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# Maine POD Pocket Field Operations Guide



**Maine Cities  
Readiness Initiative**

V 1.0

## **FIELD OPERATIONS GUIDE**

This pocket field guide was developed as a collaborative effort by the Maine Center for Disease Control and Prevention (Maine CDC), Public Health Emergency Preparedness and the Maine Cities Readiness Initiative (CRI), a partnership between Maine CDC and Portland Public Health.

This field guide was based on a model provided by:

Maryland Department of Health & Mental Hygiene Office of Preparedness and Response

Users of this guide should always check with their local POD Managers and the Maine CDC for updated guidance during public health emergencies.

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[www.mainepublichealth.gov](http://www.mainepublichealth.gov)

# FIELD OPERATIONS GUIDE

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## **ABBREVIATION GLOSSARY**

CDC	Centers for Disease Control and Prevention
CRI	Maine Cities Readiness Initiative
EOC	Emergency Operations Center
FOG	Field Operations Guide
ICS	Incident Command System
JAS	Job Action Sheet
PHEP	Public Health Emergency Preparedness
PIO	Public Information Officer
POD	Point-of-Dispensing
PPE	Personal Protective Equipment
RSS	Receiving, Staging & Storing Site
SNS	Strategic National Stockpile
SOP	Standard Operating Procedure

# **FIELD OPERATIONS GUIDE**

## **SECTION 1:**

**BASIC**

**STAFF**

**INSTRUCTIONS**

# FIELD OPERATIONS GUIDE

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# **FIELD OPERATIONS GUIDE**

## **PERSONAL**

### **PREPAREDNESS CHECKLIST**

You can expect to work up to a full 12-hour shift at a Point-of-Dispensing (POD). It is suggested that you bring the following items with you to the POD when you report for duty. Keep these items in a go-bag in your locker/cubicle at work or at home, in a duffle bag or backpack, pre-packed and ready to go at a moment's notice.

Before you leave for your POD shift, be sure you have addressed the following:

- Notified members of your household that you may be working extended hours and secured childcare, pet-sitting etc.
- Assure family members that you will bring home their medications so that they will not need to go to a POD.
- Bring your go-kit with you to the POD.

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## Go Kit Contents:

- Comfortable, closed toe shoes for walking/standing
- Comfortable clothing (full change of clothes)
- Medications & eyeglasses
- Emergency contact #'s
- Personal hygiene items/toiletries
- This FOG Manual & pencil/pens
- Work gloves
- Energy snacks
- Water bottle
- Watch

*Because you may be working outside for a period of time:*

- Sunglasses, sunscreen & bug repellent
- Hat (sunhat or wool cap, depending on season)
- Poncho or rain jacket
- Weather appropriate outerwear

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## ACTIVATION INSTRUCTIONS

**Staff should not go to the POD until scheduled**

Staff will:

- Report to the staging area
- Be registered & badged
- Receive briefing and just-in-time training
- Receive prophylaxis medication
- Receive job assignment and location
- Receive Job Action Sheet
- Receive communication instructions
- Receive instructions on personal accommodations for family communications, breaks during the shift, and accommodations for personal items brought to the POD

If you are called to staff a POD, fill in the information on the next page to help you keep track of where you need to go, what position you are asked to fill, and to whom you report.

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DAY(S) OF DUTY:	
TIME(S) OF SHIFT:	
REPORT TO: (address)	
LOCATION FOR CHECK-IN / STAGING:	
POSITION AND SECTION ASSIGNED:	
ICS SUPERVISOR TITLE/NAME:	
OTHER IMPORTANT INFORMATION:	

# **FIELD OPERATIONS GUIDE**

## **IDENTIFICATION VESTS**

Depending upon your specific duty, you may be asked to wear an ICS identification vest. Wear your vest over your outermost layer of clothing at all times.

If your job title changes, you may only need to change the title in the vest window. If you are re-assigned to a new section, you will need to wear a different colored vest.

Note the color-coding for vests below:

**Command Staff:      White**

**Operations:            Red / orange**

**Admin / Finance:    Green**

**Planning:              Blue**

**Logistics:             Yellow**

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## **PERSONAL PROTECTIVE EQUIPMENT (PPE)**

If Personal Protective Equipment (PPE) is required, this will be determined by the POD Manager or Safety Officer. The Logistics Section/Supply Unit of the POD will provide this equipment to you.

