



Overview

The goal of the tabletop exercise is to practice the Approved Closed POD Plan, increase the group level of confidence enacting the plan, and discover and remedy any potential gaps in the plan.

Therefore, as an evaluator, your job is to provide behavior-based constructive feedback that will help the group “see” any missing details that should be added to the property’s Closed POD Plan. Also, you will help the group practice and gain confidence with their roles.

Objectives

The Closed POD Command Team will:

1. Describe the property’s response to the Notification alert.
2. Describe the property’s response to the Activation alert including mobilization, preparation, and medication transfer.
3. Describe how the property will set up for dispensing and brief its volunteers.
4. Describe each dispensing method the property will use and who does what.
 - Ballroom
 - Associate (Manager Pick-up or Associate Pick-up)
 - Room Service
 - Scaled-back
5. Describe the property’s Stand-down procedure.
6. Devise next steps for addressing any gaps or identified issues.

Instructions

Prepare to evaluate by reading the property’s **Approved Closed POD Plan**. Use a copy of **Closed POD Tabletop • Evaluation Form**

the plan to reference Coordinator and Volunteer responsibilities so that you can fully evaluate the capabilities, especially Capability 4: Dispensing; specifically, Major Task 2 – ballroom dispensing.

Use the rating scale below to evaluate major tasks and the primary capabilities.

Discusses the major task fully – participants can state their responsibilities, know how the sub-tasks coordinate, and discuss potential implications	4
Discusses most aspects of the major task	3
Discusses some aspects of the major task	2
Barely mentions the major task	1
Did not mention the major task	0

Use the **Comments** section on the form to jot down specific language people use during the discussion. When providing your evaluation debrief, use the quoted language to “feed back” to participants. This data will allow you to provide specific and targeted feedback.

Use the **Sub-task Detail** section on the form to help you evaluate and rate major tasks.

Use the **Summary** section below to summarize your observations and facilitate the debrief.



Tabletop Exercise • Evaluation

For Closed POD Property: [name] [address]

Date:
Evaluator:
Evaluator Contact Information:

Summary

	Capability	Overall Rating	Strengths	Challenges	Recommendation
1	The Primary Coordinator responds to Notification alert.				
2	The Closed POD team responds to the Activation alert including mobilization, preparation, and medication transfer.				
3	The Closed POD team sets up for dispensing and briefs its volunteers.				
4	The Closed POD team dispenses medication using all the methods listed in its Approved Dispensing Plan, including setting up a Scaled-back POD.				
5	The Closed POD stands-down.				



Tabletop Exercise • Evaluation

For Closed POD Property: [name] [address]

Capability 1 ► The Closed POD team responds to the Notification alert.

	Major Task	Sub-task Detail	Rating Scale					
1	Local DOH notifies Closed POD of public health emergency.	✓ Knows by whom and by what method the Closed POD will be notified.	4	3	2	1	0	
2	Primary Coordinator confirms receipt of Notification.	✓ Knows by what communication method s/he will confirm receipt. ✓ Discusses alternate confirmation methods if phone lines are down. ✓ States the planned time frame in which the DOH will activate the property.	4	3	2	1	0	
3	Primary Coordinator notifies Command Team to monitor their devices and standby.	✓ States communication method.	4	3	2	1	0	
4	Primary Coordinator determines the actual dispensing population and provides this number to the DOH.	✓ Knows how s/he will calculate these numbers. ✓ States the method s/he will use to communicate this number to the DOH.	4	3	2	1	0	
5	Closed POD team determines room availability and allocates space as required.	✓ States who will determine available space and allocate it. ✓ Property knows how guests will be handled.	4	3	2	1	0	



Tabletop Exercise • Evaluation

For Closed POD Property: [name] [address]

Capability 2 ► The Closed POD team responds to the Activation alert including mobilization, preparation, and medication transfer.

	Major Task	Sub-task Detail	Rating Scale	Comments
1	DOH sends message to Activate Closed POD.	✓ Mentions secondary alert strategies.	4 3 2 1 0	
2	Primary Coordinator confirms receipt of Activation alert.	✓ States the communication method by which s/he will confirm receipt. ✓ Knows that s/he will receive medication transfer instructions upon confirmation of property Activation. ✓ Mentions that s/he will provide the Security Coordinator with the actual dispensing population count.	4 3 2 1 0	
3	Primary Coordinator notifies Command Team to report to the Closed POD property.	✓ States the communication method s/he will use.	4 3 2 1 0	
4	Primary Coordinator briefs the Command Team.	✓ Mentions Job Action Sheets (JAS). ✓ States what information is conveyed in the briefs. ✓ Knows where to find the Command Briefs and JASs (Closed POD Planning Kit).	4 3 2 1 0	
5	Command Team recruits Volunteers.	✓ Describes how the Coordinators will recruit. ✓ Discusses alternate plans if there are not enough Volunteers available.	4 3 2 1 0	



