

INSTRUCTIONS

How to Prepare and Assemble Your Closed POD Planning Kit



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Where Do I Start?

This **Instructions** document is the first of many documents contained within the Closed POD Planning Kit your property has received. This document provides an overview of the content in your Closed POD Planning Kit. It also provides instructions for editing two primary planning documents in your kit — the **Memorandum of Agreement** (MOA) and the **Closed POD Plan**.

The kit is designed to supply everything your property needs to plan, test, and operate a Closed POD. While the sheer number of documents in the kit may seem overwhelming at first, know that each document has a time and a purpose and that as you progress in your planning, the documents and their purpose will all make sense!

Review the following items to help you gain a better understanding of the Closed POD scope and your role in planning, testing, and operating a Closed POD.

- Closed POD Process Diagram on page 5
- Closed POD Planning Kit Contents on page 6
- Closed POD Definitions, found in the kit's **Planning Tools** folder
- Closed Dispensing Plan template, found in the kit's **Planning Tools** folder
- Property/DOH Discussion Guide, found in the kit's **Planning Tools** folder

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
	Practice Exercises and Drills A collection of exercises and drills to test Closed POD Planning effectiveness.
	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 the **Closed POD Planning Kit Contents** beginning on page 6.
- ✓ The complete list of files with their filenames can be found in the **Appendix • Document Index** on page 22.

Frequently Asked Questions

Below are some common questions and answers about Closed POD operations.

Question. What is my property's liability during Closed POD operations?

Answer. *State and local laws provide a variety of legal protections for volunteers during public health emergencies. Additionally, the PREP Act addresses federal liability protection.*

Question. Who pays for the costs associated with operating the Closed POD?

Answer. *The Closed POD Project does not involve any direct financial commitment, other than participants' time and some local resources at the time of an emergency (meeting space, furniture, supplies, vests, signs, etc.).*

Question. How much security will my property need to operate a Closed POD? Will I need to supplement my security staff?

Answer. *You will likely need to have the same number of security staff that you would have for a very large event, such as a national conference. Some of this staff will be used to monitor the temporary medication storage area and to monitor the transfer of medications from storage to the dispensing location(s).*

Question. How much detail will we receive about the emergency? Will we know more than the general public?

Answer. *Since you will be a partner with the local public health department, you will receive information sooner and*

in greater detail than the general public.

Question. Can my associates visit another hotel property to get their medication if it's closer to their home?

Answer. *The decision to operate as a Closed POD is up to each individual property's manager, so some hotel properties may not be Closed PODs. Also, the area near your home may not be in the impacted area, so PODs might not be activated. However, if there is another Closed POD closer, they may go to that hotel property*

Question. How do I get training for Closed POD operations?

Answer. *Your department of health will work with you to execute Closed POD drills. In addition, your Closed POD Planning Kit includes exercises and drills. These can be used to assist for your associates in preparing for the tasks they will perform in operating a Closed POD.*

Question. Do Closed POD operations only apply to an anthrax emergency?

Answer. *These Closed POD materials were designed primarily for an anthrax emergency. However, successfully planning your Closed POD may prompt your local department of health to work with you on other emergency planning initiatives.*

Question. What if I have guests attending meetings at my property,

Frequently Asked Questions

but they're staying at a different property in the neighborhood?

Answer. *Special function guests are included in the targeted dispensing population, so they will be able to get medication from your Closed POD.*

Question. How will my associates get the medication to their families? They'll probably want to do that right away, but I'll need them on the job.

Answer. *Family members can come and pick up the medication or the medication can be sent home with fellow associates who are going off-shift.*

Question. Can we open our Closed POD to others in the area, such as a local trade school or business?

Answer. *Although this is not part of the written Closed POD Plan, this option can be discussed with your public health jurisdiction once the plan is in place.*

Question. Will doctors and nurses be available in my Closed POD?

Answer. *Although some jurisdictions require the supervision of medical personnel, this is a non-medical model. Those who display symptoms of illness will be directed to go to a medical POD or hospital for treatment.*

Question. What if the general public starts showing up to get medication?

Answer. *The location of Open or public PODs will be highly publicized. The location of Closed PODs will not be disclosed. You can post information about the Open POD locations on your doors.*

Question. Does an anthrax emergency requiring quarantining everyone in the property?

Answer. *No. Anthrax is not passed from person to person. People become infected by inhaling aerosolized anthrax.*

Closed POD Process Diagram



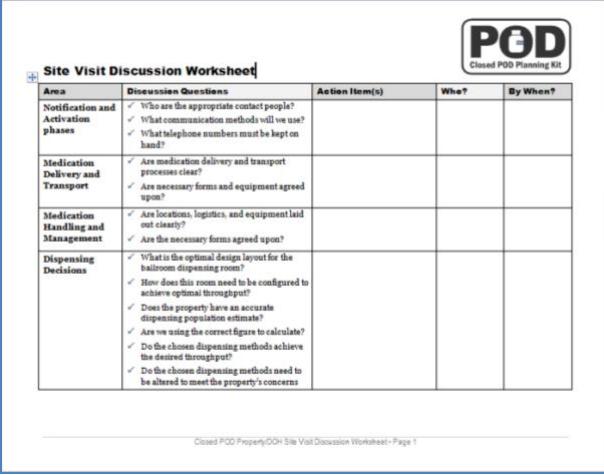
Closed POD Planning Kit Contents

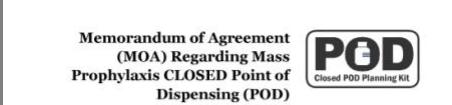
What's In the Kit • How to Use It

Assembling Your Closed POD Planning Kit

- ✓ The **Closed POD Kit** is used during an emergency. The documents in the **Closed POD Operations** folder are those that will be needed on the day of the event. Print these documents once your Closed POD Plan is finalized. Keep all of the printed documents in a clearly labeled box, stored in the location specified in your property's Closed POD Plan.
 - All files are in Microsoft Office format, and use standard Windows fonts.

