



BRIEFING **Business Continuity Coordinator**

Estimated Time

- 10 minutes to prepare
- 10 minutes to deliver

Materials

- Room Service Job Action Sheets
- Medication Screening Form (if available)
- Patient Information Packet (if available)

GOAL

The goal of this briefing is to make sure Business Continuity 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 above listed materials.

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.

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SCRIPT

REMINDERS FOR BUSINESS CONTINUITY 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.

Before Closed POD Opening:

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

ROOM SERVICE

Definitions

<input type="checkbox"/> Medication	Antibiotics used in the treatment of Anthrax, most typically Ciprofloxacin and Doxycycline, referred to as "Cipro" and "Doxo"
<input type="checkbox"/> Medication Screening Form	An intake form that the head of household completes, listing each recipient who will receive medication
<input type="checkbox"/> 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.
<input type="checkbox"/> Open POD	A public dispensing site and operation that is capable of providing medications to protect the general population from biological threats or epidemics

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

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- ✓ Using a _____ <type of equipment based on your Closed POD Plan>, get a pre-assigned amount of bottles of **medication**, **Medication Screening Forms**, referral list of other facilities, **Patient Information Packets**, and “Sorry We Missed You” letters.
- ✓ Knock on every guest door on your assigned floors.
- ✓ The guests should already have a completed Medication Screening Form, but if not, give them one. If necessary help them complete it.
- ✓ Check the form to make sure it is 100% complete and readable.
- ✓ Based on the guidelines, for each person in the room, determine if they should receive the medication or be referred to another facility (private physician or **open POD**).
- ✓ Give them the medication and/or list of other facilities. If you give them medication, also give them a Patient Information Packet.
- ✓ If no one answers the door, slide a “Sorry We Missed You” letter under the door.

JOB ACTION SHEETS

Hand out Job Action Sheets. 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.