

# CLOSED POD JOB ACTION SHEETS

**Instructions:** Job Action Sheets should be provided to each Closed POD staff person at the time of Closed POD staff role assignment. Staff should review their Job Action Sheet prior to performing their assigned roles.

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# CLOSED POD MANAGER (Last Updated: July 2024)

In the event of a large public health emergency, the Philadelphia Department of Public Health (PDPH) is responsible for providing medication to the entire Philadelphia population as soon as possible. This task will be accomplished by opening up public mass dispensing centers, called Points of Dispensing (PODs). Closed PODs are a type of POD only open to specific populations. Closed PODs can be located at businesses, nursing homes, universities, and other types of organizations that serve a specific group or population. **This document describes in detail the very important role you will play in this response;** however, you must also be ready and willing to assist with other Closed POD staff positions and tasks as assigned.

## DIRECT SUPERVISOR

PDPH via ClosedPOD@phila.gov

## TASK

Responsible for overseeing POD set-up and on-going POD operations. Must be familiar with all aspects of POD operations and staff positions. Identifies big picture needs. Serves as point of contact for all communications to and from PDPH. Serves as the point of contact for media inquiries during the POD operations.

## QUALIFICATIONS

Experience with Closed POD setup and participation in previous Closed POD trainings, exercises, and/or drills is preferred; Good management skills; public speaking skills; risk communication training.

## PAPERWORK

Closed POD Plan, Closed POD Set-Up Instructions

## IMMEDIATE ACTIONS

- Complete POD staff registration process.
- **Report to the current Closed POD Manager** (if arriving after 1<sup>st</sup> shift) and receive briefing.
- Meet with the Closed POD Leadership staff. Provide all staff with Just-In-Time training.

## ONGOING ACTIONS

- Responsible for all major Closed POD decisions; instruct leadership to implement all Closed POD decisions.
- Plan for future needs; identify big picture needs.
- Complete report 4 hours after Closed POD operations have commenced and contact PDPH ([Closed.POD@phila.gov](mailto:Closed.POD@phila.gov)) to provide report. Contact PDPH, when necessary, regarding key decisions.
- Review Closed POD operations as necessary; when you identify a problem with Closed POD operations, address and solve problems.
- Listen for and correct rumors. Make PDPH aware of rumors.
- Handle public information messages, methods and materials
- Media actions:
  - Serve as a point of contact for the media
  - Maintain contact with PDPH, to ensure a consistent and accurate message to the media
  - Handle public information messages, methods, and materials

## FINAL ACTIONS

- When you have completed your shift and the new Closed POD Manager has arrived, brief the new Closed POD Manager.
- Lead/participate in the staff debriefing session.
- Sign-out.

## LINE LEAD (Last Updated: July 2024)

In the event of a large public health emergency, the Philadelphia Department of Public Health (PDPH) is responsible for providing medication to the entire Philadelphia population as soon as possible. This task will be accomplished by opening up public mass dispensing centers, called Points of Dispensing (PODs). Closed PODs are a type of POD only open to specific populations. Closed PODs can be located at businesses, nursing homes, universities, and other types of organizations that serve a specific group or population. **This document describes in detail the very important role you will play in this response;** however, you must also be ready and willing to assist with other Closed POD staff positions and tasks as assigned.

### DIRECT SUPERVISOR

Closed POD Manager

### TASK

Oversee Line staff and client flow

### QUALIFICATIONS

Non-medical, ability to stand and walk for extended periods, ability to communicate/direct large groups of people

### PAPERWORK

Closed POD Set-Up Instructions and Layout.

**For distribution:** Screening forms; Disease FAQs; Translated materials (if needed by the Closed POD population)

### IMMEDIATE ACTIONS

- Complete POD staff registration process.
- **Report to the Closed POD Manager** (if arriving after 1<sup>st</sup> shift) and receive training.
- Train Line staff as they arrive. *Training outline:*
  - Disease response activities and recommended prophylaxis
  - POD organizational chart
  - POD layout and flow
  - Job Action Sheets and forms
  - Recommended Line staff placements (based on a large Closed POD, fewer needed for smaller PODs): 2-building entrance; 3-screening/ dispensing area entrance; 1 head of screening line, 1 in screening line; 1 head of dispensing line; 1 in dispensing area; 1 head of express dispensing line; 1 in express dispensing area; 2 screening/dispensing area exit; 1 building exit; 4 extra.