Kit Component How To Use It	Item Thumbnail																
PLANNING TOOLS DOCUMENTS																	
<ul style="list-style-type: none"> ✓ Closed POD Definitions <ul style="list-style-type: none"> ▪ The Lexicon lists and defines all terms related uniquely to the Closed POD program that are not "household" vocabulary. ▪ All terms bolded in the Job Action Sheets are defined in the Lexicon. ▪ All Command Coordinators should become familiar with the terms and definitions described in the Lexicon. 	<div style="border: 1px solid black; padding: 10px;">  <p>CLOSED POD LEXICON</p> <p>This lexicon defines all terms that are not "household" vocabulary. They are terms either used in a particular way or are terms related uniquely to the Closed POD program. Most of these terms will either be new to people or have the potential to create a shadow of doubt in people's minds. The goal is to eliminate all potential doubt by strategically explaining the definitions upfront and clarifying the context for understanding –who, what, where, when, how, why. When operating a Closed POD, use this Lexicon to clarify meaning of terms for yourself and others.</p> <p>DEFINITIONS</p> <p>AREAS</p> <table border="0"> <tr> <td><input type="checkbox"/> Break Area</td> <td>An identified place in Closed POD area where Volunteers can take a break and get refreshments.</td> </tr> <tr> <td><input type="checkbox"/> Closed POD Area</td> <td>The area designated for Closed POD operations and dispensing.</td> </tr> <tr> <td><input type="checkbox"/> Command Post</td> <td>An identified place in Closed POD area where Commander Coordinators are stationed.</td> </tr> <tr> <td><input type="checkbox"/> Dispensing Area</td> <td>The place in Closed POD area where medication and Patient Information Packets are distributed.</td> </tr> <tr> <td><input type="checkbox"/> Protective Perimeter</td> <td>A secured route through which medication will travel.</td> </tr> <tr> <td><input type="checkbox"/> Staging Area</td> <td>An identified place in Closed POD area where medications are set-up for dispensing.</td> </tr> </table> <p>DOCUMENTS, DIAGRAMS, AND FORMS</p> <table border="0"> <tr> <td><input type="checkbox"/> Closed POD Planning Guide</td> <td>The main planning and dispensing guide that directs Closed Point of Dispensing (POD) emergency response operations.</td> </tr> <tr> <td><input type="checkbox"/> Closed POD Planning Kit</td> <td>All written materials and executable elements including planning documents, operational documents, equipment and agent lists, Job Action Sheets, Command Briefings, Point of Dispensing instructions, and forms to help you develop and implement a Closed POD Plan in the event of a public health emergency. In addition to the Closed POD Planning Kit, drills and practice exercises are provided by the Department of Public Health as opportunities to enact the Plan to ensure efficient and competent Plan execution.</td> </tr> </table> <p>August 4, 2010 ► PAGE 1 of 4</p> </div>	<input type="checkbox"/> Break Area	An identified place in Closed POD area where Volunteers can take a break and get refreshments.	<input type="checkbox"/> Closed POD Area	The area designated for Closed POD operations and dispensing.	<input type="checkbox"/> Command Post	An identified place in Closed POD area where Commander Coordinators are stationed.	<input type="checkbox"/> Dispensing Area	The place in Closed POD area where medication and Patient Information Packets are distributed.	<input type="checkbox"/> Protective Perimeter	A secured route through which medication will travel.	<input type="checkbox"/> Staging Area	An identified place in Closed POD area where medications are set-up for dispensing.	<input type="checkbox"/> Closed POD Planning Guide	The main planning and dispensing guide that directs Closed Point of Dispensing (POD) emergency response operations.	<input type="checkbox"/> Closed POD Planning Kit	All written materials and executable elements including planning documents, operational documents, equipment and agent lists, Job Action Sheets, Command Briefings, Point of Dispensing instructions, and forms to help you develop and implement a Closed POD Plan in the event of a public health emergency. In addition to the Closed POD Planning Kit, drills and practice exercises are provided by the Department of Public Health as opportunities to enact the Plan to ensure efficient and competent Plan execution.
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Kit Component How To Use It	Item Thumbnail
PLANNING TOOLS DOCUMENTS	
<ul style="list-style-type: none"> ✓ Closed POD Process Flow Diagram <ul style="list-style-type: none"> ▪ A one-page summary diagram showing all main phases and major tasks for operating a Closed POD. 	
<ul style="list-style-type: none"> ✓ Department of Health Discussion Guide <ul style="list-style-type: none"> ▪ This guide coaches you through approaching and working with your local department of health to plan your Closed POD. 	
<ul style="list-style-type: none"> ✓ Site Visit Discussion Worksheet <ul style="list-style-type: none"> ▪ This worksheet coaches you through the site visit with your local department of health to plan your Closed POD. 	

