



For Closed POD Property: [name] [address]

## Overview

The goal of the functional exercise is to test all operational functions of the Approved Closed POD Plan, and increase the level of confidence enacting the plan.

Therefore, as an evaluator, your job is to provide behavior-based constructive feedback. The feedback will help the group identify Closed POD team capabilities and tasks that are done well, missing, or not executed to standard. Also, you will provide feedback on *interdependent* functions (between the property and the DOH) to ensure all coordinated capabilities and tasks are clear and executed to standard.

## Objectives

The Closed POD Team will:

1. Respond to the Notification alert.
2. Respond to the Activation alert including mobilization, preparation, and medication transfer.
3. Brief all volunteers and set up for dispensing.
4. Perform medication dispensing, using all dispensing methods included in their Approved Closed POD Plan.
  - Ballroom
  - Associate (Manager Pick-up or Associate Pick-up)
  - Room Service
  - Scaled-back
5. Perform the Stand-down procedure.

## Instructions

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

the plan to reference Coordinator and Volunteer responsibilities so that you can fully evaluate the capabilities.

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

Performs the major task fully – can observe the major task and the sub-task detail executed	4
Performs <b>most</b> aspects of the major task	3
Performs <b>some</b> aspects of the major task	2
Barely performs the major task	1
Does not perform the major task	0

Use the **Comments** section on the form to jot down specific language or action people use in the exercise. When providing your evaluation debrief, use the quoted language or particular action 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.

### Note to Evaluators:

Only review those capabilities listed below to which you are assigned.



# Functional 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.				



# Functional Exercise • Evaluation

For Closed POD Property: [name] [address]

**Capability 1 ►** The Primary Coordinator responds to Notification alert.

	<b>Major Task</b>	<b>Sub-task Detail</b>	<b>Rating Scale</b>	<b>Comments</b>
<b>1</b>	Local DOH notifies Closed POD of public health emergency.	✓ Sends redundant message.	4 3 2 1 0	
<b>2</b>	Primary Coordinator confirms receipt of Notification.	✓ DOH states the time frame in which they will activate the property.	4 3 2 1 0	
<b>3</b>	Primary Coordinator notifies Command Team to monitor their devices and standby.	✓ Contacts all Coordinators.	4 3 2 1 0	
<b>4</b>	Primary Coordinator determines the actual dispensing population and provides this number to the DOH.	✓ Calculates the actual dispensing population. ✓ Communicates this number to the DOH.	4 3 2 1 0	
<b>5</b>	Closed POD team determines room availability and allocates space as required.	✓ Handles relocating guests in a timely manner.	4 3 2 1 0	
<b>6</b>	Local DOH takes possession of medication and coordinates distribution to the Closed PODs.		4 3 2 1 0	



# Functional 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.

	<b>Major Task</b>	<b>Sub-task Detail</b>	<b>Rating Scale</b>					
<b>1</b>	DOH sends message to Activate Closed POD.	✓ Sends redundant message.	4	3	2	1	0	
<b>2</b>	Primary Coordinator confirms receipt of Activation alert.	✓ DOH sends medication transfer instructions upon confirmation of property Activation. ✓ Provides the Security Coordinator with the actual dispensing population count.	4	3	2	1	0	
<b>3</b>	Primary Coordinator notifies Command Team to report to the Closed POD property.	✓ States time and meeting location.	4	3	2	1	0	
<b>4</b>	Primary Coordinator briefs the Command Team.	✓ Hands out Job Action Sheets (JAS). ✓ Clarifies Closed POD terms/language. ✓ Says what the Command Team will do next.	4	3	2	1	0	
<b>5</b>	Command Team recruits Volunteers.	✓ Recruits the appropriate number of Volunteers (based on Closed POD Plan) or reports a shortfall to the Primary Coordinator.	4	3	2	1	0	
<b>6</b>	The Business Continuity Coordinator clears all designated dispensing areas.	✓ Swiftly clears designated dispensing areas. ✓ Signals the Primary Coordinator when complete.	4	3	2	1	0	
<b>7</b>	The Security Coordinator secures the Closed POD site.	✓ Secures all designated areas and	4	3	2	1	0	



# Functional Exercise • Evaluation

For Closed POD Property: [name] [address]

	<b>Major Task</b>	<b>Sub-task Detail</b>	<b>Rating Scale</b>					
8	The Human Resource Coordinator and designated managers notify associates, guests, vendors/contractors of the emergency.	pathways.  <ul style="list-style-type: none"><li>✓ Follows the Closed POD Plan for who will notify whom and what communication methods will be used</li><li>✓ If using the Manager or Associate Pick-up methods, Associate Dispensing Coordinator hands out Medication Screening Forms to managers and/or associates.</li><li>✓ Associates fill out forms.</li><li>✓ If using the Room Service method, Business Continuity Coordinator hands out the Medication Screening Form with notification of the emergency to guests.</li></ul>	4	3	2	1	0	
9	DOH transfers medication to the Closed POD.	<ul style="list-style-type: none"><li>✓ Picks-up or receives medication, based on the Closed POD Plan.</li><li>✓ <i>If picking up medication, the Security Coordinator uses the documents/identification (e.g. Authorization letter, map, Federal ID, property ID) for transferring medication.</i></li></ul>	4	3	2	1	0	



