
- Identify issues for the After Action Report

# Checkout Administrator

**Direct Supervisor:** Operations Chief

**EOC/ESF Interface:** ESF 8 Public Health and Medical Services

**Qualifications:** Detail oriented, organized, good customer service skills

**Duties:** Ensure recipients have received their prophylaxis and understand instructions given

## Upon Activation

- Review your position checklist and check off tasks as they are completed
- Check in with Credentialing Coordinator, validate credentials, and put on ID badge
- Sign out equipment and resource packet
- Receive prophylaxis/vaccination, if not already treated
- Sign necessary forms, if applicable (confidentiality forms, etc)
- Attend overall staff briefing
- Familiarize self with POD layout and process
- Review Mass Prophylaxis Planning Guide
- Report to your assigned POD area for observation before beginning duties as needed

## On-site Operations

- Set-up station with appropriate exit materials and equipment needed
- Provide exit materials and review information, emergency contact information , and vaccine site management with recipients if necessary
- Report disruptions and changes in recipient flow to Exit Station Supervisor
- Ensure accuracy and completeness of recipient forms if necessary
- Refer recipient questions to appropriate persons
- Maintain adequate supply levels. Contact a runner for additional supplies
- Provide routine progress and/or status reports to general staff coordinator
- Monitor colleagues and recipients for signs of fatigue or distress; notify direct supervisor as appropriate
- Perform other duties as assigned and approved by direct supervisor

## Deactivation Phase

- When relieved, hand in all documents, including position check list with feedback, to direct supervisor
- Participate in scheduled debriefing at shift change or close of POD
- Return to Workforce Staging Area
- Return identification (vest, ID badge, etc)
- Sign in equipment
- Identify issues for the After Action Report

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# Medical Staff Coordinator

**Direct Supervisor:** Operations Chief

**EOC/ESF Interface:** ESF 8 Public Health and Medical Services

**Qualifications:** Registered Nurse

**Duties:** Assign and document the medical staffing assignments on a POD assignment sheet, oversee medical staff at the facility, and assist medical staff as needed

## Upon Activation

- Review your position checklist and check off tasks as they are completed
- Check in with Credentialing Coordinator, validate credentials, and put on ID badge
- Sign out equipment and resource packet
- Receive prophylaxis/vaccination, if not already treated
- Sign necessary forms, if applicable (confidentiality forms, etc)
- Attend overall staff briefing
- Familiarize self with POD layout and process
- Review Mass Prophylaxis Planning Guide
- Report to your assigned POD area for observation before beginning duties as needed

## On-site Operations

- Ensure all stations have appropriate forms and equipment needed
- Ensure all stations are set up properly
- Instruct appropriate staff on the policies and methods for administration of vaccine or dispensing of medications
- Monitor recipient flow patterns and assist the Operations Chief in correcting any problems
- When station supervisors report disruptions and changes in recipient flow, report to Operations Chief
- Ensure consistency in information provided to recipients at all stations
- Ensure that proper documentation is maintained for all station activities
- Collect recipient forms from each station as necessary
- Assist with answering recipient questions within scope of training and qualifications when asked by station group staff
- Serve as final arbiter regarding medical questions, POD care issues, or vaccine refusal
- Act as final decision-maker for persons with contraindications to receive the vaccine or medication
- Ensure scheduled breaks and relief for all station group staff
- Ensure all station group staff are adhering to infection control procedures
- Review and confirm staffing levels for next day or next shift with Operations Chief
- Provide routine progress and/or status reports to Operations Chief
- Monitor colleagues and recipients for signs of fatigue or distress; notify direct supervisor as appropriate
- Perform other duties as assigned and approved by direct supervisor



**Deactivation Phase**

- When relieved, hand-in all documents, including position check list with feedback, to direct supervisor
- Participate in scheduled debriefing at shift change or close of POD
- Return to workforce staging area
- Return identification (vest, ID badge, etc)
- Sign in equipment
- Identify issues for the After Action Report

## Greeter

**Direct Supervisor:** Medical Staff Coordinator

**EOC/ESF Interface:** ESF 8 Public Health and Medical Services

**Qualifications:** EMT, paraprofessional (nursing assistant, LPN, nursing student, medical student) with triage experience or an individual trained to perform these duties

**Duties:** Greet and conduct initial assessment of recipients upon their arrival

### Upon Activation

- Review your position checklist and check off tasks as they are completed
- Check in with Credentialing Coordinator, validate credentials, and put on ID badge
- Sign out equipment and resource packet
- Receive prophylaxis/vaccination, if not already treated
- Sign necessary forms, if applicable (confidentiality forms, etc)
- Attend overall staff briefing
- Familiarize self with POD layout and process
- Review Mass Prophylaxis Planning Guide
- Report to your assigned POD area for observation before beginning duties as needed

### On-site Operations

- Assist with set-up of check-in area, and other areas as requested
- Greet and welcome patients as they arrive/assemble and answer their initial questions; perform an initial “triage” process to separate the sick from the “well” patients
- Receive instructions for identifying patients who may be ill or exhibiting symptoms and handling of these two groups from the medical staff coordinator
- Recipients who have been exposed to the agent, or to active cases, should be escorted to a separate room/area for interviewing and possible transportation to a quarantine facility
- Recipients who are symptomatic/ill should be referred for medical evaluation and possible transfer to a medical facility by emergency medical services
- Recipients who may have difficulty following directions or who have mobility limitations should be assigned an escort
- Advise patients that their technical questions will be answered in briefings and/or the POD interview phase
- Identify individuals with language barriers and notify translators
- Provide paperwork packets, with adjustments as needed to accommodate language needs
- Identify individuals who may need mental health consultation, or additional assistance
- Recognize clients with special needs; alert non-medical services director to send appropriate floater/runner to assist client throughout their POD process
- Provide clients with client packet and registration materials and forms
- Assign client ID if necessary
- Report disruptions and changes in client flow to supervisor
- Ensure accuracy and completeness of client forms if necessary
- Refer client questions to the appropriate persons

- If a family member of a POD worker arrives at the POD requesting to speak with their relative, contact a floater/runner to find/radio the supervisor; be sure to keep that family member at the front door; contact security if necessary
- Maintain adequate supply levels. Contact a runner for additional supplies
- Work with supervisor to incorporate changes within station as needed
- Provide routine progress and/or status reports to medical staff coordinator
- Monitor colleagues and clients for signs of fatigue or distress; notify direct supervisor as appropriate
- Perform other duties as assigned and approved by direct supervisor

**Deactivation Phase**

- When relieved, hand in all documents, including position check list with feedback, to direct supervisor
- Participate in scheduled debriefing at shift change or close of POD
- Return to workforce staging area
- Return identification (vest, ID badge, etc)
- Sign in equipment
- Identify issues for the After Action Report

## Interviews/Medical Screeners Group Leader

**Direct Supervisor:** Medical Staff Coordinator

**EOC/ESF Interface:** ESF 8 Public Health and Medical Services

**Qualifications:** A physician or nurse

**Duties:** Oversee interviewers and medical screeners for POD recipients

### Upon Activation

- Review your position checklist and check off tasks as they are completed
- Check in with Credentialing Coordinator, validate credentials, and put on ID badge
- Sign out equipment and resource packet
- Receive prophylaxis/vaccination, if not already treated
- Sign necessary forms, if applicable (confidentiality forms, etc)
- Attend overall staff briefing
- Familiarize self with POD layout and process
- Review Mass Prophylaxis Planning Guide
- Report to your assigned POD area for observation before beginning duties as needed.
- Receive assignment-specific briefing from your supervisor; ensure knowledge of full mission request and plan of operations
- Follow the chain-of-command; **THIS IS CRITICAL** to ensure consistent behavior and information across sections and shifts
- Give instructions **ONLY** to personnel that report to you, and take instructions **ONLY** from your supervisor
- Coordinate with your peers (anyone who reports to your supervisor) to accomplish your assigned tasks
- Do **NOT** make decisions that impact others outside your area, or that use information that is not in writing or provided by your supervisor
- Report to your supervisor when you encounter problems that you cannot resolve or questions that you cannot answer
- Confirm activation of your direct reports, and assign or greet them as they arrive.
- Brief your staff regarding planned operations
- Establish chain of command and performance expectations
- Your direct reports are to report **ONLY** to you
- They work with other staff as assigned by you, but they **DO NOT** take instructions from or provide information to anyone other than you (or a Safety Officer if regarding a safety issue)
- Any questions, problems, or incidents should be reported to you, **NOT** to anyone else.
- It is important that they **DO NOT MAKE DECISIONS** on their own, other than provided for in their position checklist; this ensures critical consistency with respect to performance and information at the site
- Review educational materials on prophylactic agents; become familiar with contraindications, potential drug interactions, medication/vaccine side effects, and disease symptoms

