



Closed Point of Dispensing (POD) Overview Meeting

**Closed POD Plan, Roles
and Process Flow**

Meeting Facilitator's Guide

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Instructor Preparation

About Overview Training

Once the local Department of Health (DOH) has approved your property's Closed POD Plan, you are ready to share your property's final Closed POD Plan internally. Use these Overview modules to transfer knowledge from the planning process and prepare the property's Command Coordinators for tabletop and functional exercises.

The meeting material is divided into four main modules:

1. **Introduction to the Closed POD.** Includes background information on the Closed POD, anthrax, and medication.
2. **Closed POD Process Overview.** Focus is on understanding the entire (big-picture) process and how roles and tasks relate to process phases.
3. **Closed POD Roles – Incident Command System.** Focus is on POD roles and the flow of information in an Incident Command System emergency structure.
4. **Closed Pod Planning and Resources.** A review of the resources available for Closed POD Planning.

Session Goal

The goal of this session is to provide participants with “big-picture” knowledge of the Closed POD process in preparation for the tabletop and functional exercises.

The objective of this session is to ensure your Command Team's understanding of the Closed POD Plan, know where to locate the Closed POD resources, and make 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.

Prepare to Facilitate

1. **Review Closed POD Planning Kit.** Make sure you have read and reviewed all the documents in the Closed POD Planning Kit before you facilitate this session.

This guide suggests Closed POD Planning Kit documents to hand out to participants. Verify you have the most recent, up-to-date files.

2. **Read this Guide.** Read this Guide all the way through to ensure you have enough content expertise to be able to answer participants’ questions and correct misunderstandings as they occur.
3. **Print hand-outs.** Print the participant hand-outs listed in the Participants Materials list below (page iv).

Facilitation Suggestions

This session is designed to be facilitated by the Closed POD Primary Coordinator. Alternatively, if necessary, the Back-up Coordinator can deliver this session.

- ✓ Review this entire guide and add your own notes as you see fit.
- ✓ Use your own knowledge and expertise from the planning process to elaborate on facilitation points and ensure understanding.



Slide [Number]



Debrief/Discussion



Handout/Worksheet



How to Use this Facilitator Guide

This guide contains suggested scripting, which appears in a plain Roman font. The scripting helps guide you through the main points and provides the introductions and transitions needed to link the subjects together.

- ✓ **Directives** are not meant to be said aloud. They provide direction to you, the facilitator.

Directives are formatted like this, in bold italics.

- ✓ Thumbnail slide images are shown in the left column when it's time to display a new slide. The slide number is included. (See the example at left.)
 - Some slides require multiple clicks to play a simple animation. Slides requiring multiple clicks display the number of clicks at the top right of the screen, in a small mouse icon (shown at left).

Icons

A couple of icons are used to help identify certain types of content (see icons at left):

- ✓ A **discussion** icon flags debrief or discussion questions.
- ✓ A **pencil and paper** icon displays when it's time to distribute a participant worksheet or other handout.

Course Materials



Instructor Materials List

In addition to this Facilitator's Guide, you'll need the following materials:

- ✓ Closed POD Overview PowerPoint presentation
- ✓ Your property's Closed POD Plan
- ✓ Participant hand outs (below)

Participant Hand Outs

- ✓ Closed POD Kit, **Planning Tools** documents:
 - Approved Closed POD Plan
 - POD Definitions
 - POD Process Diagram
- ✓ Closed POD Kit, **Closed POD Operations** documents:
 - Closed POD Job Action Sheets
 - Closed POD Command Briefings
 - Closed POD Communications Matrix
- ✓ Closed POD Process Flow Worksheet

Introduction

Time for Introduction:
20 minutes



Slide 2



Slide 3

- Each mouse click displays the next agenda item.



Hand out:

- Closed POD Terms

Welcome and Agenda

Welcome participants to the session and state the meeting goal.