- All staff members will be expected to wear PPE if it is mandated, and remove it only when it is deemed safe.
- Not all mass dispensing scenarios will require PPE.
- If you sustain an injury or suspect an exposure to a disease or hazard at any time, contact your supervisor (typically your unit leader) immediately, following the chain of command, who will notify the appropriate Unit Leader/Section Chief and/or Safety Officer accordingly.

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- Those staff who will be working with material handling equipment such as forklifts, pallet jacks, hand trucks, etc., should only do so if they have been properly trained and have all safety equipment needed (i.e. safety toe shoes, eye protection, hand protection, etc.).

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## SHIFT CHANGE PROCEDURES

When you arrive and depart, all staff must check-in and sign the check-in log at the designated check-in spot. (Form ICS 211)

You will be sent to a staging and/or a staff area until you can be briefed. In extreme circumstances, you may be sent directly to your assignment and will receive “on-the-job” or “just-in-time” training by the outgoing shift.

Normally, individuals reporting for duty will be briefed 30 minutes prior to their shift change by the POD Manager or his/her designee. At that time you will receive your section/unit briefing, don your identifying vest and PPE\*, and replace the current shift workers.

Out-going shift will remove vests and remove PPE, as directed. Out-going shift will then assemble for debriefing by the POD Commander or his/her designee. A Unit Log Book outlining activities during the operational period will be completed by the supervisors

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(Unit Leaders, Group Supervisors, Section Chiefs, etc.) and turned in to the Planning Section/Documentation Clerk.

\* As situation warrants. Refer to PPE information on page 13.

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## **WORKERS COMPENSATION & LIABILITY**

### **State of Maine Emergency Management Act: Title 37-B**

In 1983 Maine adopted the State of Maine Emergency Management Act. Maine Emergency Management Agency (MEMA) and local organizations for emergency management may employ any person they consider necessary to assist with their emergency management activities, which would include volunteers. Any person called and employed for assistance in this manner is deemed to be an employee of the State for purposes of immunity from liability and for purposes of workers' compensation insurance unless otherwise excepted under the Workers Compensation Act.

### **Volunteer Protection Act**

In 1997 the United States Congress passed the Volunteer Protection Act (VPA). The stated purpose of this Act was to encourage volunteers to continue to volunteer without

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fear of liability. It established a minimum level of protection that pre-empted state law unless the state provides greater protections under its own laws than the VPA.

### **Non-profit Volunteer Immunity**

Under Maine law, a volunteer is immune from civil liability for personal injury, death or property damage, including any monetary loss, from their negligent acts or omissions occurring within the course and scope of the activities of the charitable organization the volunteer serves.

### **Good Samaritan Law**

In Maine, any person who renders first aid, emergency treatment or rescue assistance voluntarily, without expecting any type of compensation (monetary or otherwise) from the person they assist, is not liable for any damages for injuries sustained by that person or for damages for that person's death because of the aid, treatment, or assistance. An exception to this rule applies if the injuries or death is caused willfully, wantonly, recklessly,

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or by gross negligence on the part of the person giving the aid, treatment, or assistance.

This law applies to members or employees of nonprofit volunteer or governmental ambulance, rescue or emergency units – whether or not a fee is charged for the services by the nonprofit or governmental entity and whether or not the members or employees receive salaries or other compensation from the nonprofit or governmental entity. The law does not apply if the aid, treatment, or assistance is given on the premises of a hospital or clinic.

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## **Maine Responds**

Maine Responds is an Emergency Health Volunteer System that provides a prepared and ready workforce of volunteers to serve the people of Maine in the event of any public health emergency. Maine Responds coordinates verified, pre-credentialed healthcare and emergency response volunteers into a single database that can coordinate the need for volunteers across county, regional, and state lines, if needed.

Maine Responds seeks volunteers from all backgrounds, skill levels, and experiences willing to support an emergency response.

Register at: [www.maineresponds.org](http://www.maineresponds.org)

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## **FIELD OPERATIONS GUIDE**

# **SECTION 2:**

# **COMMUNICATIONS**

# FIELD OPERATIONS GUIDE

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## **VOICE COMMUNICATIONS PROCEDURES**

Your POD may utilize handheld radios, “walkie-talkies,” and other types of communication devices. Remember that all FCC rules must be followed when using these radios.