- Review screening forms
- Assist in setting up dispensing site area
- Identify lead medical screener

**On-site Operations**

- Maintain unit log (if utilized)
- Ensure that the screening set up and supplies are available for the interview area
- Meet with interview staff and review mass prophylaxis process flow charts ensuring that staff have and are clear on treatment protocols
- Monitor patient flow through POD areas and problem solve with Operations Chief

**Deactivation Phase**

- When relieved, hand in all documents, including position check list with feedback, to direct supervisor
- Participate in scheduled debriefing at shift change or close of POD
- Return to workforce staging area
- Return identification (vest, ID badge, etc)

## Interviewers/Medical Screeners

**Direct Supervisor:** Interviewer/Medical Screeners Group Leader

**EOC/ESF Interface:** ESF 8 Public Health and Medical Services

**Qualifications:** A physician, nurse or paraprofessional such as an LPN, RMA/CMA (registered/certified medical assistant), nurse assistants, pharmacy technicians, or nursing/medical/pharmacy dentistry students; at least one medical evaluator present should be an RN, NP, or PA

**Duties:** Review patient history for those with contraindications and answer questions for informed consent if necessary

### Upon Activation

- Review your position checklist and check off tasks as they are completed
- Check in with Credentialing Coordinator, validate credentials, and put on ID badge
- Sign out equipment and resource packet, if necessary
- Receive prophylaxis/vaccination, if not already treated
- Sign necessary forms, if applicable (confidentiality forms, etc)
- Attend overall staff briefing
- Familiarize self with POD layout and process
- Review Mass Prophylaxis Planning Guide
- Report to your assigned POD area for observation before beginning duties as needed

### On-site Operations

- Provide assistance to triage staff by assisting in the assessment of clients who appear ill
- Review screening form for those who have a potential contraindication or drug interaction
- Review client medical history and ensure that the consent form is complete
- Review medical conditions that could make the client ineligible to receive prophylactic agent
- Confer with lead medical screener as needed
- Provide answers for medical questions concerning prophylaxis
- If there are no contraindications/interactions or disease symptoms, direct client to vaccination or dispensing waiting area
- For non-English clients, contact an interpreter and obtain information needed to complete the screening form
- If client refuses recommendation, document refusal
- If client opts out or is deferred, provide counseling, document client's status, and notify flow maintenance staff to escort the client to forms collections station

### Deactivation Phase

- When relieved, hand in all documents, including position check list with feedback, to direct supervisor
- Participate in scheduled debriefing at shift change or close of POD
- Return to workforce staging area

- Return identification (vest, ID badge, etc)

## Medical/Physician Evaluator

**Direct Supervisor:** Medical Staff Coordinator

**EOC/ESF Interface:** ESF 8 Public Health and Medical Services

**Qualifications:** A physician or registered nurse

**Duties:** Evaluate/examine triaged ill persons and provide backup counseling if needed to persons identified with possible contraindications by medical screeners, and evaluate any immediate problems following dispensing/vaccination (e.g., fainting/anaphylaxis); additionally, responsible to oversee medical decisions for the POD and respond to medical issues as needed.

### Upon Activation

- Review your position checklist and check off tasks as they are completed
- Check in with Credentialing Coordinator, validate credentials, and put on ID badge
- Sign out equipment and resource packet
- Receive prophylaxis/vaccination, if not already treated
- Sign necessary forms, if applicable (confidentiality forms, etc)
- Attend overall staff briefing
- Familiarize self with POD layout and process
- Review Mass Prophylaxis Planning Guide
- Report to your assigned POD area for observation before beginning duties as needed

### On-site Operations

- Set up station as appropriate
- Perform medical evaluation to determine appropriate care and treatment for recipient
- Obtain contact information of recipient and maintain tracking documents as needed
- Determine if it is appropriate for a recipient to receive either standard treatment or an available (on site) alternative treatment
- Return the recipient to the queue at the point they were diverted
- If more comprehensive medical intervention is required, the refer recipient to a healthcare facility for definitive intervention
- Coordinate appropriate care of recipient with external facilities or request medical transportation as needed
- Maintain recipient flow
- Provide routine progress and/or status reports to medical staff coordinator
- Monitor colleagues and recipients for signs of fatigue or distress; notify direct supervisor as appropriate
- Perform other duties as assigned and approved by direct supervisor

### Deactivation Phase

- When relieved, hand in all documents, including position check list with feedback, to direct supervisor
- Participate in scheduled debriefing at shift change or close of POD
- Return to workforce staging area
- Return identification (vest, ID badge, etc)



- Sign in equipment
- Identify issues for the After Action Report

# Contact Tracking Team Member

**Direct Supervisor:** Medical Staff Coordinator

**EOC/ESF Interface:** ESF 8 Public Health and Medical Services

**Qualifications:** Persons familiar with the contact surveillance process, disease specific signs/symptoms, and contact evaluation issues

**Duties:** Provide separate medical screening, education, and registering of identified contacts and their household contacts; additionally, register contacts for surveillance of symptoms and give instructions on any travel restrictions and reporting requirements

## Upon Activation

- Review your position checklist and check off tasks as they are completed
- Check in with Credentialing Coordinator, validate credentials, and put on ID badge
- Sign out equipment and resource packet, if necessary
- Receive prophylaxis/vaccination, if not already treated
- Sign necessary forms, if applicable (confidentiality forms, etc)
- Attend overall staff briefing
- Familiarize self with POD layout and process
- Review Mass Prophylaxis Planning Guide
- Report to your assigned POD area for observation before beginning duties as needed

## On-site Operations

- Set up station as appropriate
- Establish rapport with all POD personnel and screener personnel to ensure they understand which personnel may need situational interviews for communicable disease investigations and tracking
- Obtain contact information of recipient and maintain tracking documents as needed
- Return the recipient to the queue at the point they were diverted
- If more comprehensive medical intervention is required, refer recipient to a physician for further definitive intervention
- Provide routine progress and/or status reports to medical staff coordinator
- Monitor colleagues and recipients for signs of fatigue or distress; notify direct supervisor as appropriate
- Perform other duties as assigned and approved by direct supervisor

## Deactivation Phase

- When relieved, hand in all documents, including position check list with feedback, to direct supervisor
- Participate in scheduled debriefing at shift change or close of POD
- Return to workforce staging area
- Return identification (vest, ID badge, etc)
- Sign in equipment
- Identify issues for the After Action Report

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# Vaccinator

**Direct Supervisor:** Medical Staff Coordinator

**EOC/ESF Interface:** ESF 8 Public Health and Medical Services

**Qualifications:** A professional trained in preparation and reconstitution of vaccines as allowed by State law

**Duties:** Prepare vaccine vials for vaccination and deliver vaccine

## Upon Activation

- Review your position checklist and check off tasks as they are completed
- Check in with Credentialing Coordinator, validate credentials, and put on ID badge
- Sign out equipment and resource packet
- Receive prophylaxis/vaccination, if not already treated
- Sign necessary forms, if applicable (confidentiality forms, etc)
- Attend overall staff briefing
- Familiarize self with POD layout and process
- Review Mass Prophylaxis Planning Guide
- Report to your assigned POD area for observation before beginning duties as needed

## On-site Operations

- Ensure station has appropriate pharmaceuticals, Personal Protective Equipment (PPE), and other equipment needed
- Ensure station is set up properly including leaving appropriate space for client confidentiality
- Reconstitute vaccine into appropriate dosages according to instructions
- Maintain security and proper storage of vaccine
- Assess pharmaceutical supplies and request needed supplies from the medical staff coordinator
- Distribute pharmaceutical supplies to vaccinator stations
- Vaccinate recipient
- Provide routine progress and/or status reports to medical staff coordinator as needed
- Maintain adequate supply levels. Contact a runner for additional supplies
- Only train on-coming vaccinators if directed to do so by medical staff coordinator
- Alternate roles with Vaccinator Assistant as needed
- Monitor colleagues and recipient for signs of fatigue or distress, notify direct supervisor as appropriate
- Perform other duties as assigned and approved by direct supervisor

## Vaccinator Assistant

- Assist in setting up station
- Assist the vaccinator by:
  - Preparing needle and vaccine if needed
  - Reviewing recipient's paperwork
  - Documenting that vaccine was administered on client forms

- Assisting with bandaging if needed
- Collecting completed forms if necessary
- Alternating roles with vaccinator as needed

**Deactivation Phase**

- When relieved, hand-in all documents, including position check list with feedback, to direct supervisor
- Participate in scheduled debriefing at shift change or close of POD
- Return to workforce staging area
- Return identification (vest, ID badge, etc)
- Sign in equipment
- Identify issues for the After Action Report

