Attachment 1: Point of Dispensing (POD) Guidelines

SECTION 1: Fundamentals

1.1 Introduction:

A) The Point of Dispensing (POD) Guidelines are prepared by Department of Environmental Health and Public Safety. This publication addresses the facility, personnel, procedures and support requirements for activating a POD in a large-scale emergency situation. This publication also provides checklists needed for POD operation.

B) Preparation is critical to be effective in emergencies. Therefore, all POD personnel should become familiar with the Guideline's contents.

C) The dispensing of medications/vaccine is a core function of the Strategic National Stockpile (SNS) plan and preparedness. It is the most complex and challenging of all the functions since large numbers of persons must be provided medication/vaccine in just a few days when an event occurs. The key to survival for most people is to provide antibiotics/vaccine as soon as possible and/or before an individual begins to show any clinical symptoms. Persons eligible to receive medications/vaccine will be determined by Public Health officials working within a unified command structure based upon reports from Emergency Medical Services (EMS), hospitals, Infection Control Practitioners (ICPs), law enforcement (LE), and physicians regarding the number of the potentially exposed population.

1.2 Purpose:

A) The purpose of this document is to:
   1) describe the organization and operation of a POD
   2) define responsibilities and responsible parties
   3) provide checklists to help in setup and operation

1.3 Scope:

A) The POD Guidelines are based on “all-hazards” planning. It identifies responsible individuals or departments, and guides activation, response, and recovery actions. The POD Guidelines are designed for only the West Lafayette campus. It applies to a broad range of emergency medical incidents, and will normally be activated after coordination with the local County Health Department and/or Emergency Management Agency.

1.4 Laws and Authorities

A) A mutual aid agreement has been established by Purdue University and Tippecanoe County Health Department.
1.5 Assumptions:

A) The POD Guidelines are based on assumptions that provide a basic foundation to establish our operating procedures and checklists. These assumptions must cover a wide range of potential medical situations. Therefore, the POD assumptions will be based on “general” considerations. They are:

1) Tippecanoe Health Department will direct activation of Purdue’s POD
2) The POD may be a closed or open POD based on the medical emergency
3) Emergencies may require cooperation/coordination of internal and external departments, organizations, and agencies to include, university, city, county, state, and federal entities.
4) Basic services, including electrical, water, natural gas, heat, telecommunications, and other information systems may be interrupted.
5) Normal suppliers may not be able to deliver goods.
6) Students, faculty and staff may not be able to leave the University.
7) Departments tasked by this document are trained/ready to respond to emergency situations.

1.6 Organizational Structure:

A) The Purdue University POD center will be structured to be flexible with some or all positions being activated based on the specific incident or event. Moreover, the POD structure is designed to fit into the Incident Command System and follow all the National Incident Management System guidelines. Below is an example:

![Organizational Structure Diagram]

Unified Command (PUSH Director/SN Director, EHPS)

PIO (M & M)  Liaison

Safety Officer

Operations Section Chief (TBD)  Logistics Section Chief (B & G Sn Director)  Planning Section Chief (EP Director)  Finance Section Chief (TBD)

POD Manager (TBD)
SECTION 2: Concept of Operation

1.1 General:

A) The Campus Emergency Preparedness and Planning will spearhead the development, coordination, and revision of this document. The POD Guidelines are designed to provide basic planning guidance that allows a POD to be set up in minimal time. They are also flexible allowing the Guidelines to be adjusted to severity and size of the medical emergency. Checklists and diagrams have been developed to assist in POD setup and operations.

1.2 Roles & Responsibilities

A) POD Manager
   1) The POD Manager is responsible for POD setup.
   2) The POD Manager keeps the Incident Commander apprised of all POD issues.
   3) It is the responsibility of the POD Manager to ensure that the staff is rotated to prevent exhaustion.
      (i) No staff member or volunteer should work more than a twelve hour shift.
      (ii) A buddy system should be developed to ensure that the staff members have someone looking out for them to prevent exhaustion.

B) POD Security and POD Traffic/Parking
   1) Purdue University Police Department is responsible for POD security and traffic/parking requirements.

1.3 POD Locations:

A) Purdue University has established two POD center locations. The Armory and the North gym in the Recreational Sports Center may be used a POD center based on the specific incident or event and weather conditions. Additional areas may be used based on availability. The POD Guidelines will be adjusted to that venue.