### LINE STAFF STANDARD OPERATING PROCEDURES

- **Maintain organized flow outside and inside the Closed POD (with assistance of the Security staff).** Tell clients what to expect in the Closed POD and answer client questions. Listen for and correct rumors. Make Closed POD Manager aware of rumors.
- **Head of Function Lines:** Hold the clients in line; direct clients to available staff.
- **Outside the Closed POD:** Starting at the entrance of the Closed POD and moving backwards through the line, hand out a screening form, forms that describe the exposure and pen. Instruct the clients to complete the screening form and read the materials.
- **Closed POD Entrance:** At the entrance to the Closed POD, collect all pens. Review each client's screening form (e.g., Head of household form); if the form is not complete, quickly assist the client to complete the form and direct the client to an available Screener [exception, in a medication-only POD, direct qualifying clients to Express Medication Dispensing, if available].
- **General:** Runners will restock supplies; notify your supervisor if you notice that supplies are running low. Anticipate, identify and solve problems as soon as possible.

### FINAL ACTIONS

- When the Closed POD Manager tells you that you have completed your shift, finish your current task, allow your replacement to take your place and answer your replacement's questions.
- Participate in a debriefing session and report any relevant concerns/suggestions for improving POD operations.
- Sign-out at the Registration desk in the Staff Break Room.

## LINE STAFF (Last Updated: July 2024)

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### DIRECT SUPERVISOR

Closed POD Manager

### TASK

Maintain steady flow of clients through Closed POD

### QUALIFICATIONS

Non-medical, ability to stand and walk for extended periods, ability to communicate/direct large groups of people

### PAPERWORK

Closed POD Set-Up Instructions and Layout.

**For distribution:** Screening forms; Disease FAQs; Translated materials (if needed by the Closed POD population)

### IMMEDIATE ACTIONS

- Complete POD staff registration process.
- **Report to the Line Lead** and receive training.
- Assist with Closed POD set-up; use Closed POD Set-Up Instructions.

### LINE STAFF STANDARD OPERATING PROCEDURES

- **Maintain organized flow outside and inside the Closed POD (with assistance of the Security staff).** Tell clients what to expect in the Closed POD and answer client questions. Listen for and correct rumors. Make Closed POD Manager aware of rumors.
- **Head of Function Lines:** Hold the clients in line; direct clients to available staff.
- **Outside the Closed POD:** Starting at the entrance of the Closed POD and moving backwards through the line, hand out a screening form, forms that describe the exposure and pen. Instruct the clients to complete the screening form and read the materials.
- **Closed POD Entrance:** At the entrance to the Closed POD, collect all pens. Review each client's screening form (e.g., Head of household form); if the form is not complete, quickly assist the client to complete the form and direct the client to an available Screener [exception, in a medication-only POD, direct qualifying clients to Express Medication Dispensing, if available].
- **General:** Runners will restock supplies; notify your supervisor if you notice that supplies are running low. Anticipate, identify and solve problems as soon as possible.

### FINAL ACTIONS

- When the Closed POD Manager tells you that you have completed your shift, finish your current task, allow your replacement to take your place and answer your replacement's questions.
- Participate in a debriefing session and report any relevant concerns/suggestions for improving POD operations.
- Sign-out at the Registration desk in the Staff Break Room.

# MEDICATION (AND EXPRESS) DISPENSING STAFF (Last Updated: July 2024)

In the event of a large public health emergency, the Philadelphia Department of Public Health (PDPH) is responsible for providing medication to the entire Philadelphia population as soon as possible. This task will be accomplished by opening up public mass dispensing centers, called Points of Dispensing (PODs). Closed PODs are a type of POD only open to specific populations. Closed PODs can be located at businesses, nursing homes, universities, and other types of organizations that serve a specific group or population. **This document describes in detail the very important role you will play in this response;** however, you must also be ready and willing to assist with other Closed POD staff positions and tasks as assigned.

## DIRECT SUPERVISOR

Medication Dispensing Supervisor

## TASK

Dispense medication identified by screeners

## QUALIFICATIONS

Non-medical or licensed medical professional

## PAPERWORK

Medication Information Sheet; Medication Crushing Instructions Sheet

## IMMEDIATE ACTIONS

- Complete POD staff registration process.
- **Report to the Dispensing Supervisor** and receive training.
- Assist with Closed POD set-up; use Closed POD Set-Up Instructions.

