



BRIEFING Primary Coordinator to Command Team

Estimated Time

- 5 minutes to prepare
- 10 – 15 minutes to deliver

Materials

- Command Team Job Action Sheets (JAS)

GOAL

The goal of this briefing is to make sure the Command Team is prepared to give their Command Briefings and that they fully understand their roles and tasks, and the roles and tasks of their Volunteers.

PREPARATION

Read and do the following before delivering this Command Brief.

1. Read this brief all the way through before delivering it.
2. Gather the Command Team Job Action Sheets (JAS).

INSTRUCTIONS

1. Read the following Command Briefing slowly and clearly.
2. Pause after each section and ask *specific questions* to validate understanding.
 - For example, in addition to, “Do you have any questions?” Ask, “What are your primary responsibilities?”
3. Validate understanding at the end of this Command Brief before moving into action.

SCRIPT

REMINDERS FOR COMMAND TEAM

Read the following reminders to your Command Team.

When you give your Command Briefing:

- ✓ Make sure to validate understanding. Ask *specific* questions to verify your Volunteers know what you need them to know.

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- ✓ Make sure all Volunteers are wearing vests, if available, and that their IDs are visible.
- ✓ Make sure everyone reporting to you knows that they *only* report to you. Volunteers should not report messages outside their supervising coordinator.
- ✓ Remind Volunteers that they will *only* perform the tasks that are on their Job Action Sheets. Ask them to refer any other issues directly to you.
- ✓ Remind Volunteers that they should not leave their stations. If they need you or supplies, tell them to ask a Runner.

Before Closed POD opening:

- ✓ Make sure your Volunteers have received their medication for themselves and their families.
- ✓ Make sure they have taken their first dose.

During Closed POD operations:

- ✓ Please monitor all of your Volunteers for stress and fatigue. Rotate Volunteers when necessary, so they get a break.
- ✓ If we go into a second shift, make sure that you fully brief all incoming Volunteers.
- ✓ Make sure the lines of communication stay open. Report all incidents, bottlenecks, concerns, etc. to me immediately so I can address them as quickly as possible.

SECURITY COORDINATOR

Read the following to the Security Coordinator. Hand out the JAS.

- ✓ Here is your Job Action Sheet.
- ✓ You are responsible for securing the site and ensuring medication transfer from the Department of Health to our Closed POD.
- ✓ Make sure the loading dock is secure to transfer medication.
- ✓ If picking up medication, make sure you bring the items listed on your Job Action Sheet.
- ✓ You will inventory the medication and sign for it.
- ✓ Make sure the corridors to the storage area are secure and that the storage area is kept secure so that only authorized personnel have access to it.
- ✓ You will have two Volunteer positions reporting to you: Security and Queue Control.
- ✓ You have Job Action Sheets for both positions. Go over these sheets with your Volunteers when you brief them and confirm their understanding.
- ✓ Security will make sure unauthorized personnel do not go into the areas where the medication is stored. You will also act as back-up for crowd control, if necessary.

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- ✓ Queue Control will make sure that the queues are maintained so there is a constant flow of people and medication.

LOGISTICS COORDINATOR

Read the following to the Logistics Coordinator. Hand out the JAS.

- ✓ Here is your Job Action Sheet.
- ✓ You are responsible for setting up the dispensing area(s), keeping track of the inventory, and resolving any bottlenecks in the queue.
- ✓ In the medication storage area, divide medication into four equal parts, so you can easily report inventory status—when we have used 25%, 50%, and 75% of the medication. At 75% we will assess whether or not we need to request additional medication from the Department of Health.
- ✓ You have three volunteer positions reporting to you: Maintenance, Food Service Provider, and Runners.
- ✓ You have Job Action Sheets for all three positions. Go over these sheets with your Volunteers when you brief them and confirm their understanding.
- ✓ Maintenance will make sure that the operations area is kept clean, free of safety hazards, and will help clear any bottlenecks.
- ✓ Food Service Providers will make sure there are snacks and beverages in the break area and that it is kept clean.
- ✓ Remind the Runners that they should be highly visible. They will respond to any Volunteer who needs supplies or wants to speak with their Coordinator.

HUMAN RESOURCES COORDINATOR

Read the following to the Human Resources Coordinator. Hand out the JAS.

- ✓ Here is your Job Action Sheet.
- ✓ You are responsible for the sign in sheet, break schedule, and for dispensing operations.
- ✓ You have four volunteer positions reporting to you: Greeters, Screeners, Dispensers, and Exit Monitors.
- ✓ You have Job Action Sheets for all four positions. Go over these sheets with your Volunteers when you brief them and confirm their understanding.
- ✓ You will also hand out a script to the Greeters. They are responsible for giving general instructions to recipients, providing recipients with a Medication Screening Form, a clipboard and pen. Greeters can answer general questions, but should refer everything else to you.

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- ✓ Screeners are responsible for assessing recipients' needs, determining appropriate medication, and completing the Medication Screening Form.
- ✓ Dispensers are responsible for reviewing accuracy and completeness of the Medication Screening Form and providing the recipients with their medication and Patient Information Package.
- ✓ Exit Monitors will make sure that each recipient has the correct number of bottles and a Patient Information Packet. He/she will then make sure the recipient leaves the dispensing area.

BUSINESS CONTINUITY COORDINATOR

Read the following to the Business Continuity Coordinator. Hand out the JAS. Note that if your property will not use the Room Service Dispensing method, do not read the last three bullets.

- ✓ Here is your Job Action Sheet.
- ✓ You will be responsible for monitoring and recording the expenses associated with the implementation and operations of the Closed POD.
- ✓ You will also work with the front desk to make sure incoming guests know about the Closed POD.
- ✓ You have one Volunteer position reporting to you: Room Service.
- ✓ You have Job Action Sheets for this position. Go over this sheet with your Volunteers when you brief them and confirm their understanding.
- ✓ Room Service Volunteers are responsible for dispensing medication and Patient Information Packets to guests in their rooms.

ASSOCIATE DISPENSING COORDINATOR

If using either the Manager Pick-up Dispensing method or the Associate Pick-up method, read the following to the Associate Dispensing Coordinator.

Hand out the JAS.

- ✓ Here is your Job Action Sheet.
- ✓ You are responsible for directing and coordinating either the Manager Pick-up or Associate Pick-up dispensing.
- ✓ Your job is to coordinate dispensing with our managers/supervisors.
- ✓ The Screeners and Dispensers that you will work with will report directly to the Human Resource Coordinator.
- ✓ If you have any issues coordinating, report directly to me.

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JOB ACTION SHEETS

Allow time for Coordinators to read the sheets. Ask if there are any questions and clarify understanding as necessary.

NEXT STEPS

Read the following.

- ✓ After this briefing you will:
 - Read your Job Action Sheet.
 - Recruit Volunteers.
 - Begin appropriate “Initial” tasks on your Job Action Sheets.
 - When medication arrives, Volunteers and dispensing areas are ready; we will begin setting up and briefing.