1. Listen before talking to make sure your transmission will not interfere with another communication and to be aware of other conversations taking place.
2. Think about what you will say before you transmit. Be brief and to the point.
3. Identify yourself and who you are trying to contact.
4. Speak clearly in, plain English, without codes, and repeat back critical items for confirmation.

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5. Use Phonetics for spelling words and names that are not easily understood. This will help you to be clear, accurate, fast, and use a procedure that is universally accepted. (See page 27)
6. Announce when you are switching to another channel before you leave and when you return.

Example Conversation:

**A:** "Screening to POD Manager."

**B:** "This is POD Manager, go ahead."

**A:** "We have a patient that needs additional assistance."

**B:** "Lets switch to channel 2. POD Manager is switching to channel 2."

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### **REMEMBER:**

Anything you say over any type of radio can be heard by others listening with scanners outside your building, including the local press. NEVER use names of staff or patients over the air. If in doubt, utilize a runner or other in-house communication tool.

Depending on the make and model of radio, you may need to learn specific operating functions. Consult with your communications unit for assistance.

# FIELD OPERATIONS GUIDE

## INTERNATIONAL PHONETICS

### PHONETIC ALPHABET

A – alpha	N – november
B – bravo	O – oscar
C – charlie	P – papa
D – delta	Q – quebec
E – echo	R – romeo
F – foxtrot	S – sierra
G – golf	T – tango
H – hotel	U – uniform
I – india	V – victor
J – juliet	W – whiskey
K – kilo	X – x-ray
L – lima	Y – yankee
M – mike	Z – zulu

**SECTION 3:**

**POD**

**STANDARD**

**OPERATING**

**PROCEDURES**

**(SOPs)**

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# **FIELD OPERATIONS GUIDE**

## **POD STANDARD OPERATING PROCEDURES (SOPs)**

### **POD Primary Mission:**

To give medication to the public as quickly as possible, at a rate no less than 500 people per hour. A Point-of-Dispensing (POD) is a public building where medications are distributed to the public. CRI PODs should strive to get 1,000 people or more through the site every hour.

### **How the POD works:**

The public is told to come (or send a household representative) to a POD to receive medications because they may have been exposed to Anthrax or another non-communicable agent. The medications are to PREVENT people from getting sick, not a treatment for those already ill.

PODs that dispense for Anthrax use what is called a “non-medical” model—with minimal to no healthcare providers performing screening and triage. If there is another disease/agent

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suspected and increased triage and screening is required, your local and state health department will provide your safety officer with instructions. Flexibility may be required.

People arrive at the POD and fill out a very basic form while they stand in line. The form lists their name, zip code, and the names of those they are picking up medications for. It asks three basic questions to help determine which medication they will receive.

The line snakes around the POD site and ushers are placed at critical spots in the line to keep the people moving forward, in one direction only. The waiting person is directed to the next available dispensing line (see Example Clinic Floor Plan on page 40).

At the dispensing tables, the correct medication is provided, along with corresponding handouts and information sheets on how to take the medication. There are special instructions for pediatric dosing and those with kidney disease.

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Medication Dispensing Unit collects the completed form and the public exits the POD. He or she goes home and follows instructions provided at the POD. Additional information may be available on the Maine CDC website: <http://www.mainepublichealth.gov>

### **IMPORTANT:**

Always keep the lines moving to avoid bottlenecks. If an individual has numerous questions or creates delays, it may be necessary to pull him/her out of line away from the main dispensing area in order to minimize an interruption to the process.

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### **MONITORING/ INCREASING “THRU-PUT”**

Your unit leaders and supply clerk will be keeping a careful eye on thru-puts in order to ensure that the medication is being dispensed as quickly as possible and that sufficient supplies remain. If dispensing is occurring faster than expected, the supply clerk may need to request additional medications earlier than anticipated. It is always better to request medication and not use all of it than run out entirely. If dispensing takes place slower than expected or significant bottlenecks creates long lines and delays, the dispensing leader will need to troubleshoot. This may include:

- Adding more line queues
- Screening the public while they wait in line to speed up dispensing
- Adding/requesting/reassigning more staff at the POD to dispensing
- Adding another staff person at each dispensing table to help bag the medications

**SAFETY IS ALWAYS TOP PRIORITY!**

# FIELD OPERATIONS GUIDE

## GUIDANCE FOR POD DISPENSING

### MEDICATION COSTS

Medications are to be provided to all citizens, FREE of charge, at NO COST to them. No one will be required to pay for any medication dispensed at a POD; health insurance or a prescription is **not** required.