## MEDICATION DISPENSING STANDARD OPERATING PROCEDURES

- **Raise your Green card to indicate to the Line staff that you are available for the next client.**
- **Ask the client for their completed screening form.**
- **Pick up the recommended medication for the first person on the form.**
  - **Adult bottle (pills):** on pill bottle, write the client's name. Remove lot # sticker and place on Head of Household (HoH) form for each bottle. One bottle per client listed on the form.
    - **In Express Dispensing, all clients listed on the HoH receive the same primary adult medication.**
  - **Child medication (suspension, if provided):** on the pre-printed label, write the child's name and the dosing requirements {TAKE\_ TSP\_ TIMES PER DAY).
    - If pediatric suspension is not available, **give adult bottle (pills).** On the pre-printed label, write the child's name and the dosing requirements (TAKE\_ TSP\_ TIMES PER DAY.) Give medication crushing instructions sheet to make suspension at home.
- **Do the same for each household member on the form.** Hand the client medication after you label all of the medication for the household. Hand the client one medication information sheet in English for each different type of medication (unless the client indicates he/she would prefer medication information sheet in another language).
- **Tell client to exit the POD.** If the client has questions, instruct the client to read the medication information sheet, call the hotline number or visit the website listed on the sheet, and/or call their family doctor.
- **General:** Place the screening forms in the box on the table. If you have a question, hold up the Red sign and your supervisor will come to your table. Runners will restock supplies; notify your supervisor if you notice that supplies are running low. Anticipate, identify and solve problems as soon as possible.

## FINAL ACTIONS

- When the Closed POD Manager tells you that you have completed your shift, finish your current task, allow your replacement to take your place and answer your replacement's questions.
- Participate in a debriefing session and report any relevant concerns/suggestions for improving POD operations.
- Sign-out at the Registration desk in the Staff Break Room.

# MEDICATION DISPENSING SUPERVISOR (Last Updated: July 2024)

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## DIRECT SUPERVISOR

Closed POD Manager

## TASK

Oversee Medication Dispensing staff; Medication dispensing staff provides medication as identified by screeners.

## QUALIFICATIONS

Non-medical or licensed medical professional

## PAPERWORK

Medication Information Sheet; Medication Crushing Instructions Sheet

## IMMEDIATE ACTIONS

- Complete POD staff registration process.
- **Report to the Closed POD Manager** and receive training.
- Assist with Closed POD set-up; use Closed POD Set-Up Instructions.

## MEDICATION DISPENSING STANDARD OPERATING PROCEDURES

- **Raise your Green card to indicate to the Line staff that you are available for the next client.**
- **Ask the client for their completed screening form.**
- **Pick up the recommended medication for the first person on the form.**
  - **Adult bottle (pills):** on pill bottle, write the client's name. Remove lot # sticker and place on Head of Household (HoH) form for each bottle. One bottle per client listed on the form.
    - **In Express Dispensing, all clients listed on the HoH receive the same primary adult medication.**
  - **Child medication (suspension, if provided):** on the pre-printed label, write the child's name and the dosing requirements {TAKE\_ TSP\_ TIMES PER DAY).
    - If pediatric suspension is not available, **give adult bottle** (pills). On the pre-printed label, write the child's name and the dosing requirements (TAKE\_ TSP\_ TIMES PER DAY.) Give medication crushing instructions sheet to make suspension at home.
- **Do the same for each household member on the form.** Hand the client medication after you label all of the medication for the household. Hand the client one medication information sheet in English for each different type of medication (unless the client indicates he/she would prefer medication information sheet in another language).
- **Tell client to exit the POD.** If the client has questions, instruct the client to read the medication information sheet, call the hotline number or visit the website listed on the sheet, and/or call their family doctor.
- **General:** Place the screening forms in the box on the table. If you have a question, hold up the Red sign and your supervisor will come to your table. Runners will restock supplies; notify your supervisor if you notice that supplies are running low. Anticipate, identify and solve problems as soon as possible.

## FINAL ACTIONS

- When the Closed POD Manager tells you that you have completed your shift, finish your current task, allow your replacement to take your place and answer your replacement's questions.
- Participate in a debriefing session and report any relevant concerns/suggestions for improving POD operations.
- Sign-out at the Registration desk in the Staff Break Room.

