POD
Closed POD Planning Kit

BRIEFING Command Briefing to all Volunteers

Estimated Time

- ☐ 10 minutes to prepare
- ☐ 15 – 20 minutes to deliver

Materials

- ☐ Medication Screening Form (if available)
- ☐ Patient Information Packet (if available)
- ☐ Closed POD Sign-in sheet

GOAL

The goal of this briefing is to initiate the Closed POD set-up and make sure all volunteers have the same understanding of:

- Anthrax – state what it is
- Status of the public health emergency – define current status
- Objective of the Closed POD – define its purpose and authority
- Incident Command System/Command Team – explain how the reporting structure works
- Closed POD operations overview – know the "big picture"
- Safety – understand basic safety protocol
- Assignments – know their role/assignment

PREPARATION

Read and do the following before delivering this Command Brief.

1. Read this brief all the way through before delivering it.
2. Know the time and area where anthrax was released.
3. Determine the anticipated number of recipients who will receive medication in your Closed POD.
4. Determine how long it will take to service all Closed POD recipients.

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 the first symptoms of anthrax?"

3. When you reference Closed POD areas, point them out so volunteers can *see* the area. When referring to a document or form, such as the Medication Screening Form, if available, show the form as you speak.

4. Even though it may seem like a lot of explanation in some cases, explain highlighted terms as you read through this Command Brief. In a diverse world where common language can be interpreted in different ways, validating understanding on key terms helps give everyone confidence that directions are understood the same way and that team actions will be smoothly coordinated.

5. Confirm understanding at the end of this Command Brief before moving into action.

SCRIPT

ANTHRAX OVERVIEW

Read the following.

✓ Anthrax is a serious disease caused by bacteria that can affect both animals and humans.

✓ 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.

✓ When anthrax 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).

✓ Once symptoms appear, this form of anthrax is almost always fatal, despite treatment with antibiotics.

✓ To prevent anthrax from developing, it is necessary to deliver medications to 100% of the population within 48 hours of the release.

STATUS OF THE PUBLIC HEALTH EMERGENCY

Definitions

☐ **Aerosolized (release)**	Very small particles easily spread in the air

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Read the following. Fill in the blanks with current information. Briefly explain highlighted terms as you use them.

- ✓ According the Department of Health, there has been an **aerosolized** release of anthrax.
- ✓ It was released at _____ \<time\> (am/pm) in the vicinity of _____ \<area\>. The Department of Health has activated this property as a Closed POD.
- ✓ Our role is to help get pills into people to prevent them from getting sick from possible exposure to anthrax.

OBJECTIVE OF CLOSED POD

Definitions

☐ **Activate**	Second phase in a Closed POD Plan that mobilizes volunteers and prepares the facility to dispense medication
☐ **Incident Command Center**	Emergency Operation Center (EOC), Emergency Coordination Center (ECC), or the local Department of Public Health coordinating emergency response efforts
☐ **Recipients**	The targeted dispensing population: associates and their families, guests, special function guests, and in-house vendors/contractors and their families

Read the following. Fill in the blanks with current information. Briefly explain highlighted terms as you use them.

- ✓ The Department of Health needs to deliver lifesaving medications to 100% of the population within a 48-hour period.
- ✓ With this aerosolized release of anthrax, the emergency response involves government agencies and the private sector. Our facility is part of a greater plan. We have already written our Closed Point of Dispensing (POD) Plan and had it accepted by the Department of Health. They have now **activated** us as a Closed POD.
- ✓ By partnering with the Department of Public Health and operating a Closed POD, our associates, their family members, guests, and in-house vendors/contractors and their families will receive medications at this location. This service reduces the likelihood that they will need to visit a public POD.
- ✓ We have informed the **Incident Command Center** that we currently have a target population of _____\<number of recipients\>. Based on our plan, we expect to be able to service all our **recipients** within _____ \<number\> hours.

✓ We are a non-medical POD. If anyone comes to us displaying symptoms, or if anyone has an adverse reaction to the medication, we will help them access a medical facility.

COMMAND TEAM INTRODUCTION

Definitions

☐	**Incident Command System**	A planned structure that is designed to improve an emergency response. Requires all functions to report to one central commander, streamlining communications.
☐	**Command Coordinator**	A direct supervisor in an Incident Command System
☐	**Volunteers**	Property associates assigned to roles and tasks
☐	**Command Briefings**	Instructions that clarify the status of the emergency, objective of the Closed POD, chain of command, roles, tasks, timing, and other important information
☐	**Job Action Sheets**	Checklist of Closed POD tasks per role/assignment
☐	**Bottleneck**	A build-up of people in one area that slows down the flow of people and dispensing

Read the following. Briefly explain highlighted terms as you use them. Ask each person to step forward as you introduce him/her. If your property will not use Room Service Dispensing method, appropriately adjust the script below.

✓ We will be working as an **Incident Command System**, which means you only report to one supervisor — one **Command Coordinator**.

✓ The Command Team is as follows:

▪ I am the Closed POD Primary Coordinator.