- ✓ To understand the Closed POD Plan including roles, process phases, terminology, and the Incident Command Systems.

Agenda Review

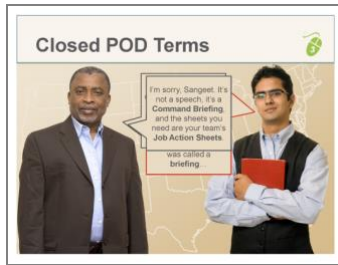
Review the agenda.

- ✓ This session will take approximately 90 minutes.

Closed POD Terms

Hand out Closed POD Definitions document.

Ask participants to review the document and ask questions about any new terms or language.



Slide 4

- Each click displays the next part of the conversation.

Show slide to illustrate the consequences of using different terminology. Highlighting the following:

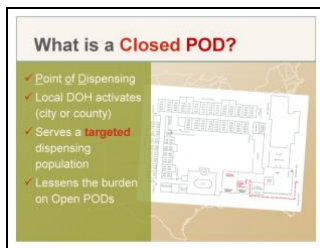
- ✓ These are the terms in our property's Closed POD Plan that we will be going over today.
- ✓ Some of these terms may be new and are specifically related to the Closed POD.
- ✓ As you learn about our property's plan, you'll want to learn to use these terms consistently to increase communication effectiveness.
- ✓ Effective communication in an emergency situation is critical to ensure a successful process.
- ✓ Getting "on the same page" with our language will help us effectively operate both internally and with our community partners.

1 • Introduction to the Closed POD

Total time for Module 1:
20 minutes



Slide 5



Slide 6

Overview

EXPLAIN: This first module provides background and context on the Closed POD. The goal of this module is to provide an “overview” or context for you to learn your roles and tasks and know how your work fits into the larger scheme. When you understand the larger framework, you will be able to make better “in the moment” decisions.

What is a Closed POD?

Use the following main points to explain a Closed POD and provide background on how the Closed POD fits into the public health system.

- ✓ Public Health Emergency Preparedness is a program sponsored by the Centers for Disease Control (CDC) that works towards protecting the public's health in the rare event of a large-scale emergency such as a biological agent release.
- ✓ If our city or region was faced with an emergency such as a biological attack involving the aerosolized release of anthrax, the Department of Health (DOH) would be responsible for delivering lifesaving medications to 100% of their population within a 48-hour period.
- ✓ This process is called **Mass Prophylaxis**.
 - The foundation of Mass Prophylaxis is the idea of “pulling” people into one central location to dispense large quantities of medication, in this case, antibiotics.
 - This “pulling” process results in an efficient dispensing process and it also requires a tremendous amount of resources and logistical coordination.

- ✓ The medication centers are called Points of Dispensing or POD sites.
 - This POD site is one that a local (usually city or county level) Department of Health (DOH) can activate, in an emergency, to dispense medications.
 - An Open POD is a public dispensing site that provides medications to the general public.
 - A Closed POD is a non-medical dispensing site that provides medication to a **targeted dispensing population**. In our case the targeted dispensing population is associates, their families, registered and special function guests, and in-house vendors/contractors and their families.

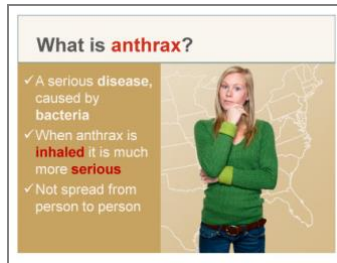


Slide 7

Why become a Closed POD?

Use the main points below to elaborate on why your corporation, and in particular your property, has decided to become a Closed POD.

- ✓ The [Property Name] has a strong culture of corporate responsibility and safety.
- ✓ Hotels make strong partners in the effort to efficiently dispense medication to a targeted dispensing population.
- ✓ By partnering with public health officials and operating a Closed POD, our associates, their family members, guests, and in-house vendors/contractors and their families will receive medications at the hotel which reduces the likelihood they will need to visit a public POD.
- ✓ Operating a Closed POD will ultimately help our continuity of operations by helping our staff be more resilient during and after an emergency.
- ✓ Our associates will be able to return to their normal duties within the organization more quickly, or continue to assist public health officials through volunteering.

