

INSTRUCTIONS

Closed POD Preparation and Practice



Contents

Where Do I Start?	2
Overview Meeting	2
Tabletop Exercise	2
Functional Exercise	3
Exercise Evaluation	4
Closed POD Planning Kit	5
For More Information about the Documents	5
Preparation and Practice	6
The After Action Report (AAR)	11
What is an After Action Report?	11
After Action Administration	11
How to Complete the After Action Report	11
After Action Report Sample Content	14
Appendix • Document Index	17
Planning Tools	17
Preparation and Practice	17
Closed POD Operations	18

Where Do I Start?

This document provides an overview of the **Preparation and Practice** components of the **Closed POD Planning Kit**. Documents are supplied for three different events, described below. These events build on one another. They are designed to be conducted with your property in the sequence they appear below.

Overview Meeting

Closed POD Overview Meeting. It is strongly recommended that your Closed POD command team attend a meeting where the Closed POD Primary Command Coordinator facilitates this material. The objectives of this session include:

- Ensuring your Command Team's understanding of the Closed POD Plan,
- Knowing where to locate the Closed POD resources and making sure your Command Team:
 - ✓ Knows their roles, responsibilities and tasks – both for planning and on the day of an event.
 - ✓ Knows how an Incident Command System works – how and what is important to communicate in this system.
 - ✓ Understands Closed POD process phases – beginnings, endings, and phase “triggers.”
 - ✓ Uses Closed POD terms correctly *now*, so if an emergency occurs, everyone will speak the same language.



Tabletop Exercise

Closed POD Tabletop Exercise. The tabletop exercise is a discussion based exercise and provides an opportunity for your Command Team to review and test the property's plan. It's your chance to find the holes and gaps in your plan so they can be remedied before an actual emergency occurs. The goal of the tabletop exercise is three-fold:

- To demonstrate viability of the Closed POD Plan.
- To use the results to update and improve the plan.
- To educate the responsible parties on their roles and tasks carrying out the plan.



Functional Exercise



Closed POD Functional Exercise. The functional exercise is an “on your feet” practice session that simulates a real emergency. The goal is to test how your plan works in practice, test all operational functions of the Closed POD Plan, and increase the level of confidence enacting the plan. Specifically, your property will test:

- Command Team direction and control
- Decision-making processes
- The strength of plans, policies, procedures, and roles
- Individual and system performance
- Incident Command structure and communication effectiveness
- Allocation of resources and personnel to adequately meet the emergency situation



Exercise Evaluation

When testing your plan through either a tabletop or functional exercise, it's essential to evaluate the activity to identify what went well and what needs improvement. Specific evaluation forms are included in the kit for each type of exercise. Instructions for using the evaluations are found in the evaluation documents.

  Tabletop Exercise • Evaluation For Closed POD Property: [name] [address]								
Capability 2 ► The Closed POD team responds to the Activation alert including mobilization, preparation, and medication transfer.								
Major Task	Sub-task Detail	Rating Scale						Comments
1 DOH sends message to Activate Closed POD.	✓ Mentions redundant messaging.	4	3	2	1	0		
2 Primary Coordinator confirms receipt of Activation alert.	✓ States the communication method by which s/he will confirm receipt. ✓ Knows that s/he will receive medication transfer instructions upon confirmation of property Activation. ✓ Mentions that s/he will provide the Security Coordinator with the actual dispensing population count.	4	3	2	1	0		
3 Primary Coordinator notifies Command Team to report to the Closed POD property.	✓ States the communication method s/he will use.	4	3	2	1	0		
4 Primary Coordinator briefs the Command Team.	✓ Mentions Job Action Sheets (JAS). ✓ States what information is conveyed in the briefs. ✓ Knows where to find the Command Briefs and JASs (Closed POD Planning Kit).	4	3	2	1	0		
5 Command Team recruits Volunteers.	✓ Describes how the Coordinators will recruit. ✓ Discusses alternate plans if there are not enough Volunteers available.	4	3	2	1	0		

Closed POD Tabletop • Evaluation Form 2

Closed POD Planning Kit

The Closed POD Planning Kit is delivered in a Zip file with three main folders, shown in the table below.



Planning Tools

Documents used during the Closed POD Planning phase.



Preparation and Practice

A module to prepare leaders to take on Closed POD roles. Also, a collection of exercises and tools used to evaluate Closed POD Plan effectiveness and practice the plan.