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<p>✓ Closed POD Memorandum of Agreement</p> <ul style="list-style-type: none"> ▪ Signed agreement between your property and your local department of health, outlining the roles and responsibilities of each entity when operating a Closed POD. ▪ All managers should be familiar with the Memorandum and should review the document annually. <p>Important: This MOA template is an example and the format varies by department of health jurisdiction. Your department of health's form may not be exactly as illustrated at right. Ensure you obtain the appropriate template prior to completing this form.</p>	 <p>Memorandum of Agreement (MOA) Regarding Mass Prophylaxis CLOSED Point of Dispensing (POD)</p> <p>Between: [Property Name] And: [DOH Name]</p> <p>This Memorandum of Agreement is entered into this [DATE] day of [MONTH], [YEAR] between the [PROPERTY NAME] (hereinafter "Provider") and [DOH NAME] (hereinafter "DOH").</p> <p>Recitals</p> <p>WHEREAS, the Centers for Disease Control and Prevention (CDC) has established the Citizen Readiness Initiative (CRI) program to assist certain Metropolitan Statistical Areas (MSAs) in the event of a catastrophic biological incident; and</p> <p>WHEREAS, the CDC will provide resources from the Strategic National Stockpile (SNS), which include medications and medical supplies, to the Government of the DOH; and</p> <p>WHEREAS, the DOH intends to transfer a pre-determined quantity of the aforementioned medications and/or medical supplies to Provider as needed to respond to a particular public health emergency in accordance with the policies and procedures outlined in the DOH Public Health Emergency Response Plan and the Provider's own Closed POD Planning Guide; and</p> <p>WHEREAS, the DOH wishes to collaborate with the Provider to enhance its ability to respond to a biological incident or other public health emergency requiring mass dispensing of medications or medical supplies.</p> <p>NOW THEREFORE, in consideration of the foregoing, the parties hereto agree as follows:</p> <p>The Provider Agrees:</p> <ol style="list-style-type: none"> To request medications based on their calculated designated dispensing population, to which Provider's Closed POD will dispense medications. <p><i>[BEGIN CHOICE] Delete the paragraph below if it does not apply to your location. Then, delete this instruction.</i></p> <ol style="list-style-type: none"> As appropriate, the provider may open the POD to external recipients. <p>Memorandum of Understanding • Page 1 [Property Name]</p>																																																
<p>✓ Dispensing Plan Template</p> <ul style="list-style-type: none"> ▪ The template serves as a basis for creating the Closed POD Plan, which is the main planning and dispensing guide that directs Closed Point of Dispensing (POD) emergency response operations, customized for your property. ▪ Once finalized, and reviewed by your department of health, the planning document becomes the Approved Dispensing Plan. ▪ All managers should be familiar with the Approved Dispensing Plan and should review the document annually. 	 <p>Closed Point of Dispensing (POD) During a Public Emergency</p> <p>A Planning Guide for [PROPERTY NAME]</p> <p>[PROPERTY NAME] [PROPERTY ADDRESS] [PROPERTY CITY, STATE, and ZIP]</p> <p>[DATE]</p> <p>Contents</p> <table border="0"> <tr> <td>Introduction.....</td> <td>1</td> </tr> <tr> <td>Overview of Responsibilities.....</td> <td>1</td> </tr> <tr> <td>DOH's Responsibilities.....</td> <td>1</td> </tr> <tr> <td>Property's Responsibilities.....</td> <td>2</td> </tr> <tr> <td>Notification Phase.....</td> <td>2</td> </tr> <tr> <td>Activation Phase.....</td> <td>3</td> </tr> <tr> <td>Incident Command System Overview.....</td> <td>4</td> </tr> <tr> <td>Incident Timeline.....</td> <td>5</td> </tr> <tr> <td>Property Description.....</td> <td>6</td> </tr> <tr> <td>Closed POD Plan.....</td> <td>6</td> </tr> <tr> <td> Command Team.....</td> <td>6</td> </tr> <tr> <td> Volunteers.....</td> <td>8</td> </tr> <tr> <td> Dispensing Population.....</td> <td>10</td> </tr> <tr> <td> Mobile Medical Control and Security.....</td> <td>11</td> </tr> <tr> <td> Dispensing.....</td> <td>12</td> </tr> <tr> <td> Centralized Dispensing Set-up.....</td> <td>15</td> </tr> <tr> <td> Integrated Communications.....</td> <td>15</td> </tr> <tr> <td> Scaled-Back Dispensing.....</td> <td>16</td> </tr> <tr> <td>Stand-down Procedure.....</td> <td>16</td> </tr> <tr> <td>Appendix A - Supply List.....</td> <td>17</td> </tr> <tr> <td>Appendix B - Volunteer Sign-in Form.....</td> <td>19</td> </tr> <tr> <td>Appendix C - Closed POD Schedule.....</td> <td>20</td> </tr> <tr> <td>Appendix D - Medication Screening Form.....</td> <td>21</td> </tr> <tr> <td>Appendix E - Patient Information Packet.....</td> <td>22</td> </tr> </table>	Introduction.....	1	Overview of Responsibilities.....	1	DOH's Responsibilities.....	1	Property's Responsibilities.....	2	Notification Phase.....	2	Activation Phase.....	3	Incident Command System Overview.....	4	Incident Timeline.....	5	Property Description.....	6	Closed POD Plan.....	6	Command Team.....	6	Volunteers.....	8	Dispensing Population.....	10	Mobile Medical Control and Security.....	11	Dispensing.....	12	Centralized Dispensing Set-up.....	15	Integrated Communications.....	15	Scaled-Back Dispensing.....	16	Stand-down Procedure.....	16	Appendix A - Supply List.....	17	Appendix B - Volunteer Sign-in Form.....	19	Appendix C - Closed POD Schedule.....	20	Appendix D - Medication Screening Form.....	21	Appendix E - Patient Information Packet.....	22
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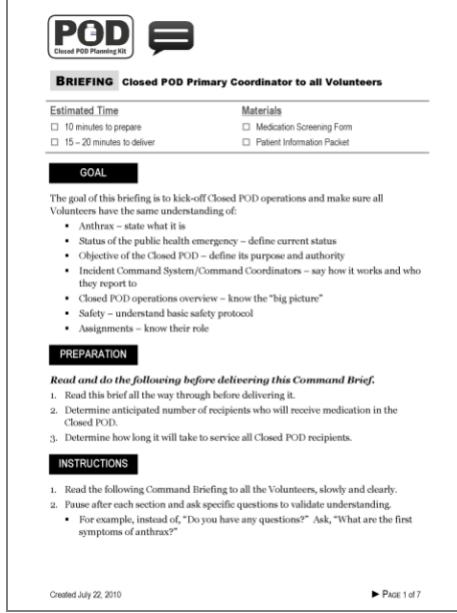
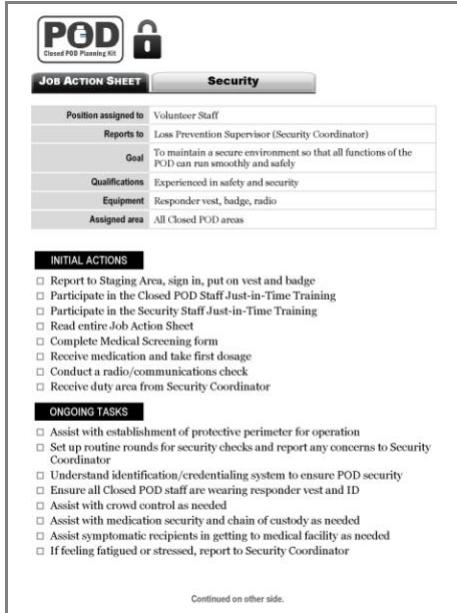
Closed POD Planning Kit Contents

