

Supplement 1a POD Operations/Activation Checklist

POD Site: _____

Incident: _____

PHASE 1 & 2 ARE NOT THE RESPONSIBILITY OF THE LOCAL EMD OR POD MANAGEMENT. THEY ARE INCLUDED HERE TO GIVE AN OVERVIEW OF THE STEPS LEADING UP TO THE NOTIFICATION TO ACTIVATE A POINT OF DISPENSING.

Phase 1: Situation Awareness

Overarching Task: Monitor regional activity for unusual medical/public health activity

Action Step	Responsible Party/Title	Date/Time Completed	Initials
1. Provide Situational Awareness to Regional Coordinating Council (RCC)	PHR Point of Contact		

Phase 2: Situation Development

Overarching Task: Develop Incident Action Plan

Action Step	Responsible Party/Title	Date/Time Completed	Initials
1. Activate MACE	PHR Point of Contact		
2. Notify Hospitals	MACE		
3. Notify Political Leaders (select boards, mayors, etc)	MACE		
4. Establish Communications with ESF-8 (phone, email, webEOC)	MACE		
5. Determine need for additional assets (State, Federal, SNS, etc)	MACE		
6. Determine which POD Sites will be activated	MACE & ESF-8		
7. Determine need of Closed POD's	MACE		
8. Develop and disseminate Incident Action Plan (to include deactivation plan)	MACE		

Phase 3: Activation**Overarching Task:** Prepare to open POD site

Action Step	Responsible Party/Title	Date/Time Completed	Initials
1. POD manager contacted	MACE		
2. Receive authorization to open	ESF-8		
3. Initiate Call-Down list <i>Supplement 1</i>			
4. Verify Facilities Set-up Team has been contacted <i>Supplement 1</i>			
5. Arrange for cancellation of previously scheduled activities in facility.			
6. Initiates Event Log ICS214			
7. Notify POD staff partner organizations (ems/fire/police/vna/mrc, et			
8. POD Safety & Security Plan initiated, <i>Supplement 1</i>			
9. POD Traffic & Parking Plan initiated, <i>Supplement 1</i>			
10. Set up POD using Clinic Flow Plan <i>Supplement 1</i>			
11. Establish Communications with MACE.			
12. Public Information Officer assigned to work with MACE			
13. Determine throughput number to identify staffing needs. <i>Supplement 2</i>			
14. Prepare staffing charts based on needs. <i>Supplement 2</i>			
15. Initiate Call-Down list of pre-registered staff			
16. Initiate call to Volunteer Organizations to fill additional Staffing needs. <i>Supplement 2</i>			
17. Ensure all badging equipment and supplies are available to properly badge all staff			
18. Register and provide badging to all staff. <i>Base Plan</i>			
19. Provide appropriate Job Action			

	Sheets to staff. <i>Supplement 2</i>			
20.	Prepare refrigerator and/or space for receipt of medications			
21.	Receive SNS assets			
22.	Obtain a signature for Standing Orders			
23.	Provide medication/vaccine to staff, per state guidance			
24.	Make copies of all forms needed for clinic operation			
25.	Prepare all stations (screening, triage, dispensing) with the appropriate supplies/equipment and paperwork			
26.	Request behavioral health staffing at POD and appropriate functional needs support for POD			
27.	Arrange for EMS staffing for clinic operations			
28.	Assure all supplies are in place (see list of needed supplies <i>Supplement 1</i>)			
29.	Review educational materials; copy all materials ensuring adequate supply for translation needs in region			
30.	Label all rooms at facilities including rest rooms			
31.	Post signs (educational, directions, etc) around the site <i>Supplement 1</i>			
32.	Mark entrance and exit with large sign <i>Supplement 1</i>			
33.	Insure that client traffic patterns have been mark/delineate <i>Supplement 1</i>			
34.	Insure that parking vehicles and traffic control outside building is in place <i>Supplement 1</i>			
35.	Ensure all stations are labeled appropriately			
36.	Test internet, phone and other communication tools, capabilities			
37.	Set up system for			

	communications between stations (walkie talkie, phone)			
38.	Organize public transportation if appropriate			
39.	Review and prepare a general JIT for POD staff <i>Supplement 3</i>			
40.	Review and prepare a medical JIT for medical staff <i>Supplement 3</i>			
41.	Determine points for measuring benchmarks for clinic assessment			
42.	Notify Community of clinic dates, times and locations (refer to Risk Communication Plan)			

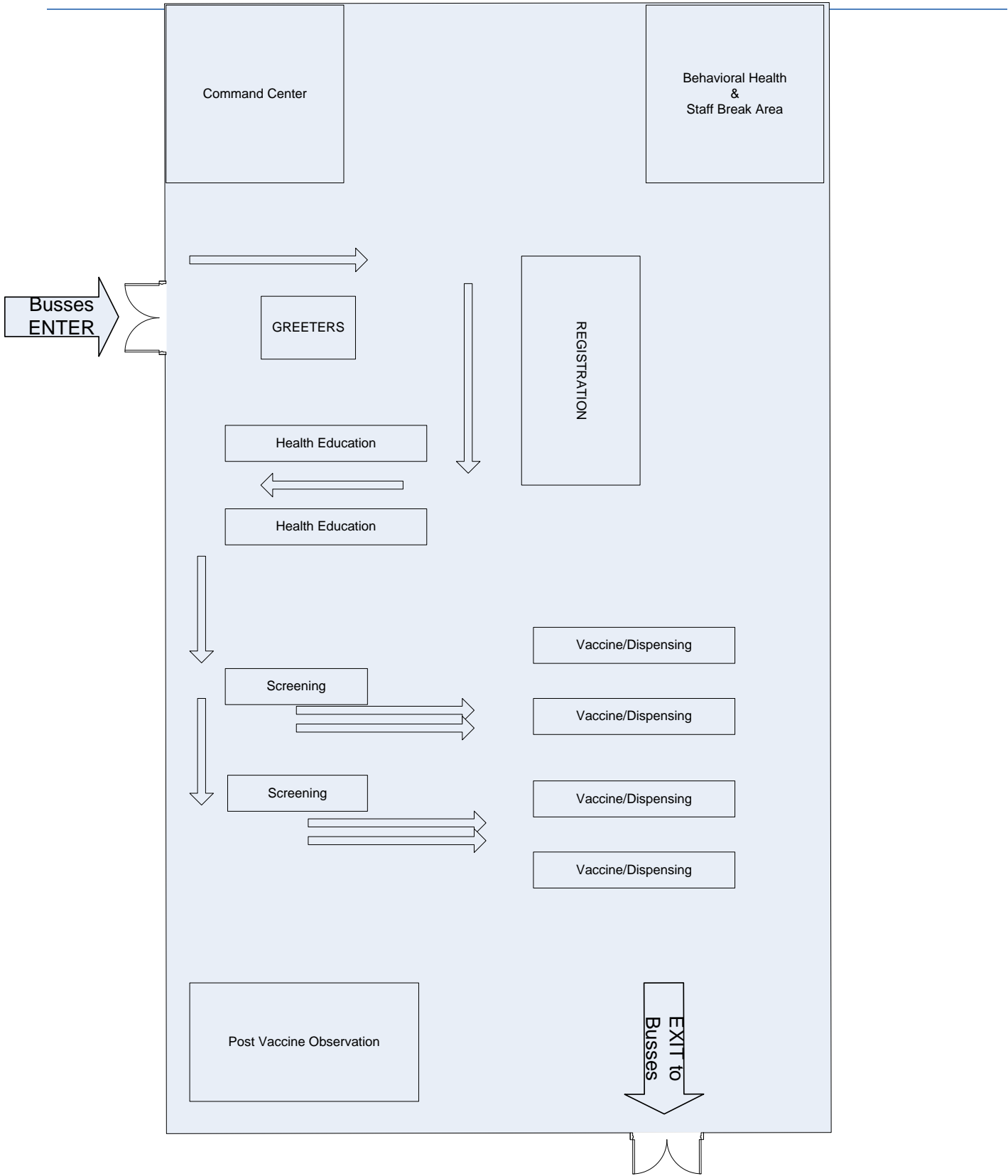
Phase 4: Execution

Overarching Task: Dispense Prophylaxis

Action Step	Responsible Party/Title	Date/Time Completed	Initials
1.	Review licensure of all professional staff		
2.	Conduct a general JIT training for POD staff		
3.	Conduct a medical JIT training for medical staff (review standing orders, screening criteria, contraindications, dispensing of medication and vaccine, etc)		
4.	Conduct station specific JIT training		
5.	Walk through facility with all staff		
6.	Assign staff to POD positions		
7.	Notify MACE when ready to open.		
8.	Dispense medication		
9.	Evaluate throughput and prepare for reporting to MACE		
10.	Collect data on all participants of POD sites		
11.	Consider staff reduction plan		
12.	Monitor for re-supply order		
13.	Document costs daily		
14.	Document staff time(in and out)		
15.	Notify vendors for food/supplies, etc		

Phase 5: Deactivation**Overarching Task:** Dispense Prophylaxis

Action Step	Responsible Party/Title	Date/Time Completed	Initials
1.	Determine, in conjunction with DHHS, closure of POD sites		
2.	Communication to all active participants of de-activation (hospital, closed POD locations)		
3.	Prepare communication to media outlets for notification of POD closure and alternate dispensing opportunities once PODs(are closed		
4.	Inventory supplies that are being returned		
5.	Inventory regional supplies & resources		
6.	Plan for receipt of closed POD supply and medication		
7.	Prepare supplies for return to sender		
8.	Prepare regional supplies to be returned to trailer and/or storage		
9.	Collect all documentation (staffing roster, clinic forms)		
10.	Return building(s) to pre-event status		
11.	Perform Hot wash with clinic staff		



Supplement 1c - POD Command Staff Call Down

POD Manager		
	Name/Title	Phone Numbers
Primary	Ben Gaetjens- Oleson, Lancaster Planning & Zoning Coordinator	603-788-3391
Secondary	Sandy Hartford, Secretary of Lancaster Elementary	
Security Officer		
Primary	Lancaster Police Chief Gardnier	603-788-3282 (dispatch)
Secondary	Sgt. Chris St. Cyr, Lancaster Police	603-788-3282 (dispatch)
Safety Officer / Inventory Management		
Primary	Senior Lancaster Police Officer	603-788-3282 (dispatch)
Secondary	Lancaster MRC Member?	
POD Liaison Officer / PIO		
Primary	Jeff Wiseman, Jefferson EMD jeffwise@ncia.net	603-631-1019 cell
Secondary	Richard Brooks, Northumberland Health Officer rbrooks@ne.rr.com	603-636-1203
	Aaron Gibson, Northumberland EMD, HO, Police agibson@northumberlandpd.com	991-8610 cell
Facilities Officer / IT Support		
Primary	Tim Phillips	603-631-9697
Secondary	Russell Scott	603-788-3622
Clinical Group Leader		
Primary	Medric Leblanc, MD	603-788-3282 (dispatch)
Secondary	Lancaster School nurse?	
Non-Clinical Group Leader		
Primary	Andrea Roy, WMRHS school nurse?	
Secondary	Groveton School Nurse?	
Workforce Support Group Leader / Staffing and Vol Coordination		
Primary	Rob Scott, Lancaster Elementary	603-788-4924
Secondary	Linda Cushman, Jefferson Administrative Assistant hjeffersonstown@ne.rr.com	586-4553
	Becky Craggy, Northumberland Administrative Assistant, northumberlandaa@yahoo.com	636-1450

Supplement 1d – Facility Set-up Team

POD Setup Leader		
	Name/Title	Phone Numbers
Primary	Ben Oleson, Lancaster Planning & Zoning Coordinator	603-788-3391
Secondary	Tim Phillips	
Facilities Representative		
Primary	Pat McLean	603-788-4924
Safety Officer		
Primary	Senior Lancaster Police Officer	603-788-3282 (dispatch)
Secondary	Lancaster MRC Member?	
POD Setup Staff:		
Primary	Available Town and Personnel	
Secondary		

Supplement 1e
POD Operational Plan
PRIMARY SITE

SECTION 1 – SITE INFORMATION

Facility Name: Lancaster Elementary School
Address: 51 Bridge Street
Lancaster, NH 03584
Phone: 603-788-4924
Fax: 603-788-2216

Response Hospital: Weeks Memorial
RITS ID:
NH immunization Program PIN:

SITE CONTACT INFORMATION

Primary: **Russell Scott**
Title: Custodian, Lancaster Elementary School
Office#: 603-788-3622
Cell#:

Secondary: **Tim Phillips**
Title: Custodian, Lancaster Elementary School
Office #: 603-631-9697
Cell #:

Tertiary: **Rick Vashaw**
Title: Director of Building and Grounds
Office #: 603-837-9422
Cell #:

SECTION 2 – COMMAND STAFF

COMMAND POST LOCATION: CONFERENCE ROOM

POD MANAGER:

Primary: Ben Gaetjens-Oleson
Title: **Lancaster Planning & Zoning Coordinator**
Office#: 603-788-3391 (Town Hall)
Cell#: 603-631-2720

Secondary:
Title:
Office #:
Cell #:

SECURITY OFFICER:

Primary: Chief Gardnier
Title: **Lancaster Police Chief**
Office#: 603-788-4402 (Police Station)