### IDENTIFICATION

Identification will not be required in order for a person to enter and/or receive medications at a POD. Local and/or State residency is not a requirement to receive medications. Anyone, regardless of where they work or live, may pick up medications.

### DEFINITION OF HOUSEHOLD

A household is defined as the person or persons residing at one address. Any person living at the address may be considered a “household representative.”

# FIELD OPERATIONS GUIDE

## LIMITS ON PICKUP

Currently, there is no limit to the number of regimens that may be picked up by family members. The Maine CDC will provide guidance regarding the number of regimens and the information each head of household should bring to justify the number of regimens requested at the time of an event. If a limit to the number of regimens is established, it will be determined at the time of the event and will be event specific.

However, the designated recipient (end user) of each unit of use must be listed on the Medication Form. If the dispenser suspects fraudulent activity, he or she should contact the Unit Leader to investigate further. Do not stop the dispensing line due to one person's situation; take them out of line.

## PICKUP FOR NEIGHBORS AND HOUSEHOLDS

Any household representative may pick up medications for the entire household. All members of the household receiving medications must be listed on the Medication Form. If a neighbor or family member is

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homebound or otherwise unable to physically visit the POD, a designee may pick up their medications as well.

### **MINORS**

Maine law (Title 22 § 1503) currently states that unaccompanied minors are unable to pick up medicine without parental permission unless the minor has been living separately and independent of parental support for at least 60 days, is an emancipated minor, is or has been married and/or is serving in the armed services. For unaccompanied minors arriving at a POD:

- Every attempt will be made to contact the legal guardians.
- If the legal guardians cannot be contacted, the minor will be provided the appropriate treatment (under implied consent) if the event is potentially life-threatening.
- The minor's name, contact information and medication given will be documented for possible follow up at a later date.

# FIELD OPERATIONS GUIDE

## DISPENSING INSTRUCTIONS

If you are assigned to the dispensing unit, you may have to perform several functions and rotate your position to prevent mistakes associated with fatigue.

When you are ready for the next person, the usher will raise a flag or send some other signal to the usher at the queue stop, and send you the next person in line.

Dispensing may have 2-4 people at each dispensing station, depending upon staffing availability. It is preferable to have one staff person check and screen the form, a second staff person to pull the medications and tabulate the totals, and a third person to place the medications and appropriate handouts into a bag, and collect the form.

### The process:

Look at the form and ensure that all areas have been properly filled out. Circle the medication for each recipient that corresponds to the answers to the three questions.

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Next, tabulate the total number of medications in the space provided at the bottom right-hand corner of the form. On the dispensing log, mark the numbers of pill bottles that you have dispensed, using hash marks.

Out of the supply bins/boxes provided, pull the corresponding number(s) of medication bottles.

Place the medications and the corresponding handouts into the bag. There are handouts available for Doxy, Cipro, pediatric instructions and information for people with kidney disease.

Place the form in the collection box and direct the person to the exit.

## **FIELD OPERATIONS GUIDE**

Your specific medication center layout will vary depending upon the location selected.

Regardless of the location or layout, you will have the SAME concept of operations:

### **STEP 1: Fill out form while in line**

### **STEP 2: Show form**

There will be a “stop” point where those in line will wait for the next available dispenser.