B) After the site has been surveyed and properly secured, the staff will set up to receive supplies. Signs should be placed to help everyone navigate throughout the facility. Supplies should be distributed to the appropriate areas. Refer to the setup diagrams for station locations.

C) During the 2009 H1N1 pandemic, two POD sites were activated at Purdue University, Stewart Center, Rooms 214/218 ABCD and the Co-Rec. A “Lesson Learned” was:
   1) “For future clinics, the Rec Sports venue should be used when huge crowds are expected, and the STEW area activated when a web-based appointment system is in place.”
1.4 POD Activation:

A) When a medical emergency occurs, the Director of Purdue University Heath Center will coordinate with the Senior Director Environmental Health & Public Safety and direct the POD center to be activated.

1.5 POD Setup:

A) The POD Manager is responsible for the POD setup and operations. Reference the POD Setup checklist to setup the POD.

B) Determine Staffing Needs
   1) The number of staff and volunteers needed to support POD operations depend on the size of your facility, the floor plan, designated population, desired throughput, and time allocated for dispersing operations.

1.6 POD Operations

A) Office/Registration Area:
   1) The POD manager should ensure that all POD workers are qualified to perform the mission and register at the site. Staff members should fill out the staff sign-in sheet located at the registration desk. All staff should be given a briefing before they start operations. Additionally, staff must also be familiar with safety protocols. The Office/Registration station will be the main flow of internal and external communications. This station should ideally be located in or near the main office of the site, depending on the layout. Access to the office area should be limited.

B) Signs should be posted as follows:
   1) Exterior signs will be posted in pre-designated areas to guide traffic to the POD.
   2) Interior signs will be posted to identify the various stations and important locations within the POD.

C) Ongoing operations include:
   1) The POD Manager keeps the Incident Commander apprised of all POD issues.
   2) Maintain security of the site
      (i) PUPD will normally provide all security for the POD site, if required.
   3) Traffic Control
      (i) PUPD will normally provide all traffic control for the POD site, if required.

D) Marketing and Media personnel will handle all media relations.
1.7 POD Recovery Operations

A) The POD Manager will work with all assigned personnel to secure all remaining supplies and ensure pickup from the site.

B) Once a determination to close the POD Site is made by the Incident Commander, all staff will be notified.

C) A short debriefing period to wrap up all outstanding issues should be conducted before the staff leaves.

D) The POD Manager should prepare an After Action Report on the operation and submit it to the Incident Commander.

Checklists:

1. ACTIVATION
2. SETUP
3. PREPARING TO RECEIVE & DISPERSE MEDICATIONS
4. SECURITY
5. TRAFFIC/PARKING
6. EMERGENCY MEDICAL SERVICE
7. PURDUE UNIVERSITY STUDENT HEALTH (PUSH)
8. COMMUNICATIONS
9. INFORMATION TECHNOLOGY
10. DEPARTMENTAL POD REQUIREMENTS
11. POD SITE RECOVERY

POD Site Diagram Examples:

1. Co-Recreational Sports Facility
2. Armory
3. STEW 214/218 ABCD (2)
# POD ACTIVATION CHECKLIST

- **PUSH Director** coordinates with the Senior Director, EHPS and directs POD activation.
  - Determine POD location
    - Armory
    - Recreation Sports Center
    - As determined by the PUSH Director
  - Notify senior leadership

- The POD Manager is responsible for activating the POD site and coordinating the activation with the Senior Director, EHPS.

- **Senior Director, EHPS** determines if the Emergency Operations Center needs to be activated and implements the Incident Command System (ICS) structure and notifies the Purdue Dispatch Center (PDC)
  - Determines if an activation meeting with key players is needed. If yes, request PDC notify department representatives of the meeting and time/location

- **Purdue Dispatch Center** notifies:
  - Police Department
  - Fire Department
  - POD Location Department Head
  - Campus Emergency Preparedness Office
  - Marketing & Media
  - POD Manager

- Ensure POD Set up Checklist is implemented  **OPR: POD Manager**

- Coordinate with/assist Purdue University Student Health Center (PUSH) in medical requirements. See PUSH Checklist  **OPR: PUSH**