Cell#:
Secondary: Sgt. Chris T. Cyr
Title: Lancaster Police Sergeant
Office #: 603-788-4402 (Police Station)
Cell #:

SAFETY OFFICER:

Primary: Police Officer on Duty
Title:
Office#:
Cell#:

Secondary:
Title:
Office #:
Cell #:

POD LIAISON OFFICER:

Primary: Stephen Jones
Title: Lancaster Fire Captain
Office#:
Cell#:

Secondary: Charity Blanchette
Title:
Office #: 603-788-3391 (Town Hall)
Cell #:

FACILITIES OFFICER:

Primary: Tim Phillips
Title: Custodian, Lancaster Elementary School
Office #: 603-631-9697
Cell#:

Secondary: Russ Scott
Title: Custodian, Lancaster Elementary School
Office#: 603-788-3622
Cell #:

SECTION 3 – DELIVERY INFORMATION

LOADING DOCK INFORMATION:

Loading Dock on Site: No **Dock Height:** 48 Ft. **Covered:** YES

Largest truck dock can accommodate: Tractor Trailer **Forklift on Site:** NO

Will a 40" X 48" pallet fit through doors of facility? YES **Pallet Jack on Site:** Yes **Hand truck on site?** YES
Location? Various

Other Material Handling equipment on site: NONE

Loading Dock Description: None

24 HOUR DELIVERY CONTACT INFORMATION:

Primary Delivery Contact: Russell Scott
Office#: 603-788-3622

Secondary Delivery Contact: Tim Phillips
Office #: 603-631-9697
Cell #:

Tertiary Delivery Contact: Rick Vashaw
Office#: 603-837-9422

Delivery Instructions: (signatories, storage location, etc.) None

SECTION 4 – POPULATION INFORMATION

Total Population served at POD:	<u>12,252</u>	36Hour Throughput	340 patients/hours	10 day Throughput	<u>1,252/day</u>
0-18 yrs old		19-64 years old		65+ years old	
Min. # of Dispensing Stations needed at site	9 for 36 hrs 3 for 10 day	Peak Seasonal Increase:	Summer months about 5-10,000+	Head of Household population :	

POPULATION BY TOWN:

Carroll	763
Dalton	979
Jefferson	1,109
Lancaster	3,507
Northumberland	2,288
Stark	556
Stratford	746
Whitefield	2,306
TOTAL	12,252

SCHOOL POPULATION:

Lancaster Elementary School (POD Site) 51 Bridge Street Lancaster, NH 03584	Student Population: 440 Staff Population: 75
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MISCELLANEOUS SCHOOL INFORMATION:

None

SPECIAL EVENT INFORMATION:

Event: Lancaster Fair
Location: Lancaster Fairgrounds
Est. Pop. Increase: 10,000
Date(s): End August / Early September

WORKFORCE SURGE/LARGE EMPLOYERS: None

SECTION 5 – FACILITY INFORMATION

Site ADA Compliant: YES **Kitchen Facilities on site:** YES **Restrooms on site:** YES
Alarm System: YES **Company Name:** Capital Alarm **Contract Number:**
Generator on Site: No
Refrigerator on Site: Yes **Capacity:** Walk-in **Location:** Cafe
Cafeteria Seating: 441 seats **Other large room on site:** Library **Seating:** 80
Gymnasium Seating: 771

TECHNOLOGY/SOFTWARE PROGRAMS:

Microsoft

EQUIPMENT & SUPPLIES ON SITE:

TV: 25 Each classroom **DVD:** 1 **VCR:** 25
Easels: 20 In classrooms
Trash Cans: 200 each room
Janitorial Supplies: Cases
Coolers: 10
Portable Toilets: NO
Canopies: NO
Tables: 50 in various rooms
Traffic Barriers: NO
Traffic Cones: 6
Electronic Road Signs: NO
Plastic Chain: NO
Stanchions: NO
AED: 1
First Aid Kit: 25 each classroom
Wheel Chair: 2 Nurses office
Privacy Screen: 1
Cots: 3

Miscellaneous Facility Information:

SECTION 6 – COMMUNICATIONS

NARRATIVE: None

Communications Pathways:

Cellular Phone Reception: Verizon YES US Cellular YES T-Mobile NO Sprint NO
AT&T NO

Internet: YES **Type:** DSL **Wireless Connection Available:** YES

Communication Capabilities:

Intercom: YES

Portable Radios: YES 12 in office and each wing

Phone/Fax Directory:

Phone: 603-788-4924
Fax: 603-788-2216

SECTION 7 – TRANSPORTATION

Traffic Flow:

Circular flow, one way around building. See Supplement 2

Client Parking: 100 – 200

Staff Parking & Transportation: 30

Handicap Parking: 3

Ambulance Staging: Northeast Corner

Off Site Transportation: Busses

Trailer Staging: On grounds

Transportation Maps/Layouts: Approach facility from Route 2. Secondary approach is North Main St. / Bridge St.

SECTION 8– SECURITY

Security Post Locations: Main entrance – see Supplement 2

Site Evacuation:

Security Breach:

Secure Storage: YES

Security Sweep: YES

Access Control Points: YES

Physical Barrier Needs: Lancaster Highway Department

Abandoned Vehicle Removal: YES

Miscellaneous Security Information:

SECTION 9 – WORKFORCE SUPPORT

Staff Sign-in & Time Keeping:

A sign-in sheet will be used to track all staff and volunteer time.

Staff Amenities:

Staff will utilize the cafeteria for a break room.

Just-In-Time Training:

SEE SUPPLEMENT 3

Priority Prophylaxis:

First responders, volunteers and staff essential to the opening and operation of the POD will receive immediate prophylaxis or vaccination.

Staff Badging:

All trained staff and volunteers will be given ID allowing them access to the site.

Inventory Management:

Vaccination/mediation will be delivered to the POD by DHHS with a specific set of handling and storage instructions.

Waste Disposal: Yes - Dumpsters and Weeks Memorial for Medical Waste

SECTION 10 – STAFF RESOURCE LIST

<u>Agency:</u>	Lancaster Fire Dept	<u>Available Staff:</u>
Primary Contact:		
Name:		
Phone Number:	603-788-4026	

<u>Agency:</u>	Medical Reserve Corps	<u>Available Staff:</u>
Primary Contact:		
Name:		
Phone Number:		

<u>Agency:</u>		<u>Available Staff:</u>
Primary Contact:		
Name:		
Phone Number:		

<u>Agency:</u>		<u>Available Staff:</u>
Primary Contact:		
Name:		
Phone Number:		

SECTION 11 – CLINIC FLOW

Greeting:

Location:	Front Lobby
Minimum Staff Needed:	3
Supplies Needed:	Writing utensils, documents to hand out
Vest Color:	Green
Other Information:	

Triage:

Location:	Front Lobby
Minimum Staff Needed:	3
Supplies Needed:	

Vest Color: Red
Other Information:

Health Education:

Location: Gym
Minimum Staff Needed: 1
Supplies Needed: Writing utensils, documents to hand out
Vest Color: Red
Other Information:

Registration:

Location: Gym
Minimum Staff Needed: 6
Supplies Needed: Writing utensils, documents to hand out, Laptop(?)
Vest Color: Green
Other Information:

Screening:

Location: Gym
Minimum Staff Needed: 6
Supplies Needed: Writing utensils, documentation
Vest Color: Red
Other Information:

Dispensing:

Location: Gym
Minimum Staff Needed: 9
Supplies Needed: Prophylaxis, documentation, writing utensils
Vest Color: Red
Other Information:

Discharge:

Location: Gym
Minimum Staff Needed: 2
Supplies Needed: Writing utensils, documents to hand out
Vest Color: Green
Other Information:

First Aid:

Location: Nurses Office
Minimum Staff Needed: 1
Supplies Needed: First Aid / Medical Supplies
Vest Color: Red
Other Information:

Behavioral Health:

Location: Guidance Office
Minimum Staff Needed: 2
Supplies Needed:
Vest Color: Red
Other Information:

Clinic Flow Support:

Location: Staff Break Room
Minimum Staff Needed: varies
Supplies Needed: Restrooms, food, place to sit/lay down
Vest Color: Green
Other Information:

Data Entry:

Location: Office
Minimum Staff Needed: 3
Supplies Needed: Computers/laptop, paper, pens
Vest Color: Green
Other Information:

Minimum Staff Numbers:

	36 Hour Throughput	10 Day Throughput
Minimum Staff Needed:	53	53

SECTION 12 – FLOOR PLAN

SEE SUPPLEMENT 1

SECTION 13 – SITE SET-UP

SEE SUPPLEMENT 1

Supplement 1f - Safety & Security Plan

In an event involving bio-terrorism or a naturally occurring large-scale infectious disease event, the level of threat perceived by the public, whether real or imagined may be extreme. In these circumstances, local public health officials should be prepared for a high level of demand for vaccine/medication. Security must be provided throughout the length of the emergency, including when the site is not operational (i.e. during the night when restocking is occurring).

The region is planning for security, traffic control and crowd management for even moderately challenging public health clinic situations that are not a declared emergency. In extreme cases, the region may find it necessary to request the assistance of surrounding municipalities, the county sheriff, and if it becomes necessary, the Governor may order the National Guard to assist in traffic and/or crowd control. The ability of law enforcement and the military to supply security for a public health response may be limited by the demands of their duties as defined by emergency response plans.

The safety and well-being of the staff and volunteers at the POD is a priority. Adequate personnel will be assigned to the POD, staging area, and with vaccine transport to provide security and safety all times. Any safety or security issues will be reported to the Safety Officer of the POD and to the Multi Agency Coordinating Entity (MACE).

The Lancaster Police Department will have authority over the security of the facility and will draw support from surrounding towns. The Police Chief and/or his designee will be in the command center within the Lancaster Elementary School (POD location), the Town EOC or other appropriate location as needed. The Security Officer may designate volunteers to fill security positions as needed.

Appropriate relief to officers will be scheduled through the police coordinator. It will be most probable that officers assigned to this location will be required to work 12 hour shifts prior to being relieved by a replacement officer. This assignment will require 24-hour protective services.

Interior Security

An interior and exterior sweep of the POD site will be completed before any occupancy occurs. This includes the delivery of Strategic National Stockpile (SNS) supplies. Any discrepancies and/or concerns should be brought to the immediate attention of the MACE.

Three Lancaster Police Officers will be located at the school for security.

- One officer or designee will be placed at the main entrance (1)
- One officer or designee will be inside the gymnasium or the area where the medications are being distributed (2)
- One officer or designee will remain at the vaccine storage area (3)

Staffing Schedule

- Positions (1) and (2) will be staffed during any periods that the Point of Dispensing Plan is in operation.
- Position (3) will be staffed at all times, around the clock, until the POD is terminated.

Access to the POD facility will be limited. Only one main entrance and exit will be available to the public. One entrance/exit will be utilized by volunteer staff, deliveries, and ambulance. All other entrances and exits will be blocked off by doors, barriers, and/or crime scene tape. All unused doors will be locked. The Lancaster Police Department or the North Country Public Health Region will provide crime scene tape.

Crowd control within the site will be maintained by local law enforcement and designated volunteers. Barriers and signs will be utilized to assist the crowd in moving to the proper locations. Signs are stored in the POD trailers which are located in Colebrook at 45th Parallel and in Errol at the Errol Fire Station located at 127 Main St.

Exterior Security

A security sweep of all parking lots and staging areas utilized for the POD will be completed before the delivery of the SNS supplies as needed. Any discrepancies and/or concerns should be brought to the immediate attention of the Security Officer and the MACE.

The POD Security Manager will assign local law enforcement officers and/or volunteers to the designated checkpoints and post throughout the parking lots immediately surrounding the POD.

Crowd control in and around the parking lots and staging areas will be maintained by local law enforcement and designated volunteers. Barriers and signs will be utilized to assist the crowd in moving to the proper location.

Command and Management

Local law enforcement and the Security Officer shall establish a command center for law enforcement. Local law enforcement, in conjunction with the LEOC and POD Manager, shall determine radio channels for communication with law enforcement personnel and coordination between law enforcement agencies. Local law enforcement and the Security Officer shall establish security personnel numbers and shifts for coverage during POD activation, operation, and deactivation.

Establishment of sufficient number of law enforcement officer assignments: If Backup is needed, the security officer on duty will make a request for back up to the POD Manager. The POD Manager will forward the request on to the Operations Section Chief who will forward the request onto the MACE Manager. The region will be scanned for backup personnel. If backup personnel are not available in the region, the request will be sent to the state.

Security Breach

Notification of a security breach will be issued via radio communication. Entry into the vaccination/dispensing area will be terminated until the security risk is evaluated or eliminated, at which point, the POD will resume normal operations. If a chargeable offense has occurred, the individual will be detained and removed to either the Lancaster Police Department or the Coös County Sheriff's Department. The Sheriff's department will transport and detain the offender if signs of infection are present.

Evacuation Plan

In the event that an evacuation of the POD location is necessary, citizens and staff will exit the facility using the evacuation plans in place for the facility.

Supplement 1h - Traffic & Parking Plan

Parking Plan

Parking for the public will be located at the Lancaster Fair grounds. Busses will transport the public to the Lancaster Elementary School. There are 7 to 10 busses available from Berry Transportation at 603-788-4444. The public will be screened for pre existing infection at the fair grounds and diverted out of vaccination queue prior to boarding the bus.



