
POD Manager/Director

Purpose: To efficiently organize, manage and direct all operations at the dispensing site for the mass distribution of drugs/vaccine to protect the public from a public health threat. Coordinates and supervises POD staff with support from and coordination with the Regional Operations Center and/or local emergency management authorities.

Qualifications: Licensed Medical/Nursing Personnel skilled in management/supervision of clinical functions and personnel with NIMS Training or a person with specialized training in POD management.

This position should not be assigned any additional duties.

Supervisor: Operations Section Chief

Responsible For:

- Overall POD operations
- Safety
- Triage Team Leader
- Screening Team Leader
- Forms Completion Team Leader
- Treatment Team Leader
- Support Team Leader
- Security and Traffic Team Leader
- Inventory and Supply Team Leader

Responsibilities upon Activation:

- Contact appropriate parties to have POD facility opened for the event, meet facility representative at the POD
- Sign in on Check In/Out Form (ICS-211)
- Receive briefing from Regional Operations Center (ROC), Incident Command Post (ICP) or local emergency management authorities.
- Review Job Aids
- Review POD Plan
- Ensure knowledge of full mission objectives.
- Communicate concerns or problems prohibiting mission completion.
- The follow things should be covered in your briefing:
 - What is the disease?
 - What is the therapy?
 - How many regimens can one person pick up?
 - What time and date will the POD open?
 - What are the POD hours?
 - What is the population prioritization?
- Establish safety issues in collaboration with the Supply Team Leader and the Safety Officer assigned at the ROC/ICP.
- Establish and maintain staff accountability.
- Establish a resource ordering process
- Establish communication pathways with Regional and Department Operations Center contact information, such as phone and fax numbers.
- Obtain a copy of the incident Briefing form (ICS Form 201) from the public health representative at the EOC or from the Regional Operations Center
- Determine staffing needs and acquire appropriate staff resources
- Implement staff activations
- Confirm activation and status of your POD staff
- Develop staff schedule and assignments

- Establish a briefing schedule
- Verify credentials/staff identification system in coordination with security staff
- Establish chain of command and performance expectations:
 - Your subordinates are to report ONLY to you
 - Your subordinates work with other staff as assigned by you, but they DO NOT take instructions from or provide information to anyone other than you (or the Safety Officer, if regarding a safety issue)
 - Any questions, problems or incidents should be reported to you, NOT to anyone else
 - It is important that staff DO NOT MAKE DECISIONS on their own, other than provided for in their Job Aid Sheets. This ensures critical consistency with respect to performance and information at the site.
 - Ensure that staff is personally prepared, self-sufficient, and adequately equipped to perform their assignments
- Delegate job duties and distribute Job Aid Sheets for each section to the appropriate Team Leader.
- Review site security, medication storage, and traffic flow patterns with Security and Traffic Control Team Leader
- Prepare an Operational Briefing, to be given to staff members at scheduled briefing(s):
 - Greetings and introductions
 - Mission objectives as established in the Incident Action Plan (IAP)
 - Latest event information and environmental conditions
 - A review of the command structure
 - The disease agent with general information about the agent
 - Medical treatment to be dispensed
 - Medical- legal issues pertaining to emergency dispensing operations
 - An orientation of the overall purpose, function and flow of the dispensing site
 - POD hours of operation
 - Description of the affected local emergency management structure
 - Any hazards or threats to staff safety and health including personal protective equipment if required
 - Evacuation procedures
 - Pertinent or unique cultural or local considerations
 - Shift considerations, and transition instructions to incoming staff
 - Floor diagram with annotations to show client flow and station locations
 - The function of mental health staff if present
 - Instructions to staff that ALL media inquiries will be directed to the POD Director/Manager
 - Explain Information flow and reporting requirements
 - Briefing schedule
- Ensure that prophylaxis for staff and families is addressed and/or performed as necessary.
- Notify Regional Operations Center/Operations Section Chief and/or local emergency management authorities when ready to begin accepting clients

Ongoing Responsibilities:

- Maintain communication with ROC/ICP and/or local emergency management authorities
- Monitor the provision of Just-in-Time (JIT) training for POD and clinical staff
- Report progress to ROC/ICP and/or local emergency management authority, as appropriate
- Conduct Operational Briefings as scheduled
- Review work schedule and specific assignments for each group of staff
- Review and monitor procurement process with the Inventory and Supply Team Leader.
- Collect all staff sign in sheets to forward to the ROC/ICP
- Monitor safety considerations, oversee POD safety in collaboration with the Supply Team Leader and the ROC/ICP Safety Officer
- Monitor dispensing site activities:
 - Coordinate with team leaders to discuss implementation of necessary changes to minimize bottlenecks and/or increase client flow.
 - Ensure consistency and adequacy of information provided to clients in all stations

- If conducting shift change, conduct a briefing/planning meeting with your replacement POD Director. At a minimum discuss the following:
 - Current POD situation
 - Review and update the Action Plan
- As client flow decreases or as directed, begin to initiate demobilization procedures
- Maintain Unit Log (ICS-214/214a); document all actions and decisions

Demobilization Responsibilities:

- Perform inventory check and procedures to assure medical countermeasure asset recovery and/or instructions for redistribution
- Ensure that all records and reports are turned in to the appropriate Sections
- Request a Demobilization Plan and initiate the release resources, supplies and workforce accordingly
- Restore facility to pre-operation condition
- Conduct exit interviews with local officials and staff
- Ensure that an After Action Review occurs and is documented
- Participate in After Action Review meetings, as required
- Secure facility and return responsibility to appropriate facility representative
- Inform Regional and/or local operations center that the POD is closed down
- Sign out on Check In/Out Form (ICS-211)