Closed POD Operations

All the files you'll need on the day(s) you operate a Closed POD.

For More Information about the Documents

Thumbnail images and descriptions of each document are found in **Preparation and Practice**

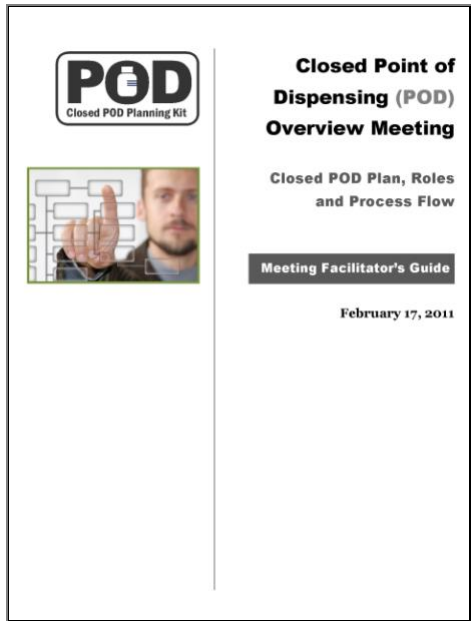
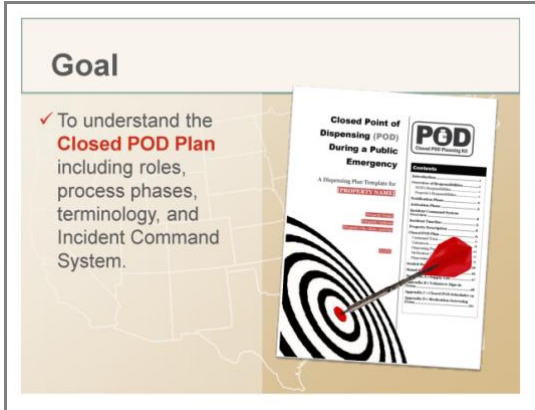
The complete list of files with their filenames can be found in the **Appendix • Document Index** on page 17.

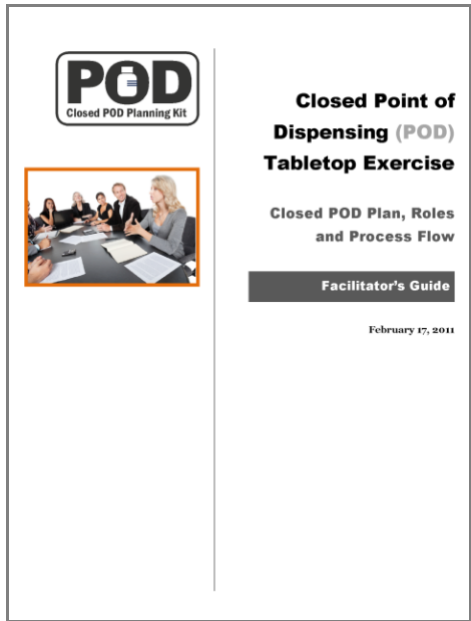



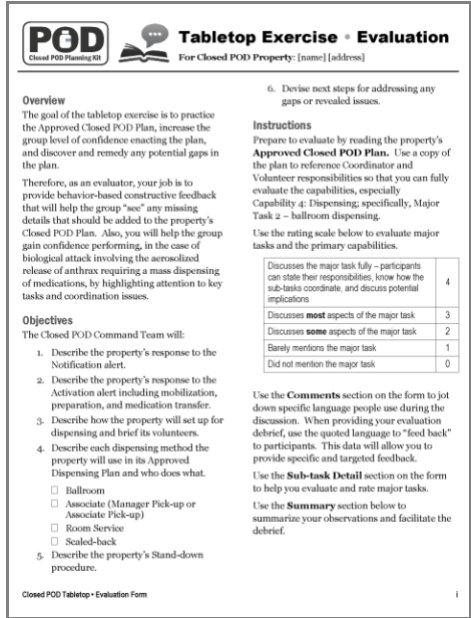
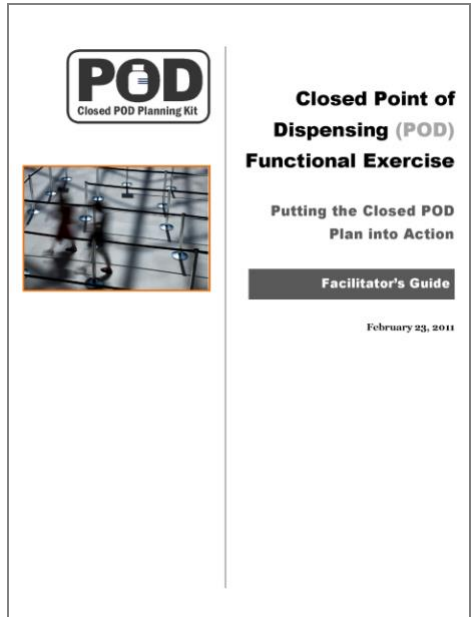
Preparation and Practice


