POD
Closed POD Planning Kit

BRIEFING Human Resources Coordinator

Estimated Time

☐ 10 minutes to prepare
☐ 10 – 15 minutes to deliver

Materials

☐ Greeter, Screener, Dispenser, and Exit Monitor Job Action Sheets
☐ Greeter's script
☐ Medication Screening Form (if available)
☐ Patient Information Packet (if available)

GOAL

The goal of this briefing is to make sure Human Resources Volunteers are prepared to set up and operate the Closed POD and that they fully understand their roles and tasks.

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 materials listed above.

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, "To whom will you report a problem?"
3. Explain highlighted terms as you read them.
   ▪ A few of the highlighted terms may have also been explained in the initial briefing. In a diverse world where common language can be interpreted in different ways, it is worth your time to review these terms again with your Volunteers. The goal is to create common understanding which helps give everyone confidence that directions are understood the same way and that team actions will be smoothly coordinated.
4. Show form/packet as you refer to them.
5. Validate understanding at the end of this Command Brief before moving into action.

SCRIPT

REMINDERS FOR HUMAN RESOURCES VOLUNTEERS

Read the following.

- ✓ Does anyone have questions about the Command Briefing you just received?

- ✓ Please be sure to wear your vest at all times and have your ID visible.

- ✓ Make sure the lines of communication stay open. Report all concerns to me *directly* and immediately so they can be addressed as quickly as possible.

- ✓ *Only* perform the tasks that are on your Job Action Sheet.

- ✓ Do not leave your stations. If you need me or supplies, send a Runner.

- ✓ If you feel stressed or fatigued, let me know so I can rotate you out and give you a break.

- ✓ If we go into a second shift, make sure you brief your replacement. Pass on the information from your Command Briefing and give him/her a status update.

- ✓ There are four groups here: Greeter, Screener, Dispenser, and Exit Monitor Volunteers.

Before Closed POD Opening:

- ✓ Have you received your medication for yourself and your family?

- ✓ Have you taken your first dose?

GREETER

Definitions

☐ **Recipients**	The targeted dispensing population: associates and their families, guests, special function guests, and in-house vendors/contractors and their families
☐ **Medication Screening Form**	An intake form that the head of household completes, listing each recipient who will receive medication
☐ **Head of Household**	The person responsible for picking up medication for recipients listed on the Medication Screening Form
☐ **Symptoms**	Early stage symptoms include: sore throat, muscle aches, fever, headache, and chest pain
	Later stage symptoms include: difficulty breathing, shortness of breath, shock, confusion, delirium, high-pitched sound from airway
☐ **Flow**	Non-stop, unhampered movement of people and medicine

☐ **Bottleneck**	A build-up of people in one area that slows down the flow of traffic and dispensing

Read the following. Briefly explain highlighted terms as you use them.

✓ Your primary responsibility is to greet all **recipients**, using the Greeter Script that I will hand out shortly.

✓ Give recipients a **Medication Screening Form**, a clipboard, and a pen.

✓ Tell recipients to complete a line for every member of their household.

✓ If necessary, assist recipients in completing the form.

✓ If a recipient has special needs, send a Runner to get me.

✓ If someone shows **symptoms** or signs of illness, send a Runner to get me.

✓ Direct recipients to the next stage in the dispensing area.

✓ Monitor the **flow** of recipients and if you notice any **bottlenecks**, send a Runner to get me.

SCREENER

Note that these tasks may vary considerably depending on jurisdiction.

Definitions

☐ **Dispensing Formula**	A method used to determine the type of medicine delivered to each recipient

Read the following. Briefly explain highlighted terms as you use them.

✓ Your primary responsibility is to use the **dispensing formula** to determine which medication may be safely dispensed for every individual on the Medication Screening Form.

✓ Start by reviewing the Medication Screening Form to make sure it is 100% complete and readable.

✓ If incomplete or not readable, help the recipient complete the form.

✓ Use the dispensing formula to determine the type of medication for each recipient.

✓ Circle the type of assigned medication for each recipient on the Medication Screening Form.

✓ Make sure no pets or service animals are included on the list.

✓ Verify that all children 8 and younger have been identified.

DISPENSER

Note that these tasks may vary considerably depending on jurisdiction.

Definitions

☐ **Patient Information Packet**	Information packet, provided by the Department of Public Health, given to recipients when they receive their medication. Provides medication instructions, special instructions for children and pregnant women, an Anthrax fact sheet, and information about antibiotics.
☐ **Dialysis**	A treatment used to help people who have poor kidney function
☐ **DOH Helpline**	Department of Health Helpline

Read the following. Briefly explain highlighted terms as you use them.

- ✓ Review the Medication Screening Form for completeness and accuracy.
- ✓ Give out the assigned medication for each recipient.
- ✓ Label every bottle with the name of each recipient who should take it.
- ✓ Peel off the appropriate label from the bottle and place it on the Medication Screening Form.
- ✓ If a child is under the age of 8, provide the child's dosing information.
- ✓ Place all medications and a **Patient Information Packet** in a bag.
- ✓ Briefly tell the recipient what is in the Patient Information Packet.
- ✓ Ask if anyone in the household is on **dialysis** or has decreased kidney function. If so, provide additional information sheet on Cipro.
- ✓ If giving out medications for more than one residential location, give the recipients additional sets of the Patient Information Packet.
- ✓ Answer any non-medical questions very briefly. For medical questions refer them to their private physician or the **DOH Helpline**.
- ✓ Direct recipients to the Exit Monitor.
- ✓ When supplies are less than 25% full, send a Runner to get me.
- ✓ Monitor recipient flow and report any bottlenecks to me.

EXIT MONITOR

Definitions

☐ **Dispensing Area**	The area designated for centralized dispensing

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Read the following. Briefly explain highlighted terms as you use them.

✓ Your primary responsibility is to make sure that everyone who has received their medication leaves the **dispensing area**.

✓ Make sure no one enters through the Exit doors.

✓ Make sure recipients have their medication.

✓ Make sure recipients have a Patient Information Packet in their bag.

✓ Retain the Medication Screening Form.

✓ Briefly answer any non-medical questions. Refer medical questions to their private physician or the DOH Helpline.

JOB ACTION SHEETS

Hand out Job Action Sheets and Greeter Script. Allow time for Volunteers to read the sheets. Ask if they have any questions. Clarify understanding.

NEXT STEPS

Read the following.

✓ After this briefing you will:

- Perform the Closed POD set-up tasks on your Job Action Sheet.
- Report to your assigned station for further direction.
- Fill out the Medication Screening Form and take your medication before opening the Closed POD.