### **STEP 3: Pick Up Medication**

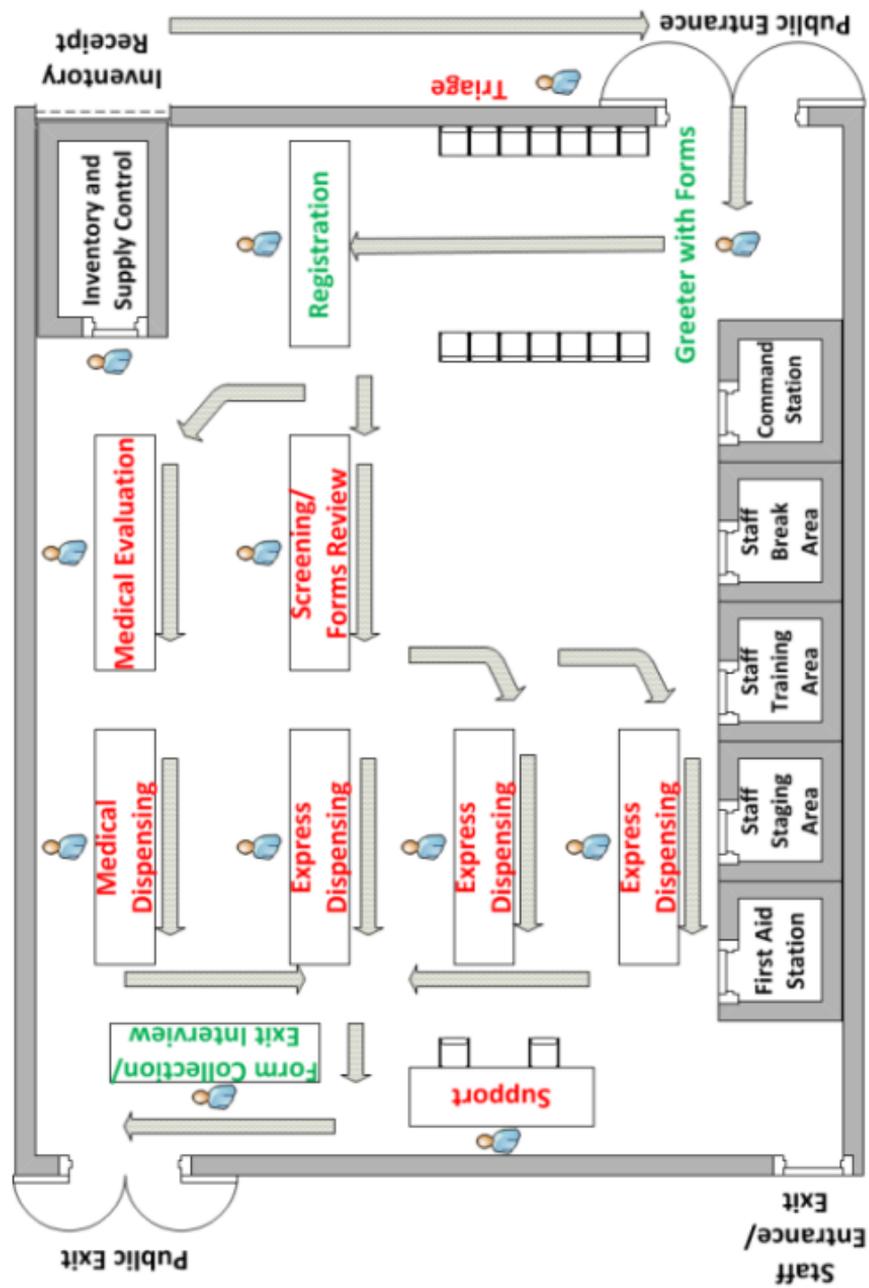
At the dispensing station, the form is screened—the correct medication is circled and tallied.

Medication and information sheets will be placed in a bag and the form dropped into a bin.