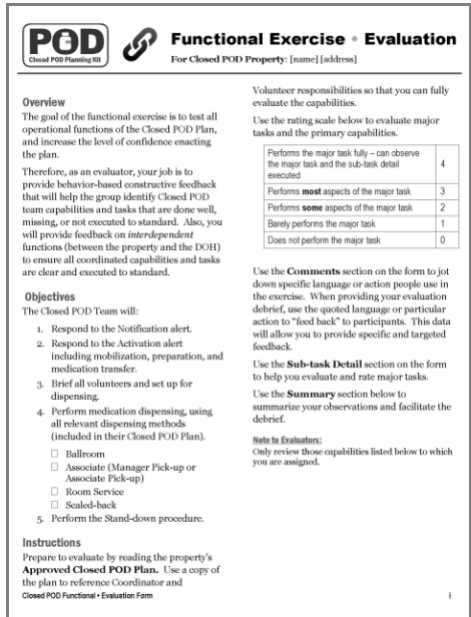
What's In the Preparation and Practice Folder • How to Use It

All files are in Microsoft Office format, and use standard Windows fonts.

Folder Component How To Use It	Item Thumbnail
<p>OVERVIEW DOCUMENTS</p> <p>Closed POD Overview Meeting Facilitator's Guide</p> <ul style="list-style-type: none"> Use these Overview modules to transfer knowledge from the planning process and prepare the property's Command Coordinators for tabletop and functional exercises. Use the facilitator's guide to plan, prepare and conduct the Overview Meeting. 	
<p>Closed POD Overview Meeting PowerPoint presentation</p> <ul style="list-style-type: none"> Use the PowerPoint presentation to conduct the Closed POD Overview Meeting. 	

Folder Component How To Use It	Item Thumbnail
TABLETOP EXERCISE DOCUMENTS	
<p>Closed POD Tabletop Exercise Facilitator's Guide</p> <ul style="list-style-type: none"> ▪ The Facilitator's Guide contains guidance, lesson plans, and discussion questions for facilitating a successful tabletop exercise. ▪ Use the facilitator's guide to plan, prepare and conduct the tabletop exercise. 	
<p>Closed POD Tabletop Exercise PowerPoint Presentation</p> <ul style="list-style-type: none"> ▪ Use the PowerPoint presentation to conduct the Closed POD tabletop exercise. 	