▪ Reporting to me are:

◘ Security Coordinator _____<name>

◘ Logistics Coordinator _____ <name>

◘ Human Resources Coordinator _____<name>

◘ Business Continuity Coordinator _____<name>

◘ Associate Dispensing Coordinator_____<if applicable/name>

✓ I will be the only point of contact for the media.

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- ✓ Besides the Command Team, there are ten other positions [nine positions if your property will *not* use Room Service Dispensing]. These positions will be staffed by **Volunteers**.

- ✓ The Security and the Queue Control Volunteers will report to the Security Coordinator.

- ✓ The Maintenance, Food Service Provider, and Runner Volunteers will report to the Logistics Coordinator.

- ✓ The Greeter, Screener, Dispenser, and Exit Monitor Volunteers will report to the Human Resources Coordinator.

- ✓ The Room Service Volunteers will report to the Business Continuity Coordinator.

- ✓ Shortly, you will receive an additional **Command Briefing** and a **Job Action Sheet** from your Coordinator.

- ✓ You are required to wear a vest and an ID at all times while working in the Closed POD. The vests are color-coordinated. The Command Coordinators will wear blue vests, the Runners will wear yellow vests, and all other Volunteers will wear green vests.

- ✓ You are required to sign in and out every time that you leave or enter the Closed POD.

- ✓ If you notice a problem, please report it directly to your Coordinator who will in turn, notify me. I will direct the problem to the appropriate Command Coordinator. This system will allow us to resolve all issues without causing further confusion or multiple messaging. For example, if, as a Greeter you notice there is a **bottleneck**, you will notify the Human Resources Coordinator who will then tell me. I will let the Logistic Coordinator know so he/she can resolve the bottleneck.

OVERVIEW OF BALLROOM DISPENSING

Definitions

☐ **Queue**	The recipient waiting line

When you read this section, as you refer to a specific area in the Closed POD, point it out so Volunteers can see the entrance, exit, command post, break area, and restrooms that will be used in Closed POD operations. Briefly explain highlighted terms as you use them.

- ✓ Recipients will be coming into the ballroom dispensing area from _____ <describe entrance area>.

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- ✓ All people who receive medication in this room must come through this entrance.
- ✓ The Greeter will provide recipients with the Medication Screening Form, a clipboard, and a pen. The Greeter will then direct recipients to the **queue** where they will complete the form.
    - ▪ If anyone requires special assistance, the Greeter will direct him/her to the Human Resources Coordinator.
    - ▪ If anyone displays symptoms, the Greeter will direct him/her to the Human Resources Coordinator, who will in turn direct him/her to the Security Coordinator.
- ✓ The Queue Control Volunteers will make sure that the queue continues to move in an orderly manner. They will direct recipients to the next available Screener. If anyone displays symptoms while in the queue, the Queue Control Volunteers will direct that person to the Security Coordinator.
- ✓ If there are any disruptions in the queue, the Queue Control Volunteers will notify the Security Coordinator.
- ✓ If a bottleneck forms, the Logistics Coordinator will work to alleviate the bottleneck.
- ✓ The Screener will review the Medication Screening Form to ensure it is complete. He/she will determine what medication each person on the form should receive. Then, the Dispenser will provide medication and Patient Information Packet to the recipient and direct him/her to the Exit Monitor.
- ✓ The Exit Monitor will make sure there is a bottle of medication for each person listed on the Medication Screening Form, make sure there is a Patient Information Packet in the bag, and then direct him/her to the exit.
- ✓ If you need someone or something, please ask a Runner to take a message or get the material rather than leave your station.
- ✓ There is also a command post set up where the Command Team will be stationed. The command post is located _____ <indicate location>.
- ✓ The break area is _____ <indicate location> where there will be food and beverages. Always check with your Coordinator before taking a break.
- ✓ The restrooms are _____ <indicate location>.

OVERVIEW OF ADDITIONAL DISPENSING METHODS

Read what is applicable to your property's Closed POD Plan.

Room Service Dispensing

- ✓ Room Service Volunteers will deliver medication directly to guests' rooms to help control the number of recipients coming through the ballroom dispensing area.

Associate Pick-up

✓ The Associate Dispensing Coordinator will work with the supervisors/managers to alert their direct reports when and where to go to pick up their medication.

Manager Pick-up

✓ The Associate Dispensing Coordinator will work with the supervisors/managers to organize medication pick-up that the supervisors/managers will deliver directly to their direct reports.

NEXT STEPS

Read the following.

✓ Next, the Security Coordinator will brief us on safety protocol (see below).

✓ Then, the Human Resources Coordinator will assign roles.

✓ And finally, your Command Coordinator will brief your team before we set up the dispensing areas.

SAFETY BRIEF

The following is delivered by the Security Coordinator. Based on your location's standard procedures, review the following.

✓ Review protocol for handling a disruption in the Closed POD.

✓ Review what to do if there is a medical emergency — either someone showing signs of anthrax or having an adverse reaction to the medication.

✓ Show where the emergency exits are.

✓ Review emergency procedures.

✓ Review evacuation procedures and policies.

ASSIGNMENTS

The following is performed by the Human Resources Coordinator.

✓ Use the sign-in sheet to do a roll call.

✓ Assign Volunteers to their positions. When ready, give a signal to deploy them to their Command Coordinator for briefing.