Kit Component How To Use It	Item Thumbnail
PLANNING TOOLS DOCUMENTS	
<p>✓ Associate Orientation</p> <ul style="list-style-type: none"> ▪ Include this sheet, or transfer this verbiage into your company's standard Associate Orientation materials to provide new associates with an overview of Closed POD operations. 	<div style="border: 1px solid black; padding: 10px; width: 100%;"> <div style="text-align: center; margin-bottom: 10px;">  <p>Associate Orientation • [Property Name]</p> </div> <p>Use this Question and Answer document in your New Associate Orientation Program to help explain the purpose of a Closed Point of Dispensing (POD) and Marriott's role in the POD. For detailed information about Closed POD Operations, refer to your location's <i>Closed POD Planning Guide</i>.</p> <p>✓ <i>Assure associates that a detailed plan exists and that in the event of an emergency, they will be directed what to do.</i></p> <p>✓ <i>Explain that they may participate in emergency drills as part of the preparation for this type of emergency.</i></p> <hr/> <p>What is a Closed Point of Dispensing (POD)?</p> <p>If our city or region was faced with an emergency such as a biological attack involving the aerosolized release of anthrax requiring the mass dispensing of medications, the Department of Health (DOH) would be responsible for delivering life saving medications to 100% of their population within a 48-hour period. This type of emergency would also require the DOH to establish open or public points of dispensing (PODs) throughout the city to dispense medication to the public. The emergency response would involve not only government agencies, but the private sector as well through Closed PODs.</p> <p>A Closed POD is a non-medical dispensing site and operation employed during a public health emergency that distributes potentially life saving medications to a pre-determined population. In Marriott's case, the pre-determined population includes associates and their families, registered guests, special function guests, and in-house contractors/vendors and their families. Routine medical care is not provided in a Closed POD.</p> <p>The sole purpose of a POD is to quickly distribute preventive medication to large numbers of people during a public health emergency in an effort to prevent illness.</p> <p style="text-align: right;">1</p> </div>
<p>✓ Manager/Supervisor Training</p> <ul style="list-style-type: none"> ▪ Include this sheet, or transfer this verbiage into your company's standard Manager Training materials to provide new managers with an overview of Closed POD operations. 	<div style="border: 1px solid black; padding: 10px; width: 100%;"> <div style="text-align: center; margin-bottom: 10px;">  <p>Manager Training • [Company Name]</p> </div> <p>Use this Question and Answer document in your New Manager Training Program to help explain the purpose of a Closed Point of Dispensing (POD) and [Company Name's] role in the POD. For detailed information about Closed POD Operations, refer to your location's <i>Closed POD Planning Guide</i>.</p> <p>✓ <i>Assure new managers that a detailed plan exists and that they will have an opportunity to review the plan in detail.</i></p> <p>✓ <i>Explain that they may lead drills as part of the preparation for this type of emergency.</i></p> <hr/> <p>What is a Closed Point of Dispensing (POD)?</p> <p>If our city or region was faced with an emergency such as a biological attack involving the aerosolized release of anthrax requiring the mass dispensing of medications, the Department of Health (DOH) would be responsible for delivering life saving medications to 100% of their population within a 48-hour period. This type of emergency would also require the DOH to establish open or public points of dispensing (PODs) throughout the city to dispense medication to the public. The emergency response would involve not only government agencies, but the private sector as well through Closed PODs.</p> <p>What is anthrax?</p> <p>Anthrax is a serious disease that can affect both animals and humans. It is caused by bacteria called <i>Bacillus anthracis</i>. People can get anthrax from contact with infected animals, wool, meat, or hides. In its most common form, anthrax is a skin disease that causes skin ulcers and usually fever and fatigue. Up to 20% of these cases are fatal if untreated.</p> <p>When <i>B. anthracis</i> is inhaled, as when used as a biological weapon, it is much more serious. The first symptoms may include a sore throat, mild fever, and muscle aches. But within several days these symptoms are followed by severe breathing problems, shock, and often meningitis (inflammation of the brain and spinal cord covering).</p> <p style="text-align: right;">1</p> </div>