Bus Transport from Fair Grounds to POD Site

Parking for POD Staff and Buses at the POD are shown in the following diagram.



Traffic Plan

The Lancaster Police Department will be responsible for determining, establishing and enforcing traffic patterns to assure an orderly and efficient flow of clients into and out of the POD site.



Public Health
Prevent. Promote. Protect.

THE INCIDENT ACTION PLAN (IAP) TEMPLATE SHALL BE USED TO DEVELOP AN INCIDENT SPECIFIC RESPONSE PLAN TO A PUBLIC HEALTH EVENT THAT REQUIRES EMERGENCY MASS PROPHYLAXIS. THE IAP TEMPLATE IS USED IN CONJUNCTION WITH THE POINT OF DISPENSING (POD) APPENDIX AND THE ASSOCIATED ATTACHMENTS.

**THE NORTH COUNTRY PUBLIC HEALTH NETWORK (PHN)
A REGIONAL PUBLIC HEALTH PREPAREDNESS PLANNING COLLABORATIVE FOR THE TOWNS OF BATH, BENTON, BERLIN, BETHLEHEM, CARROLL, CLARKSVILLE, COLEBROOK, COLUMBIA, DALTON, DIXVILLE, DUMMER, EASTON, ERROL, FRANCONIA, GORHAM, HAVERHILL, JEFFERSON, LANCASTER, LANDAFF, LISBON, LITTLETON, LYMAN, MILAN,**

**MILLSFIELD, MONROE,
NORTHUMBERLAND, ODELL, PITTSBURG,
RANDOLPH, SHELBURNE, STARK,
STEWARTSTOWN, STRATFORD, SUGAR
HILL, WENTWORTH'S LOCATION,
WHITEFIELD.**

UPDATED: 30 JANUARY 2012

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Instructions

Overview

Once the decision has been made to mobilize POD operations, the MACE/LEOC shall use the IAP template and POD Appendix to develop an incident specific plan to support emergency mass prophylaxis.

Planning Objectives

The following objectives should be achieved during the development of an IAP for POD operations:

- Review all current situation awareness;
- Review Point of Dispensing (POD) Appendix;
- Identify planning elements from POD Appendix to be utilized and implemented; and
- Develop IAP for POD operations; transition IAP to POD Management Team for implementation.

The following tasks shall be completed during the development of the IAP.

Describe Incident Objectives

Use the “Incident Objectives” form (pg. 4) to describe the health threat and control measure, outline response objectives, and calculate the necessary client throughput for the POD site(s).

Select POD Site Location(s)

Use the “POD Site Floor Plan(s)” (pg. 5-7) for the three (3) designate POD sites to determine client flow and station locations. If using an alternate site for POD operations use page 8 to sketch client flow and station locations. *See also POD Appendix, Client Flow Diagram.*

Identify POD Resources

Use the “POD Resources” form (pg. 9) to identify resources needed to support POD operations. Include resources to be deployed by New Hampshire Department of Health and Human Services. *See also POD Appendix, POD Supplies.*

Identify POD Staff

Use the “POD Staffing” form (pg. 10) to determine the staff needed to support POD operations. Include potential staffing sources to fill the needed POD positions. *See also POD Appendix.*

Establish POD Policies

Use the “POD Policies” form (pg. 11) to describe policies and guideline for POD operations. Identify potential needs of vulnerable or functional needs populations. *See also POD Appendix.*

**NCPHN Regional Public Health Emergency Annex
Lancaster Point of Dispensing Plan**

INCIDENT OBJECTIVES	1. INCIDENT NAME	2. DATE PREPARED	3. TIME PREPARED
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4. OPERATIONAL PERIOD

5. DESCRIPTION OF HEALTH THREAT

6. DESCRIPTION OF CONTROL MEASURE(S)

7. GENERAL CONTROL OBJECTIVES FOR THE INCIDENT (INCLUDE ALTERNATIVES)

8. ESTIMATED THROUGHPUT RATE

ESTIMATED # AFFECTED	MINUS # SERVED IN CLOSED PODS	EQUALS ESTIMATED POD CLIENTS
ESTIMATED POD CLIENTS	DIVIDED BY OPERATIONAL PERIOD (HRS)	EQUALS HOURLY THROUGHPUT

**NCPHN Regional Public Health Emergency Annex
Lancaster Point of Dispensing Plan**

HOURLY THROUGHPUT DIVIDED BY 60 -----
EQUALS THROUGHPUT
PER MINUTE

9. PREPARED BY (PLANNING SECTION CHIEF) 10. APPROVED BY (INCIDENT
COMMANDER)

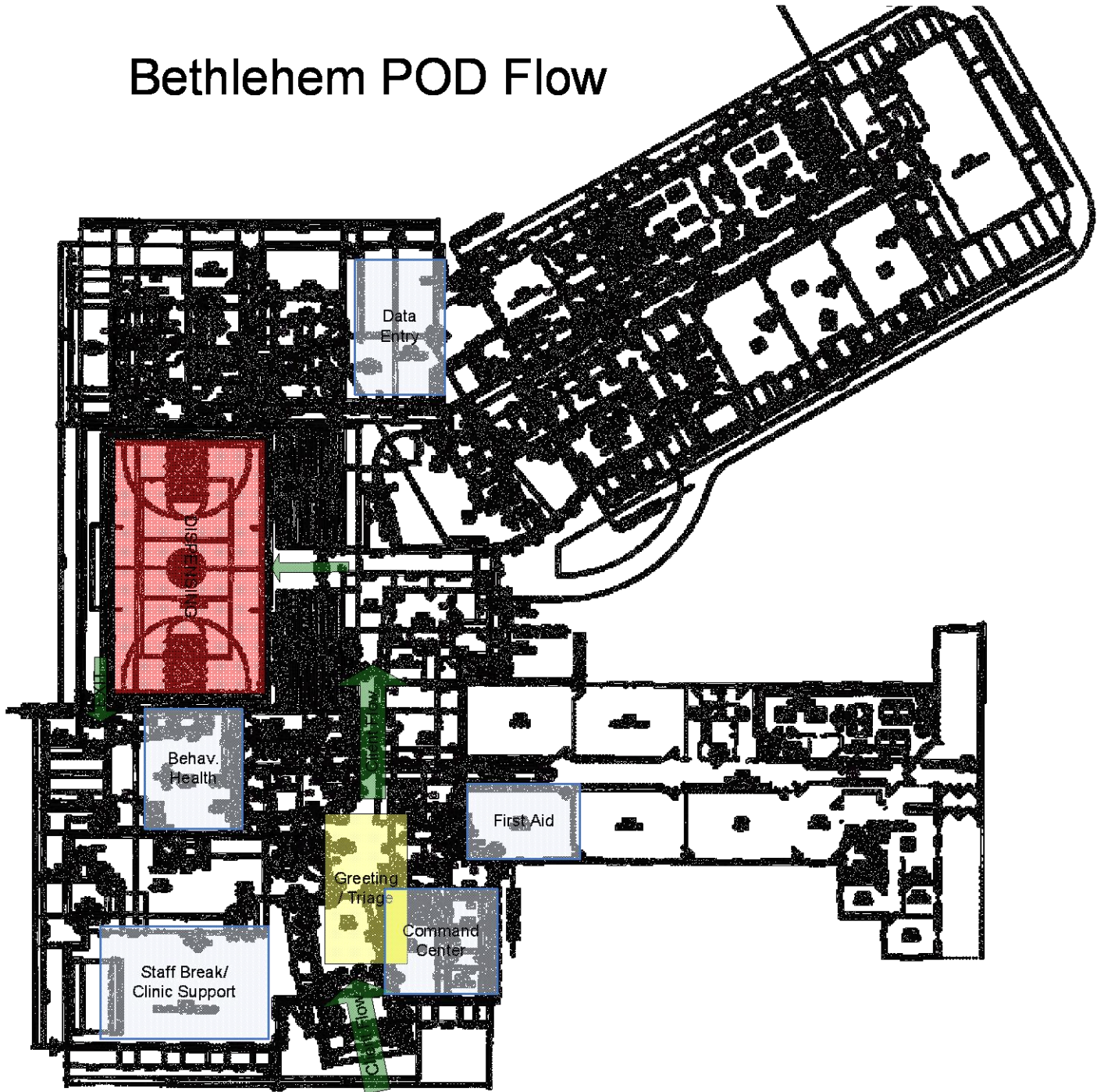
ICS Form for POD (06/2011)

