# POD
## Closed POD Planning Kit

| JOB ACTION SHEET | Queue Control |
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| **Position assigned to** | Volunteer |
| **Reports to** | Security Coordinator |
| **Goal** | To keep an orderly queue in the ballroom dispensing area so that Closed POD operations run smoothly and safely |
| **Qualifications** | Experienced in safety and security |
| **Materials and Equipment** | Volunteer vest, ID |
| **Assigned area** | Ballroom dispensing area |

## INITIAL ACTIONS

☐ Read this entire **Job Action Sheet**.

### Command Briefings and Set-up

☐ Report to the **staging area**.

☐ Sign in, put on **vest** and ID.

☐ Complete a **Medication Screening Form**.

☐ Take part in the Closed POD **command briefing** to all **volunteers**.

☐ Take part in the Security command briefing to Security and Queue Control Volunteers.

☐ Check ballroom dispensing **layout design** to make sure roped-off areas are in place.

☐ Notify the Security Coordinator, when you have set up and are ready.

### Medication

☐ Prior to opening the Closed POD to **recipients**, report to the **ballroom dispensing area**.

☐ Receive medication from the Dispenser. Take your first **dose** immediately.

## ONGOING TASKS

☐ Watch the area between Greeter, Screener, and Dispenser to make sure there is an orderly **queue**.

☐ Direct recipients to the next available Screener and Dispenser.

☐ Report any queue disruptions to the Security Coordinator.

- ☐ Identify any areas of the queue that create **bottlenecks**. Report them to the Security Coordinator.
- ☐ Help with crowd control as needed.
- ☐ Help frail, elderly, or disabled recipients. Provide them with temporary seating when possible.
- ☐ Report **symptomatic** recipients to the Security Coordinator.
- ☐ If feeling fatigued or stressed, report to the Security Coordinator.

## END OF SHIFT

- ☐ Receive approval from the Security Coordinator to end your shift.
- ☐ Fully inform your replacement before leaving.  Pass on the information from your command briefing and give him/her a status update.
- ☐ Make sure your replacement has all necessary materials and supplies.

## STAND DOWN

- ☐ Receive approval from Security Coordinator to **stand-down**.
- ☐ Help return all unused supplies to the Security Coordinator.
- ☐ When operations end, take part in the volunteer debriefing.
- ☐ Help return the Closed POD areas to their original condition.
- ☐ Return your vest to the staging area.
- ☐ Sign out.