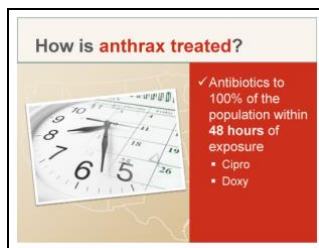


Slide 8

What is anthrax?

Use the points below to explain anthrax.

- ✓ Anthrax is a serious disease that can affect both animals and humans.
- ✓ It is caused by bacteria called *Bacillus anthracis*.
- ✓ Typically, it is 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.
- ✓ When *Bacillus anthracis* is inhaled, as when used as a biological weapon, it is much more serious.
- ✓ First symptoms include a sore throat, mild fever, and muscle aches.
- ✓ These symptoms are followed by severe breathing problems, shock, and often meningitis - inflammation of the brain and spinal cord covering.
- ✓ Once symptoms appear, this form of anthrax is almost always fatal, despite treatment with antibiotics.



Slide 9

How is anthrax treated?

Use the points below to explain how anthrax is treated.

- ✓ Antibiotics such as Ciprofloxacin (Cipro) and Doxycycline (Doxy) can prevent anthrax when taken within 48 hours of exposure.
- ✓ These drugs are common antibiotics.
- ✓ In the rare case of an emergency, the key is to get medication into people within as quickly as possible to prevent the disease.
- ✓ The antibiotic(s) our property will distribute depends on medications supplied through our local DOH.



Slide 10



Slide 11



Slide 12

What is the Closed POD's goal?

- ✓ The sole purpose of a POD is to quickly provide preventive medication to large numbers of people during a public health emergency in an effort to prevent illness.

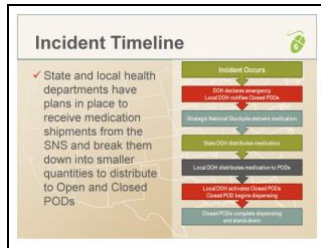
Transition

Let's take a look at how medication will get to our property and where it comes from.

The Strategic National Stockpile (SNS)

Use the points below to explain how the SNS's role.

- ✓ The SNS is a national repository of medications and medical supplies maintained by the federal government to be used for emergency situations such as a bioterrorism attack, widespread disease outbreak or natural disaster.
- ✓ When an emergency occurs, the Centers for Disease Control (CDC) can deploy a large shipment from the SNS.
- ✓ The SNS delivers emergency supplies from secured warehouses to designated sites within 12 hours of the federal decision to deploy SNS assets.

**Slide 13**

- Each mouse click displays the next step in the timeline.

Incident Timeline

Use the points below to talk through the general timeline and who does what. Know approximately how long your property's Closed POD operation is planned to take once dispensing has begun.

- ✓ Our property is prepared to receive medicine to distribute in our Closed POD.
- ✓ The basic timeline looks like this:
 - A biological attack and release of anthrax occurs.
 - The Department of Health (DOH), based on Federal authority, declares an emergency. Then, our local DOH will notify us.
 - Once the emergency is declared and the SNS authorized, the SNS will deliver medications to our state DOH within 12 hours.
 - The state DOH will distribute the medications to the local DOH.
 - The local DOH will distribute medication to Open and Closed PODs.
 - Our local DOH is responsible for activating our property as a Closed POD. Even before the DOH activates us they will send us a Notification alert.
 - We will provide lifesaving medications to our targeted dispensing population. Then, based on the DOH's signal, we'll stand-down and wrap up operations.
- ✓ Once dispensing has begun, POD operations is planned to take about _____ hours.