Tabletop Exercise • Evaluation

For Closed POD Property: [name] [address]

	Major Task	Sub-task Detail	Rating Scale					
6	The Business Continuity Coordinator clears all designated dispensing areas.	✓ Discusses plans for relocating events and any appropriate customer services actions.	4	3	2	1	0	
7	The Security Coordinator secures the Closed POD site.	✓ Knows the designated areas and pathways to secure.	4	3	2	1	0	
8	The Human Resource Coordinator and designated managers notify associates, guests, vendors/contractors of the emergency.	✓ States who will notify whom and what communication methods will be used. ✓ If using the Manager or Associate Pick-up methods, describes when to hand out the Medication Screening Forms to associates. ✓ If using the Room Service method, describes when to hand out the Medication Screening Form to guests.	4	3	2	1	0	
9	DOH transfers medication to the Closed POD.	✓ Knows if the property will pick-up or receive medications. ✓ The Security Coordinator states how s/he will use the Medication Authorization Pick-up Letter and Medical Materials Transfer form. ✓ If picking up medication, the Security Coordinator knows what documents/identification s/he will need and the guidelines for transporting medication.	4	3	2	1	0	



Tabletop Exercise • Evaluation

For Closed POD Property: [name] [address]

	Major Task	Sub-task Detail	Rating Scale					
10	When medication arrives, the Security Coordinator takes possession of the medication and verifies the amounts.	<ul style="list-style-type: none">✓ The Security Coordinator knows to validate these numbers with the Primary Coordinator.✓ The Security team knows where they will store medications.✓ The Security team knows how they will store medications and describes their inventory process.	4	3	2	1	0	
11	Primary Coordinator notifies the DOH of medication receipt.	<ul style="list-style-type: none">✓ States the communication method s/he will use.	4	3	2	1	0	
12	HR and Business Continuity Coordinators signal that designated dispensing areas and Volunteers are available and ready.	<ul style="list-style-type: none">✓ Know the coordination cue/method signaling readiness to begin dispensing.	4	3	2	1	0	



Tabletop Exercise • Evaluation

For Closed POD Property: [name] [address]

Capability 3 ► The Closed POD team sets up for dispensing and briefs its volunteers.

	Major Task	Sub-task Detail	Rating Scale					
1	Volunteers sign-in.	<ul style="list-style-type: none">✓ Knows where to find the Sign-in sheet (Closed POD Planning Kit).✓ HR Coordinator states s/he will provide Medication Screening Forms to volunteers as they sign in.✓ Knows where to get the forms and who will make copies.	4	3	2	1	0	
2	Primary Coordinator briefs all Volunteers.	<ul style="list-style-type: none">✓ States what information is in the brief.✓ Knows where to get the brief (Closed POD Planning Kit).	4	3	2	1	0	
3	HR Coordinator hands out assignments and deploys Volunteers.	<ul style="list-style-type: none">✓ Mentions the Closed POD scheduler form (Closed POD Planning Kit).	4	3	2	1	0	
4	Command Team briefs Volunteers and hands out Job Action Sheets.	<ul style="list-style-type: none">✓ Knows where his/her brief is located (Closed POD Planning Kit) and what information it includes.✓ Coordinators know they will instruct their Volunteer teams to take their first dose of medication before opening the POD to recipients.	4	3	2	1	0	



Tabletop Exercise • Evaluation

For Closed POD Property: [name] [address]

	Major Task	Sub-task Detail	Rating Scale					
5	Volunteers set up Closed POD.	<ul style="list-style-type: none">✓ Logistics Coordinator states that s/he oversees set-up and signals the Primary Coordinator when complete.✓ Knows where to find and how to read the ballroom layout design.✓ Knows where signage is placed and supplies will be stored.	4	3	2	1	0	
6	All volunteers (Volunteers and Coordinators) enter Closed POD and take their first dose of medication.		4	3	2	1	0	
7	Primary Coordinator opens the Closed POD to recipients.	<ul style="list-style-type: none">✓ Knows that s/he needs a signal from the Logistics Coordinator (POD set-up readiness), Security Coordinator (medication readiness), and Human Resource Coordinator (Volunteer readiness).	4	3	2	1	0	



Tabletop Exercise • Evaluation

For Closed POD Property: [name] [address]

Capability 4 ► The Closed POD team dispenses medication using all the methods listed in its Approved Dispensing Plan, including setting up a Scaled-back POD.

