POD
Closed POD Planning Kit

JOB ACTION SHEET	Room Service

Position assigned to	Volunteer
Reports to	Business Continuity Coordinator
Goal	Give out medication to guests in their rooms
Qualifications	No special qualifications needed
Materials and Equipment	Volunteer vest, ID, pens, pencils, radio
Assigned area	Registered guest room areas

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 Business Continuity command briefing to Room Service Volunteers.

☐ Notify the Business Continuity Coordinator when you 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

☐ Get a turn-down cart to make deliveries.

☐ Get a pre-assigned amount of medication, **Patient Information Packets,** and "Sorry We Missed You" letters to fill your cart. When you get down to the last 10 doses, re-supply.

☐ On your assigned floors, knock on every guest door.

☐ If a guest answers, ask for the completed Medication Screening Form. If necessary, help the guest complete the form for everyone staying in the room.

☐ Check the form to make sure it is 100% complete and readable.

- ☐ Give the guest appropriate medication for everyone staying in the room and a Patient Information Packet.
- ☐ If a guest cannot take the medication, provide him/her with information regarding the closest medical POD.
- ☐ Briefly answer any non-medical questions. For medical questions, refer recipients to their private physician or the **DOH Helpline**.
- ☐ If no one answers the door, slide the "Sorry We Missed You" letter under their door.
- ☐ If feeling fatigued or stressed, report to the Business Continuity Coordinator.

END OF SHIFT

- ☐ Receive approval from Business Continuity 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 Business Continuity Coordinator to **stand-down**.
- ☐ Gather all unused materials and supplies. Return them to Business Continuity Coordinator.
- ☐ When operations end, take part in the volunteer debriefing.
- ☐ Return your vest to the staging area.
- ☐ Sign out.