## Behavioral Health Specialist

**Direct Supervisor:** Medical Staff Coordinator

**EOC/ESF Interface:** ESF 8 Public Health and Medical Services

**Qualifications:** A professional trained in behavioral health

**Duties:** Provide counseling support to staff and recipients as needed

### Upon Activation

- Review your position checklist and check off tasks as they are completed
- Check in with Credentialing Coordinator, validate credentials, and put on ID badge
- Sign out equipment and resource packet
- Receive prophylaxis/vaccination, if not already treated
- Sign necessary forms, if applicable (confidentiality forms, etc)
- Attend overall staff briefing
- Familiarize self with POD layout and process
- Review Mass Prophylaxis Planning Guide
- Report to your assigned POD area for observation before beginning duties as needed
- Familiarize self with all forms needed
- Introduce self and explain professional role and responsibilities to other staff members in physical area
- Familiarize self with location of direct supervisor, POD supervisor, and security staff

### On-site Operations

- Collaborate with POD staff to create a safe and comfortable environment for recipients to receive information, emergency care, and support
- Assess the behavioral health issues/needs of attendees and staff at POD sites
- Provide support to staff as needed
- Ensure availability of a private area to assist clients as needed
- Float around POD observing and monitoring clients for signs of fatigue or distress
- Provide mental health support, education and therapeutic intervention as needed; refer to outside sources of support as necessary
- Ensure that all recipients transiting your area have had their needs met and are as comfortable as possible with situation
- Provide on-site counseling
- Identify and refer any recipient needing a mental health referral and/or follow-up
- Provide emergency behavioral health interventions as needed
- If necessary, coordinate with logistics staff to arrange transport for distressed individuals to appropriate locations for additional support/intervention
- Document cases of clients and track numbers of clients provided support
- Utilize floaters/runners as appropriate to assist client throughout the remainder of their POD process, or to the exit station
- Ensure scheduled breaks and relief for all group staff
- Review and confirm staffing levels for next day or next shift with medical staffing coordinator

- Provide routine progress and/or status reports to medical staffing coordinator

**Deactivation Phase**

- When relieved, hand in all documents, including position check list with feedback, to direct supervisor
- Participate in scheduled debriefing at shift change or close of POD
- Return to workforce staging area
- Return identification (vest, ID badge, etc)
- Sign in equipment
- Identify issues for the After Action Report

# Pharmacy Staff Coordinator

**Direct Supervisor:** Operations Chief

**EOC/ESF Interface:** ESF 8 Public Health and Medical Services

**Qualifications:** Pharmacist

**Duties:** Oversee security and control of medications/vaccines and dispensing operations

## Upon Activation

- Review your position checklist and check off tasks as they are completed
- Check in with Credentialing Coordinator, validate credentials, and put on ID badge
- Sign out equipment and resource packet
- Receive prophylaxis/vaccination, if not already treated
- Sign necessary forms, if applicable (confidentiality forms, etc)
- Attend overall staff briefing
- Familiarize self with POD layout and process
- Review Mass Prophylaxis Planning Guide
- Report to your assigned POD area for observation before beginning duties as needed
- Determine and confirm numbers and types of pharmacy staff available by specialty; assign or greet them as they arrive:
  - Pharmacists (dispensing personnel)
  - Pharmacy technicians
- Meet with your direct reports:
  - Brief all pharmacy staff on set up and operations
- Establish chain of command and performance expectations:
  - Your direct reports are to report ONLY to you
  - They work with other staff as assigned by you, but they DO NOT take instructions from or provide information to anyone other than you (or a Safety Officer if regarding a safety issue)
  - Any questions, problems, or incidents should be reported to you, NOT to anyone else
  - It is important that they DO NOT MAKE DECISIONS on their own, other than provided for in their Position Checklist; this ensures critical consistency with respect to performance and information at the site
- Emergency supplies to treat anaphylactic reactions must be available at the Medication/Vaccination Dispensing station

## On-site Operations

- Ensure station has appropriate forms and equipment needed
- Ensure station is set up properly
- Instruct appropriate group staff on the policies and methods for preparation of medications
- Assess pharmaceutical supplies and request needed supplies through the Logistics Chief
- Maintain security and proper storage of pharmaceuticals
- Distribute pharmaceutical supplies to vaccinator/dispenser stations
- Ensure that all workstations and equipment are operational



- Ensure that all pharmaceutical and other supplies are available
- Ensure that drug information sheets are available
- Assign pharmacist(s) to provide counseling where needed
- Ensure drug utilization reviews are conducted as necessary
- Monitor patient flow through the process, and recommend movement of staff to the Incident Commander where necessary to reduce or eliminate bottlenecks in the process (e.g., recommend movement of staff to and from pharmacy, evaluation, and interview areas)
- Ensure all documents and reports are complete and accurate and submit to Operations Chief as needed
- Ensure scheduled breaks and relief for all group staff
- Ensure all group staff is adhering to proper PPE protocols
- Review and confirm staffing levels for next day or next shift with medical staff coordinator
- Provide routine progress and/or status reports to the medical staff coordinator
- Monitor colleagues and recipients for signs of fatigue or distress; notify direct supervisor as appropriate
- Perform other duties as assigned and approved by direct supervisor

**Deactivation Phase**

- When relieved, hand in all documents, including position check list with feedback, to direct supervisor
- Participate in scheduled debriefing at shift change or close of POD
- Return to workforce staging area
- Return identification (vest, ID badge, etc)
- Sign in equipment
- Identify issues for the After Action Report

## **Dispensing Personnel (Pharmacist, Registered Nurses, Technicians)**

**Direct Supervisor:** Pharmacy Staff Coordinator

**EOC/ESF Interface:** ESF 8 Public Health and Medical Services

**Qualifications:** Physician, pharmacist, registered nurses, registered pharmacy technicians (if pharmacist is on-site)

**Duties:** Dispense medications

### **Upon Activation**

- Review your position checklist and check off tasks as they are completed
- Check in with Credentialing Coordinator, validate credentials, and put on ID badge
- Sign out equipment and resource packet, if necessary
- Receive prophylaxis/vaccination, if not already treated
- Sign necessary forms, if applicable (confidentiality forms, etc)
- Attend overall staff briefing
- Familiarize self with POD layout and process
- Review Mass Prophylaxis Planning Guide
- Report to your assigned POD area for observation before beginning duties as needed
- Review educational materials on medications, becoming familiar with appropriate administration techniques, contraindications, potential drug interactions, medication/vaccine side effects, and disease symptoms
- Assist in setting up dispensing site area
- Meet with medical screeners
- Familiarize self with POD layout and process
- Review emergency orders and become familiar with placement of emergency response supplies
- The medication/vaccination prophylaxis standing orders must be approved and signed by a medical professional authorized to prescribe; in certain situations, the MDHSS chief medical officer may issue a State wide order

### **On-site Operations**

- Set up pharmacy properly with appropriate forms and equipment needed
- Check and set up all pharmaceutical supplies for dispensing
- Set up pill counting machines (if necessary) and start stocking prescriptions based on protocols
- Create labels for unit of dose bottles as instructed by CDC
- Place labels on unit of dose bottles
- Ensure that all prescriptions are filled via prescription form, retaining all forms
- Ensure availability of drug interactions forms and distribute with each prescription
- (*Optional*) Apply an ink stamp to the right hand of each person that receives medication, and do not issue medication to someone who already has a hand stamp; other methods for identifying personnel who have received the medication may be utilized

- Identify recipients of medication
- Review screening form to assure it is completed
- Be prepared to treat emergency situations
- Confer with medical screeners as needed
- Provide appropriate environment to give necessary medication, assuring as much privacy as possible
- Provide recipients with needed prophylaxis
- Ensure that each patient is dispensed the correct drug and strength
- Assure follow-up instructions are provided
- Complete and sign paperwork necessary
- Direct recipients to forms collection area
- Maintain security and proper storage of pharmaceuticals
- Assess pharmaceutical supplies and request needed supplies to the pharmacy staff coordinator
- Distribute pharmaceutical supplies to dispenser stations
- Provide routine progress and/or status reports to the pharmacy staff coordinator
- Monitor colleagues and recipients for signs of fatigue or distress; notify direct supervisor as appropriate
- Perform other duties as assigned and approved by direct supervisor

**Deactivation Phase**

- When relieved, hand in all documents, including position check list with feedback, to direct supervisor
- Participate in scheduled debriefing at shift change or close of POD
- Return to workforce staging area
- Return identification (vest, ID badge, etc)
- Sign in equipment
- Identify issues for the After Action Report

