



Manager Training • [Property Name]

Use this Question and Answer document in your New Manager Training Program to help explain the purpose of a Closed Point of Dispensing (POD) and your hotel's role in the POD. For detailed information about Closed POD Operations, refer to your location's **Approved Dispensing Plan**.

- ✓ **Assure** new managers that a detailed plan exists and that they will have an opportunity to review the plan in detail.
- ✓ **Explain** that they may lead drills as part of the preparation for this type of emergency.

What is a Closed Point of Dispensing (POD)?

If our city or region was faced with an emergency such as a biological attack involving the aerosolized release of anthrax requiring the mass dispensing of medications, the Department of Health (DOH) would be responsible for delivering lifesaving medications to 100% of their population within a 48-hour period. This type of emergency would also require the DOH to establish open or public points of dispensing (PODs) throughout the city to dispense medication to the public. The emergency response would involve not only government agencies, but the private sector as well through **Closed PODs**.

A **Closed POD** is a non-medical dispensing site and operation employed during a public health emergency that distributes potentially lifesaving medications to a pre-determined population. In our hotel's case, the pre-determined population includes associates and their families, registered guests, special function guests, and in-house contractors/vendors and their families. Routine medical care is not provided in a Closed POD.

The sole purpose of a POD is to quickly provide preventive medication to large numbers of people during a public health emergency in an effort to prevent illness.

What is anthrax?

Anthrax is a serious disease that can affect both animals and humans. It is caused by bacteria called *Bacillus anthracis*. 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 *B. anthracis* 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.

Why has [Property Name] decided to become a Closed POD?

The [Property Name] has a strong culture of corporate responsibility and safety. Consequently hotels would be strong partners in the effort to dispense medication to its targeted dispensing population in a short amount of time through a Closed POD model.

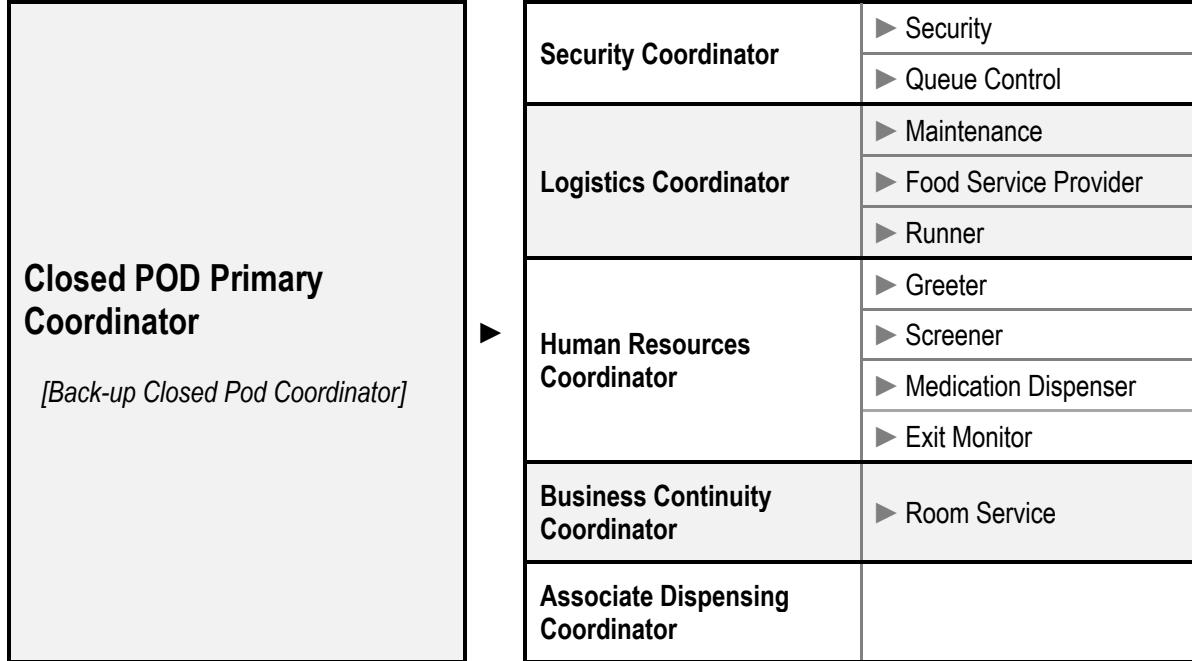
By partnering with public health officials and operating a Closed POD, our associates, their family members, guests, and in-house vendors/contractors and their families will receive medications at the hotel which reduces the likelihood and need to visit a public POD. Our hotel has chosen to conduct the necessary coordination and planning prior to a public health emergency to provide an alternative method of protecting the public during an anthrax emergency.

Operating a Closed POD will ultimately help with hotel continuity of operations by helping our staff be more resilient during and after an emergency. Associates will be able to return to their normal duties within the organization more quickly, or continue to assist public health officials through volunteering.

What is my role in the Closed POD?

[Property Name] managers and supervisors organize and direct the activities of the Closed POD. Designated managers become **Command Coordinators**, supervising and directing the different areas of the Closed POD. The following diagram shows the command structure.

Emergency Coordination Center



How do I prepare to help manage a Closed POD?

A **Closed POD Planning Kit** is on file at your property, and is customized to your property. Familiarize yourself with the contents of the kit. The main components of the Closed POD Planning Kit are:

- **Closed POD Memorandum of Understanding.** Agreement between your property and the local Department of Health outlining the roles and responsibilities of each entity when operating a Closed POD.
- **Approved Closed POD Plan.** The main planning and dispensing guide that directs Closed Point of Dispensing (POD) emergency response operations, customized for your property.
- **Command Briefings.** The Command Briefings are used by the Primary Coordinator and the Command Coordinators of each POD area — Security, Logistics, Human Resources, Business Continuity — to brief Volunteers on POD operations.
- **Job Action Sheets.** Job Action Sheets instruct Volunteers on their Closed POD role and tasks.