Folder Component How To Use It	Item Thumbnail										
<p>Closed POD Tabletop Exercise Evaluation Form</p> <ul style="list-style-type: none"> Instructions and easy-to-use forms for those who are evaluating the tabletop exercise. Print one copy for each evaluator. 	 <p>Tabletop Exercise • Evaluation For Closed POD Property: [name] [address]</p> <p>Overview The goal of the tabletop exercise is to practice the Approved Closed POD Plan, increase the group level of confidence enacting the plan, and discover and remedy any potential gaps in the plan.</p> <p>Therefore, as an evaluator, your job is to provide behavior-based constructive feedback that will help the group "see" any missing details that should be added to the property's Closed POD Plan. Also, you will help the group gain confidence performing, in the case of biological attack involving the aerosolized release of anthrax requiring a mass dispensing of medications, by highlighting attention to key tasks and coordination issues.</p> <p>Objectives The Closed POD Command Team will:</p> <ol style="list-style-type: none"> Describe the property's response to the Notification alert. Describe the property's response to the Activation alert including mobilization, preparation, and medication transfer. Describe how the property will set up for dispensing and brief its volunteers. Describe each dispensing method the property will use in its Approved Dispensing Plan and who does what. <ul style="list-style-type: none"> <input type="checkbox"/> Ballroom <input type="checkbox"/> Associate (Manager Pick-up or Associate Pick-up) <input type="checkbox"/> Room Service <input type="checkbox"/> Scaled-back Describe the property's Stand-down procedure. <p>6. Devise next steps for addressing any gaps or revealed issues.</p> <p>Instructions Prepare to evaluate by reading the property's Approved Closed POD Plan. Use a copy of the plan to reference Coordinator and Volunteer responsibilities so that you can fully evaluate the capabilities, especially Capability 4: Dispensing; specifically, Major Task 2 – ballroom dispensing.</p> <p>Use the rating scale below to evaluate major tasks and the primary capabilities.</p> <table border="1"> <tbody> <tr> <td>Discusses the major task fully – participants can state their responsibilities, know how the sub-tasks coordinate, and discuss potential implications</td> <td>4</td> </tr> <tr> <td>Discusses most aspects of the major task</td> <td>3</td> </tr> <tr> <td>Discusses some aspects of the major task</td> <td>2</td> </tr> <tr> <td>Barely mentions the major task</td> <td>1</td> </tr> <tr> <td>Did not mention the major task</td> <td>0</td> </tr> </tbody> </table> <p>Use the Comments section on the form to jot down specific language people use during the discussion. When providing your evaluation debrief, use the quoted language to "feed back" to participants. This data will allow you to provide specific and targeted feedback.</p> <p>Use the Sub-task Detail section on the form to help you evaluate and rate major tasks.</p> <p>Use the Summary section below to summarize your observations and facilitate the debrief.</p> <p>Closed POD Tabletop • Evaluation Form</p>	Discusses the major task fully – participants can state their responsibilities, know how the sub-tasks coordinate, and discuss potential implications	4	Discusses most aspects of the major task	3	Discusses some aspects of the major task	2	Barely mentions the major task	1	Did not mention the major task	0
Discusses the major task fully – participants can state their responsibilities, know how the sub-tasks coordinate, and discuss potential implications	4										
Discusses most aspects of the major task	3										
Discusses some aspects of the major task	2										
Barely mentions the major task	1										
Did not mention the major task	0										
FUNCTIONAL EXERCISE DOCUMENTS											
<p>Closed POD Functional Exercise Facilitator's Guide</p> <ul style="list-style-type: none"> The Facilitator's Guide contains guidelines, set-up instructions and checklists, and discussion questions for facilitating a successful functional exercise. Use the facilitator's guide to plan, prepare, and facilitate the functional exercise. 	 <p>Closed Point of Dispensing (POD) Functional Exercise</p> <p>Putting the Closed POD Plan into Action</p> <p>Facilitator's Guide</p> <p>February 23, 2011</p>										

Folder Component How To Use It	Item Thumbnail										
<p>Closed POD Functional Exercise PowerPoint Presentation</p> <ul style="list-style-type: none"> Use the PowerPoint presentation to launch the exercise and again when the exercise is debriefed. 	 <p>What is a functional exercise?</p> <ul style="list-style-type: none"> ✓ Simulates the movement of equipment and people ✓ A drill ✓ Designed to evaluate property capabilities ✓ A learning opportunity 										
<p>Closed POD Functional Exercise Evaluation Form</p> <ul style="list-style-type: none"> Instructions and easy-to-use forms for those who are evaluating the functional exercise. Print one copy for each evaluator. 	 <p>POD Closed POD Planning Unit</p> <p>Functional Exercise • Evaluation For Closed POD Property: [name] [address]</p> <p>Overview The goal of the functional exercise is to test all operational functions of the Closed POD Plan, and increase the level of confidence enacting the plan. Therefore, as an evaluator, your job is to provide behavior-based constructive feedback that will help the group identify Closed POD team capabilities and tasks that are done well, missing, or not executed to standard. Also, you will provide feedback on <i>interdependent</i> functions (between the property and the DOH) to ensure all coordinated capabilities and tasks are clear and executed to standard.</p> <p>Objectives The Closed POD Team will:</p> <ol style="list-style-type: none"> Respond to the Notification alert. Respond to the Activation alert including mobilization, preparation, and medication transfer. Brief all volunteers and set up for dispensing. Perform medication dispensing, using all relevant dispensing methods (included in their Closed POD Plan). <ul style="list-style-type: none"> <input type="checkbox"/> Ballroom <input type="checkbox"/> Associate (Manager Pick-up or Associate Pick-up) <input type="checkbox"/> Room Service <input type="checkbox"/> Scaled-back Perform the Stand-down procedure. <p>Instructions Prepare to evaluate by reading the property's Approved Closed POD Plan. Use a copy of the plan to reference Coordinator and Closed POD Functional - Evaluation Form</p> <p>Volunteer responsibilities so that you can fully evaluate the capabilities. Use the rating scale below to evaluate major tasks and the primary capabilities.</p> <table border="1"> <tbody> <tr> <td>Performs the major task fully – can observe the major task and the sub-task detail executed.</td> <td>4</td> </tr> <tr> <td>Performs most aspects of the major task.</td> <td>3</td> </tr> <tr> <td>Performs some aspects of the major task.</td> <td>2</td> </tr> <tr> <td>Barely performs the major task.</td> <td>1</td> </tr> <tr> <td>Does not perform the major task.</td> <td>0</td> </tr> </tbody> </table> <p>Use the Comments section on the form to jot down specific language or action people use in the exercise. When providing your evaluation debrief, use the quoted language or particular action to "feed back" to participants. This data will allow you to provide specific and targeted feedback. Use the Sub-task Detail section on the form to help you evaluate and rate major tasks. Use the Summary section below to summarize your observations and facilitate the debrief.</p> <p>Note to Evaluators: Only review those capabilities listed below to which you are assigned.</p>	Performs the major task fully – can observe the major task and the sub-task detail executed.	4	Performs most aspects of the major task.	3	Performs some aspects of the major task.	2	Barely performs the major task.	1	Does not perform the major task.	0
Performs the major task fully – can observe the major task and the sub-task detail executed.	4										
Performs most aspects of the major task.	3										
Performs some aspects of the major task.	2										
Barely performs the major task.	1										
Does not perform the major task.	0										