Bethlehem POD

PROFILE MIDDLE & HIGH SCHOOL

Pod site floor plan

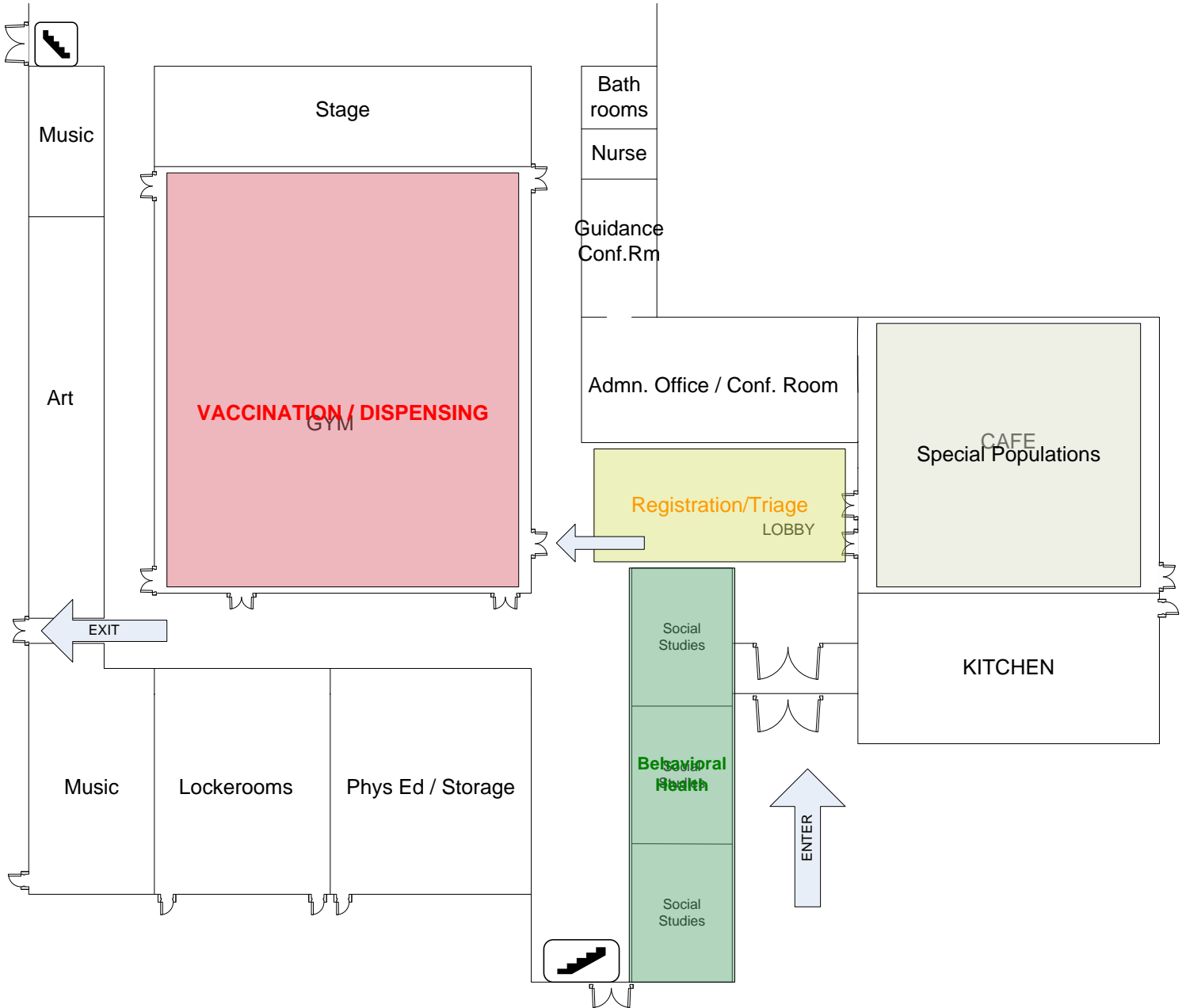
Bethlehem POD Flow



Littleton POD

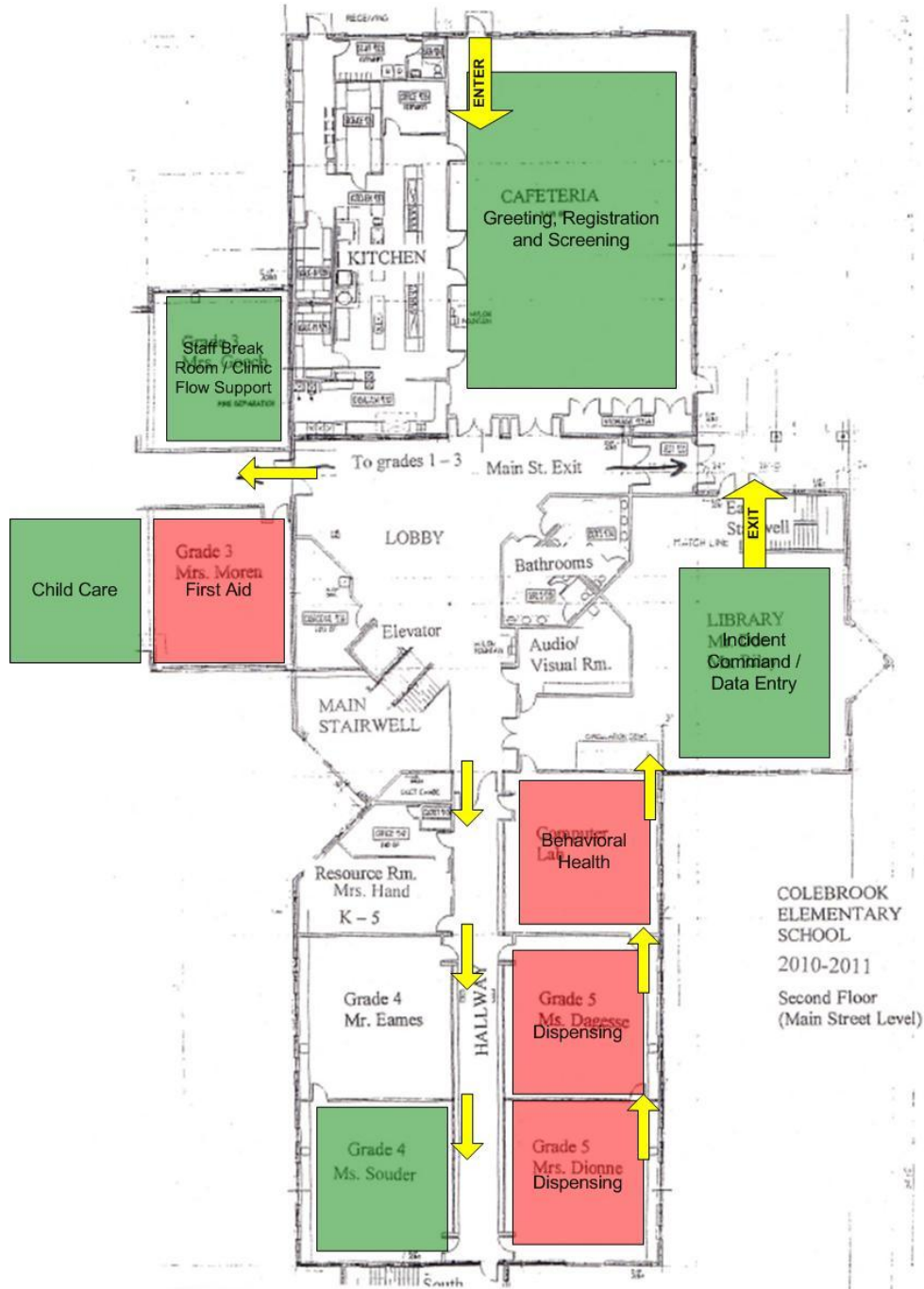
NCPHN Regional Public Health Emergency Annex
Lancaster Point of Dispensing Plan

Littleton High School
POD Site Floor Plan



Berlin POD

NCPHN Regional Public Health Emergency Annex
Lancaster Point of Dispensing Plan



Colebrook POD

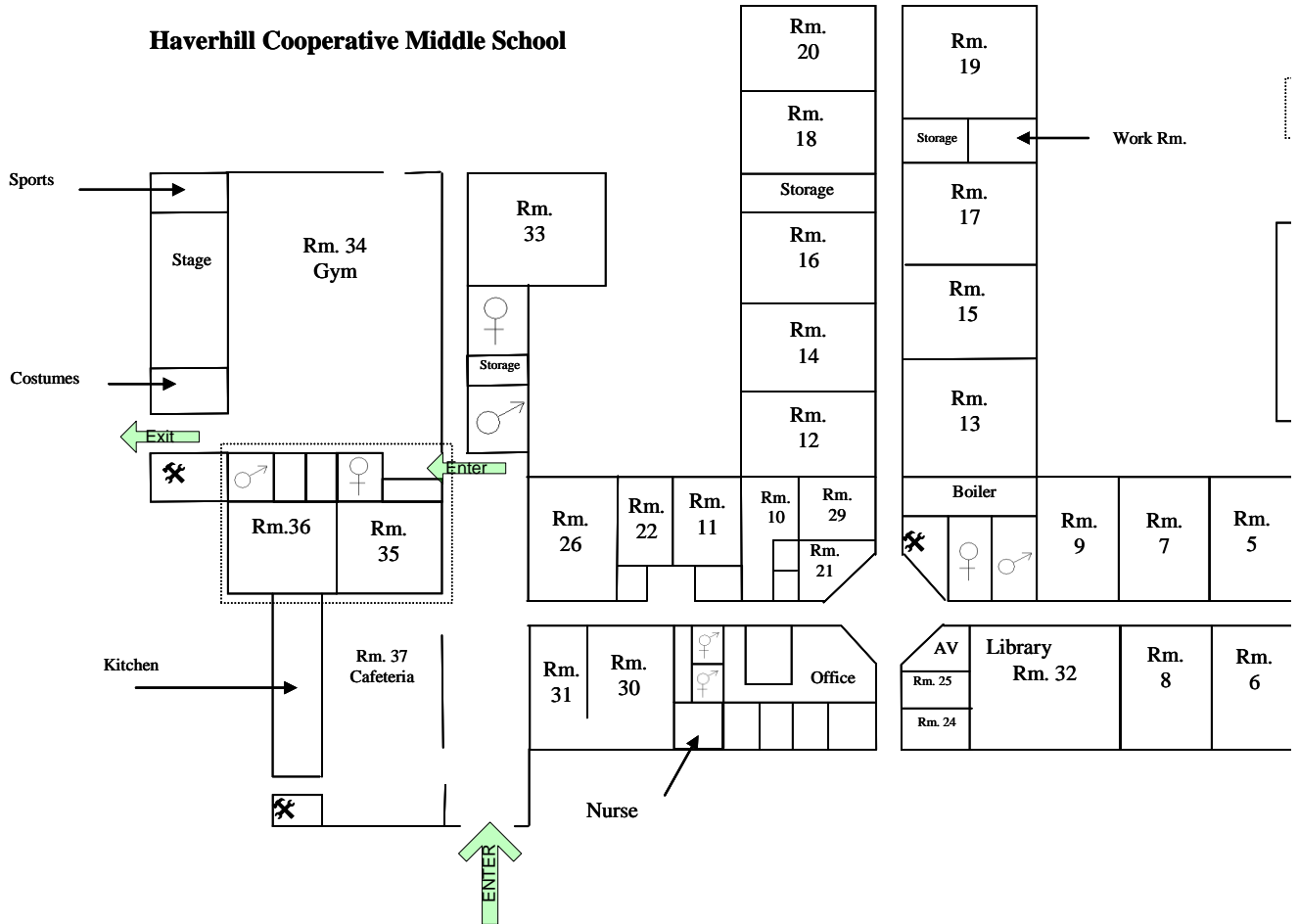
Colebrook Elementary School
POD Floor Plan

Haverhill POD

Job Action Sheets

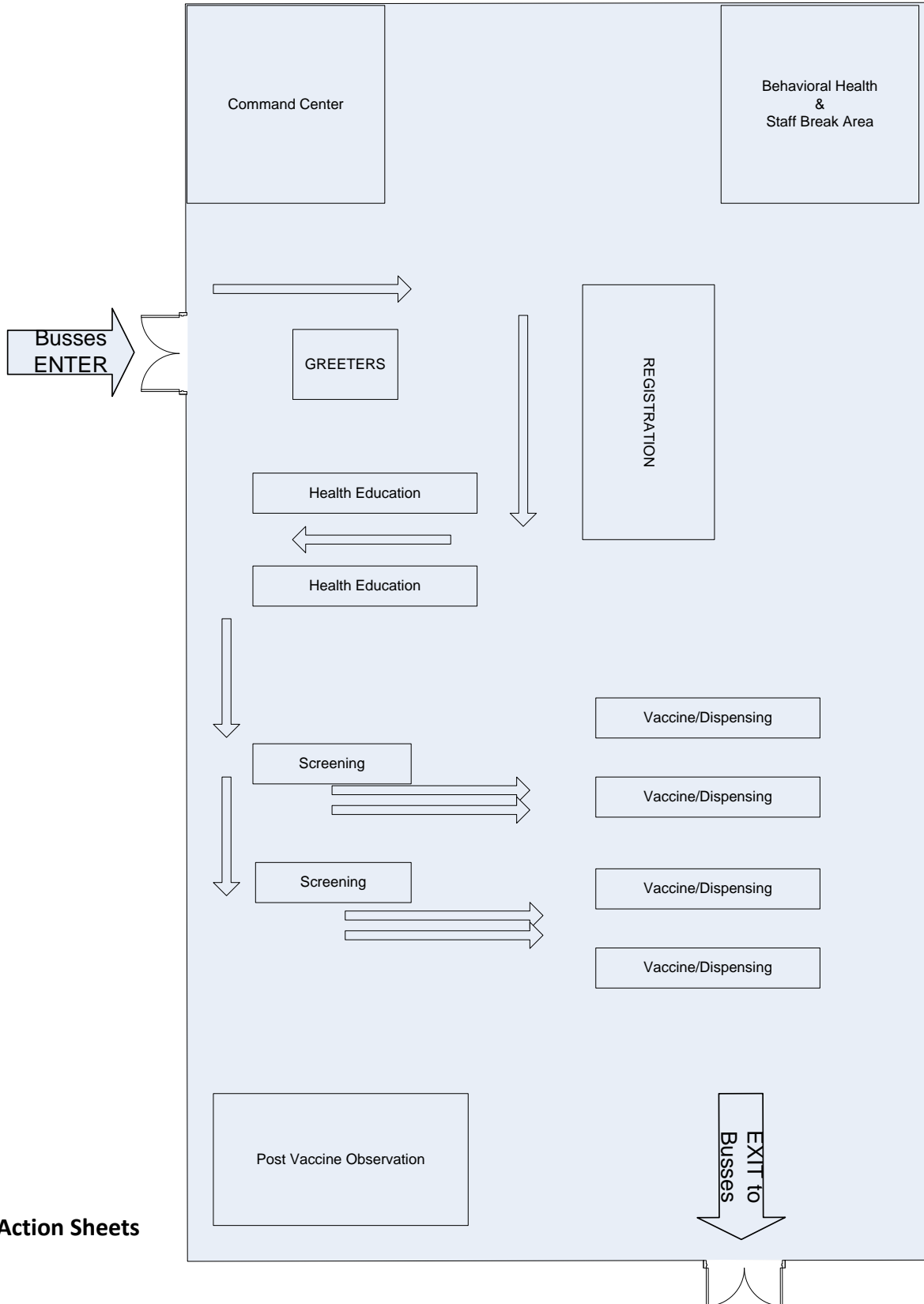
**NCPHN Regional Public Health Emergency Annex
Lancaster Point of Dispensing Plan**

Haverhill Cooperative Middle School
POD Floor Plan



Lancaster POD

Lancaster Elementary School
POD Flow plan



**NCPHN Regional Public Health Emergency Annex
Lancaster Point of Dispensing Plan**

POD RESOURCES	1. INCIDENT NAME	2. DATE PREPARED	3. TIME PREPARED
4. POD SITE LOCATIONS			

- | | | |
|--|--|--|
| <p align="center">LANCASTER POD</p> <input type="checkbox"/> LANCASTER
ELEMENTARY | <p align="center">BERLIN POD</p> <input type="checkbox"/> BERLIN HIGH
SCHOOL | <p align="center">LITTLETON POD</p> <input type="checkbox"/> LITTLETON HIGH
SCHOOL |
| <p align="center">COLEBROOK POD</p> <input type="checkbox"/> COLEBROOK
ELEMENTARY | <p align="center">HAVERHILL POD</p> <input type="checkbox"/> HAVERHILL
COOPERATIVE
MIDDLE SCHOOL | <p align="center">BETHLEHEM POD</p> <input type="checkbox"/> PROFILE MIDDLE /
HIGH SCHOOL

<input type="checkbox"/> LAFAYETTE
ELEMENTARY |

5. RESOURCES SUMMARY (MATERIALS)				
MATERIAL RESOURCE TYPE & SOURCE	RESOURCE IDENTIFICA TION	ETA	ON SITE	LOCATION/ASSIG NMENT

**NCPHN Regional Public Health Emergency Annex
Lancaster Point of Dispensing Plan**

ICS Form for POD (06/2011)

POD STAFFING		1. INCIDENT NAME		2. DATE PREPARED		3. TIME PREPARED	
4. RESOURCES SUMMARY (STAFFING)							
POSITION	SOURCE	# NEED ED	# AVAIL ABLE	ETA	LOCATION/ASSIGNMENT		
POD MANAGEMENT TEAM							
POD MANAGER							
SECURITY OFFICER							
LIAISON OFFICER							
FACILITY OFFICER							
SAFETY OFFICER							
PIO							
CLINICAL GROUP							
CLINICAL GROUP SUPERVISOR							
TRIAGE UNIT							
EDUCATION UNIT							
SCREENING UNIT							
BEHAVIORAL HEALTH UNIT							
FIRST AID UNIT							
DISPENSING							