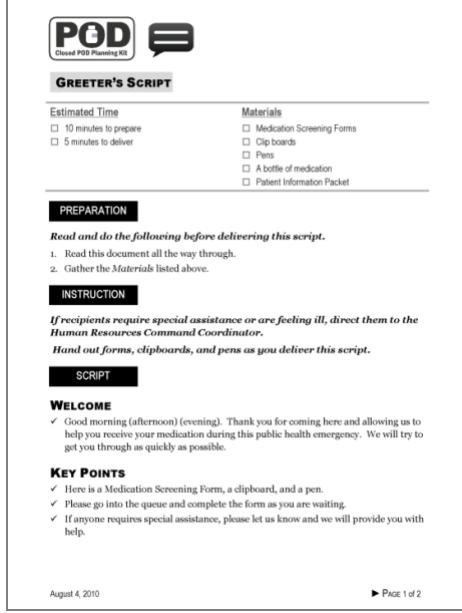
Closed POD Planning Kit Contents

Kit Component How To Use It	Item Thumbnail
PLANNING TOOLS DOCUMENTS	
<ul style="list-style-type: none"> ✓ Signage Guidelines <ul style="list-style-type: none"> ▪ Provides a thumbnail view of all signs found in the Closed POD Planning Kit, within the Closed POD Operations/Signage folder. 	<div style="text-align: center;">  <p style="font-size: small; margin-top: 5px;">Closed POD Planning Kit • Signage Guidelines</p> <p style="font-size: small; margin-top: 5px;">Page 1</p> </div>

Kit Component How To Use It	Item Thumbnail
PRACTICE EXERCISES AND DRILLS DOCUMENTS	
<ul style="list-style-type: none"> ✓ Overview PowerPoint Presentation and Facilitator's Guide ✓ Tabletop Exercise PowerPoint Presentation and Facilitator's Guide ✓ Functional Exercise PowerPoint Presentation and Facilitator's Guide ✓ Exercise After Action Report/Improvement Plan Template 	<div style="text-align: center;">  </div>

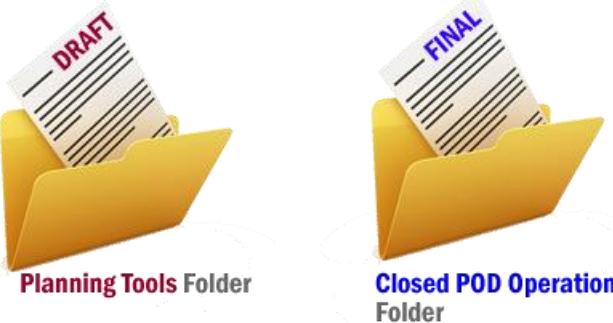
Kit Component How To Use It	Item Thumbnail
<p>CLOSED POD OPERATIONS DOCUMENTS</p>	
<p>✓ Command Briefing Scripts (6)</p> <ul style="list-style-type: none"> The Command Briefings are used by the Primary Coordinator and the Command Coordinators of each POD area — Security, Logistics, Human Resources, Business Continuity — to brief Volunteers on POD operations. The following briefings are included: <ul style="list-style-type: none"> Primary Coordinator to Command Team Primary Coordinator to All Volunteers Security Coordinator to Security Volunteers Logistics Coordinator to Logistics Volunteers Human Resources Coordinator to HR Volunteers Business Continuity Coordinator to Room Service Volunteers 	
<p>✓ Job Action Sheets (16)</p> <ul style="list-style-type: none"> Job Action Sheets instruct Volunteers on their Closed POD role and tasks. The following Job Action Sheets are included: <ul style="list-style-type: none"> Primary Coordinator Security Coordinator <ul style="list-style-type: none"> POD Security Queue Control Logistics Coordinator <ul style="list-style-type: none"> Runner Maintenance Food Service Provider Human Resources Coordinator <ul style="list-style-type: none"> Greeter Screeener 	 <p>When printed, sort sheets by area as shown in</p>