Folder Component | How To Use It

- **Closed POD After Action Report (AAR)**
 - Use this Word document as a template when creating an After Action Report for either the tabletop or functional exercise.
 - Refer to the instructions on page 11.

Item Thumbnail



The After Action Report (AAR)

What is an After Action Report?

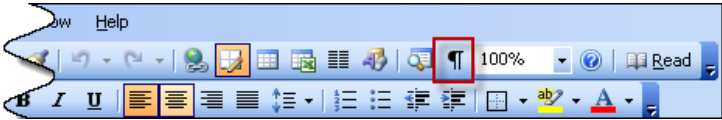
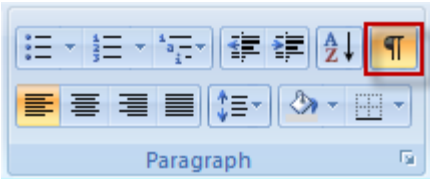
The After Action Report is your property's description of the practice exercise and your compiled evaluation (from your notes, participants' comments, and evaluators' feedback). The report records the group's Closed POD performance and plans for improvement. The report also communicates your property's status to the DOH.

After Action Administration

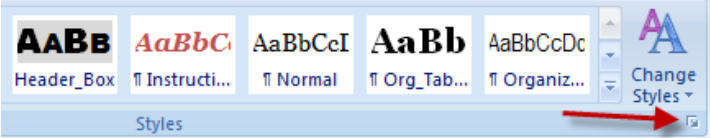
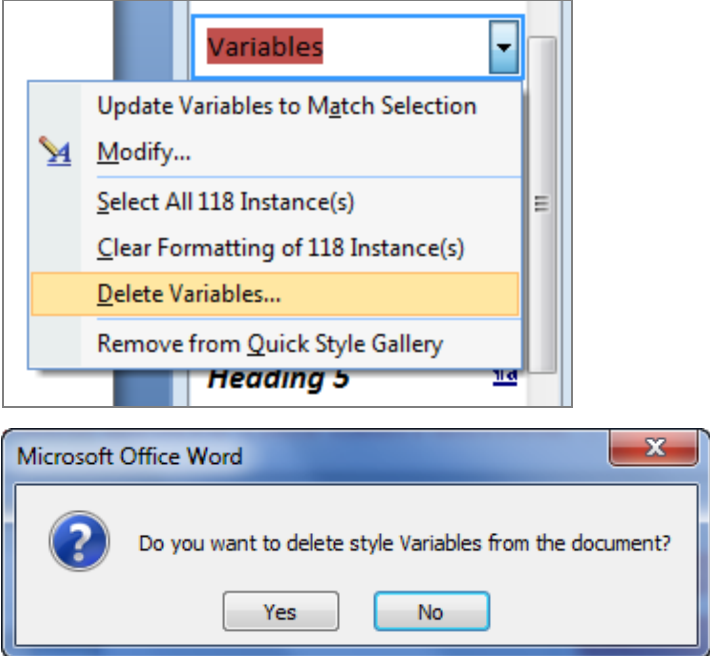
The Primary coordinator has the responsibility to ensure that this report is created and submitted to your local DOH. Decide who will write the report—the lead evaluator, Primary Coordinator, or other person. Once the designated person has written the report, circulate the draft AAR to all Command Coordinators for their comments and feedback. Use a sign-off process so you know that each stakeholder has contributed appropriately to the report and understands any changes to your property's Closed POD Plan. Once the report is finalized, submit it to the DOH, and don't forget to update your property's plan as needed.