**NCPHN Regional Public Health Emergency Annex
Lancaster Point of Dispensing Plan**

UNIT

NON-CLINICAL GROUP

**NON-
CLINICAL
GROUP
SUPERVISOR**

**GREETING
UNIT**

REGISTRATION UNIT

**CLINIC
FLOW
SUPPORT
UNIT**

**DATA
ENTRY UNIT**

**DISCHARGE
UNIT**

WORKFORCE SUPPORT GROUP

**WORKFORCE
SUPPORT
GROUP
SUPERVISOR**

**COMMUNICATIONS
UNIT**

**INVENTORY
MANAGEMENT UNIT**

**STAFFING
RESOURCES
UNIT**

ICS Form for POD (06/2011)

POD POLICIES	1. INCIDENT NAME	2. DATE PREPARED	3. TIME PREPARED
---------------------	-------------------------	-----------------------------	-----------------------------

4. POLICIES & GUIDELINES

**NCPHN Regional Public Health Emergency Annex
Lancaster Point of Dispensing Plan**

5. CONSIDERATIONS FOR PEOPLE WHO REQUIRE ADDITIONAL ASSISTANCE

CLIENTS

POTENTIAL NEEDS

RESOURCES

SENIORS

**PEOPLE WITH
SERVICE
ANIMALS**

**PEOPLE WITH
MOBILITY
IMPAIRMENTS**

**PEOPLE WHO
ARE DEAF OR
HARD OF
HEARING**

**PEOPLE WHO
ARE BLIND OR
VISUALLY
IMPAIRED**

**PEOPLE WITH
COGNITIVE
DISABILITIES**

**PEOPLE WITH
BEHAVIORAL
HEALTH
CONCERNS**

**CHILDREN &
PREGNANT
WOMAN**

**NON-ENGLISH
SPEAKERS**

**NCPHN Regional Public Health Emergency Annex
Lancaster Point of Dispensing Plan**

**NCPHN Regional Public Health Emergency Annex
Lancaster Point of Dispensing Plan**

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Command Staff **Job Action Sheets**

JOB ACTION SHEET – POD MANAGER

Title: POD MANAGER

Supervisor: Operations Section Chief

Direct Reports:

Safety Officer	Clinical Group Supervisor
Security Officer	Non-Clinical Group Supervisor
POD Liaison Officer	Workforce Support Group Supervisor
Facilities Officer	

Purpose: To organize and direct all operations at the POD site

Activation:

- Complete Incident Action Plan in conjunction with the MACE Manager
- Arrange for staffing and training needs for POD execution
- Make assignments (including set up building for POD execution: signs, tables, chairs, parking)
- Ensure all supplies are available for execution
- Ensure building is available

Execution:

- Schedule regular briefings with Section Chiefs
- Communicate with MACE/LEOC
- Review POD activities and ensure they are meeting goals and objectives
- Monitor staff and clients for signs of fatigue and distress

Deactivation:

- Coordinate with MACE/LEOC regarding demobilization plan
- Arrange for supplies to be returned and/or stored
- Ensure building is returned to normal operations
- Ensure all documents are filed appropriately

JOB ACTION SHEET – FACILITIES OFFICER

Title: FACILITIES OFFICER

Supervisor: POD Manager

Direct Reports: None

Purpose: In conjunction with command staff, coordinate the set-up of the entire POD prior to opening and coordinate maintenance activities for the duration of the POD

Activation:

- Conduct a general inspection of the facility prior to becoming operational
- Review POD layout
- Oversee the set up of the POD according to floor plan
- Participate in JIT training

Execution:

- Communicate and coordinate with command Staff to ensure proper set-up and operations
- Monitor facility activities, observe for issues/concerns of facility usage and facility supplies

Deactivation:

- Complete all required documentation
- Coordinate activities for closing and clean up of site
- Ensure process for returning of supplies
- Coordinate activities for returning building to normal operations

JOB ACTION SHEET – SECURITY UNIT

Title: SECURITY UNIT

Supervisor: Security Officer

Reports To: POD Manager

Purpose: Responsible to provide safeguards necessary for protection of POD staff and property from loss or damage and ensure the safety of clients.

***Note:** The Security Officer **MUST** be a sworn law enforcement officer. However, it is not necessary for the Security Staff to be sworn law enforcement personnel. They may come from CERT teams, private security firms, or local responsible citizens.*

Supervisor Responsibilities: All tasks as assigned to Security Staff (see below) and:

Activation:

- Perform security assessment of facility including exterior of building
- Develop security plan and traffic control plan
- Establish contact with local law enforcement
- Make security and traffic control assignments
- Participate in JIT for all clinic staff
- Review POD layout for security issues

Execution:

- Monitor and adjust security and traffic plans as needed
- Record all incident related complaints and suspicious occurrences
- Communicate and coordinate with POD Manager, Section Chiefs, supervisors, and local law enforcement as needed

Staff Responsibilities:

Activation:

- Participate in JIT for all clinic staff
- Review POD layout for security issues

Execution:

- Complete security assignment which may include: monitoring doors to the building, entrance/exit stations, supply station, interior & exterior traffic control, and client and staff behavior.

Deactivation:

- Complete all required documentation
- Participate in closing and clean up of site
- Participate in returning of supplies

**NCPHN Regional Public Health Emergency Annex
Lancaster Point of Dispensing Plan**

- Assist in returning building to normal operations

JOB ACTION SHEET – SAFETY OFFICER

Title: SAFETY OFFICER

Supervisor: POD Manager

Direct Reports: None

Purpose: Responsible to ensure the health and safety of clinic workforce and clients; monitoring for hazardous and unsafe situations.

Activation:

- Participate in JIT training for all clinic staff
- Review POD layout, through put, forms, etc
- Conduct a general inspection of the facility prior to becoming operational
- Oversee the set up of all stations –evaluating for unsafe conditions

Execution:

- Monitor safety conditions during POD operations
- Advise POD staff in matters affecting personnel and client safety
- Exercise emergency authority to prevent or stop unsafe acts
- Coordinate investigation of accidents
- Coordinate with Security Officer

Deactivation:

- Complete all required documentation
- Participate in closing and clean up of site
- Participate in returning of supplies
- Assist in returning building to normal operations

JOB ACTION SHEET – POD LIAISON OFFICER

Title: POD LIAISON OFFICER

Supervisor: POD Manager

Direct Reports: None

Purpose: Responsible to communicate and coordinate with assisting agencies that are involved in response activities

Activation:

- Obtain briefing from POD Manager regarding agencies involved
- Initiate contact with agencies and establish plan for communication and coordination (include PIO functions if PIO is at MACE)
- Participate in JIT training for all POD staff
- Review POD layout

Execution:

- Keep log of activity/communication with assisting agencies; recording all coordination activities
- Maintain communication with participating agencies on changes and developments, needs and requests
- Assist with requests for additional staffing resources, supplies, etc
- Respond to requests and concerns regarding inter-organizational issues

Deactivation:

- Complete all required documentation
- Participate in closing and clean up of site
- Participate in returning of supplies
- Assist in returning building to normal operations
- Follow up with agencies and groups to obtain information related to the event

JOB ACTION SHEET – MEDICAL CONTROL/SME

Title: MEDICAL CONTROL/SME (at POD or MACE)

Supervisor: MACE Manager

Direct Reports: None

Purpose: Responsible for clinical over-site of dispensing operations and to serve as the final decision maker for medical questions within the POD

Activation:

- Participate in JIT training for all clinic staff and conduct (or designee) medical JIT training for clinical staff
- Review POD layout, through put, forms, etc
- Review vaccine screening protocols and printed materials
- Instruct appropriate staff on the policies and methods for administration of vaccine or medications
- Issue standing orders for medications/vaccine (if not issued by DHHS)

Execution:

- Act as lead medical decision maker
- Monitor incident surveillance and tailor new recommendations based on incident data collected
- Communicate and coordinate with POD Manager, Section Chiefs and supervisors
- Ensure consistency in information provided to clients at all stations

Deactivation:

- Ensure all required documentation is completed and filed appropriately
- Participate in closing and clean up of site
- Ensure safe disposal of medical and biohazard waste
- Participate in returning of supplies
- Assist in returning building to normal operations

JOB ACTION SHEET – PUBLIC INFORMATION OFFICER

Title: PUBLIC INFORMATION OFFICER (POD or MACE)

Supervisor: POD Manager

Direct Reports: None

Purpose: Coordinate information to inform the public of the disease, clinic location dates/times of operation, other incident specific information, and coordinate assisting agencies reporting to the clinic.

Activation:

- Coordinate public information and education activities related to event
- Establish linkage to local, regional, and state PIO (establish JIC as applicable)
- Coordinate communications with the public before the site opens providing location, date(s) and hours of operation in conjunction with the State of NH DHHS

Execution:

- Implement the communications and media plan/policies when the POD is opened
- Serve as the key public information monitor and develop accurate and complete information on the incident’s cause, size and current situation in conjunction with the State of NH DHHS
- Develop and release information about the incident to the news media, incident personnel and other appropriate agencies and organization, as approved by the MACE Manager
- Brief the POD Manager/MACE Manager on press issues
- Attend briefing with POD/MACE Manager to determine new information to report to the public

Deactivation:

- Complete all required documentation
- Participate in closing and clean up of site
- Participate in returning of supplies
- Provide incident related information to report to the public
- Coordinate communications with the public during the deactivation phase, if necessary

Clinical Staff

Job Action Sheets

JOB ACTION SHEET – CLINICAL GROUP SUPERVISOR

Title: CLINICAL GROUP SUPERVISOR

Supervisor: POD Manager

Direct Reports:

Triage Unit Leader	Behavioral Health Unit Leader
Health Education Unit Leader	Dispensing Unit Leader
Screening Unit Leader	First Aid Unit Leader

Purpose: Responsible for ensuring that all clinical staff is familiar with their responsibilities and that clients are treated professionally while in the POD.

Activation:

- Conduct or participate in JIT training for all clinic staff and medical JIT training for clinical staff
- Review POD layout, ICS structure, and forms
- Review medical standing orders, Vaccine Information Sheets, and incident specific guidance
- Oversee the set up of the dispensing station
- Ensure that clinical stations have needed supplies

Execution:

- Oversee the training and orientation of clinical staff
- Assess staff and supplies resources are available throughout operations
- Communicate and coordinate with POD Manager, Unit Leaders, and Supervisors
- Monitor client flow through clinical units
- Monitor infection control measures and occupational safety concerns

Deactivation:

- Ensure all required documentation is completed and filed appropriately
- Participate in closing and clean up of site
- Ensure safe disposal of medical and biohazard waste
- Participate in returning of supplies
- Assist in returning building to normal operations

JOB ACTION SHEET – SCREENING UNIT

Title: SCREENING UNIT

Supervisor: Screening Station Unit Leader

Reports to: Clinical Group Supervisor

Purpose: Responsible to review registration forms and direct patients to appropriate station.

Supervisor Responsibilities: All tasks as assigned to Screening Unit Staff (see below) and:

Activation:

- Review JAS for dispensing station; understand tasks assigned at station
- Ensure supplies/staffing

Execution:

- Monitor operation activities for dispensing station
- Assess staff and supply resources are available throughout operations

Staff Responsibilities:

Activation:

- Participate in JIT training
- Set up Screening Station
- Ensure all necessary supplies are available
- Review medical standing orders, Vaccine Information Sheets, and other incident specific guidance
- Review POD layout, ICS structure and forms

Execution:

- Review forms for completeness and contraindications
- Guide clients to next step in clinic process based on findings
- Refer clients to Clinical Section Chief as appropriate

Deactivation:

- Complete all required documentation
- Participate in closing and clean up of site
- Participate in returning of supplies
- Assist in returning building to normal operations

JOB ACTION SHEET – TRIAGE UNIT

Title: TRIAGE UNIT

Supervisor: Triage Station Unit Leader

Reports to: Clinical Group Supervisor

Purpose: Responsible to screen clients for symptoms and separate symptomatic from non-symptomatic clients

Supervisor Responsibilities: All tasks as assigned to Triage Unit Staff (see below) and:

Activation:

- Review JAS for dispensing station; understand tasks assigned at station
- Ensure supplies/staffing

Execution:

- Monitor operation activities for dispensing station
- Assess staff and supply resources are available throughout operations

Staff Responsibilities:

Activation:

- Participate in JIT training
- Set up Triage Station
- Ensure all necessary supplies are available
- Review medical standing orders, Vaccine Information Sheets, and other incident specific guidance
- Review POD layout, ICS structure and forms

Execution:

- Observe clients entering the POD for symptoms
- Assess visibly ill clients and determine next step in POD process; direct out of building or clinic process
- Track numbers of individuals diverted from clinic

Deactivation:

- Complete all required documentation
- Participate in closing and clean up of site
- Participate in returning of supplies
- Assist in returning building to normal operations

JOB ACTION SHEET – DISPENSING UNIT

Title: DISPENSING UNIT

Supervisor: Dispensing Unit Leader

Reports to: Clinical Group Supervisor

Purpose: Responsible for accurately dispensing the prophylaxis or countermeasure that has been deemed appropriate to address the specific event.