Closed POD Planning Kit Contents

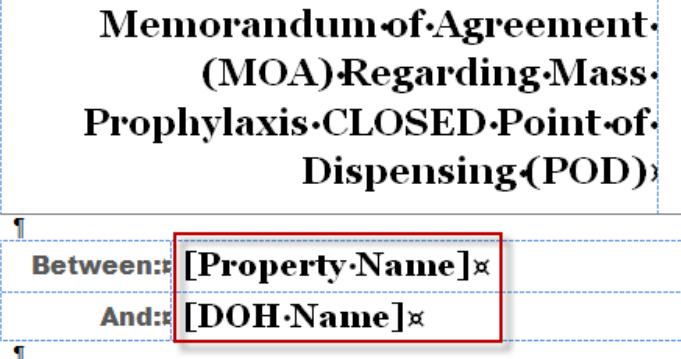
Kit Component How To Use It	Item Thumbnail
CLOSED POD OPERATIONS DOCUMENTS	
<p>✓ Greeter's Script</p> <ul style="list-style-type: none"> ▪ The Greeter reads the script aloud to the recipients waiting in the queue. ▪ The Greeter reads the script at intervals that ensure that all new recipients in line receive the information in the script. 	 <p>GREETER'S SCRIPT</p> <p>Estimated Time <input type="checkbox"/> 10 minutes to prepare <input type="checkbox"/> 5 minutes to deliver</p> <p>Materials <input type="checkbox"/> Medication Screening Forms <input type="checkbox"/> Clip boards <input type="checkbox"/> Pens <input type="checkbox"/> A bottle of medication <input type="checkbox"/> Patient Information Packet</p> <p>PREPARATION <i>Read and do the following before delivering this script.</i> 1. Read this document all the way through. 2. Gather the Materials listed above.</p> <p>INSTRUCTION <i>If recipients require special assistance or are feeling ill, direct them to the Human Resources Command Coordinator.</i> <i>Hand out forms, clipboards, and pens as you deliver this script.</i></p> <p>SCRIPT</p> <p>WELCOME ✓ Good morning (afternoon) (evening). Thank you for coming here and allowing us to help you receive your medication during this public health emergency. We will try to get you through as quickly as possible.</p> <p>KEY POINTS ✓ Here is a Medication Screening Form, a clipboard, and a pen. ✓ Please go into the queue and complete the form as you are waiting. ✓ If anyone requires special assistance, please let us know and we will provide you with help.</p> <p>August 4, 2010 ► PAGE 1 of 2</p>
<p>✓ Public PowerPoint Presentation</p> <ul style="list-style-type: none"> ▪ The presentation provides public information about the Closed POD dispensing operations and answers Frequently Asked Questions (FAQs). ▪ Edit the file to customize it with your property information. Edit the following slides: <ul style="list-style-type: none"> ▣ Slides 1 and 8 – Add your location/property name ▣ Slide 4 – If desired, replace the diagram with your POD map ▣ Slide 9 – Add your department of health name ▪ When the Closed POD opens, play the looping presentation on monitors in the greeting/queue area. 	 <p>Welcome to the POD</p> <p>Welcome to the [HOTEL NAME] Point of Dispensing (POD)</p> 

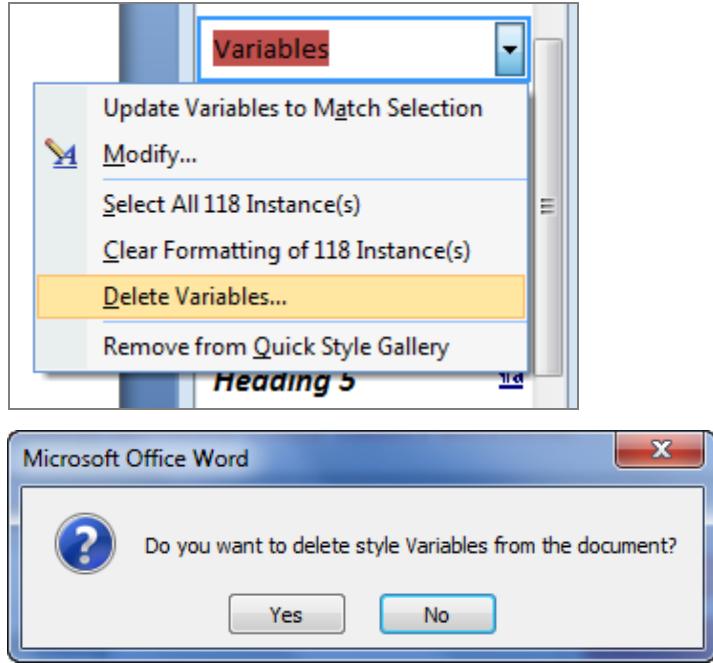
The Memorandum of Agreement (MOA)

How to Complete the Memorandum of Agreement

Do this	Illustration • Note(s)
<p>1 In Microsoft Word, open the file: 03_pod_planning_moa_template.doc</p>	<p><i>The Microsoft Word document in the Closed POD Planning Kit is created in Microsoft Word 2002/2003 format and will open in Word 2007/2010 in Compatibility Mode.</i></p>
<p>2 Use the File, Save As command to save a copy of the document with the name: 01_closed_pod_moa_property_name.doc</p> <ul style="list-style-type: none"> ✓ Save the copy in the Planning Tools folder for now, and keep it there as you work on it. ✓ Once the document is finalized, you will move it to the Closed POD Operations folder. 	
<p>3 To help with the editing process, set the Show/Hide icon to Show.</p> <ul style="list-style-type: none"> ✓ When set to Show, you'll be able to see the paragraph end marks in your document. 	<p><i>When set to the "Show" position, the icon appears "pushed in." Here's where to find the Show/Hide icon:</i></p> <p>Word 2002/2003: On the Standard toolbar.</p>  <p>Word 2007/2010: In the Paragraph section on the Home Ribbon.</p> 