How to Complete the After Action Report

	Do this	Illustration • Note(s)
1	In Microsoft Word, open the file: o9_closed_pod_aar_template.doc	<i>The AAR template document is created in Microsoft Word 2002/2003 format and will open in Word 2007/2010 in Compatibility Mode.</i>
2	Use the File, Save As command to save a copy of the document with the name: closed_pod_aar_property_name_date.doc	<i>You may wish to create a separate folder on your computer for After Action Reports.</i>

Do this	Illustration • Note(s)
<p>3 To help with the editing process, set the Show/Hide icon to Show.</p> <p>When set to Show, you'll be able to see the paragraph end marks in your document.</p>	<p>When set to the "Show" position, the icon appears "pushed in." Here's where to find the Show/Hide icon:</p> <p>Word 2002/2003: On the Standard toolbar.</p>  <p>Word 2007/2010: In the Paragraph section on the Home Ribbon.</p> 
<p>4 Edit the text [Functional or Tabletop Exercise] to reflect the type of exercise your report represents. Delete the opening and closing brackets [] as well.</p> <p>Note that this line is linked to the footer. As you make this change, the footer will update automatically.</p>	<p style="text-align: center;">Closed Point of Dispensing (POD) After Action Report</p> <p style="text-align: center;">A Report Template for [Functional or Tabletop Exercise]</p> <p style="text-align: right;">[Property Name] [Property Address] [Property City, State, and Zip] [DATE]</p>

Do this	Illustration • Note(s)
<p>5 Replace all red-shaded variables in the body of the document with your own information.</p> <p>All variable information displays with red shading and white text.</p> <p>Use the mouse or cursor keys to highlight each variable block, and type over the selection with your data.</p> <p>Save your document frequently as you work.</p>	<p>Exercise Detail</p> <p><u>Type</u> [TABLETOP or FUNCTIONAL] Exercise</p> <p><u>Date</u> [DATE]</p> <p><u>Duration</u> [HOURS]</p> <p><u>Location</u> [PROPERTY ADDRESS]</p> <p><u>Tested Capabilities</u></p> <p>This exercise tested five capabilities. They are:</p> <p><i>Leave the red shading in place until your document is nearly final. This way, if you need to make further edits to the variable information, you'll be able to find it easily. Steps 7 and 8 tell you how to easily remove the shading from the entire document in one quick operation.</i></p>
<p>6 Address all instructions and decision points in the document. Instructions display in red italicized text.</p> <p>Some of these sections are labeled with [BEGIN CHOICE] instructions and [END CHOICE] markers.</p> <p>Review the instructions for each decision point. Input the requested information or delete information that does not apply to your property.</p> <p>Delete the instruction paragraphs after completing the suggested edits. Include the paragraph mark in your selection.</p>	<p>Challenges</p> <p>The primary areas for improvement are as follows:</p> <p><i>List the overall challenges below and then delete this instruction. Follow the pattern of the example in the instructions.</i></p> <p>✓ List...</p> <p>Recommendations</p> <p>Key recommendations to improve the Closed POD Plan are as follows:</p> <p><i>List the overall recommendations below and then delete this instruction. Follow the pattern of the example in the instructions.</i></p> <p>✓ List...</p> <p><i>Including the paragraph mark when you select and delete a paragraph helps keep the document format intact. The paragraph mark is like a container that "holds" all of the formatting instructions for the paragraph.</i></p>

Do this	Illustration • Note(s)
<p>7 Prepare to remove the red shading from the document.</p> <p>Display the Styles Pane.</p>	<p>To display the Styles Pane:</p> <p>Word 2002/2003: Choose Format, Styles and Formatting from the menu.</p> <p>Word 2007/2010: Click the small arrow at the bottom right of the Styles Section on the Home Ribbon.</p> 
<p>8 Delete the Variables character style. Doing so removes all red shading from the document.</p> <p>In the Styles Pane, locate the Variables style in the list.</p> <p>Click the drop-down arrow to the right of the style.</p> <p>Click Delete Variables...</p> <p>Click Yes when prompted to confirm.</p>	
<p>9 Save the final AAR document.</p>	

After Action Report Sample Content

To help you complete your After Action Reports efficiently, use the selected sample content below, from previous After Action Reports, to guide your writing. Below you will find two sample sections: **Overall Findings** and **Capability 1 • Notification**.