### **STEP 4: Exit**

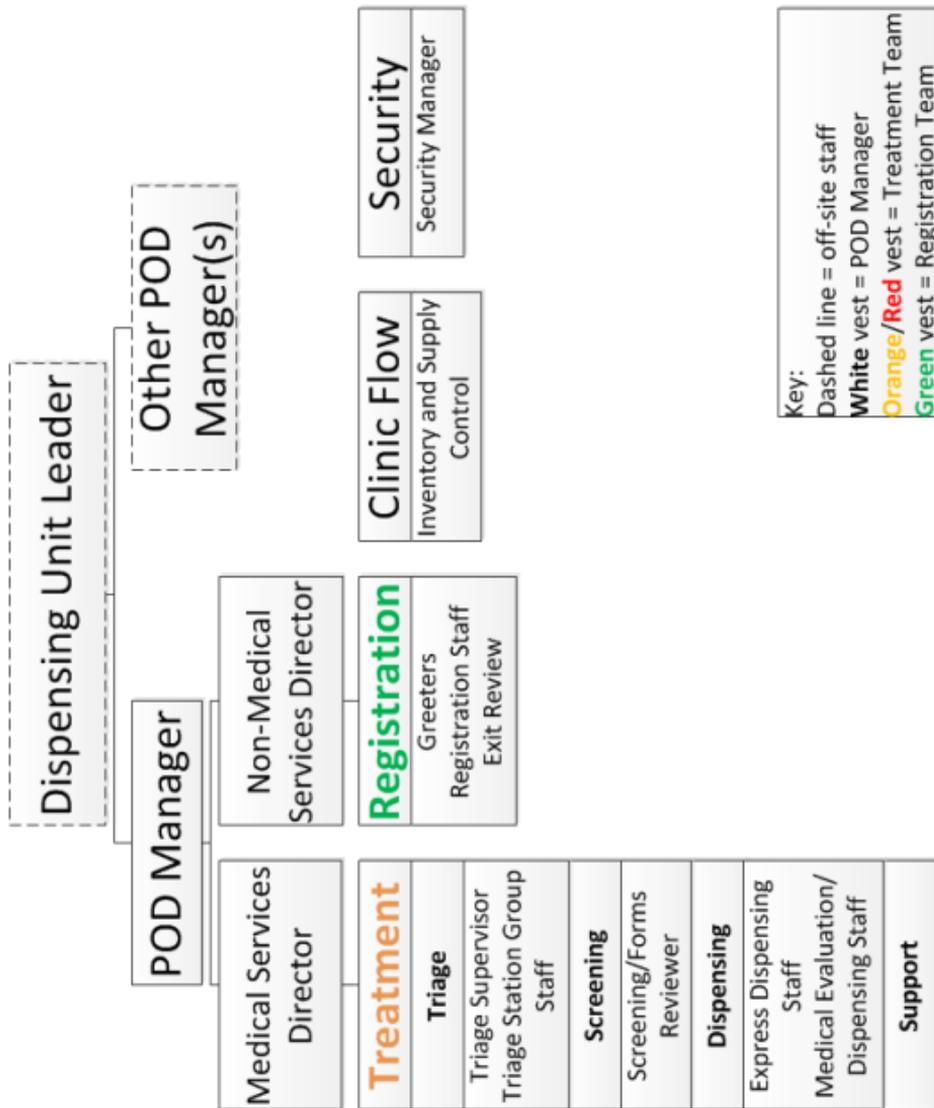
The person is directed to an exit and instructed to follow further instructions that will be handed out at the POD or available on the television, radio, or the Maine CDC website.

# FIELD OPERATIONS GUIDE



EXAMPLE MASS MEDICATION CLINIC FLOOR PLAN

# FIELD OPERATIONS GUIDE



**Key:**  
 Dashed line = off-site staff  
 White vest = POD Manager  
 Orange/Red vest = Treatment Team  
 Green vest = Registration Team

**SECTION 4:**

**JOB ACTION  
SHEETS  
(JAS)  
FOR POD  
WORKERS**

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Note: Additional JAS will be distributed at the POD. Some PODs may not have every position filled.

# FIELD OPERATIONS GUIDE

## All personnel must:

### Upon arrival:

- Arrive at designated location at designated time with a state issued photo ID.
- Sign in with Personnel Coordinator.
- Receive your Badge.
- Receive Briefing from supervisor
- Read entire Job Action Sheet.
- Note position specific details on page 11.

### At end of shift:

- When relieved, hand-in all documents, including Job Action Sheet with feedback, to your supervisor.
- Brief your replacement.
- Participate in scheduled debriefing at shift change or close of POD.
- Return to Staff Staging Area.
- Return identification (vest, ID badge, etc.).
- Sign in equipment.
- Pick up exit materials, as appropriate.
- Sign out.
- Promptly leave the POD site.
- Refer all media inquiries to PIO.