The Memorandum of Agreement (MOA)

Do this	Illustration • Note(s)
<p>4 Edit the [Property Name] and [DOH Name] at the top of the document.</p> <ul style="list-style-type: none"> ✓ Select the text [Property Name] and type over it with your property name. ✓ Select the text [DOH Name] and type over it with the name of your local department of health. 	<p>Memorandum of Agreement (MOA) Regarding Mass. Prophylaxis-CLOSED Point of Dispensing (POD)</p>  <p>Between: [Property Name] And: [DOH Name]</p>
<p>5 Replace all red-shaded variables in the body of the document with your own information.</p> <ul style="list-style-type: none"> ✓ All variable information displays with red shading and white text. ✓ Use the mouse or cursor keys to highlight each variable block, and type over the selection with your data. ✓ Save your document frequently as you work. 	<p>This Memorandum of Agreement is entered into this [DATE], day of [MONTH], [YEAR], between the [PROPERTY NAME] (hereinafter “Provider”) and [DOH NAME] (hereinafter “DOH”).</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 decision points in the document. These sections are labeled with [BEGIN CHOICE] instructions and [END CHOICE] markers.</p> <ul style="list-style-type: none"> ✓ Review the instructions for each decision point. ✓ Select and delete the information that does not apply to your location. Include the paragraph mark in your selection. ✓ Delete the [BEGIN 	<p>[BEGIN CHOICE] Delete the paragraph below that does not apply to your location. Then, delete this instruction. ¶</p> <p>c. → To dispatch an appropriately-credentialed courier to the DOH distribution site for collection of SNS medications. ¶</p> <p>d. → To receive medications delivered from the DOH. ¶</p> <p>[END CHOICE] ¶</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>CHOICE and [END CHOICE] paragraphs. Include the paragraph mark in your selection.</p>	
<p>7 Prepare to remove the red shading from the document.</p> <ul style="list-style-type: none"> ✓ Display the Styles Pane. 	<p><i>To display the Styles Pane:</i></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> <ul style="list-style-type: none"> ✓ In the Styles Pane, locate the Variables style in the list. ✓ Click the drop-down arrow to the right of the style. ✓ Click Delete Variables... ✓ Click Yes when prompted to confirm. 	
<p>9 Save the final MOA document.</p>	

The Closed POD Plan

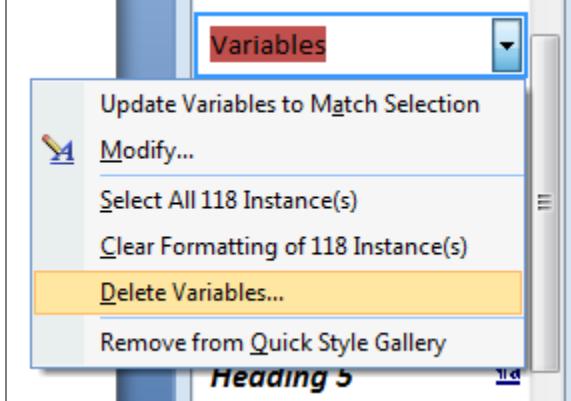
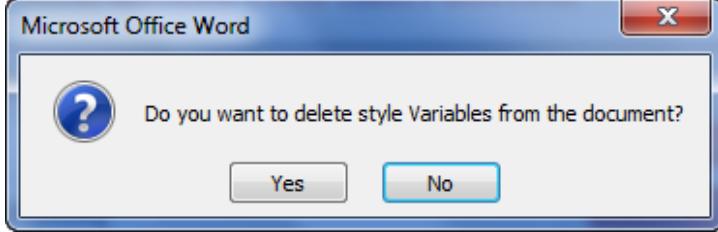
How to Complete the Closed POD Plan

The Closed POD Plan document will likely not be completed in one sitting. Much of the information in the Closed POD Plan is the result of decisions made during your early discussions with your local department of health. The Closed POD Plan also includes a list of all Closed POD Coordinators, so these people need to be enrolled and selected before the Closed POD Plan can be finalized.

Do this	Illustration • Note(s)
<p>1 In Microsoft Word, open the following file from the Closed POD Planning Kit's Planning Tools folder:</p> <p>03_pod_dispensing_plan_template.doc</p>	<p><i>The Microsoft Word document in the Closed POD Planning Kit is created in Microsoft Word 2002/2003 format and will open in Word 2007/2010 in Compatibility Mode.</i></p>
<p>2 Use the File, Save As command to save a copy of the document with the name:</p> <p>02_closed_pod_plan_property_name.doc</p> <ul style="list-style-type: none"> ✓ Save the copy in the Planning Tools folder for now, and keep it there as you work on it. ✓ Once the document is finalized, you will move it to the Closed POD Operations folder. 	 <p>The illustration shows two yellow folder icons. The left folder is labeled "Planning Tools Folder" and contains a document icon with the word "DRAFT" in red. The right folder is labeled "Closed POD Operations Folder" and contains a document icon with the word "FINAL" in blue. Arrows indicate the movement of the document from the left folder to the right folder.</p>