2 • Closed POD Process Overview

Total time for Module 2:
30 minutes



Slide 14



Hand out:

- **Closed POD Plan**

Overview

EXPLAIN: This module provides the “big-picture” understanding of the entire Closed POD process. The goal is to solidify your process understanding by learning its phases, so you know when each phase begins and ends and what tasks or events trigger action.

Closed POD Plan

Hand out your property’s Approved Closed POD Plan.

Briefly explain your property’s:

1. Dispensing method(s) and
2. Medication transfer process – pick-up or deliver

Make the following points:

- ✓ This is our property’s Closed POD Plan approved by the Department of Health (DOH).
- ✓ We’ll be going through parts of this plan, not necessarily in order, throughout the rest of this meeting.
- ✓ I’ll give you an opportunity at the end of this session to review the plan and ask questions.

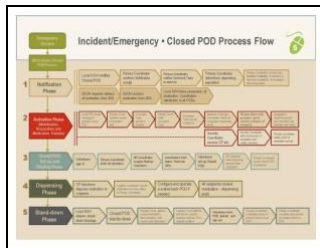
Transition

Before going into the plan detail, and to give you some basic understanding of what the process looks like, take a look at the process diagram.



Hand out:

- **Closed POD Process Flow diagram**



Slide 15

- **Each mouse click displays the next phase.**

Closed POD Process Flow

Hand out the Closed POD Process Flow diagram. Explain the following:

- ✓ This process can best be understood by understanding process phases — phase beginnings, endings, and what “triggers” action.
- ✓ **Emergency Occurs:** The Closed POD will respond to a biological attack involving the aerosolized release of anthrax requiring a mass dispensing of medications. This action is the trigger to initiate Closed POD operations.
- ✓ From there, the DOH will initiate the Closed POD process.

Phase 1 • Notification

- ✓ **Notification** is the first phase in the process.
 - It **begins** when the local DOH sends an alert message to the property notifying us of the emergency.
 - It **ends** when the Primary, Business Continuity, and Special Events Coordinators determine space availability for designated dispensing areas.

Phase 2 • Activation

- ✓ **Activation** is the second phase in a Closed POD process. The purpose of this phase is to mobilize associate Volunteers and prepare the facility to dispense medication.
 - It **begins** when the local DOH sends an alert message to the property activating the Closed POD.
 - It **ends** when the Business Continuity and Human Resource Coordinators declare dispensing areas and associate Volunteers are available for Closed POD operations.

- When you finish the process diagram review, press the letter “B” to make the PowerPoint screen go black so that the diagram is hidden for the following activity.
- Press “B” again when you are ready to resume the slide show.



Hand out:

- Closed POD Process Flow Worksheet

Phase 3 • Set up and Briefing

- ✓ The third phase in the process is **Closed POD Set-up and Briefing**. The purpose of this phase is to enact just-in-time training and physically prepare dispensing areas.
 - It **begins** when associate Volunteers sign in to the Closed POD.
 - It **ends** when the Primary Coordinator opens the POD to recipients.

Phase 4 • Dispensing

- ✓ The fourth phase in the process is the **Dispensing** phase. Associate Volunteers dispense medications to recipients.
 - It begins when Volunteers begin dispensing.
 - It ends when associate Volunteers end dispensing.

Phase 5 • Stand-down

- ✓ The last phase is the **Stand-down** phase. Associate Volunteers will break down the POD, document medication inventory, debrief, and sign out.
 - It **begins** when our local DOH delivers a stand-down notification.
 - It **ends** when associate Volunteers close the POD, debrief and sign out.

Validate Process Understanding

Ask participants to turn over their diagrams so the information is not shown. Hand out the Closed POD Process Flow Worksheet. Ask participants to fill in the blanks. Review answers.

Alternatively, use the following questions to validate initial process understanding. Use the pattern below to ask additional questions as time allows.

? **How will we start the process?**

- ☒ Local DOH sends Notification alert to the property.