Supervisor Responsibilities: All tasks as assigned to Dispensing Unit (see below) and:

Activation:

- Review JAS for station; understand tasks assigned at station
- Ensure supplies/staffing

Execution:

- Monitor operation activities for station
- Assess staff and supply resources are available throughout operations

Staff Responsibilities:

Activation:

- Participate in JIT training
- Set up station with appropriate client forms and supplies as needed
- Identify and request additional supplies
- Review medical standing orders, Vaccine Information Sheets, and other incident specific guidance
- Review POD layout, ICS structure and forms

Execution:

- Re-assess client's health status, understanding of medications and contraindications
- Properly dispense medication according to guidance
- Safely maintain medication supply during operations
- Monitor supply levels and request additional supplies as needed
- Complete documentation as required

Deactivation:

- Complete all required documentation and return to supervisor
- Participate in closing and clean up of site
- Participate in returning of supplies
- Assist in returning building to normal operations

JOB ACTION SHEET – FIRST AID UNIT

Title: FIRST AID UNIT

Supervisor: First Aid Unit Supervisor

Reports to: Clinical Group Supervisor

Purpose: Responsible for providing appropriate first aid to clients and staff that require immediate medical attention.

Supervisor Responsibilities: All tasks as assigned to First Aid unit staff (see below) and:

Activation:

- Review JAS for station; understand tasks assigned at station
- Ensure supplies/staffing

Execution:

- Monitor operation activities for station
- Assess staff and supply resources are available throughout operations

Staff Responsibilities:

Activation:

- Participate in JIT training
- Set up station with appropriate supplies as needed
- Identify and request additional supplies
- Review medical standing orders, Vaccine Information Sheets, and other incident specific guidance
- Review POD layout, ICS structure, and forms

Execution:

- Assess medical condition of clients and staff as necessary
- Administer first aid and emergency medical care as needed
- Monitor first-time vaccine recipients for adverse reactions

Deactivation:

- Complete all required documentation
- Participate in closing and clean up of site
- Participate in returning of supplies
- Assist in returning building to normal operations

JOB ACTION SHEET – BEHAVIORAL HEALTH UNIT

Title: BEHAVIORAL HEALTH UNIT

Supervisor: Behavioral Health Unit Leader

Reports to: Clinical Group Supervisor

Purpose: Responsible for providing brief emotional support, assessment, and referral to community resources as appropriate.

Supervisor Responsibilities: All tasks as assigned to Behavioral Health Unit staff (see below) and:

Activation:

- Review JAS for station; understand tasks assigned at station
- Ensure supplies/staffing

Execution:

- Monitor operation activities for station
- Assess staff and supply resources are available throughout operations

Staff Responsibilities:

Activation:

- Participate in JIT training
- Set up behavioral health station
- Identify and request additional supplies
- Review POD layout, ICS structure and forms
- Review Medical standing orders, Vaccine Information Sheets, and other incident specific guidance

Execution:

- Intervene with staff and clients who are distressed
- Monitor staff and clients for behavioral health concerns
- Work with security staff if clients become disruptive
- Refer clients for additional behavioral health services as necessary
- Completed appropriate paperwork as necessary

Deactivation:

- Complete all required documentation
- Participate in closing and clean up of site
- Participate in returning of supplies
- Assist in returning building to normal operations

JOB ACTION SHEET – HEALTH EDUCATION UNIT

Title: HEALTH EDUCATION UNIT

Supervisor: Health Education Station Unit Leader

Reports to: Clinical Group Supervisor

Purpose: Responsible to provide educational materials and information to clients coming thru the POD

Supervisor Responsibilities: All tasks as assigned to Health Education unit staff (see below) and:

Activation:

- Review JAS for station; understand tasks assigned at station
- Ensure supplies/staffing

Execution:

- Monitor operation activities for station
- Assess staff and supply resources are available throughout operations

Staff Responsibilities:

Activation:

- Participate in JIT training
- Set up Health Education Station
- Ensure all necessary supplies are available
- Review medical standing orders, Vaccine Information Sheets, and other incident specific guidance
- Review POD layout, ICS structure and forms

Execution:

- Answer client questions within scope of training and qualifications
- Monitor clinic flow for disruptions
- Provide forms and documentation as appropriate

Deactivation:

- Complete all required documentation
- Participate in closing and clean up of site
- Participate in returning of supplies
- Assist in returning building to normal operations

Non-Clinical Staff **Job Action Sheets**

JOB ACTION SHEET – NON-CLINICAL GROUP SUPERVISOR

Title: NON-CLINICAL GROUP SUPERVISOR

Supervisor: POD Manager

Direct Reports:

Exit Station Supervisor

Registration Station

Supervisor

Data Entry Station Supervisor

Greeter Station Supervisor

Clinic Flow Support Station Supervisor

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Purpose: Responsible for overseeing the POD staff who will ensure the steady flow of clients and client information throughout all non-clinical areas of the POD.

Activation:

- Participate in JIT training
- Review POD layout, ICS structure and forms
- Oversee the set up of the clerical stations
- Ensure that clerical stations have needed supplies

Execution:

- Oversee the training and orientation of clerical staff
- Ensure staff and supply resources are available throughout operations
- Communicate and coordinate with POD Manager, Section Chiefs and Supervisors
- Monitor the flow of client information
- Assess performance of all clerical stations and make reassignments as necessary

Deactivation:

- Complete all required documentation
- Participate in closing and clean up of site
- Participate in returning of supplies
- Assist in returning building to normal operations

JOB ACTION SHEET – GREETER UNIT

Title: GREETER UNIT

Supervisor: Greeter Unit Leader

Reports to: Non-Clinical Group Supervisor

Purpose: Responsible for welcoming incoming clients and orienting them to the clinic process

Supervisor Responsibilities: All tasks as assigned to Greeter Unit staff (see below) and:

Activation:

- Review JAS for station; understand tasks assigned at station
- Ensure supplies/staffing

Execution:

- Monitor operation activities for station
- Assess staff and supply resources are available throughout operations

Staff Responsibilities:

Activation:

- Participate in JIT training
- Review POD layout, ICS structure, and forms
- Set up station with appropriate client forms and supplies as needed
- Identify and request additional supplies

Execution:

- Greet clients as they enter the building
- Keep track of the number of clients entering the POD
- Explain the POD process to all clients
- Identify individuals with functional needs and direct as appropriate

Deactivation:

- Complete all required documentation
- Participate in closing and clean up of site
- Participate in returning of supplies
- Assist in returning building to normal operations

JOB ACTION SHEET – REGISTRATION UNIT

Title: REGISTRATION UNIT

Supervisor: Registration Unit Leader

Reports to: Non-Clinical Group Supervisor

Purpose: Responsible for ensuring that the clients have completed the necessary paperwork and for screening for further medical evaluation prior to advancing to the clinical area.

Supervisor Responsibilities: All tasks as assigned to Registration Unit staff (see below) and:

Activation:

- Review JAS for station; understand tasks assigned at station
- Ensure supplies/staffing

Execution:

- Monitor operation activities for station
- Assess staff and supply resources are available throughout operations

Staff Responsibilities:

Activation:

- Participate in JIT training
- Review POD layout and ICS structure
- Set up Registration area
- Ensure all necessary supplies are available
- Review all forms to ensure thorough knowledge

Execution:

- Welcome clients to registration area
- Review forms for completeness, legibility, and accuracy
- Ensure each client has received all incident specific forms
- Direct clients to the next station in clinic

Deactivation:

- Complete all required documentation
- Participate in closing and clean up of site
- Participate in returning of supplies
- Assist in returning building to normal operations

JOB ACTION SHEET – CLINIC FLOW SUPPORT UNIT

Title: CLINIC FLOW SUPPORT (RUNNER) UNIT

Supervisor: Clinic Flow Support Unit Leader

Reports to: Non-Clinical Group Supervisor

Purpose: Responsible for supporting clinical and administrative supply needs and assuring smooth and continuous client movement throughout all POD stations.

Supervisor Responsibilities: All tasks as assigned to Clinic Flow Support unit staff (see below) and:

Activation:

- Review JAS for station; understand tasks assigned at station
- Ensure supplies/staffing

Execution:

- Monitor operation activities for station
- Assess staff and supply resources are available throughout operations

Staff Responsibilities:

Activation:

- Participate in JIT training
- Assist in setting up work stations and areas throughout the POD site
- Review POD layout, ICS structure and forms
- Familiarize self with supplies and supply sources for each station
- Review educational materials and forms

Execution:

- Monitor supplies in assigned work stations and re-supply as needed
- Notify appropriate staff of disruptive behaviors, bottlenecks, or supply issues
- Facilitate client flow through the POD

Deactivation:

- Complete all required documentation
- Participate in closing and clean up of site
- Participate in returning of supplies
- Assist in returning building to normal operations

JOB ACTION SHEET – DATA ENTRY UNIT

Title: DATA ENTRY UNIT

Supervisor: Data Entry Unit Leader

Reports to: Non-Clinical Group Supervisor

Purpose: Responsible to enter all clinic- client specific data into appropriate database

Supervisor Responsibilities: All tasks as assigned to Data Entry Unit staff (see below) and:

Activation:

- Review JAS for station; understand tasks assigned at station
- Ensure supplies/staffing

Execution:

- Monitor operation activities for station
- Assess staff and supply resources are available throughout operations

Staff Responsibilities:

Activation:

- Participate in JIT training
- Review POD layout, ICS structure and forms
- Set up station with appropriate materials and equipment as needed
- Ensure all electronic equipment is functioning
- Identify and request additional supplies

Execution:

- Enter information from forms into database
- Provide routine progress reports and/or status reports to Supervisor

Deactivation:

- Complete all required documentation
- Participate in closing and clean up of site
- Participate in returning of supplies
- Assist in returning building to normal operations

JOB ACTION SHEET – DISCHARGE UNIT

Title: DISCHARGE UNIT

Supervisor: Discharge Unit Leader

Reports to: Non-Clinical Group Supervisor

Purpose: Responsible to provide clients with exit materials

Supervisor Responsibilities: All tasks as assigned to Exit Unit staff (see below) and:

Activation:

- Review JAS for station; understand tasks assigned at station
- Ensure supplies/staffing

Execution:

- Monitor operation activities for station
- Assess staff and supply resources are available throughout operations

Staff Responsibilities:

Activation:

- Participate in JIT training
- Review POD layout, ICS structure, and forms
- Set up station with appropriate exit materials and equipment as needed
- Identify and request additional supplies

Execution:

- Provide exit materials to all clients
- As appropriate-request client remain in exit station for specified period of time
- Monitor for adverse effects of vaccine
- Direct clients out of clinic

Deactivation:

- Complete all required documentation
- Participate in closing and clean up of site
- Participate in returning of supplies
- Assist in returning building to normal operations

Workforce
Support Staff
Job Action Sheets

JOB ACTION SHEET – WORKFORCE SUPPORT GROUP SUPERVISOR

Title: WORKFORCE SUPPORT SUPERVISOR

Supervisor: POD Manager

Direct Reports: Inventory Management Unit Leader
Staff Resources Unit Leader

Purpose: Responsible to ensure all non-client related administrative tasks at POD are completed

Activation:

- Participate in JIT training
- Review POD layout, ICS structure, and forms
- Oversee the set up of workforce support stations
- Ensure that workforce support stations has all necessary supplies

Execution:

- Oversee the training and orientation of workforce support staff
- Assess staff and supply resources are available throughout operations (coordinate with all Section Chiefs)
- Monitor activities of workforce support staff

Deactivation:

- Complete all required documentation
- Participate in closing and clean up of site
- Participate in returning of supplies
- Assist in returning building to normal operations

JOB ACTION SHEET – INVENTORY MANAGEMENT UNIT

Title: INVENTORY MANAGEMENT UNIT

Supervisor: Inventory Management Unit Leader

Reports to: Workforce Support Group Supervisor

Purpose: Responsible for organizing, gathering, and distributing medical and non-medical supplies and equipment to all stations

Supervisor Responsibilities: All tasks as assigned to Inventory Management unit staff (see below) and:

Activation:

- Review JAS for station; understand tasks assigned at station
- Ensure supplies/staffing

Execution:

- Monitor operation activities for station
- Assess staff and supply resources are available throughout operations

Staff Responsibilities:

Activation:

- Participate in JIT training
- Review POD layout and ICS structure
- Work with Station supervisors/staff to set up station with appropriate materials and equipment
- Identify and request additional supplies

Execution:

- During operations ensure that all stations have all needed supplies and equipment
- Track supplies and equipment
- Maintain communication with station supervisors/staff during operations to ensure sufficient supplies on hand

Deactivation:

- Complete all required documentation
- Participate in closing and clean up of site
- Participate in returning of supplies
- Assist in returning building to normal operations

JOB ACTION SHEET – STAFFING RESOURCES UNIT

Title: STAFFING RESOURCE MANAGEMENT UNIT

Supervisor: Staffing Resource Management Group Supervisor

Reports to: Workforce Support Group Supervisor

Purpose: Responsible to provide services and supports to all POD staff: recording of personnel time, tracking staff hours/maintaining work schedule data; completing required Workers Compensation forms; maintaining documents for injuries/illnesses at POD; ensuring resources available for staff

Supervisor Responsibilities: All tasks as assigned to Staffing Resource Management station group staff (see below) and:

Activation:

- Review JAS for station; understand tasks assigned at station
- Ensure supplies/staffing

Execution:

- Monitor operation activities for station
- Assess staff and supply resources are available throughout operations