# RUNNER (Last Updated: July 2024)

In the event of a large public health emergency, the Philadelphia Department of Public Health (PDPH) is responsible for providing medication to the entire Philadelphia population as soon as possible. This task will be accomplished by opening up public mass dispensing centers, called Points of Dispensing (PODs). Closed PODs are a type of POD only open to specific populations. Closed PODs can be located at businesses, nursing homes, universities, and other types of organizations that serve a specific group or population. **This document describes in detail the very important role you will play in this response;** however, you must also be ready and willing to assist with other Closed POD staff positions and tasks as assigned.

## DIRECT SUPERVISOR

Supply Supervisor

## TASK

Support Closed POD operations by delivering supplies and forms to Closed POD function areas as needed.

## QUALIFICATIONS

Non-medical; ability to lift and carry heavy items; ability to stand on your feet for long periods of time

## IMMEDIATE ACTIONS

- Complete POD staff registration process.
- **Report to the Supply Supervisor** and receive training.
- Assist with Closed POD set-up; use Closed POD Set-Up Instructions.
- Make copies of all needed forms for Closed POD Operations provided by PDPH.

## ONGOING ACTIONS

- Monitor supply and form levels in function areas. Re-stock supplies and forms as necessary.

## FINAL ACTIONS

- When the Closed POD Manager tells you that you have completed your shift, finish your current task, allow your replacement to take your place and answer your replacement's questions.
- Participate in a debriefing session and report any relevant concerns or suggestions for improving the Closed POD operations.
- Sign-out.

# SCREENING STAFF (Last Updated: July 2024)

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## DIRECT SUPERVISOR

Screening Supervisor

## TASK

Review Head of Household (HoH) form; follow medication algorithm; on the HoH form, circle which medication(s) as indicated on the medication algorithm dispensing staff should provide to the client.

## QUALIFICATIONS

Non-medical or licensed medical professional

## PAPERWORK

Screening form, Medication/ Vaccine Information sheet; Screening algorithm; Pediatric Dosing Guidelines; Disease Information form

## IMMEDIATE ACTIONS

- Complete POD staff registration process.
- **Report to the Screening Supervisor** and receive training.
- Assist with Closed POD set-up; use Closed POD Set-Up Instructions.

## MEDICATION DISPENSING STANDARD OPERATING PROCEDURES

- **Raise your Green card to indicate to the Line staff that you are available for the next client.**
- **Ask the client for their completed HoH form.**
- **Use the algorithm to recommend medication or vaccine.**
  - **Step 1 – Select Medication:** circle the appropriate medication on the screening form.
  - **Step 2 – Select Dose:**
    - *For individuals ages 9 and over:* check the "Adult" box.
    - *For children less than 9 years old:* check the appropriate "Child" box and mark the number of teaspoons needed every 12 hours (or every 8 hours if amoxicillin) using the dosing guide found with the screening algorithm.
      - Medication Dispensing will give the client a medication crushing instruction sheet if suspension is not available.
- **General:** If you have a question, hold up the Red sign and your supervisor will come to your table. Runners will restock supplies; notify your supervisor if you notice that supplies are running low. Anticipate, identify and solve problems as soon as possible.

## FINAL ACTIONS

- When the Closed POD Manager tells you that you have completed your shift, finish your current task, allow your replacement to take your place and answer your replacement's questions.
- Participate in a debriefing session and report any relevant concerns/suggestions for improving POD operations.
- Sign-out at the Registration desk in the Staff Break Room.



# SCREENING SUPERVISOR (Last Updated: July 2024)

In the event of a large public health emergency, the Philadelphia Department of Public Health (PDPH) is responsible for providing medication to the entire Philadelphia population as soon as possible. This task will be accomplished by opening up public mass dispensing centers, called Points of Dispensing (PODs). Closed PODs are a type of POD only open to specific populations. Closed PODs can be located at businesses, nursing homes, universities, and other types of organizations that serve a specific group or population. **This document describes in detail the very important role you will play in this response;** however, you must also be ready and willing to assist with other Closed POD staff positions and tasks as assigned.

## DIRECT SUPERVISOR

Closed POD Manager

## TASK

Oversee Screening staff. Screening staff will review completed HoH forms and indicate which medication dispensing staff should provide to each client.

## QUALIFICATIONS

Non-medical or licensed medical professional

## PAPERWORK

HoH form, Screening algorithm; Pediatric Dosing Guidelines; Disease Information form

## IMMEDIATE ACTIONS

- Complete POD staff registration process.
- **Report to the Closed POD Manager** and receive training.
- Assist with Closed POD set-up; use Closed POD Set-Up Instructions.