? **How will you know that the Notification phase is complete?**

- ☑ Primary Coordinator consults with the Business Continuity to determine space availability.

? **What begins the Closed POD Set-up phase?**

- ☑ Volunteer sign-in

? **What begins the Stand-down phase?**

- ☑ A signal from the local DOH

? **How will you know the Activation phase is complete?**

- ☑ Dispensing area and volunteer readiness is established and medication has arrived

? **How does the Activation phase begin?**

- ☑ The local DOH sends an Activation alert message



Hand out:

- **Coordinators' Command Briefings**

Command Briefings

ASK: According to the diagram, when will you give your Command Brief? Who will you brief?

Emphasize that it is important for Coordinators to explain Closed POD terms to associate Volunteers and check for complete understanding.

Make the following points:

- ✓ The Command Briefs and Job Action Sheets (we'll get to these shortly) provide the necessary information you will need, in the moment, to prepare your associate Volunteers.
- ✓ The purpose of these briefs is to provide instructions that clarify the status of the emergency, objective of the Closed POD, the Incident Command System, roles, tasks, timing, and other important information.

**Q&A**

Allow participants a few moments to scan the Closed POD Plan and ask questions. Answer as many questions as time allows.

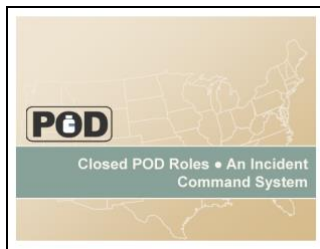
Note that you will not be able to answer all questions. The upcoming tabletop and functional exercise opportunities will help further the team's understanding of the Closed POD Plan and its execution.

Transition

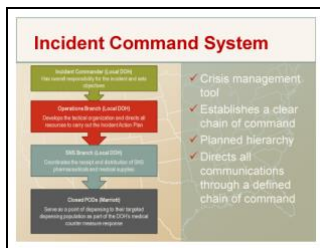
Given what you know so far about the plan and the process, let's spend some time clarifying your roles and the roles of associate Volunteers within the Closed POD.

3 • Closed POD Roles – An Incident Command System

Total time for Module 3:
25 minutes



Slide 16



Slide 17

Overview

EXPLAIN: This third module helps solidify your understanding of your role, others' roles, and what tasks you and others will be responsible for. You'll also learn how the reporting structure works, how information will flow and what critical information is necessary to the process. The goal is to establish clear roles and communication standards.

Incident Command System

Use the points below to explain the roles of the local DOH and your property; and generally, how an Incident Command System works.

- ✓ An Incident Command System is a crisis management tool that establishes a clear chain of command.
- ✓ There is a planned hierarchy that directs all communications through a defined chain of command.
- ✓ For example, in our Closed POD, associate Volunteers will communicate through their direct supervisors or Command Coordinators. Command Coordinators in turn, will communicate directly with the Primary Coordinator so that no one sends a message through another person – there is a clear chain of communication to keep messaging concise and accurate.
- ✓ The Incident Commander, or the entity calling the shots with the ultimate responsibility for the emergency procedure, is our local DOH.
- ✓ The local DOH is our partner. They've helped us plan this process and they will be involved in practicing this procedure. On the rare day of an event, they will “call the shots” and signal our property to activate.



Hand out:

- Communications Matrix

- ✓ Medication will come through the state level, to the local level and then be distributed to us as a Closed POD.

Transition

Let's take a look at an available communication tool that helps illustrate the Incident Command System.

Communication in an Incident Command System

Hand out the Communications Matrix.

Mention that sample letters for Room Service Dispensing and Medication Pick-up are included in this file.

Allow a few moments for participants to review the matrix. Explain the following:

- ✓ An Incident Command System requires a clear chain of command and reporting structure.
- ✓ The Communication Matrix guides Command Teams' understanding of key communication signals critical to the process.
- ✓ You will use the Communications Matrix and your Job Action Sheet (we'll get to this shortly) to guide you on the day of an event.
- ✓ Remember, conveying the message is only half the communications process. The other half is checking that the communication has been received and correctly understood.