# Planning Chief

**Direct Supervisor:** POD Manager

**EOC/ESF Interface:** EOC Planning Manager, ESF 8 Public Health and Medical Services, ESF 6 Mass Care, Emergency Assistance, Housing, and Human Services, ESF 7 Resource Support and ESF 12 Energy

**Qualifications:** A public health or medical professional familiar with the dispensing/vaccination plan

**Duties:** Provides situation status to POD Manager, develops incident action plan for POD establishment, coordinates all volunteer scheduling and recruitment, distributes job descriptions/checklists to command staff and section chiefs, and provides assistance to the command staff and section chiefs as needed

## Upon Activation

- Review your position checklist and check off tasks as they are completed
- Check in with Credentialing Coordinator, validate credentials, and put on ID badge
- Sign out equipment and resource packet
- Receive prophylaxis/vaccination, if not already treated
- Sign necessary forms, if applicable (confidentiality forms, etc)
- Attend overall staff briefing
- Familiarize self with POD layout and process
- Review Mass Prophylaxis Planning Guide
- Receive briefing from POD Manager; ensure knowledge of full mission request and plan of operations
- Report to your assigned POD area for observation before beginning duties as needed
- Meet with your direct reports. Conduct briefing for those reporting to you
- Establish chain of command and performance expectations:
  - o Your direct reports are to report **ONLY** to you
  - o They work with other staff as assigned by you, but they **DO NOT** take instructions from or provide information to anyone other than you (or a Safety Officer if regarding a safety issue)
  - o Any questions, problems, or incidents should be reported to you, **NOT** to anyone else
  - o It is important that they **DO NOT MAKE DECISIONS** on their own, other than provided for in their position checklist; this ensures critical consistency with respect to performance and information at the site
- Ensure that they are personally prepared, self-sufficient, and adequately equipped to perform their assignments

## On-site Operations

- At initial briefing, identify resources required for section operations
- Obtain the list of authorized POD staff and volunteers from regional planning body
- Confirm with POD Manager at least one hour prior to POD start time that staffing is adequate
- Communicate workforce needs to POD Manager

- Perform hourly count of recipients and number of vaccinations/dispensed medications.  
Alert Operations Chief of the hourly status
- Obtain necessary resources and support through the EOC
- Provide routine progress and/or status reports to POD Manager
- Ensure all documents and reports are complete for section and submitted appropriately:
  - Workforce sign-in/out sheets
  - Workforce prophylaxis/vaccination records
  - Equipment sign-in/out sheets
  - All completed job check lists, unit logs, and general messages to POD Manager
- Ensure scheduled breaks and relief for the section is being appropriately handled
- Review and confirm staffing levels for next day or next shift with supervisors
- Monitor colleagues and clients for signs of fatigue or distress; notify direct supervisor as appropriate
- Perform other duties as assigned and approved by the person you report to

### **Deactivation Phase**

- Confirm with POD Manager the process for developing recovery/demobilization plan.  
Plan should include:
  - Instructions on how and when to pack up stations
  - Maps
  - Timelines
  - Determine who will take possession of all records
  - Assign specific tear down duties at each station and pack all equipment and supplies
  - Track and inventory materials used
  - Arrange return of equipment & supplies
  - Coordinate with facilities unit to restore facility to pre-POD conditions
  - Secure facility and return keys to proper authority
- When relieved, hand in all documents, including position check list with feedback, to direct supervisor
- Participate in scheduled debriefing at shift change or close of POD
- Return to workforce staging area
- Return identification (vest, ID badge, etc)
- Sign in equipment
- Identify issues for the After Action Report
- Conduct exit interviews with your direct reports
- Participate in the After Action process

## Incident Action Plan Team

**Direct Supervisor:** Planning Chief

**EOC/ESF Interface:** ESF 8 Public Health and Medical Services

**Qualifications:** A public health or medical professional familiar with the mass prophylaxis plan

**Duties:** Develop and manage a plan of action for a POD utilizing the mass prophylaxis plan

### Upon Activation

- Review your position checklist and check off tasks as they are completed
- Check in with Credentialing Coordinator, validate credentials, and put on ID badge
- Sign out equipment and resource packet, if necessary
- Receive prophylaxis/vaccination, if not already treated
- Sign necessary forms, if applicable (confidentiality forms, etc)
- Attend overall staff briefing
- Familiarize self with POD layout and process
- Review Mass Prophylaxis Planning Guide
- Report to your assigned POD area for observation before beginning duties as needed

### On-site Operations

- Complete a POD Incident Action Plan (IAP) with the command staff and ICS section leaders that will include:
  - POD incident briefing form
  - Assignment list
  - POD objectives
  - Command staff goals and objectives
  - Map(s) of facility and POD operation
  - POD communication plan from communications supervisor
  - Transportation plan
  - Security plan
  - Incident safety analysis from the Safety Officer
- Develop a plan to provide prophylaxis/vaccination to emergency dispensing site staff, other responders, and health care workers in the community, and their families, prior to opening the site to the public
- Use the process of providing prophylaxis/vaccination to volunteer staff and their families as a training and practice session to identify the need for more training, and for adjustments to the dispensing site setup and flow
- The standing orders must be approved and signed by a medical professional authorized to prescribe; in certain situations, the State of Idaho Chief Medical Officer may issue a statewide order
- Coordinate credential and identification process of workforce
- Monitor colleagues for signs of fatigue and distress, notify direct supervisor as appropriate
- Perform other duties as assigned and approved by direct supervisor

**Deactivation Phase**

- When relieved, hand in all documents, including position check list with feedback, to direct supervisor
- Participate in scheduled debriefing at shift change or close of POD
- Return to workforce staging area
- Return identification (vest, ID badge, etc)
- Sign in equipment
- Identify issues for the After Action Report

## Staff Resources Coordinator

**Direct Supervisor:** Planning Chief

**EOC/ESF Interface:** ESF 7 Resource Support

**Qualifications:** Person should have good organization skills, interpersonal skills, and leadership experience

**Duties:** Coordinate staff/volunteer check-in, staff schedules, and provide equipment/resources needed to support staff assignments

### Upon Activation

- Review your position checklist and check off tasks as they are completed
- Check in with Credentialing Coordinator, validate credentials, and put on ID badge
- Sign out equipment and resource packet
- Receive prophylaxis/vaccination, if not already treated
- Sign necessary forms, if applicable (confidentiality forms, etc)
- Attend overall staff briefing
- Familiarize self with POD layout and process
- Review Mass Prophylaxis Planning Guide
- Report to your assigned POD area for observation before beginning duties as needed

### On-site Operations

- Ensure Staging Area has appropriate materials and equipment needed
- Ensure Staging Area is set up properly
- Obtain from Planning Chief list of authorized POD staff and volunteers
- Oversee workforce sign-in process and ensure accuracy and completeness of forms
- Work with communications representative for proper distribution of internal communication devices (e.g., two-way radio assignments)
- Coordinate credential and identification process of workforce, if necessary
- Oversee workforce vaccination/dispensing and ensure adherence to infection control procedures
- Oversee incident-specific training
- Maintain adequate supply levels. Contact a runner for additional supplies
- Answer workforce member questions within scope of training and qualifications
- If a family member of a POD worker comes to the POD asking to speak with their relative, contact a floater/runner to find/radio the general staff coordinator; be sure to keep that family member at the door. Contact security if necessary
- Assign a Staging Area group staff member to be the point of contact for families to reach POD staff and volunteers on duty
- Ensure scheduled breaks and relief for all staging area staff
- Review and confirm staffing levels for next day or next shift with Planning Chief
- Provide list of workforce per shift to the general staff coordinator
- Maintain Unit Log to document all actions and decisions of group
- Provide routine progress and/or status reports to Planning Chief



- Monitor colleagues for signs of fatigue and distress; notify direct supervisor as appropriate
- Perform other duties as assigned and approved by direct supervisor

**Deactivation Phase**

- When relieved, hand in all documents, including position check list with feedback, to direct supervisor
- Participate in scheduled debriefing at shift change or close of POD
- Return to workforce staging area
- Return identification (vest, ID badge, etc)
- Sign in equipment
- Identify issues for the After Action Report

## Staff Resource Coordinator

**Direct Supervisor:** Planning Chief

**EOC/ESF Interface:** ESF 7 Resource Support

**Qualifications:** Person with good organizational skills, interpersonal skills, and leadership experience

**Duties:** Manage staff and volunteer check-in and check-out, staff schedules, and shift changes with POD Manager and Planning Chief

### Upon Activation

- Review your position checklist and check off tasks as they are completed
- Check in with Credentialing Coordinator, validate credentials, and put on ID badge
- Sign out equipment and resource packet
- Receive prophylaxis/vaccination, if not already treated
- Sign necessary forms, if applicable (confidentiality forms, etc)
- Attend overall staff briefing
- Familiarize self with POD layout and process
- Review Mass Prophylaxis Planning Guide
- Report to your assigned POD area for observation before beginning duties as needed
- Familiarize self with all forms needed