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For Closed POD Property: [name] [address]

	<b>Major Task</b>	<b>Sub-task Detail</b>	<b>Rating Scale</b>					
10	When medication arrives, the Security Coordinator takes possession of the medication and verifies the amounts.	<ul style="list-style-type: none"><li>✓ <i>If receiving medication, the Security Coordinator shows identification (Federal and property).</i></li><li>✓ Uses the Medical Materials Transfer form to verify medication amounts and accept transfer.</li><li>✓ Notifies the Primary Coordinator of receipt.</li><li>✓ The Security Coordinator validates these numbers with the Primary Coordinator.</li><li>✓ The Security team transfers medication to designated storage area.</li></ul>	4	3	2	1	0	
11	Primary Coordinator notifies the DOH of medication receipt.		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"><li>✓ Signals readiness <b>before</b> dispensing begins.</li></ul>	4	3	2	1	0	



# Functional Exercise • Evaluation

For Closed POD Property: [name] [address]

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

	<b>Major Task</b>	<b>Sub-task Detail</b>	<b>Rating Scale</b>	<b>Comments</b>
<b>1</b>	Volunteers sign-in.	<ul style="list-style-type: none"><li>✓ Uses the Sign-in sheet (from Closed POD Planning Kit).</li><li>✓ HR Coordinator provides Medication Screening Forms to volunteers as they sign in or assigns a Volunteer.</li></ul>	4    3    2    1    0	
<b>2</b>	Primary Coordinator briefs all Volunteers.	<ul style="list-style-type: none"><li>✓ Uses the Command Briefing to all Volunteers (from Closed POD Planning Kit).</li><li>✓ Reviews Closed POD terms/language.</li><li>✓ Clearly states next steps.</li></ul>	4    3    2    1    0	
<b>3</b>	HR Coordinator hands out assignments and deploys Volunteers.	<ul style="list-style-type: none"><li>✓ Uses the scheduler form (from Closed POD Planning Kit).</li><li>✓ Gives clear instructions – who should go where and when.</li></ul>	4    3    2    1    0	
<b>4</b>	Command Team briefs Volunteers and hands out Job Action Sheets.	<ul style="list-style-type: none"><li>✓ Uses Command Briefings (from Closed POD Planning Kit).</li><li>✓ Coordinators instruct their Volunteer teams to take their first dose of medication before opening the POD to recipients.</li><li>✓ Reviews Closed POD terms/language.</li><li>✓ Clearly states next steps.</li></ul>	4    3    2    1    0	



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For Closed POD Property: [name] [address]

	<b>Major Task</b>	<b>Sub-task Detail</b>	<b>Rating Scale</b>					
<b>5</b>	Volunteers set up Closed POD.	<ul style="list-style-type: none"><li>✓ Logistics Coordinator oversees set-up and signals the Primary Coordinator when complete.</li><li>✓ Follow the ballroom layout design.</li><li>✓ Place signage according to the layout design.</li></ul>	4	3	2	1	0	
<b>6</b>	All volunteers (Volunteers and Coordinators) enter Closed POD and take their first dose of medication.	<ul style="list-style-type: none"><li>✓ Store their families' medication or makes arrangements for it to be picked up or delivered.</li></ul>	4	3	2	1	0	
<b>7</b>	Primary Coordinator opens the Closed POD to recipients.	<ul style="list-style-type: none"><li>✓ Receives a signal from the Logistics Coordinator (POD set-up readiness), Security Coordinator (medication readiness), and Human Resource Coordinator (Volunteer readiness) <b>before</b> opening the POD.</li></ul>	4	3	2	1	0	



# Functional 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.

	<b>Major Task</b>	<b>Sub-task Detail</b>	<b>Rating Scale</b>	<b>Comments</b>
1	Closed POD Volunteers dispense medication to recipients (general).	<ul style="list-style-type: none"><li>✓ All volunteers wear vests and display their IDs.</li><li>✓ Volunteers do not leave their stations. Ask Runners to carry messages.</li><li>✓ Communicate in an Incident Command System (via direct supervisor).</li></ul>	4    3    2    1    0	
2	Closed POD volunteers perform Ballroom dispensing (standard tasks).	<ul style="list-style-type: none"><li>✓ Greeters prepare recipients for Screening by providing the necessary form and supplies.</li><li>✓ Queue Control handles the queue so that recipients move in an efficient and orderly manner.</li><li>✓ Screeners review the Medication Screening Form for accuracy and completeness. Correctly determine medication and catch errors.</li><li>✓ Dispensers provide accurate numbers of medication and packets. Double-check forms and catch errors.</li><li>✓ Exit Monitors check bags for accurate medication and packets. Direct recipient to the exit.</li><li>✓ Coordinators are stationed at the Command Center.</li></ul>	4    3    2    1    0	