Validate Matrix Understanding

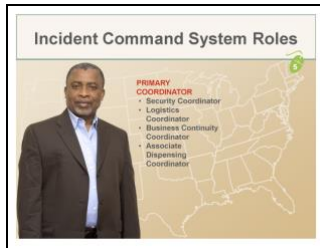
After people have had a few moments to review the matrix, use the following questions to allow participants to get familiar using the tool.

- ? **Who verifies medication delivery to our property?**
 - ☒ Security Coordinator

- ? **Who does that person tell about the delivery?**
 - ☒ Primary Coordinator
- ? **Who makes sure room space is available for designated dispensing areas?**
 - ☒ Primary and/or Business Continuity Coordinators
- ? **Who makes sure that on the day of an event there are enough associate Volunteers?**
 - ☒ HR Coordinator
- ? **Who does s/he communicate this to and when?**
 - ☒ Primary Coordinator in Activation phase
- ? **Who gives the signal to begin setting up the ballroom dispensing area?**
 - ☒ Logistics Coordinator
- ? **How will we know the Closed POD is ready to open?**
 - ☒ All Command Coordinator signal the Primary Coordinator
- ? **How will the Primary Coordinator know that Room Service dispensing is in progress?**
 - ☒ Business Continuity Coordinator will advise
- ? **Who monitors either the Associate or Manager Pick-up dispensing for associates so there is not a long queue or confusion?**
 - ☒ Associate Dispensing Coordinator
- ? **Who initiates stand-down?**
 - ☒ The local DOH

Transition

Given an Incident Command System, let's take a look at your roles and primary tasks, and the roles and tasks of others.



Slide 18

- Each mouse click displays the next role.

Incident Command System Roles

Show the slide and briefly explain Closed POD roles. Note if your property is not using a role, avoid mentioning it.

- ✓ The Closed POD functions as an Incident Command System with the local DOH as our Incident Commander.

Primary Coordinator

- ✓ The Primary Coordinator organizes and directs all Closed POD site operations, and assures communication with the local DOH.
 - All Coordinators report directly to the Primary.

Back-up Coordinator

- ✓ If the Primary Coordinator is not available, the Back-up Coordinator organizes and directs all Closed POD site operations and assures communication with the local DOH.

Security Coordinator

- ✓ The Security Coordinator organizes and directs associate Volunteers responsible for Closed POD safety and medication security and assures communication with the Primary Coordinator.
- ✓ The Security Coordinator is responsible for medication transfer to the property.
 - Security and Queue Control Volunteers report directly to the Security Coordinator.
 - **Security Volunteers** keep a secure environment so that Closed POD operations run smoothly and safely.
 - **Queue Control Volunteers** keep an orderly queue in the ballroom dispensing area so that Closed POD operations run smoothly and safely.

Logistics Coordinator

- ✓ The Logistics Coordinator organizes and directs associate Volunteers responsible for setting up and maintaining the Closed POD and assures communication with the Primary Coordinator.
 - Maintenance, Food Service Provider and Runner Volunteers report directly to the Logistics Coordinator.
 - **Maintenance Volunteers** provide repair work, janitorial services, and building access.
 - **Food Service Provider Volunteers** provide food and beverages for Closed POD volunteers.
 - **Runners** make sure all Volunteers have appropriate supplies and access to their Coordinators so they do not have to leave their stations.

HR Coordinator

- ✓ The Human Resources Coordinator organizes and directs associate Volunteers responsible for Closed POD dispensing activities, assures communication with the Primary Coordinator.
 - Greeter, Screener, Medication Dispenser and Exit Monitor Volunteers report directly to the Human Resources Coordinator.
 - **Greeters** greet all recipients, make sure they receive the Medication Screening Form, and direct them to the next step in the dispensing area.
 - **Screeners** use the dispensing formula to determine which medication may be safely dispensed for every individual on the Medication Screening Form.
 - **Medication Dispensers** dispense medications and patient information to recipients according to the Medication Screening Form.
 - **Exit Monitor Volunteers** make sure all

recipients receive medication and exit the ballroom dispensing area.