### On-site Operations

- Set-up staging area with appropriate materials and equipment
- Conduct sign-in process of staff and volunteers as they arrive at staging area:
  - o Sign-in, documenting time
  - o Verify credentials and identification
  - o Ensure identification is appropriately worn
  - o Sign out equipment
  - o Distribute resource packets
- Refer workforce member questions to appropriate persons
- If a family member of a POD worker comes to the POD asking to speak with their relative, contact a floater/runner to find/radio the supervisor; be sure to keep that family member at the door. Contact security if necessary
- Maintain adequate supply levels. Contact a runner for additional supplies
- During shift change or at close of POD, conduct sign-out process of staff and volunteers:
  - o Collect identification
  - o Sign in equipment
  - o Hand out exit materials
- Report any security breaches or non-workforce individuals in the staging area to your supervisor
- Provide routine progress and/or status reports to supervisor
- Monitor colleagues and clients for signs of fatigue or distress; notify direct supervisor as appropriate
- Perform other duties as assigned and approved by direct supervisor

**Deactivation Phase**

- When relieved, hand in all documents, including position check list with feedback, to direct supervisor
- Participate in scheduled debriefing at shift change or close of POD
- Return to workforce staging area
- Return identification (vest, ID badge, etc)
- Sign in equipment
- Identify issues for the After Action Report

## Recovery/Demobilization Staff

**Direct Supervisor:** Planning Chief

**EOC/ESF Interface:** ESF 3 Public Works and Engineering and ESF 7 Resource Support

**Qualifications:** Persons should have good organizational skills, interpersonal skills, and leadership experience

**Duties:** In coordination with the logistics section, plan and execute closing of POD by assembling and packing all supplies and equipment into a ready-for-use status

### Upon Activation

- Review your position checklist and check off tasks as they are completed
- Check in with Credentialing Coordinator, validate credentials, and put on ID badge
- Sign out equipment and resource packet, if necessary
- Receive prophylaxis/vaccination, if not already treated
- Sign necessary forms, if applicable (confidentiality forms, etc)
- Attend overall staff briefing
- Familiarize self with POD layout and process
- Review Mass Prophylaxis Planning Guide
- Report to your assigned POD area for observation before beginning duties as needed

### On-site Operations

- Meet with Planning Chief to develop recovery/demobilization plan.
- Recovery/demobilization plan should include:
  - Instructions on how and when to pack up stations
  - Maps
  - Timelines
  - Determine who will take possession of all records
  - Tear down and pack all equipment and supplies
  - Arrange return of equipment & supplies
  - Restore facility to pre-POD conditions
  - Secure facility and return keys to proper authority
- Monitor colleagues and clients for signs of fatigue or distress; notify direct supervisor as appropriate
- Perform other duties as assigned and approved by direct supervisor

### Deactivation Phase

- When relieved, hand in all documents, including position check list with feedback, to direct supervisor
- Participate in scheduled debriefing at shift change or close of POD
- Return to workforce staging area
- Return identification (vest, ID badge, etc)
- Sign in equipment
- Identify issues for the After Action Report

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# Credentialing Coordinator

**Direct Supervisor:** Planning Chief

**EOC/ESF Interface:** ESF 8 Public Health and Medical Services

**Qualifications:** Background and experience in developing and managing credentialing programs

**Duties:** Manage credentialing registration and verification for professional members staffing the POD

## Upon Activation

- Review your position checklist and check off tasks as they are completed
- Check in with Credentialing Coordinator, validate credentials, and put on ID badge
- Sign out equipment and resource packet
- Receive prophylaxis/vaccination, if not already treated
- Sign necessary forms, if applicable (confidentiality forms, etc)
- Attend overall staff briefing
- Familiarize self with POD layout and process
- Review Mass Prophylaxis Planning Guide
- Report to your assigned POD area for observation before beginning duties as needed

## On-site Operations

- Ensure staging area has appropriate materials and equipment needed
- Utilize on-site system for verification of credentials
- Verify that copies of all licenses for physicians, registered nurses, pharmacists, and other professional members are kept at SEDH
- Verify that copies of volunteer applications and all volunteer training documentation are kept at SEDH
- Provide routine progress and/or status reports to Planning Chief
- Monitor colleagues for signs of fatigue and distress; notify direct supervisor as appropriate
- Perform other duties as assigned and approved by direct supervisor

## Deactivation Phase

- When relieved, hand in all documents, including position check list with feedback, to direct supervisor
- Participate in scheduled debriefing at shift change or close of POD
- Return to workforce staging area
- Return identification (vest, ID badge, etc)
- Sign in equipment
- Identify issues for the After Action Report

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# Community Volunteer Coordinator

**Direct Supervisor:** Planning Chief

**EOC/ESF Interface:** ESF 7 Resource Support

**Qualifications:** Background and experience in developing and managing volunteer programs

**Duties:** Manage volunteer registration and assignments

## Upon Activation

- Review your position checklist and check off tasks as they are completed
- Check in with Credentialing Coordinator, validate credentials, and put on ID badge
- Sign out equipment and resource packet
- Receive prophylaxis/vaccination, if not already treated
- Sign necessary forms, if applicable (confidentiality forms, etc)
- Attend overall staff briefing
- Familiarize self with POD layout and process
- Review Mass Prophylaxis Planning Guide
- Report to your assigned POD area for observation before beginning duties as needed

## On-site Operations

- Ensure work area has appropriate materials and equipment needed
- Coordinate volunteer work schedule with planning section leader and administration
- Verify that copies of volunteer applications and all volunteer training is documented
- Copies must be made of all licenses and verified with credentialing coordinator for those volunteers that are physicians, registered nurses, and pharmacists
- Provide routine progress and/or status reports to Planning Chief
- Monitor colleagues for signs of fatigue and distress; notify direct supervisor as appropriate
- Perform other duties as assigned and approved by direct supervisor

## Deactivation Phase

- When relieved, hand in all documents, including position check list with feedback, to direct supervisor
- Participate in scheduled debriefing at shift change or close of POD
- Return to workforce staging area
- Return identification (vest, ID badge, etc)
- Sign in equipment
- Identify issues for the After Action Report



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# Logistics Chief

**Direct Supervisor:** POD Manager

**EOC/ESF Interface:** EOC Logistics Manager, ESF 7 Resource Support, ESF 1 Transportation, ESF 2 Communications and Warning, ESF 3 Public Works and Engineering, ESF 6 Mass Care, Emergency Assistance, Housing, and Human Services, ESF 8 Public Health and Medical Services, ESF 12 Energy, and Annex C Financial Management

**Qualifications:** Good organizational skills, interpersonal skills, and leadership experience

**Duties:** Responsible for overall logistics direction, control and supervision of personnel

## Upon Activation

- Review your position checklist and check off tasks as they are completed
- Check in with Credentialing Coordinator, validate credentials, and put on ID badge
- Sign out equipment and resource packet
- Receive prophylaxis/vaccination, if not already treated
- Sign necessary forms, if applicable (confidentiality forms, etc)
- Attend overall staff briefing
- Familiarize self with POD layout and process
- Review Mass Prophylaxis Planning Guide
- Receive briefing from POD Manager; ensure knowledge of full mission request and plan of operations
- Confirm activation of your direct reports, and assign or greet them as they arrive
- Meet with your direct reports
- Establish chain of command and performance expectations:
  - o Direct reports are to report ONLY to you
  - o They work with other staff as assigned by you, but they DO NOT take instructions from or provide information to anyone other than you (or a Safety Officer if regarding a safety issue)
  - o Any questions, problems, or incidents should be reported to you, NOT to anyone else
  - o It is important that they DO NOT MAKE DECISIONS on their own, other than provided for in their position checklist; this ensures critical consistency with respect to performance and information at the site
- Ensure that they are personally prepared, self-sufficient, and adequately equipped to perform their assignments
- Prepare a briefing statement, to be given to staff members at scheduled briefing(s):
  - o Facility overview including locations of stations, restrooms, break rooms, emergency exits, etc
  - o Communications protocol
  - o Role of logistics in this operation: services you provide, problems you solve, etc
- Ensure shipment of equipment/supplies and arrange for transport to treatment site
- Ensure that ground transportation is ordered and available for all staff when team reaches destination
- Establish communication protocols