# FIELD OPERATIONS GUIDE

## POD Manager

- ❑ Receive briefing from EOC and/or incident commander (as applicable).
  - Identify resources (personnel, equipment, etc) assigned to the POD.
  - Confirm functional areas of POD.
  - Review POD assignments.
  - Confirm communications plan and POD media policy.
  - Receive safety brief (including Emergency Medical Care).
  - Receive security brief.
- ❑ Receive briefing from previous shift POD Manager (as applicable).
- ❑ Act as the overall supervisor of the assigned POD.
- ❑ Implement Incident Action Plan for POD per event.
- ❑ Ensure that Dispensing Unit Leader at the Maine CDC EOC is advised of all changes in status of resources assigned to POD.
- ❑ Coordinate opening, closing and other activities through the local EOC as appropriate.

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- ❑ Determine need for additional resources and make request through the local EOC as instructed.
- ❑ Submit status of resources (shortage or surplus of supplies) to the local EOC, as requested or otherwise needed.
- ❑ Monitor and resolve operational problems within the POD.
  - Communicate with the EOC about issues requiring additional support to resolve.
  - Ensure adequate food, liquids, and rest per the Staff Care and Feeding Plan.
- ❑ Maintain POD Incident Log for special occurrences, events, accidents etc – report major events to the EOC, as appropriate.
- ❑ Provide situation reports hourly (or as requested) to the local EOC.

[Continues on next page]

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- ❑ Act as the information point of contact for the media – then refer all media to the assigned Public Information Officer (through the EOC or the Joint Information Center).
- ❑ Debrief with Section Chiefs and Incoming POD Manager
  - Include work accomplished or left to be accomplished, operational difficulties, resource needs, etc.

# FIELD OPERATIONS GUIDE

## Triage Supervisor

- ❑ Ensure station has appropriate equipment and is set up properly.
- ❑ Coordinate communication to and from station as needed.
- ❑ Observe clients entering the POD for visible symptoms.
- ❑ Assess visibly ill clients, and determine whether or not they are symptomatic.
- ❑ Direct sick clients to assigned location for medical evaluation.
- ❑ Coordinate appropriate care of clients with external facilities or request medical transportation as needed.
- ❑ Maintain tracking documents as needed.
- ❑ Maintain client flow.
- ❑ Work with Medical Services Director to incorporate changes within station as needed.
- ❑ Provide routine progress and/or status reports to Medical Services Director.
- ❑ Monitor colleagues and clients for signs of fatigue or distress. Notify supervisor as appropriate.

# **FIELD OPERATIONS GUIDE**

## **Triage Station Group Staff**

- Set-up station as appropriate.
- Observe clients entering the POD site for visible symptoms.
- Assess visibly ill clients, and determine whether or not they are symptomatic.
- Direct sick clients to assigned location for medical evaluation.
- Coordinate for appropriate care of clients with external facilities or request medical transportation as needed.
- Maintain tracking documents as needed.
- Maintain client flow.
- Provide routine progress and/or status reports to Triage Station Supervisor.
- Monitor colleagues and clients for signs of fatigue or distress. Notify supervisor as appropriate.

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## Express Dispensing Staff

- Ensure that all necessary flowcharts, paperwork, and references are available.
- Receive clients from the Forms Review that have not indicated a contraindication on the registration form.
- Double check form for contraindications.
  - If contraindication is marked, send client to Medical Evaluation.
- Dispense “Default” medication as appropriate (per briefing/Just in Time training).
- Provide dosing instructions and other materials as appropriate.
- Answer client questions.
- Direct client to exit, or other services as necessary.
- Debrief with Dispensing Supervisor.
- Brief replacement as appropriate.
- Assist with demobilization, as directed.

# FIELD OPERATIONS GUIDE

## Medical Evaluation/Dispensing Staff

- Ensure that all necessary flowcharts, algorithm, paperwork, and references are available.
- Receive clients from the Forms Review that have indicated a contraindication on the registration form.
- Assess contraindication - refer to dispensing algorithm for appropriate medication/dosage.
- If client contradictions fall off the dispensing algorithm, refer client or consult with Complex Dispensing staff.
- Dispense Medication according to dispensing algorithm.

(\*For specific pediatric dispensing actions, see below)

- Provide dispensing instructions and other informational handouts as appropriate.
- Direct clients to exit (or other services as appropriate).
- Debrief with the Dispensing Supervisor.
- Brief replacement as appropriate
- Assist with demobilization, as directed.