Overall Findings

Strengths

Flexibility. The ABC Hotel adapted to changing conditions and quickly overcame obstacles and challenges, i.e., changes in room set-up, changes in POD volunteer roles.

Good use of available resources. ABC Hotel demonstrated innovative practices to capitalize on their organizational structure and resources.

Leadership of Primary Coordinator. The Primary Coordinator was calm which positively influenced the demeanor of his staff.

Challenges

Job Action Sheets (JAS). Not all players serving as volunteers followed their JASs (checklists of tasks).

Communication regarding medication receipt. There was miscommunication in regards to the drop-off point for the medication shipment.

Manager Pick-Up Dispensing method. Evaluators and players questioned the feasibility of this dispensing method because of bottleneck issues – too many managers trying to pick up medication at the same time.

Recommendations

Job Action Sheets (JAS). Print JASs on colored paper so that they are more easily identifiable. Use a checklist format so that volunteers can check off tasks one by one - helping ensure they complete all tasks.

Communication regarding medication receipt. Foster direct communication between the Security and Primary Coordinator. Streamline communication between one Coordinator and the delivery driver to synchronize the drop-off and improve medication security.

Manager Pick-Up Dispensing method. Test this method rigorously in the Functional exercise to more accurately determine its feasibility. Also, examine the feasibility of using the Ballroom method for associate medication dispensing.

Overall, the ABC Hotel Closed POD exercise was successful. Given ABC Hotel's demonstration of a strong culture for corporate responsibility, safety and customer service, they continue to be an extremely strong partner in the effort to dispense lifesaving medications in the event of a real emergency.

Capability 1: Notification

Analysis

Actions were timely and efficient. As one evaluator noted, the Primary Coordinator took approximately 20 minutes to prepare his command briefing, 15 minutes to get the word out to his Command Team, and another five minutes for his team coordinators to respond to his initial alert. Timing was similar for each of the four Team Coordinator responses. Evaluators and observers noted that the Primary Coordinator remained calm, and his demeanor was reflected in his Command Team. Although the Primary Coordinator confirmed receipt of the POD activation message, he did not provide the actual dispensing population number. However, the Primary Coordinator did provide this number when prompted by the DOH representative.

Conclusion

All in all, the staff who participated in this exercise performed outstandingly. There was great leadership, and a clear demonstration of ABC Hotel's values of safety and customer service. Associates reported feeling comfortable with their specific job tasks and duties during the

The After Action Report (AAR)

exercise. In order to create even more job task clarity, we recommend providing associates with critical task checklists, FAQ documents, and response scripts. In addition, we recommend that staff train further.

While the utility of the manager pick-up model is still under discussion, we are sure that ABC Hotel would implement the appropriate model or models given situational constraints. ABC Hotel was extremely flexible, identified problems quickly and utilized their resources efficiently. As one associate stated, “We deal with special circumstances on a daily basis.” Overall, our analysis supports the conclusion that this property is capable of operating a Closed POD.

Appendix • Document Index



Planning Tools

Item	File Name
Instructions and Tools for Closed POD Planning	00_pod_planning_instructions.doc
Closed POD Definitions	01_pod_planning_definitions.doc
Closed POD Process Flow Diagram	01_pod_planning_process_diagram.ppt
Property/DOH Discussion Guide	02_pod_planning_doh_discussion.doc
Closed POD Memorandum of Agreement (MOA) Template	03_pod_planning_moa_template.doc
Dispensing Plan Template	04_pod_dispensing_plan_template.doc
Associate Orientation (sample)	05_pod_planning_associate_orientation.doc
Manager Training (sample)	05_pod_planning_manager_training.doc
Signage Guidelines	06_pod_planning_signage_guide.doc