Do this	Illustration • Note(s)
<p>3 To help with the editing process, set the Show/Hide icon to Show.</p> <ul style="list-style-type: none"> ✓ When set to Show, you'll be able to see the paragraph end marks in your document. 	<p><i>When set to the "Show" position, the icon appears "pushed in." Here's where to find the Show/Hide icon:</i></p> <p>Word 2002/2003: <i>On the Standard toolbar.</i></p>  <p>Word 2007/2010: <i>In the Paragraph section on the Home Ribbon.</i></p> 
<p>4 Edit the [Property Name], [Property Address] and other variable information on the cover page.</p> <ul style="list-style-type: none"> ✓ Select the text [Property Name] and type over it with your property name. ✓ Repeat with each bracketed variable. 	<p>A Dispensing Plan Template for [PROPERTY NAME]</p> <p>[Property Name] [Property Address] [Property City, State, and Zip]</p> <p>[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> <ul style="list-style-type: none"> ✓ All variable information displays with red shading and white text. ✓ Use the mouse or cursor keys to highlight each variable block, and type over the selection with your data. ✓ Save your document frequently as you work. 	<p>• Notification Phase ¶</p> <p>Once an emergency occurs and the DOH makes a decision to deliver medication to the Closed PODs, the DOH will send an alert message to [PROPERTY-NAME] via the [LOCAL ALERT SYSTEM] as well as redundant communication measures, such as sending a duplicate message through phone or pager. This message will serve to notify [PROPERTY-NAME] that an</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 8 and 9 tell you how to easily remove the shading from the entire document in one quick operation.</i></p>
<p>6 Address all decision points in the document. These sections are labeled with [BEGIN CHOICE] instructions and [END CHOICE] markers.</p> <ul style="list-style-type: none"> ✓ Review the instructions for each decision point. ✓ Select and delete the information that does not apply to your location. Include the paragraph mark in your selection before deleting. ✓ Delete the [BEGIN CHOICE] and [END CHOICE] paragraphs. Include the paragraph mark in your selection. 	<p>[BEGIN CHOICE] Delete the paragraph below if it does not apply to your location. Then, delete this instruction. ¶</p> <p>✓ → Room Service: Go to each registered guest's room; review their Medication Screening Form; determine type of medication for each person in the room; provide guests with medications and additional Patient Information Packets; and leave instructions if no one answers the door. ¶</p> <p>[END CHOICE] ¶</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 Follow all instructions in the document. Instructions display in red, bolded, italicized text.</p> <ul style="list-style-type: none"> ✓ Delete the instructional paragraph(s) when finished. Include the paragraph mark in your selection before deleting. 	<p>Contact Information <i>Fully complete the table below. Then, delete this instruction.</i></p> <p>Primary Coordinator Organizes and directs all Closed POD site operations, assures communication with the local DOH Incident Command Center.</p> <table border="1"> <tr> <td>Name</td> <td>Position/Title</td> </tr> <tr> <td>Work Phone</td> <td>Home Phone</td> </tr> <tr> <td>E-mail</td> <td>Mobile phone/pager</td> </tr> </table> <p>Back-Up Coordinator If the Primary Coordinator is not available, organizes and directs all Closed POD site operations, assures communication with the local DOH Incident Command Center.</p> <table border="1"> <tr> <td>Name</td> <td>Position/Title</td> </tr> <tr> <td>Work Phone</td> <td>Home Phone</td> </tr> <tr> <td>E-mail</td> <td>Mobile phone/pager</td> </tr> </table>	Name	Position/Title	Work Phone	Home Phone	E-mail	Mobile phone/pager	Name	Position/Title	Work Phone	Home Phone	E-mail	Mobile phone/pager
Name	Position/Title												
Work Phone	Home Phone												
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<p>8 Prepare to remove the red shading from the document.</p> <ul style="list-style-type: none"> ✓ Display the Styles Pane. 	<p><i>To display the Styles Pane:</i></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>9 Delete the Variables character style. Doing so removes all red shading from the document.</p> <ul style="list-style-type: none"> ✓ In the Styles Pane, locate the Variables style in the list. ✓ Click the drop-down arrow to the right of the style. ✓ Click Delete Variables... ✓ Click Yes when prompted to confirm. 	 												
<p>10 Save the final Closed POD Plan document.</p>													

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
Site Visit Discussion Worksheet	02_pod_planning_site_visit_worksheet.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



Practice Exercises and Drills

Item	File Name
Exercise Instructions	00_closed_pod_exercise_instructions
Overview Facilitator's Guide	01_closed_pod_overview_fg
Overview Presentation	02_closed_pod_overview_presentation
Tabletop Exercise Facilitator's Guide	03_closed_pod_tabletop_fg
Tabletop Exercise Presentation	04_closed_pod_tabletop_presentation
Tabletop Exercise Evaluation Form	05_closed_pod_tabletop_evaluation_form
Functional Exercise Facilitator's Guide	06_closed_pod_functional_fg
Functional Exercise Presentation	07_closed_pod_functional_presentation
Functional Exercise Evaluation Form	08_closed_pod_tabletop_evaluation_form
After Action Report/Improvement Plan Template	09_closed_pod_aar_template



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
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



Closed POD Operations

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 Messaging	07_closed_pod_communications.doc
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>