**On-site Operations**

- At initial briefing, identify units within the section to be activated, and resources required for section operations
- Confirm with POD Manager at least 1.5 hours prior to start time that the facilities coordinator has set-up all equipment and supplies on site and facility is ready to open
- Conduct a general inspection of the facility prior to it becoming operational with the Safety Officer and the facility representative
- Confirm that security is on-site
- Set up all communications equipment (phones, computers, and radios) and establish communications protocols
- Confirm that transportation and traffic control plans are activated
- Obtain information and updates from those reporting to you for resources needed and resources requested
- Obtain necessary resources through the EOC
- Communicate all requests for incoming and outgoing resources with POD Manager
- Anticipate staff needs, and request additional staff as needed
- Arrange for transportation of staff members to and from the treatment site
- Provide logistical support as needed by each station
- When requests come from the Operations Chief for additional pharmaceuticals, determine through the supply/equipment coordinator if enough supplies are on-site, or if supplies need to be ordered through the appropriate vendors/institutions
- Coordinate medical waste management according to pre-arranged agreements through the EOC
- Ensure appropriate numbers of workforce meals are being planned with work force coordinator
- Provide routine progress and/or status reports to POD Manager
- Ensure all documents and reports are complete for section and submitted appropriately:
  - All supply and inventory documents
  - All sign off documents when supplies were delivered
  - Modified POD floor plan if available
  - Workforce medical staff activity documentation
  - POD communication plan
  - Documentation from waste removal services
  - All completed job action sheets, unit logs, and general messages to POD Manager
- Anticipate possible resource needs and support requirements for the POD
- Coordinate with the EOC when receiving notification of significant illnesses and injuries from the medical staff
- Participate in the recovery/demobilization planning process
- Ensure scheduled breaks and relief for the section is being appropriately handled
- Review and confirm staffing levels for next day or next shift with supervisors and leaders
- Monitor colleagues and clients for signs of fatigue or distress; notify direct supervisor as appropriate
- Perform other duties as assigned and approved by direct supervisor

**Deactivation Phase**

- Coordinate with Planning Chief plans for recovery/demobilization
- Assist with restoring facility to pre-POD conditions

- When relieved, hand in all documents, including position check list with feedback, to direct supervisor
- Participate in scheduled debriefing at shift change or close of POD
- Return to workforce staging area
- Return identification (vest, ID badge, etc)
- Sign in equipment
- Identify issues for the After Action Report

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## Supplies/Equipment Coordinator

**Direct Supervisor:** Logistics Chief

**EOC/ESF Interface:** ESF 7 Resource Support

**Qualifications:** Professionals familiar with handling pharmaceuticals/vaccines, medical supplies, and general supplies/equipment

**Duties:** Responsible for overall logistics of POD supplies and equipment, tracking pharmaceutical/vaccine supply receipt, storage, and distribution, and inventory of medical supplies

### Upon Activation

- Review your position checklist and check off tasks as they are completed
- Check in with Credentialing Coordinator, validate credentials, and put on ID badge
- Sign out equipment and resource packet
- Receive prophylaxis/vaccination, if not already treated
- Sign necessary forms, if applicable (confidentiality forms, etc)
- Attend overall staff briefing
- Familiarize self with POD layout and process
- Review Mass Prophylaxis Planning Guide
- Report to your assigned POD area for observation before beginning duties as needed

### On-site Operations

- Obtain POD inventory documentation from facilities coordinator
- Coordinate and assist for arrival of interim stockpile caches
- Coordinate and assist for arrival of SNS supplies:
  - Prepare loading docks and hand trucks
  - Establish refrigeration needs
  - Procure security needs for controlled substances
  - Establish documentation and sign-off procedures for supplies when delivered
- Manage distribution and accountability of pharmaceuticals/vaccines to appropriate POD stations in facility
- Ensure that current and future resource and supply requirements have been closely estimated
- Re-supply dispensing/vaccination stations
- Maintain an inventory and accountability record of supplies and equipment
- Maintain inventory of medical supplies
- Process all orders for resources and supplies working with the finance and administration section
- Provide routine progress and/or status reports to Logistics Chief
- Ensure scheduled breaks and relief for unit staff
- Monitor colleagues and clients for signs of fatigue or distress; notify direct supervisor as appropriate
- Perform other duties as assigned and approved by direct supervisor

**Deactivation Phase**

- When relieved, hand in all documents, including position check list with feedback, to direct supervisor
- Participate in scheduled debriefing at shift change or close of POD
- Return to workforce staging area
- Return identification (vest, ID badge, etc)
- Sign in equipment
- Identify issues for the After Action Report

# Transportation Coordinator

**Direct Supervisor:** Logistics Chief

**EOC/ESF Interface:** ESF 1 Transportation and ESF 3 Public Works and Engineering

**Qualifications:** Persons should be familiar with local roadways, have a current valid driver's license, and be able to safely operate a vehicle

**Duties:** Arrange for necessary transportation for staff and citizens

## Upon Activation

- Review your position checklist and check off tasks as they are completed
- Check in with Credentialing Coordinator, validate credentials, and put on ID badge
- Sign out equipment and resource packet
- Receive prophylaxis/vaccination, if not already treated
- Sign necessary forms, if applicable (confidentiality forms, etc)
- Attend overall staff briefing
- Familiarize self with POD layout and process
- Review Mass Prophylaxis Planning Guide
- Report to your assigned POD area for observation before beginning duties as needed

## On-site Operations

- Assess all transportation requirements
- Coordinate the transport of community citizens and staff to and from the POD as needed
- Coordinate the transport of resources into the POD
- Communicate with local transportation services to coordinate the transport
- Assemble and record information on the use of rental, contract, and agency transportation equipment
- Ensure that all agreements, contracts, and inspections are completed and copies filed with the procurement unit
- Document needed information and track resources as necessary
- Provide routine progress and/or status reports to Logistics Chief
- Monitor colleagues and recipients for signs of fatigue or distress; notify your supervisor as appropriate
- Perform other duties as assigned and approved by your supervisor

## Deactivation Phase

- When relieved, hand in all documents, including position check list with feedback, to direct supervisor
- Participate in scheduled debriefing at shift change or close of POD
- Return to workforce staging area
- Return identification (vest, ID badge, etc)
- Sign in equipment
- Identify issues for the After Action Report



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# Facilities Coordinator

**Direct Supervisor:** Logistics Chief

**EOC/ESF Interface:** ESF 3 Public Works and Engineering, ESF 6 Mass Care, Emergency Assistance, Housing, and Human Services, and ESF 12 Energy

**Qualifications:** Persons should be able to lift, carry, and transport supplies and refuse to and from the site

**Duties:** Oversee POD set-up and demobilization, general maintenance, manage utilities, remove refuse, coordinate removal of medical waste, maintain restrooms, and provide general equipment (e.g., chairs, tables, lights) as needed

## Upon Activation

- Review your position checklist and check off tasks as they are completed
- Check in with Credentialing Coordinator, validate credentials, and put on ID badge
- Sign out equipment and resource packet
- Receive prophylaxis/vaccination, if not already treated
- Sign necessary forms, if applicable (confidentiality forms, etc)
- Attend overall staff briefing
- Familiarize self with POD layout and process
- Review Mass Prophylaxis Planning Guide
- Report to your assigned POD area for observation before beginning duties as needed

## On-site Operations

- Contact appropriate facility representative to open the facility
- Call pre-designated facilities staff to report for POD set-up
- Contact the POD Manager (or Logistics Chief if already assigned) to brief on facilities' staff availability and POD set-up timeline
- Ensure that security will be on site when setting up the POD
- Ensure that transportation issues (such as snow plowing) and traffic control plans are activated
- When traffic control personnel arrive on site, be sure to coordinate plans with them.
- Gather appropriate supplies and document the inventory
- Set up POD according to POD floor plan
- Set up, test, maintain, and arrange for repair of technological equipment (e.g., fax, copy machines, phones, etc.). Work with communications supervisor as needed
- Attend initial briefing/planning meeting with command staff and section chiefs to review POD set-up
- Turn over remaining inventory and documentation to supply/equipment personnel when that position is assigned
- Determine appropriate number of staff needed for on-going maintenance of POD
- Reassess POD set-up if disruptions in client flow patterns are reported by the Operations Chief
- Develop a schedule for removal of garbage from workforce food area and throughout POD

- Coordinate medical waste management (in accordance with state statutes) according to prearranged agreements through the Logistics Chief
- Assist with spills and clean up while monitoring proper Occupational Safety and Health Administration (OSHA) standards
- Develop a schedule for monitoring restroom supplies and clean up
- Continuously work with facility representative for facility maintenance needs
- Ensure scheduled breaks and relief for unit staff
- Review and confirm staffing levels for next day or next shift with Logistics Chief
- Provide routine progress and/or status reports to Logistics Chief
- Monitor colleagues and clients for signs of fatigue or distress; notify direct supervisor as appropriate
- Perform other duties as assigned and approved by direct supervisor