Business Continuity Coordinator

- ✓ The Business Continuity Coordinator organizes and directs associate Volunteers responsible for Room Service Dispensing (as applicable) activities, assures communication with the Primary Coordinator, and monitors and records all expenses associated with the implementation of the Closed POD.
 - Room Service Volunteers report directly to the Business Continuity Coordinator.
 - Room Service Volunteers give out medication to guests in their rooms.

Associate Dispensing Coordinator

- ✓ The Associate Dispensing Coordinator (as applicable) directs and coordinates associate dispensing when using either the Manager or the Associate Pick-up Dispensing methods.
 - The Associate Dispensing Coordinator has no director reports.



Hand out:

- Coordinator Job Action Sheets
- Volunteer Job Action Sheets

Job Action Sheets

Hand out Command Coordinators' Job Action Sheets (JASs) and their Volunteer JASs. Give participants a moment to review the sheets.

Using the Coordinator's own JAS and those of his/her direct reports, ask each Coordinator to state his/her main responsibility and primary tasks both for his/her role and his/her reporting Volunteers.



Discussion



Slide 19

Allow for a short discussion. Confirm responses and correct misunderstanding.

Point out the following:

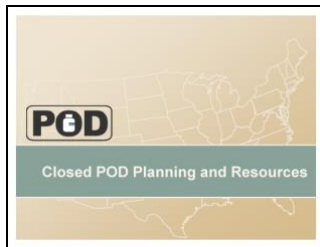
- ✓ The number of associate Volunteers the property has allotted according to the Closed POD Plan
- ✓ Who will notify the targeted dispensing population of an emergency on the day of an event (see Closed POD Plan – Day of Event Notice)
- ✓ The following are also available in the Closed POD Planning Kit:
 - A Sign-in Sheet
 - A Scheduler
 - The Medication Screening Form
 - A Greeter's script
 - A PowerPoint presentation to play for the public

Closed POD Organization Chart

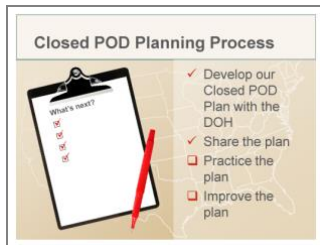
- ✓ Remember, the Closed POD functions as an Incident Command System with the local DOH as our Incident Commander.
- ✓ All Coordinators report directly to the Primary.
- ✓ The JASs describe your primary tasks and the tasks of the Volunteers that report to your assigned role.

4 • Closed POD Planning and Resources

Total time for Planning and Resources:
10 minutes



Slide 20



Slide 21



Slide 22

Closed POD Planning Process

Explain the following:

- ✓ Where your property is at in its planning process – what's been accomplished and what is yet to do.
- ✓ What to expect in the future – when tabletop and functional exercises will be scheduled.

Closed POD Resources

Use the points below to explain available resources. Provide guidelines for how you want Coordinators to read, learn, and use the Kit documents.

- ✓ The kit is designed to supply everything our property needs to plan, test, and operate a Closed POD.
- ✓ The Closed POD Planning Kit is located _____.
- ✓ The Kit is divided into three sections:
 - **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 documents you'll need on the day(s) we operate a Closed POD.

- ✓ The **Planning Instructions document** in the Planning Tools folder answers frequently asked questions as well as provides instructions for how to use the documents in the complete Kit.
- ✓ Also included in the Kit are:
 - Signage guidelines
 - PDF files to make signs
 - Associate orientation
 - Manager Training

The local DOH is our partner in the Closed POD process. They've been instrumental in helping us create the Closed POD Plan and will assist us with the practice exercises.