Staff Responsibilities:

Activation:

- Participate in JIT training
- Review POD layout and ICS structure
- Set up Volunteer Sign-In station
- Set up food service facilities
- Set up staff break room
- Ensure all necessary supplies are available
- Review all forms to ensure thorough knowledge

Execution:

- Conduct sign-in/sign-out process for all POD staff
- Verify credentials and identification as appropriate
- Direct staff to secure badges/vests, JIT training, etc.
- Provide food/beverages for staff
- Maintain logs during operations
- Communicate with command staff/leaders/supervisors regarding staffing needs/concerns, staffing patterns, and staffing issues
- Communicate with command staff/section chiefs/supervisors regarding issues related to workers comp, injuries, illness, property damage
- Prepare and maintain security of all documents

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Deactivation:

- Complete all required documentation
- Participate in closing and clean up of site
- Participate in returning of supplies
- Assist in returning building to normal operations

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Supplement 2c - POD Staffing Plan

	Vaccination	Pill Dispensing
Command Staff		
POD Manager	1	1
Security Officer	4	4
POD Liaison Officer	1	1
Facilities Officer	1	1
Safety Officer	1	1
Clinical Group		
Clinical Group Supervisor	1	1
Triage Unit Leader	1	1
Triage Unit Staff	2	2
Health Education Unit Staff	1	1
Screening Unit Leader	1	1
Screening Unit Staff	6	6
Behavioral Health Unit Leader	1	1
Behavioral Health Unit Staff	1	1
First Aid Unit Leader	1	1
First Aid Unit Staff	1	1
Dispensing Unit Staff	9 minimum	9 minimum
Non-Clinical Group		
Non-Clinical Group Supervisor	1	1
Greeting Unit Staff	3	3
Registration Unit Staff	6	6
Clinic Flow Support Unit Staff	Optional	Optional
Data Entry Unit Leader	1	1
Data Entry Unit Staff	2	2
Discharge Unit Staff	2	2
Workforce Support Group		
Workforce Staging Supervisor	1	1
Inventory Management Unit Staff	1 Optional	1 Optional
Volunteer Management Leader	1	1
Time Leader	1 Optional	1 Optional
Claims Leader	1 Optional	1 Optional
Other		
Pharmacist	1	1
Bus Drivers	8	8
IT Support	1	1
Translators	1	1

Appendix 3D - Clinic Flow Estimate

In an effort to meet the objective of providing prophylaxis to 12,252 people within 48 hours,
the following clinic estimates are available:
(48 hours is worst-case scenario)

POD Flow – Client Output	
Hours of Operation:	48 hours - 12 hour set-up = 36 hours
Patients per hour:	340
Dispensing Stations needed:	9 (based on 40 people per hour)

Note: If the public health emergency requires pill dispensing the entire population does not need to process through the clinic. The Head of Household model and other alternate modes of dispensing could be implemented and require less resources and time. In a like manner, if the public health emergency requires a less stringent time frame, operations and staff may be scaled to the event.

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Supplement 2d - Volunteer Organizations

American Red Cross – NH West Chapter	(603) 352-3210 ext. 140
<i>Name</i>	<i>Primary Phone Number</i>
Amy Elkaliouby or Anne Meyer	Email: volunteerwc@nhredcross.org
<i>Point of Contact</i>	(603) 313-5886 (DAT phone)
	<i>Additional Phone Number</i>
Retired and Senior Volunteer Program (RSVP)	(603) 357-6893
<i>Name</i>	<i>Primary Phone Number</i>
Kathy Baird	Email: kbaird@mfs.org
<i>Point of Contact</i>	<i>Additional Phone Number: (603) 357-4400</i>
NH Disaster Behavioral Health Response Team (DBHRT)	(800) 852-3792 or (603) 419-0074
<i>Name</i>	<i>Primary Phone Numbers</i>
Paul Deignan or Mark Lindberg	Email: paul.deignan@dhhs.state.nh.us
<i>Point of Contact</i>	(603) 566-3523 or (603) 271-4462
	<i>Additional Phone Numbers</i>
	Email: mlindberg@northernhs.org
Disaster Medical Assistance Team (DMAT)-NH-1	(603) 653-1726 or (603) 520-5958 or (202) 573-1085
<i>Name</i>	<i>Primary Phone Numbers</i>
Dr. Robert Gougelet or Joshua Frances	Email: Robert.gougelet@hhs.gov
<i>Point of Contact</i>	(207) 504-0141
	<i>Additional Phone Number</i>
	Email: Joshua.frances@hhs.gov
Emergency System for Advance Registration of Volunteer Health Professionals (ESAR-VHP) & State MRC	(603) 271-0840
<i>Name</i>	<i>Primary Phone Number</i>
Curtis Metzger	Email: Curtis.Metzger@dhhs.state.nh.us
<i>Point of Contact</i>	(603) 419-0092
	<i>Additional Phone Number</i>
Northern New Hampshire Medical Reserve Corps (NNHMRC)	(603) 259-3700
<i>Name</i>	<i>Primary Phone Numbers</i>
Rebecca Bowers or Amy Holmes	rbowers@nchcnh.org
<i>Point of Contact</i>	<i>Additional Phone Number</i>
	Email: aholmes@nchcnh.org
NH Voluntary Organizations Active in Disaster (NHVOAD)	(603) 271-7205
<i>Name</i>	<i>Primary Phone Number</i>
Keith Lind	Email: nhvoad@volunteernh.org
<i>Point of Contact</i>	(207) 441-4618
	<i>Additional Phone Number</i>
Northern New England MMRS (Metropolitan Medical Response System) – Activated through ICC or HSEM	(603) 271-7523 (ICC) or (800) 852-3792 (HSEM)
<i>Name</i>	<i>Primary Phone Numbers</i>
Steve Fecteau or Alan MacRae	Email:
info@nemMrs.org	
<i>Point of Contact</i>	(603) 653-1726 or (603) 727-2519
	<i>Additional Phone Numbers</i>
	steve.fecteau@nemMrs.org

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Supplement 3a - Response Clinic Site Assessment

The North Country Public Health Region did not conduct any Clinic Site Assessments in the development of this POD Plan update. The POD locations were already identified and this assessment was not necessary

Supplement 3b: Response Clinic Delivery Profile **PRIMARY SITE**

SECTION 1 – SITE INFORMATION

Facility Name: Lancaster Elementary School
Address: 51 Bridge Street
Lancaster, NH 03584
Phone: 603-788-4924
Fax: 603-788-2216

Response Hospital: Weeks Memorial
RITS ID: NOCPOD02
NH immunization Program PIN:

CRI Region: Yes or **No**
North Country Public Health Region

24 HOUR DELIVERY CONTACT INFORMATION:

Primary Delivery Contact: Russell Scott
Office#: 603-788-3622

Secondary Delivery Contact: Tim Phillips
Office #: 603-631-9697
Cell #:

Tertiary Delivery Contact: Rick Vashaw
Office#: 603-837-9422

GENERAL LOCATION OF FACILITY: See Map on last page.

LOCATION OF DELIVERY POINT: Go to Main Entrance for Instructions

PROXIMITY TO NEAREST NATIONAL GUARD ARMORY:

1. Milan Rd., Berlin
2. Main St., Lancaster
3. Court S., Woodsville

Closest Landing Zone: Unknown. Contact Fire Chief at 603-788-3221

SECTION 2 – OFF-LOAD INFORMATION

LOADING DOCK INFORMATION:

Loading Dock on Site: No **Dock Height:** 48 Ft. **Covered:** YES

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Largest truck dock can accommodate: Tractor Trailer

Forklift on Site: NO

**Will a 40" X 48" pallet fit
through doors of facility?** YES

Pallet Jack on Site: Yes

Hand truck on site? YES
Location? Various

Other Material Handling equipment on site: NONE

Loading Dock Description: None

SECTION 3 – DRIVING INSTRUCTIONS

Driving directions to 51 Bridge St, Lancaster, NH 03584

From Concord:

1 hour 49 min.

107 miles

1. Head **east** on **Centre St** toward **N Main St**
2. Take the 1st left onto **N Main St**
3. Turn right onto **U.S. 202 E**
4. Slight right onto the **I-93 N/US-4 W** ramp to **Plymouth**
5. Merge onto **I-93 N**
6. Take exit **35** to merge onto **US-3 N/Daniel Webster Hwy** toward **Twin Mountain/Lancaster**.
Continue to follow US – N.

From Portsmouth:

2 hours 49 min.

148 miles

1. Head **southeast** on **Summer St** toward **Middle St**
2. Take the 1st right onto **Middle St**
3. Slight left onto **Lafayette Rd**
4. Slight right onto **Greenleaf Ave**
5. Take the 3rd right onto **US-1 Bypass N**
6. At the traffic circle, take the **2nd** exit onto **US-4 W/Spaulding Turnpike**
7. Take exit **6W** to merge onto **US-4 W** toward **Durham /Concord**
8. At the traffic circle, continue straight onto **US-4 W/Concord Rd**. Continue to follow US-4 W
9. At the traffic circle, continue straight onto **NH-9 W/U.S. 202 W/US-4 W/Dover Rd**
10. Slight right onto **I-393 W/U.S. 202 W/US-4 W**
11. . Slight right to merge onto **I-93 N/US-4 W** toward **Plymouth** Continue to follow I-93 N
12. Take exit **35** to merge onto **US-3 N/Daniel Webster Hwy** toward **Twin Mountain/Lancaster**
Continue to follow US-4 W
13. Continue onto **US-2 W/Bridge St** Destination will be on the right

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SECTION 4 – PHOTOS OF FACILITY

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Supplement 3c - Memoranda of Understanding

7 MOUs have been distributed to all six (6) primary POD locations and one (1) secondary POD location (April 2011)

MOUs on File

The below MOU documents are on file in the office of the Public Health Network Coordinator:

<u>North Country MOU LOG</u>	<u>Date Originally Complete</u>	<u>Initial</u>	<u>Date Last Updated</u>	<u>Initial</u>
POD MOU Berlin			3/22/12	AJH
POD MOU Bethlehem			6/15/11	AJH
POD MOU Colebrook			1/23/12	AJH
POD MOU Haverhill				
POD MOU Lancaster				
POD MOU Littleton				
ACS MOU				
NEHC MOU				
Supply Trailer Storage - colebrook and errol	3/21/11	AJH		
Waste Disposal MOU				
Waste Disposal MOU				
Secondary POD MOU Lafayette Elem			2/6/12	AJH

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Supplement 3d – Just in Time (JIT) Training Plan

This Just in Time (JIT) Training Plan is the State of New Hampshire’s current Point of Dispensing Volunteer Training Curriculum, Version 1.0, last updated in October 2008. The State’s POD JIT training program is currently under revision to incorporate Point of Dispensing Standard Operating Guidance, Version 3.0 updates.

The JIT Training Plan is on the following pages.



Point of Dispensing Volunteer Training Curriculum

Version 1.0
October 2008

Department of Safety, Homeland Security and Emergency
Management
&
Department of Health & Human Services
&
Volunteer NH!

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With written permission from the Nebraska State Public Health Department, this training curriculum has been adapted by the New Hampshire Department of Safety, Homeland Security and Emergency Management.

The objectives and checklist were adapted from The Chronic Disease Self-Management Program (CDSMP) Workshop Leader's Manual© 2006, Stanford University.

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How To Use This Curriculum

This volunteer train-the-trainer curriculum supports the State of New Hampshire All Hazards Volunteer Management System (NHAH-VMS) objective: “*Provide effective orientation and ‘just-in-time’ training for volunteers to understand their roles, responsibilities, and supervision issues.*” The NHAH-VMS is designed to address the use of various categories of volunteers: spontaneous versus recruited, affiliated pre-incident versus unaffiliated, pre-registered, accepted, volunteer groups, and support volunteers.

The first edition of this curriculum is intended for volunteer training by Points of Dispensing (POD) Managers or their designee. These POD Managers will provide training to POD Local Volunteer Leaders (LVL) responsible for volunteer management at POD facilities in the event of activation or exercises. The educational format as presented may be expanded and configured as needed to meet other public health incident response requirements such as, mass vaccination, telephonic monitoring during quarantine and isolation, community sheltering, etc. Applying Incident Command System (ICS) principles, positions within the PODs, shelters, and other emergency response facilities are structured to address the use of volunteers for adequately filling positions required during activation or exercises.

A general checklist, as well as guidelines for POD Managers, is provided to assist in planning and preparation for a local POD Volunteer Leader Training workshop. Details of the actual content and training processes are also outlined.

To make the most of local POD Volunteer Leader training, two seasoned POD Shelter Managers should conduct the training and model activities correctly. The training activities are presented sequentially, numbered 1 to 8. The amounts of time allotted for each activity, as well as instruction methods to be used during that activity, are listed. Breaks in the order of activities or insertion of activities for the purpose of preparing leaders and is not part of the actual just-in-time training, should be indicated to the local POD Volunteer Leaders.

The time limits for each training activity are noted to the right of the activity title. Depending upon the number of volunteers to be trained, the LVL training can be a minimum of 2 hours to a maximum of 4 hours. All activities must be covered in the training.