Preparation and Practice

Item	File Name
Instructions for using the tabletop and functional exercise documents	00_closed_pod_exercise_instructions.doc
Facilitator Guide for the Closed POD overview meeting	01_closed_pod_overview_fg.doc
PowerPoint presentation file for the Closed POD overview meeting	02_closed_pod_overview_presentation.ppt
Facilitator Guide for the Closed POD tabletop exercise	03_closed_pod_tabletop_fg.doc
PowerPoint presentation file for the Closed POD tabletop exercise	04_closed_pod_tabletop_presentation.ppt
Evaluation form for the tabletop exercise	05_closed_pod_tabletop_evaluation_form.doc
Facilitator Guide for the Closed POD functional exercise	06_closed_pod_functional_fg.doc



Preparation and Practice

Item	File Name
PowerPoint presentation file for the Closed POD tabletop exercise	07_closed_pod_functional_presentation.ppt
Evaluation form for the functional exercise	08_closed_pod_functional_evaluation_form.doc
Template file for creating an After Action Report for either a tabletop or functional exercise	09_closed_pod_aar_template.doc



Closed POD Operations


Item	File Name
<i>Place final copy of MOA file in the Closed POD Operations folder, and name it as shown at right.</i>	01_closed_pod_moa_property_name.doc
<i>Place final copy of approved dispensing plan file in the Closed POD Operations folder, and name it as shown at right.</i>	02_closed_pod_plan_property_name.doc
Command Brief to Command Team	03_closed_pod_command_briefing_01_commanders.doc
Command Brief to Volunteers	03_closed_pod_command_briefing_02_volunteers.doc
Command Brief from Security Coordinator to Team	03_closed_pod_command_briefing_03_security.doc
Command Brief from Logistics Coordinator to Team	03_closed_pod_command_briefing_04_logistics.doc
Command Brief from Human Resources Coordinator to Team	03_closed_pod_command_briefing_05_human_resources.doc
Command Brief from Business Continuity Coordinator to Team	03_closed_pod_command_briefing_06_business_continuity.doc
Job Action Sheet - Primary Coordinator	04_closed_pod_job_action_sheet_01_primary-coord.doc
Job Action Sheet – Security Coordinator	04_closed_pod_job_action_sheet_02_security-coord.doc



Closed POD Operations

Item	File Name
Job Action Sheet – Logistics Coordinator	04_closed_pod_job_action_sheet_03_logistics-coord.doc
Job Action Sheet – Human Resources Coordinator	04_closed_pod_job_action_sheet_04_hr-coord.doc
Job Action Sheet – Business Continuity Coordinator	04_closed_pod_job_action_sheet_05_business-coord.doc
Job Action Sheet – Associate Dispensing Coordinator	04_closed_pod_job_action_sheet_06_assoc-disp-coord.doc
Job Action Sheet – Greeter	04_closed_pod_job_action_sheet_07_greeter.doc
Job Action Sheet – Screener	04_closed_pod_job_action_sheet_08_screener.doc
Job Action Sheet – Dispenser	04_closed_pod_job_action_sheet_09_dispenser.doc
Job Action Sheet – Exit Monitor	04_closed_pod_job_action_sheet_10_exit_monitor.doc
Job Action Sheet – Security	04_closed_pod_job_action_sheet_11_security.doc
Job Action Sheet – Maintenance	04_closed_pod_job_action_sheet_12_maintenance.doc
Job Action Sheet – Food Service Provider	04_closed_pod_job_action_sheet_13_food_service.doc
Job Action Sheet – Runner	04_closed_pod_job_action_sheet_14_runner.doc
Job Action Sheet – Queue Control	04_closed_pod_job_action_sheet_15_queue_control.doc
Job Action Sheet – Room Service	04_closed_pod_job_action_sheet_16_room_service.doc
Form – Medication Screening Form, Cipro/Doxy	05_closed_pod_form_medication_screen_cipro_doxy.doc
Form – Medication Screening Form Job Aid	05_closed_pod_form_medication_screen_job_aid.doc
Form – Closed POD Scheduler	05_closed_pod_form_scheduler.doc
Form – Volunteer Sign In Form	05_closed_pod_form_sign-in_sheet.doc
Greeter's Script	06_closed_pod_greeters_script.doc
Day of Event Communication Matrix with Sample	07_closed_pod_communications.doc

**Closed POD Operations**

Item	File Name
Messaging	
Public PowerPoint Presentation	08_closed_pod_public_powerpoint.ppt
 Signage	<i>File names within the Signage folder are self-explanatory. Refer to the Signage Guidelines document for thumbnail images of all signs included in this folder.</i>