**Deactivation Phase**

- Coordinate with Planning Chief plans for recovery/demobilization
- Assist with restoring facility to pre-POD conditions
- When relieved, hand in all documents, including position check list with feedback, to direct supervisor
- Participate in scheduled debriefing at shift change or close of POD
- Return to workforce staging area
- Return identification (vest, ID badge, etc)
- Sign in equipment
- Identify issues for the After Action Report

## Communications Support Coordinator

**Direct Supervisor:** Logistics Chief

**EOC/ESF Interface:** ESF 2 Communications and Warning and ESF 15 Public Information

**Qualifications:** Persons familiar with communications systems

**Duties:** Responsible for overall communication systems (both internal and external) at the POD

### Upon Activation

- Review your position checklist and check off tasks as they are completed
- Check in with Credentialing Coordinator, validate credentials, and put on ID badge
- Sign out equipment and resource packet
- Receive prophylaxis/vaccination, if not already treated
- Sign necessary forms, if applicable (confidentiality forms, etc)
- Attend overall staff briefing
- Familiarize self with POD layout and process
- Review Mass Prophylaxis Planning Guide
- Report to your assigned POD area for observation before beginning duties as needed

### On-site Operations

- Establish contact with Liaison Officer and ESF 2 Warning and Communications for external communication coordination (e.g., radios)
- Work with workforce staging area for internal communication (e.g., two-way radio) assignments
- Develop a POD communication plan to include:
  - Assessment of technological equipment (e.g., fax, phones) and communication device (e.g., radios) needs
  - Assessment of internal and external telephone system
  - Inventory of technological equipment and communication devices to provide for accountability and for recovery/demobilization purposes
  - Contingency plans for power and telephone outages such as using amateur radio operators
  - Proper storage of all communication equipment
- Request needed items through the Logistics Chief
- Establish a POD message board for the command staff and section chiefs
- Monitor POD message board for the command staff and section chiefs
- Set up, test, maintain and arrange for repair of technological equipment and communication devices
- Maintain technological equipment (e.g., fax, phones) and communication device (e.g., radios) inventory to provide for accountability and for demobilization
- Ensure proper use and storage of all communication equipment
- Distribute communication devices to appropriate workforce
- Ensure scheduled breaks and relief for all group staff
- Review and confirm staffing levels for next day or next shift with Logistics Chief

- Provide routine progress and/or status reports to Logistics Chief
- Monitor colleagues and clients for signs of fatigue or distress; notify direct supervisor as appropriate
- Perform other duties as assigned and approved by direct supervisor

**Deactivation Phase**

- Coordinate with Planning Chief plans for recovery/demobilization
- Assist with restoring facility to pre-POD conditions
- When relieved, hand in all documents, including position check list with feedback, to direct supervisor
- Participate in scheduled debriefing at shift change or close of POD
- Return to workforce staging area
- Return identification (vest, ID badge, etc)
- Sign in equipment
- Identify issues for the After Action Report

# Workforce Coordinator

**Direct Supervisor:** Logistics Chief

**EOC/ESF Interface:** ESF 7 Resource Support

**Qualifications:** Persons should have good organizational skills, interpersonal skills, and leadership experience

**Duties:** Lead and supervise staff, instruct personnel on their duties and responsibilities, and serve as a point of contact for families to reach POD staff/volunteers

## Upon Activation

- Review your position checklist and check off tasks as they are completed
- Check in with Credentialing Coordinator, validate credentials, and put on ID badge
- Sign out equipment and resource packet
- Receive prophylaxis/vaccination, if not already treated
- Sign necessary forms, if applicable (confidentiality forms, etc)
- Attend overall staff briefing
- Familiarize self with POD layout and process
- Review Mass Prophylaxis Planning Guide
- Report to your assigned POD area for observation before beginning duties as needed

## On-site Operations

- Develop list of the workforce available per shift
- Work with Logistics Chief and the ESF 6 Mass Care, Emergency Assistance, Housing, and Human Services food services coordinator to determine the number of workforce needing meals and estimate number of meals to be served for the duration of the POD
- Assist with space utilization, facilities set-up, and equipment for workforce food area and workforce medical/mental health area
- Approve contingency plans for continuing food service
- Enforce rules for safe food handling
- Monitor workforce flow patterns during meals
- Request assistance from outside medical personnel, if needed, and brief Logistics Chief.
- Ensure proper documentation is maintained for all workforce medical/mental health unit activities
- Serve as the contact person for family members looking for a POD worker by taking a message at the door
- Ensure scheduled breaks and relief for all unit staff
- Review and confirm staffing levels for next day or next shift with Logistics Chief
- Provide routine progress and/or status reports to Logistics Chief
- Monitor colleagues and clients for signs of fatigue or distress; notify direct supervisor as appropriate
- Perform other duties as assigned and approved by direct supervisor

**Deactivation Phase**

- When relieved, hand in all documents, including position check list with feedback, to direct supervisor
- Participate in scheduled debriefing at shift change or close of POD
- Return to workforce staging area
- Return identification (vest, ID badge, etc)
- Sign in equipment
- Identify issues for the After Action Report

## Food Service Staff

**Direct Supervisor:** Workforce Coordinator

**ESF Interface:** ESF 6 Mass Care, Emergency Assistance, Housing, and Human Services

**Qualifications:** Persons with knowledge and managerial skills in food service operations

**Duties:** Support staff with a safe and healthy meal service

### Upon Activation

- Review your position checklist and check off tasks as they are completed
- Check in with Credentialing Coordinator, validate credentials, and put on ID badge
- Sign out equipment and resource packet
- Receive prophylaxis/vaccination, if not already treated
- Sign necessary forms, if applicable (confidentiality forms, etc)
- Attend overall staff briefing
- Familiarize self with POD layout and process
- Review Mass Prophylaxis Planning Guide
- Report to your assigned POD area for observation before beginning duties as needed

### On-site Operations

- Work with Workforce Coordinator to determine the number of workforce needing meals and estimate number of meals to be served for the duration of the POD
- Determine space and facilities needed for kitchen and dining area set-up
- Ensure food service facilities are set up properly
- Determine mealtimes, coordinating with shift changes
- Develop contingency plans to ensure continuing food service
- Establish and operate supplemental food system consisting of extra snacks, fruit, beverages, and condiments
- Submit list of food and water needs to supply/equipment coordinator
- Inventory food and water supply and estimate when re-supply will be needed
- Make safety and health rules known to food services staff regarding food handling
- Develop schedule for removal of garbage and coordinate with Facility Coordinator
- Monitor workforce flow patterns during meals
- Ensure scheduled breaks and relief for all unit staff
- Review and confirm staffing levels for next day or next shift with workforce services supervisor
- Provide routine progress and/or status reports to workforce services supervisor
- Monitor colleagues and clients for signs of fatigue or distress; notify direct supervisor as appropriate
- Perform other duties as assigned and approved by direct supervisor

### Deactivation Phase

- When relieved, hand in all documents, including position check list with feedback, to direct supervisor
- Participate in scheduled debriefing at shift change or close of POD



- Return to workforce staging area
- Return identification (vest, ID badge, etc)
- Sign in equipment
- Identify issues for the After Action Report

## Child Care Staff

**Direct Supervisor:** Work Force Coordinator

**ESF Interface:** ESF 6 Mass Care, Emergency Assistance, Housing, and Human Services

**Qualifications:** Persons with certification in child care services and/or ability to manage children in safe environment

**Duties:** Provide child care services for staff performing POD duties/jobs

### Upon Activation

- Review your position checklist and check off tasks as they are completed
- Check in with Credentialing Coordinator, validate credentials, and put on ID badge
- Sign out equipment and resource packet
- Receive prophylaxis/vaccination, if not already treated
- Sign necessary forms, if applicable (confidentiality forms, etc)
- Attend overall staff briefing
- Familiarize self with POD layout and process
- Review Mass Prophylaxis Planning Guide
- Report to your assigned POD area for observation before beginning duties as needed

### On-site Operations

**Note:** The Child Care staff is responsible for establishing and maintaining childcare services for staff at each POD. It must be assumed that if PODs have been activated, normal day-to-day functioning has been affected and children are not in school or daycare. If community volunteers are recruited, it will be necessary to provide on-site childcare services.