	Major Task	Sub-task Detail	Rating Scale					Comments
1	Closed POD Volunteers dispense medication to recipients.	<ul style="list-style-type: none">✓ States which dispensing methods the property will use.✓ States that all volunteers wear vests and display their ID. Knows the vest color-coding scheme.	4	3	2	1	0	
2	Closed POD volunteers perform Ballroom dispensing.	<ul style="list-style-type: none">✓ States the main responsibilities of Coordinators and Volunteers (see Closed POD Plan for reference).✓ Knows the Security Coordinator handles disruptions and recipients who display symptoms.✓ Knows the HR Coordinator handles recipients who require special assistance.✓ Knows Volunteers do not leave their stations. Runners carry messages.✓ Coordinators are stationed at the Command Center.	4	3	2	1	0	



Tabletop Exercise • Evaluation

For Closed POD Property: [name] [address]

	Major Task	Sub-task Detail	Rating Scale					
3	If using Room Service Dispensing, volunteers dispense medications.	<ul style="list-style-type: none">✓ Knows where they will report to get supplies and what equipment they will use to deliver medication.✓ States that Volunteers will work in teams – paired Room Service and Security Volunteers.✓ Describes process and route for Room Service distribution.✓ Describes the task if guest are not in their rooms (Sorry We Missed You letter).✓ Knows where to get this letter and who will make copies.	4	3	2	1	0	
4	If using Manager Pick-up method, managers dispense medications to associates.	<ul style="list-style-type: none">✓ Describes the Associate Dispensing Coordinator, Screener and Dispenser roles.✓ Knows the dispensing location.✓ Describes the pick-up process.	4	3	2	1	0	
5	If using Associates Pick-up method, associates pick up medications.	<ul style="list-style-type: none">✓ Describes the Associate Dispensing Coordinator, Screener and Dispenser roles.✓ Knows the dispensing location.✓ Describes the pick-up process.	4	3	2	1	0	
6	Logistics Coordinator reports medication inventory status.	<ul style="list-style-type: none">✓ Knows at what levels to report to the Primary Coordinator.✓ States the inventory level at which the Primary Coordinator will make the call.	4	3	2	1	0	



Tabletop Exercise • Evaluation

For Closed POD Property: [name] [address]

	Major Task	Sub-task Detail	Rating Scale					
7	Closed POD scales back.	<ul style="list-style-type: none">✓ Describes what portion of the dispensing population a scaled-back POD will serve.✓ Describes which Volunteers will operate the scaled-back POD.✓ Describes the process for scaling back.	4	3	2	1	0	
8	All recipients are served – dispensing ends.	<ul style="list-style-type: none">✓ Primary Coordinator signals completion.	4	3	2	1	0	



Tabletop Exercise • Evaluation

For Closed POD Property: [name] [address]

Capability 5 ► The Closed POD stands-down.

	Major Task	Sub-task Detail	Rating Scale					
1	DOH delivers a stand-down message to the Closed POD.	<ul style="list-style-type: none">✓ Primary Coordinator reports to the DOH that the hotel has completed dispensing and requests permission to stand down.✓ States the method by which the message is expected to arrive.	4	3	2	1	0	
2	The Closed POD stands-down.	<ul style="list-style-type: none">✓ Knows what to do and who will do what to close the POD.	4	3	2	1	0	
3	Security Coordinator gathers unused medication and Medication Screening Forms, takes inventory, and reports the amount of medication units that were dispensed.	<ul style="list-style-type: none">✓ States what forms and/or by what method s/he will take inventory.✓ Knows the reporting method and to whom to report.	4	3	2	1	0	
4	Logistics Coordinator gathers and returns unused supplies and restores the Closed POD to its original condition.	<ul style="list-style-type: none">✓ Describes process for gathering and storing unused supplies.	4	3	2	1	0	
5	Volunteers close POD, debrief, and sign-out.	<ul style="list-style-type: none">✓ Describe the desired information the property will gather in the debrief.	4	3	2	1	0	
6	Security Coordinator coordinates the return of unused medication to the DOH.	<ul style="list-style-type: none">✓ Knows where to store and how s/he will return unused medication.	4	3	2	1	0	
7	Primary Coordinator completes and submits reports to the DOH.	<ul style="list-style-type: none">✓ States what reports and in what timeframe, s/he will complete and submit reports.	4	3	2	1	0	