## MEDICATION DISPENSING STANDARD OPERATING PROCEDURES

- **Raise your Green card to indicate to the Line staff that you are available for the next client.**
- **Ask the client for their completed HoH form.**
- **Use the algorithm to recommend medication or vaccine.**
  - **Step 1 – Select Medication:** circle the appropriate medication on the screening form.
  - **Step 2 – Select Dose:**
    - *For individuals ages 9 and over:* check the "Adult" box.
    - *For children less than 9 years old:* check the appropriate "Child" box and mark the number of teaspoons needed every 12 hours (or every 8 hours if amoxicillin) using the dosing guide found with the screening algorithm.
      - Medication Dispensing will give the client a medication crushing instruction sheet if suspension is not available.
- **General:** If you have a question, hold up the Red sign and your supervisor will come to your table. Runners will restock supplies; notify your supervisor if you notice that supplies are running low. Anticipate, identify and solve problems as soon as possible.

## FINAL ACTIONS

- When the Closed POD Manager tells you that you have completed your shift, finish your current task, allow your replacement to take your place and answer your replacement's questions.
- Participate in a debriefing session and report any relevant concerns/suggestions for improving POD operations.
- Sign-out at the Registration desk in the Staff Break Room.

# SUPPLY SUPERVISOR (Last Updated: July 2024)

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## DIRECT SUPERVISOR

Closed POD Manager

## TASK

Set-up facility with staff assistance, organize, maintain and monitor medication inventory; oversee food, office supplies, forms, educational materials and tactical communications equipment.

## QUALIFICATIONS

Non-medical; good organizational and inventory tracking skills

## PAPERWORK

Inventory Tracking Charts

## IMMEDIATE ACTIONS

- Complete POD staff registration process.
- **Report to the Closed POD Manager** and receive training.
- Assist with Closed POD set-up; use Closed POD Set-Up Instructions.

## ONGOING ACTIONS

- Manage Supply room.
- Track the medication and forms coming into and going out of the Supply room on the respective tracking forms.
- Report medication supply levels to Closed POD Manager for report to PDPH.

## FINAL ACTIONS

- When the Closed POD Manager tells you that you have completed your shift, finish your current task, allow your replacement to take your place and answer your replacement's questions.
- Participate in a debriefing session and report any relevant concerns/suggestions for improving POD operations.
- Sign-out at the Registration desk in the Staff Break Room.

### *Sample Medication Tracking*

Time	Medication Doses In	Medication Doses Out	Balance
8:00AM	18,000		18,000
11:00AM		5,000	13,000
12:30PM	15,000		28,000
2:00PM		8,000	20,000
7:00PM		2,000	18,000
9:30PM	5,000		23,000

# SECURITY MANAGER (Last Updated: July 2024)

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## DIRECT SUPERVISOR

Closed POD Manager

## TASK

Responsible for overall Closed POD security, including staff and supply security, crowd control and traffic control.

## QUALIFICATIONS

Training in security and/or safety operations

## IMMEDIATE ACTIONS

- **Meet with the Closed POD Manager and current Security Manager** and receive briefing.
- Walk through the facility with Closed POD Manager to ensure that the facility is secure; ensure doors leading outside the facility are secure and escort to the exit door anyone who does not belong in the facility.
- Assign Security Staff (if available or needed) to their designated locations. Recommended placement assignments:
  - Facility entrance/ exit
  - Supply entrance (e.g., loading dock)
  - Screening / Dispensing area entrance / exit / within
  - Supply room door
  - Outside facility for crowd control
  - Parking lot and/or street for traffic control
- Work with Registration/ staff to identify Closed POD staff.

## ONGOING ACTIONS

- Maintain secure storage for supplies and medication.
- Continue to secure inner perimeter and ensure presence inside the Closed POD to protect staff and operations and maintain order.
- Ensure the flow plan is followed and the clients do not breach the exit.
  - Work with the Line staff to ensure the crowd waiting to enter the Closed POD forms a line, stays in line and maintains order.
- Do not allow the crowd to bring large bags into the Closed POD or place them outside the facility.
- Ensure the individuals entering the Closed POD are part of the designated groups of the Closed POD dispensing population.
- Listen for and correct rumors. Make the Closed POD Manager aware of rumors.

## FINAL ACTIONS

- Brief your replacement on Closed POD operations.
- Report to the Closed POD Manager any relevant concerns or suggestions for improving the Closed POD operations.