- Work with workforce services coordinator to determine the number of workforce members needing child care and estimate staff needed to provide child care for the duration of the POD
- Child care staff must be certified in accordance with State statutes
- Determine space and facilities needed for care
- Ensure food service facilities are available for children
- Develop contingency plans to ensure continuing child care
- Make safety and health rules known to staff regarding communicable disease prevention
- Ensure scheduled breaks and relief for all unit staff
- Review and confirm staffing levels for next day or next shift with workforce services coordinator
- Provide routine progress and/or status reports to workforce services coordinator
- Monitor colleagues and clients for signs of fatigue or distress; notify direct supervisor as appropriate
- Perform other duties as assigned and approved by direct supervisor

### Deactivation Phase

- When relieved, hand in all documents, including position check list with feedback, to direct supervisor

- Participate in scheduled debriefing at shift change or close of POD
- Return to workforce staging area
- Return identification (vest, ID badge, etc)
- Sign in equipment
- Identify issues for the After Action Report

## Finance and Administration Chief

**Direct Supervisor:** POD Manager

**ESF Interface:** Annex C Financial Management

**Qualifications:** Must have accounting background and experience developing accounting systems

**Duties:** Develop a system for tracking and recording incident personnel and equipment expenses, track all equipment invoices/expenses, assure payment, and track all personnel time related to incident

### Upon Activation

- Review your position checklist and check off tasks as they are completed
- Check in with Credentialing Coordinator, validate credentials, and put on ID badge
- Sign out equipment and resource packet
- Receive prophylaxis/vaccination, if not already treated
- Sign necessary forms, if applicable (confidentiality forms, etc)
- Attend overall staff briefing
- Familiarize self with POD layout and process
- Review Mass Prophylaxis Planning Guide
- Report to your assigned POD area for observation before beginning duties as needed
- Receive briefing from POD Manager; ensure knowledge of full mission request and plan of operations
- Confirm activation of your direct reports, and assign or greet them as they arrive
- Meet with your direct reports
- Establish chain of command and performance expectations:
  - Direct reports are to report ONLY to you
  - They work with other staff as assigned by you, but they DO NOT take instructions from or provide information to anyone other than you (or a Safety Officer if regarding a safety issue)
  - Any questions, problems, or incidents should be reported to you, NOT to anyone else
  - It is important that they DO NOT MAKE DECISIONS on their own, other than provided for in their position checklist' this ensures critical consistency with respect to performance and information at the site
- Ensure that they are personally prepared, self-sufficient, and adequately equipped to perform their assignments
- Prepare a briefing statement to be given to staff members at scheduled briefing(s):
  - Facility overview including locations of stations, restrooms, break rooms, emergency exits, etc
  - Communications protocol
  - Role of Finance and Administration in this operation: services you provide, problems you solve, etc
- Ensure shipment of equipment/supplies and arrange for transport to treatment site

- Ensure that ground transportation is ordered and available for all staff when team reaches destination
- Establish communications protocols

**On-site Operations**

- At initial briefing, identify resources required for section operations
- Coordinate with EOC for financial and cost information if necessary
- Obtain resources needed throughout documentation process
- Maintain security of documents and records
- Ensure accuracy of documents in compliance with the proper jurisdictions and/or EOC policies
- Ensure all documents and reports are complete for section and submitted appropriately prior to demobilization
- Collect all completed job action sheets, unit logs, and general messages
- Ensure scheduled breaks and relief for all unit staff
- Review and confirm staffing levels for next day or next shift
- Provide routine progress and/or status reports to POD Manager
- Monitor colleagues and clients for signs of fatigue and distress; notify direct supervisor as appropriate
- Perform other duties as assigned and approved by direct supervisor

**Deactivation Phase**

- Coordinate with Planning Chief plans for demobilization
- Assist with restoring facility to pre-POD conditions
- When relieved, hand in all documents, including position check list with feedback, to direct supervisor
- Participate in scheduled debriefing at shift change or close of POD
- Return to workforce staging area
- Return identification (vest, ID badge, etc)
- Sign in equipment
- Identify issues for the After Action Report

# Procurement Coordinator

**Direct Supervisor:** Finance & Administration Chief

**ESF Interface:** ESF 7 Resource Support

**Qualifications:** Must have accounting/procurement/contracts background and experience

**Duties:** Requisition/contract equipment and supplies, track all equipment invoices/expenses, and assure payment of same

## Upon Activation

- Review your position checklist and check off tasks as they are completed
- Check in with Credentialing Coordinator, validate credentials, and put on ID badge
- Sign out equipment and resource packet
- Receive prophylaxis/vaccination, if not already treated
- Sign necessary forms, if applicable (confidentiality forms, etc)
- Attend overall staff briefing
- Familiarize self with POD layout and process
- Review Mass Prophylaxis Planning Guide
- Report to your assigned POD area for observation before beginning duties as needed

## On-site Operations

- Prepare documents in compliance with the proper jurisdictions and/or DSR/EOC policies as assigned by Finance & Administration Chief. This may include:
  - o Contracts and agreements with supply vendors
  - o Resource logs
  - o Agency specific records and summaries
  - o Unit log/status report compilation
- Coordinate cost data in contracts with Cost Unit coordinator
- Maintain security of documents and records
- Ensure that all records are current and complete prior to demobilization
- Report disruptions and changes to Finance & Administration Chief
- Release reports to Finance & Administration Chief as requested
- Provide routine progress and/or status reports to Finance & Administration Chief
- Monitor colleagues and clients for signs of fatigue or stress; notify direct supervisor as appropriate
- Perform other duties as assigned and approved by direct supervisor

## Deactivation Phase

- When relieved, hand in all documents, including position check list with feedback, to direct supervisor
- Participate in scheduled debriefing at shift change or close of POD
- Return to workforce staging area
- Return identification (vest, ID badge, etc)
- Sign in equipment
- Identify issues for the After Action Report

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## Cost Unit Coordinator

**Direct Supervisor:** Finance & Administration Chief

**EOC/ESF Interface:** Annex C Financial Management

**Qualifications:** Must have accounting background and experience developing accounting systems

**Duties:** Develop a system for tracking and recording incident personnel and equipment expenses and track all personnel time related to incident

### Upon Activation

- Review your position checklist and check off tasks as they are completed
- Check in with Credentialing Coordinator, validate credentials, and put on ID badge
- Sign out equipment and resource packet
- Receive prophylaxis/vaccination, if not already treated
- Sign necessary forms, if applicable (confidentiality forms, etc)
- Attend overall staff briefing
- Familiarize self with POD layout and process
- Review Mass Prophylaxis Planning Guide
- Report to your assigned POD area for observation before beginning duties as needed

### On-site Operations

- Prepare documents in compliance with the proper jurisdictions and/or DSR/EOC policies as assigned by Finance & Administration Chief; this may include:
  - Cost summaries or spreadsheets
  - Agency specific records and summaries
  - Unit log/status report compilation
- Maintain security of documents and records
- Ensure that all records are current and complete prior to demobilization
- Report disruptions and changes to Finance & Administration Chief
- Release reports to Finance & Administration Chief as requested
- Provide routine progress and/or status reports to Finance & Administration Chief
- Monitor colleagues and clients for signs of fatigue or stress; notify direct supervisor as appropriate
- Perform other duties as assigned and approved by direct supervisor

### Deactivation Phase

- When relieved, hand in all documents, including position check list with feedback, to direct supervisor
- Participate in scheduled debriefing at shift change or close of POD
- Return to workforce staging area
- Return identification (vest, ID badge, etc)
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- Identify issues for the After Action Report



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## Data Management Coordinator

**Direct Supervisor:** Finance & Administration Chief

**EOC/ESF Interface:** ESF 8 Public Health and Medical Services

**Qualifications:** Persons with data management skills

**Duties:** Perform medical data entry

### Upon Activation

- Review your position checklist and check off tasks as they are completed
- Check in with Credentialing Coordinator, validate credentials, and put on ID badge
- Sign out equipment and resource packet
- Receive prophylaxis/vaccination, if not already treated
- Sign necessary forms, if applicable (confidentiality forms, etc)
- Attend overall staff briefing
- Familiarize self with POD layout and process
- Review Mass Prophylaxis Planning Guide
- Report to your assigned POD area for observation before beginning duties as needed

### On-site Operations

- Assist with the set-up of the data entry area and any other areas as requested

**Note:** Data Coordinator is in charge of tracking all patient information collected during the process through the site.

- Receive paperwork from check-out station
- If computer resources are available, enter data as it arrives. Data should be entered on each recipient as required by the SEHD SNS Plan
- Generate reports for the administration chief as requested
- Certain administrative documents and worksheets will be required to assist in dispensing site management and keeping track of the medications or vaccines; these documents will be provided by SEDH and or supply coordinator from the planning section

### Deactivation Phase

- When relieved, hand in all documents, including position check list with feedback, to direct supervisor
- Participate in scheduled debriefing at shift change or close of POD
- Return to workforce staging area
- Return identification (vest, ID badge, etc)
- Sign in equipment
- Identify issues for the After Action Report

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