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## For Pediatric Dispensing

- ❑ Assess appropriate medication per dispensing algorithm.
- ❑ If child falls off algorithm, refer/consult with Complex Dispensing Staff.
- ❑ Get weight of child (weigh child if necessary) as needed and record weight on intake form.
- ❑ Dispense Medication according to algorithm and pediatric dosing guidelines, or as directed by Complex Dispensing Staff.
- ❑ Provide pediatric preparation and dosing instructions with pediatric doses.

# FIELD OPERATIONS GUIDE

## Screening/Forms Reviewer

- Learn how to use the registration form.
- Review client registration forms.
  - Check for completeness of forms
  - Check forms for contraindications to default medications marked on the form (i.e. “yes” box checked).
- Assign Client to appropriate dispensing line:
  - No contraindications sent to express dispensing.
  - Possible contradictions marked are sent to Medical Evaluation.
  - Children (and their families) are sent to Medical Evaluation for Pediatric dosing.
- Debrief with assigned supervisor.
- Brief replacement as necessary.
- Assist with demobilization, as directed.

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## Greeters

- Assemble materials.
- Greet clients.
- Orient clients to the process, so they will expect to:
  - Receive information.
  - Complete Registration Form.
  - Be given medication / vaccine.
  - Have information to take home about disease agent, medication and follow-up needed.
  - See staff available to assist throughout the process.
- Direct clients to the registration area.
- Identify and direct clients with disabilities to the special services area.
  - Notify a runner to escort client to the special services area.
- Request Greeter/Registration Area Supervisor to assist with questions.
- Direct media inquiries to the assigned media rep. (POD Manager or other assigned individual).

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## Registration Staff

- ❑ Learn how to fill out registration form.
- ❑ Instruct clients how to fill out registration form.
- ❑ Answer client questions about the process, so they will expect to:
  - Receive information.
  - Be asked to complete the forms handed out.
- ❑ Direct clients to forms review;
  - If needed, clients may be referred to Behavioral Health, Special Services, Security, or other services as circumstances require.
- ❑ Alert assigned Runner to escort client to special services, if necessary.
- ❑ Direct media inquiries to the assigned media rep. (POD Manager, or other assigned individual).
- ❑ Monitor supplies and alert Runners when more supplies are needed.
- ❑ Debrief with Greeting/Registration Supervisor
- ❑ Brief replacement as necessary.
- ❑ Assist with demobilization, as directed.

# FIELD OPERATIONS GUIDE

## Exit Review

- ❑ Assure client has all appropriate forms and supplies prior to leaving the POD.
- ❑ Refer clients back to the appropriate POD area, if they have not completed the dispensing process.
- ❑ Remind clients about the public information hotline, and to monitor the news for further information.
- ❑ Answer any final questions and remind client to keep and follow all instructions received.
- ❑ Debrief with Medications Dispensing Crew Leader.
- ❑ Brief replacement.

## **FIELD OPERATIONS GUIDE**

### **Inventory and Supply Control**

- Standby for the delivery of medications and other supplies, prior to opening or upon resupply.
- Ensure SNS supplies are kept in a locked, secured room.
- Maintain and control all supply inventories.
- Report supply inventory to assigned supervisor regularly. Foresee and report the need to reorder supplies before depleted.
- Work with Runners to stock supplies at stations.
- Debrief with your assigned supervisor.
- Brief your replacement.
- Assist with demobilization, as directed.

# **FIELD OPERATIONS GUIDE**

## **Security Manager**

- Perform security assessment of facility.
- Contact the POD Manager to identify security needs.
- Determine the number of security staff needed to provide the necessary security.
- Develop security plan and traffic control plan accordingly.
- Attend initial briefing/planning meeting with Command Staff and Section Chiefs to review the POD set-up.
- Establish contacts with local law enforcement as required.
- Monitor and adjust security and traffic plans accordingly.
- Record all incident related complaints and suspicious occurrences.
- Review and confirm staffing levels for the next day or shift with the Facilities Leader.
- Provide routine progress and/or status reports to the Facilities Leader.

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## **FIELD OPERATIONS GUIDE**

- Monitor colleagues and clients for signs of fatigue or distress. Notify the person you report to as appropriate.
- Brief replacement, as necessary.
- Assist with demobilization, as directed.
- Assist with restoring facility to pre-POD conditions.

# **FIELD OPERATIONS GUIDE**

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