Major Objectives of the POD Volunteer Training Workshop

1. Conduct a POD volunteer training workshop.
2. Utilize the *POD Volunteer Training Curriculum*.
3. Understand the concepts of PODs, Priority Groups and Treatment, Incident Command System, POD Facility Layout & Clinic Flow, How to Handle Emergency Situations, and Individual Station Training.
4. Utilize the following training techniques: lecture with discussion, demonstration, and feedback.
5. Handle problems that arise in the group learning situation.
6. Provide constructive feedback about both the content and process of the workshop to the HSEM Response Clinic Coordinator.
7. Utilize other workshop leaders or state trainers as resource people and/or for assistance as necessary and appropriate.
8. Understand and maintain the evaluation requirements of the workshop.

POD Manager’s Pre-Training Workshop Checklist

Smaller details involved in the planning and preparation of a training workshop can sometimes be forgotten. The following checklist may help you to remember.



	Training facility identified, inspected, and confirmed
	Seating plan (circle, horseshoe, etc.) given to the meeting site coordinator in advance
	Heating, air conditioning, lighting and ventilation is acceptable
	Restroom conveniently located
	Name and phone number of individual to contact in case of problems
	Refreshments ordered, if applicable
	Training announcements released
	Pre-registration process identified
	Letter of confirmation with directions to the workshop sent to all registered
	Other

Pre-Requisites

- HICS or ICS 100 and 700
- Walk through of local POD site

Equipment and Materials

- Roster of participants and name tags/tents
- Local Volunteer Leader Manuals
- POD Facility Plan and Map
- ICS Org chart
- Job Action Sheets
- Dry Erase Board, pens, erasers or chart pad and easel; felt pens, (dry erase) markers
- Workshop evaluations
- DHHS Public Health Incident and/or Medication Fact Sheets
- DHHS Client Registration Forms
- Staffing models

Participants

- Ensure a volunteer assessment has been conducted.

- Send letter of confirmation, read-ahead documents, and directions to the training facility has been sent to all registrants.

Sample POD Volunteer Training Workshop Agenda

- I. Activity #1: POD Volunteer Training Workshop Introduction
- II. Activity #2: POD Overview and Volunteer Responsibilities
- III. Activity #3: Let's Talk About Priority Groups and Treatment

Review Activities #1 – 3

BREAK

- IV. Activity #4: Incident Command System within the POD
- V. Activity #5: POD Facility Layout and Clinic Flow
- VI. Activity #6: Handling Emergency Situations in the POD

Review Activities #4 – 6

BREAK

- VII. Activity #7: POD Station Training
- VIII. Activity #8: Closing Comments and Next Steps

Review Activities #7 – 8

Training Guidelines

The POD Volunteer Training Workshop using a structured protocol that outlines the content to be discussed as well as the methods to be used during each activity. The methods of instruction are designed to facilitate group interaction and participation. Because the workshop is process-oriented, the following will help you in structuring the training and managing the time.

- Limit the size of the training group to 20-25 people.
- Provide an agenda for trainees. This informs the group of the time schedule for the day.
- Keep to the time limits scheduled for each activity.
- **Do not skip or shorten** activities.
- Remember to model activities appropriately, especially during introductions by always starting with yourself first.
- Schedule time on the agenda for brief question and answer periods during the training after each activity (2 – 8).
- If you do not know the answers, tell the trainees you will find out and report back later in the training or at least by the next day.
- Monitor discussion to prevent individual monopoly and keep discussions directed toward the subject.
- Avoid using acronyms. If you need to, define the acronym.
- Keep to the script! If you have concerns or questions regarding the content, please contact Fallon Reed, HSEM Response Clinic Coordinator *prior* to conducting a workshop.
- If during or after the training, a volunteer decides not to serve in a POD. Thank them for their interest and collect the read-ahead materials.
- Distribute, complete, and collect workshop evaluations. Send copies of the completed evaluations to Fallon Reed, HSEM Response Clinic Coordinator.

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Notes to Leaders

Remember: your volunteers may know something or nothing about what the purpose of a POD is. You are to model how you want the volunteers to respond during the training. Volunteer Training can be delivered before (pre-event stage) or on the day of the POD activation. The training gives volunteers direction, structure and clear expectations of what their role is within a POD.

Model, Introduction, Item 1.

Trainer should have all of their necessary materials on hand for Item 2.

Leader states: “Please sign in and pick up your identification badge. Extra Job Action Sheets are available if you forgot yours.”

Activity #1: POD VOLUNTEER TRAINING WORKSHOP INTRODUCTION

1. Hello and welcome to POD Volunteer Training. My name is _____ and I am the *(insert I.C. position/title)* for this POD site *(or insert other event)*. We’re providing this training to give you the background you will need to assist within this response event.

2. You should have the following materials:

(list materials you are providing to each volunteer, such as job action sheet, ICS Org Chart, POD site map, fact sheets, forms, etc.)

Notes to Leaders

Teaching Strategy: Lecture, disease example.

Background: SNS - brochure

During an event, the State of New Hampshire will provide fact sheets specific to that emergency and medications. POD command staff will produce logistical information specific to the POD.

Activity #2: POD OVERVIEW AND VOLUNTEER RESPONSIBILITIES

1. You are here because you have been assigned to staff a Point of Dispensing (POD) site due to an emergency event occurring in *(name of community)*.
 - A POD is a site where medications or vaccines intended to prevent disease or exposure may be given quickly to a large number of people in the event of a public health emergency.
 - The medications come from the SNS (Strategic National Stockpile), which is a large stockpile of medicine and medical supplies to protect the American public if there is a public health emergency severe enough to cause local supplies to run out.
 - The agent that has triggered this outbreak or public health emergency event is _____. Here is what we know: *(provide details about agent, extent of outbreak or exposure, who else is responding, etc.)*
 - The medications that designated staff will be dispensing at the clinic are *(list antibiotics or vaccine)*.
 - The approximate number of people expected to come through the clinic is *(insert population estimate)*. Our goal is *(insert #)* people per *(hour/shift)*.
 - The number of hours you are assigned to work (that is, the length of your shift) will be _____.
 - We are _____ hours into the clinic activities and you are working the _____ shift.

2. Before we move on, are there any questions?

Notes to Leaders

Background: The State of New Hampshire will prioritize groups for dispensing and provide treatment protocol.

Activity #3: LET'S TALK ABOUT PRIORITY GROUPS AND TREATMENT

1. Certain groups will have priority when it comes to receiving the designated (*antibiotics or vaccine*). *All* personnel staffing this clinic are a priority group. If you have *not* received the designated (*antibiotics or vaccine*), you will be receiving one or the other very soon. *Explain when and where, process for your site*
2. Specific antibiotics or vaccine will be given (*name of antibiotics/vaccine*). The agent causing the emergency event will determine *what* medications are given and over *what* period of time they are given:
 - Antibiotics are dispensed in pill form while vaccine is given as an injection. *Give specifics for the medication/vaccine being given*
 - The chosen medication, its route, and length of time given is known as the treatment protocol: *Give treatment protocol*
 - *If appropriate, review vaccine information sheet or other information.*
3. Before we move on, are they any questions?

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Notes to Leaders

Teaching Strategy: Refer to your POD's organizational chart.

Activity #4: INCIDENT COMMAND SYSTEM WITHIN THE POD

1. You will be following a reporting and command structure known as the Incident Command System, or ICS. Seven key points to remember are:
 - a. ICS is an organizational structure used to manage incidents.
 - The system provides a template used to respond to an emergency.
 - b. ICS utilizes an orderly chain of command
 - You will be reporting to only one supervisor. All questions and communication should go through your supervisor. Supervisors will communicate with their section chiefs.
 - c. There is an incident commander who has responsibility for the entire emergency, and who may or may not be present at the POD site.
 - There is a Public Information Officer (PIO) who is responsible for media relations and a Safety Officer who is responsible for everyone's safety.
 - Within the POD, there will be up to 4 functional sections:
 - Operations
 - Logistics
 - Planning
 - Finance/Administration.
 - Refer to the ICS organizational chart I have provided you showing where your assigned position fits into the organizational scheme of the POD.
 - d. You will be provided with color-coded vests to match your functional section. This makes for easy identification of clinic personnel carrying out particular functions.
 - e. Your Job Action Sheet will describe the roles and responsibilities of your specific position. Unless directed otherwise by your supervisor, these are the only functions you should carry out.
 - f. There is a designated person to deal with the media called the Public Information Officer. All outgoing information must go through the PIO. It is important that you do not communicate with the media unless directed to do so. In addition, you will sign a confidential information statement indicating that you will not share confidential or proprietary information to which you may have access during the course of your assistance as a volunteer at this clinic.

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- g. Documentation of all activities is critical. Make sure that you complete any documentation required of you.
2. Now, please find your position in the Incident Command System command structure and determine what position will be serving as your supervisor.
3. Before we move on, are there any questions?

Notes to Leaders

Teaching Strategy: Review your POD facility map.
You may also want to have a large map of the facility on the wall or in a PowerPoint projection

Activity #5: POD FACILITY LAYOUT AND CLINIC FLOW

1. It is important to know the layout of the facility where you are working. Refer to the map we provided that identifies building entrances, rooms and exits. The pathway that people are directed to follow, also known as the “POD flow”, plus the location of the stations, is clearly marked on your map.
2. POD Flow
 - The names of stations found at this POD include (*adjust to your site’s plan*):
 - Greeting/Registration/Triage
 - Screening
 - Antibiotic Distribution or Vaccination
 - Exit Review Area
 - The functions of each station are as follows (*adjust to your site’s plan*):
 - Greeting/Registration/Triage Station - people entering the POD will be greeted, quickly triaged for illness and given a registration form to complete.
 - Screening – staff review forms to determine suitability of medications the people are about to receive
 - Antibiotic Distribution or Vaccination Station - antibiotics are dispensed or an injection of vaccine is given.
 - Exit Review Station - paperwork is collected and any remaining questions are answered while people exit the facility.
3. Additional Stations at the POD
 - Special Services/Functional Needs
 - Assist with translation
 - Assist with mobility issues
 - Assist minors with parental consents
 - Oversight of minors
 - Behavioral Health –Assist clients and staff with counseling and support
 - First Aid
4. It is also important to know where break rooms and restrooms are located. Remember, breaks are mandatory and they’re a time for you to relax and de-stress so you can function at an optimal level.
5. Please look over your handouts or maps to learn the station names, where they’re located and what’s done there.

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6. Before we move on, are there any questions?

Notes to Leaders

Background: POD commander will provide information for emergency situations and procedures.
Teaching Strategies: Brainstorm - technique to uncover lack of uniformity.

Activity #6: HANDLING EMERGENCY SITUATIONS IN THE POD

1. It is possible that another emergency could *simultaneously* occur during a mass clinic. Examples of such emergencies include:
 - fire
 - medical emergencies
 - distressed individuals
 - out of the norm situations, e.g. a breach of security or unruly or combative behavior
2. It's important for you to know *how* to respond in case this happens.
3. In addition, you should know the location of the following emergency personnel, if available: (*Point out the location of these personnel on your facility map.*)
 - security
 - behavioral health
 - ambulance crew
 - runners
4. This is how we will handle emergencies at our clinic:

(Summarize the procedure for your site. The use of one or more code words to alert others to a specific emergency may also be helpful. For example, this clinic may have a codeword for someone who has collapsed. Don't forget to give the location of the emergency, e.g. "codeword at Education Station." If you hear a codeword announced, you need to know what you should do at your particular station until the emergency is cleared.)

5. Before we move on, are there any questions?

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Notes to Leaders

Background: Clinical vs. Non-Clinical training.

Activity #7: POD STATION TRAINING

1. Station training will take place at individual stations with the station supervisor. Your supervisor will review your roles and/or the Job Action Sheet so that you understand your job responsibilities. In addition, remember that confidentiality of records and personal information needs to be maintained throughout the POD.
2. Make sure you know who is in charge of your station. Is this the same person you 1) report to, 2) go to with questions? If not, who is that person?
3. Once at your station, don't forget to:
 - take your breaks
 - access the on-site behavioral health specialist if you're feeling burned-out or overwhelmed (having problems coping)
 - use your identified "code word" if the appropriate emergency situation comes up
 - use your facility map as a reference
4. Familiarize yourself with the communication equipment:
 - Radio, cell phone, whistles, bull horn, walkie-talkie
 - Incident Commander will ensure internal POD site communications are tested prior to opening
 - Make sure you know how to use any communication equipment assigned to you
5. Even in an emergency, paperwork has to be completed. All forms you're responsible for completing should be listed on your Job Action Sheet. Make sure you know:
 - to whom your completed forms should be given
 - what documentation needs to be turned over to the next shift
6. Lastly, make sure you know the location of necessary resources such as (*adjust to your site's plan*):
 - needed supplies
 - required forms
 - medications you'll be dispensing or injecting
 - translators
 - reference books
7. Before we move on, are there any questions?

Notes to Leaders

Activity #8: CLOSING COMMENTS AND NEXT STEPS

1. Thank you for giving your time and talents to assist with this emergency.
2. Remember, the overall goal of this POD is to provide medication or vaccine to a large number of people in a very short time.
3. This can be a stressful or confusing time for many, so part of your job will be to be helpful and friendly to everyone as they proceed through the POD.
4. Do you have any questions?
5. If there are no questions, then your next step is to make sure your I.D. is visible and use your map to navigate to your station. Please report to your individual station supervisor for training or further orientation. (*adjust to your site's plan*)