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	<b>Major Task</b>	<b>Sub-task Detail</b>	<b>Rating Scale</b>					
<b>3</b>	Closed POD volunteers perform Ballroom dispensing (non-standard tasks).	<ul style="list-style-type: none"><li>✓ Security Coordinator handles disruptions and recipients who display symptoms.</li><li>✓ HR Coordinator handles recipients who require special assistance.</li></ul>	4	3	2	1	0	
<b>4</b>	If using Room Service Dispensing, volunteers dispense medications.	<ul style="list-style-type: none"><li>✓ Prepare supplies and equipment they will use to deliver medication.</li><li>✓ Dispense in teams – paired Room Service and Security Volunteers</li><li>✓ Know route for Room Service distribution.</li><li>✓ Leave letter (Sorry We Missed You letter) if guests are not in their rooms.</li></ul>	4	3	2	1	0	
<b>5</b>	If using Manager Pick-up method, managers dispense medications to associates.	<ul style="list-style-type: none"><li>✓ Once the medication arrives, managers bring the forms to the appropriate dispensing location.</li><li>✓ Screeners review forms for completeness and determine which medication each recipient receives.</li><li>✓ Dispensers distribute medication and packet in bag. Write the associates name on the bag.</li><li>✓ Managers distribute bags of medication/packets in their stand-up meeting/huddle.</li></ul>	4	3	2	1	0	



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For Closed POD Property: [name] [address]

	<b>Major Task</b>	<b>Sub-task Detail</b>	<b>Rating Scale</b>					
6	If using Associates Pick-up method, associates pick up medications.	<ul style="list-style-type: none"><li>✓ Associate Dispensing Coordinator requests an associate list from the HR Coordinator. Uses this list as a checklist to ensure all associates receive their medication.</li><li>✓ Associate Dispensing Coordinator manages and controls the flow of associates to the associate dispensing area.</li><li>✓ Screeners review forms for completeness and determine which medication each recipient receives.</li><li>✓ Dispensers validate the calculations and distribute the appropriate amount of medication and packets to the associate.</li></ul>	4	3	2	1	0	
7	Logistics Coordinator reports medication inventory status.	<ul style="list-style-type: none"><li>✓ Reports inventory status at appropriate levels (75%, 50% and 25%) to the Primary Coordinator.</li><li>✓ If medication runs below 25%, Primary Coordinator calls DOH to acquire more.</li></ul>	4	3	2	1	0	
8	Primary Coordinator transitions to scaled-back POD operations	<ul style="list-style-type: none"><li>✓ Conduct scaled-back POD operations</li><li>✓ Closed POD team moves unnecessary signage and supplies to storage.</li></ul>	4	3	2	1	0	
9	All recipients are served – dispensing ends.	<ul style="list-style-type: none"><li>✓ Primary Coordinator signals completion.</li></ul>	4	3	2	1	0	



# Functional Exercise • Evaluation

For Closed POD Property: [name] [address]

**Capability 5 ►** The Closed POD stands-down.

	<b>Major Task</b>	<b>Sub-task Detail</b>	<b>Rating Scale</b>	<b>Comments</b>	
<b>1</b>	DOH delivers a stand-down message to the Closed POD.	✓ Primary Coordinator reports to the DOH that the hotel has completed dispensing and requests permission to stand down.	4 3 2 1 0		
<b>2</b>	The Closed POD stands-down.	✓ Closed POD team knows what to do and who will do what to close the POD.	4 3 2 1 0		
<b>3</b>	Security Coordinator gathers unused medication and Medication Screening Forms, takes inventory, and reports the amount of medication units that were dispensed.	✓ Uses an inventory form to take an accurate inventory. ✓ Reports inventory status to the Primary Coordinator.	4 3 2 1 0		
<b>4</b>	Logistics Coordinator gathers and returns unused supplies and restores the Closed POD to its original condition.		4 3 2 1 0		
<b>5</b>	Volunteers close POD, debrief, and sign-out.	✓ Use same form that was used to sign-in.	4 3 2 1 0		
<b>6</b>	Security Coordinator coordinates the return of unused medication to the DOH.	✓ Stores unused medication in designated storage area.	4 3 2 1 0		
<b>7</b>	Primary Coordinator completes and submits reports to the DOH.	✓ Refers to the After Action Report.	4 3 2 1 0		