- Ensure POD Security Checklist is implemented  **OPR: PUPD**

- Ensure POD Traffic/Parking Checklist is implemented  **OPR: PUPD**

- Ensure Information Technology Plan is implemented  **OPR: ITaP**

- Ensure POD Emergency Medical Service (EMS) Checklist is implemented  **OPR: PUFD**

- Ensure POD Communication Checklist is implemented  **OPR: Marketing & Media**

- Notify county and state offices as applicable.  **OPR: Senior Director, EHPS**
### POD SETUP CHECKLIST

- **The POD Manager** is responsible for ensuring the POD site is setup. See examples at the end of this attachment to help plan for setting up the POD. POD manager will ensure the following:

<table>
<thead>
<tr>
<th>Equipment needed at POD may include the following items. Coordinate with the Incident Commander and EOC Director (if activated) to obtain needed items.</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Locked refrigerator or refrigerator in locked room/the ability to secure medications/vaccine. Vaccine may need to be refrigerated or maintained in freezer.</td>
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<td>- Additional coolers</td>
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<tr>
<td>- One or more rapid photocopy machines</td>
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<tr>
<td>- Fax machine</td>
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<tr>
<td>- Computer--laptop with internet capacity</td>
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<tr>
<td>- Tables and chairs</td>
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<tr>
<td>- First aid kits</td>
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<td>- Alternate light source (e.g., large lamps and flashlights)</td>
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<tr>
<td>- Two-way radios, cell phone, satellite phone.</td>
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<tr>
<td>- Wireless capability/air cards</td>
</tr>
</tbody>
</table>

- Coordinate with applicable departments to ensure the following:
  - Mark/delineate internal and external traffic patterns
  - Obtain barriers, cones, etc. for parking and traffic control
  - Label all rooms at facilities including rest rooms (prepare laminated signage in advance)
  - Mark entrances and exits in large clear signs
  - Coordinate with PUFD for Emergency Medical Technician (EMT)/EMS support for emergencies
  - Coordinate with Physical Facilities for facility engineering and janitorial/custodial support
  - Prepare refrigerator and/or space for receipt of prophylaxis
  - Test wireless communication capability
  - Discuss security plan with PUPD representative

- **Demographics Considerations**
  - Identify resident population
  - Identify translators for most used languages
  - Identify any visiting population
  - Identify special populations and their needs
  - Children and families

- **Staffing**
  - Prepare staffing charts
  - Assign staff.

- **Notify Incident commander and/or EOC Director when POD is ready to receive individuals.**

- **Coordinate with Tippecanoe County Health Department time of opening for public**
## PREPARING TO RECEIVE & DISPERSE MEDICATIONS CHECKLIST

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<tr>
<td>☐</td>
<td>Tippecanoe County Health Department will request through the Purdue University Student Health Department that a POD site be activated.</td>
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</tbody>
</table>
| ☐ | Tippecanoe County Health Department will provide distribution and handling instructions on the medications.  
  o Will the medications be delivered or do we have to pick them up? |
| ☐ | Contact the POD management staff and staff volunteers, as applicable, to staff the POD. |
| ☐ | PUSH staff and/or POD Manager will assign tasks. |
| ☐ | Site set up—the POD Manager oversees site setup. Configure the facility according to the floor plan sketch, obtaining necessary non-medical supplies, placing appropriate signage throughout the facility. |
| ☐ | PUSH staff will determine dispensing operations. |
| ☐ | Does the staff require “just in time training”? |
| ☐ | Receive, store, and secure medications. Consider the following points:  
  • Are security measures in place when medications arrive?  
  • Do we have the appropriate equipment and staff to off load medications and/or move them to the appropriate storage area or alternate locations, if required?  
  • Is there a process for forms reproduction?  
  • Ensure there is a chain of custody process for medications. |
| ☐ | If temporary storage is needed during dispensing operations, medications should be stored in a secure location (a locked room or cabinet where few individuals have access) and kept at controlled room temperature as specified by the medication manufacturer (away from extreme heat or cold). |
| ☐ | Prepare materials—determine the necessary forms to be used at the POD site.  
  o Will forms be included in the medications shipment?  
  o Emailed pre-event or upon activation? Forms may include drug information sheets for the medication, medical screening forms, inventory management forms, Frequently Asked Questions (FAQ) sheets, and dispensing algorithms. |
# POD SECURITY CHECKLIST

- **☐** PUPD is responsible for overall security. Ensure the security plan is coordinated with:
  - POD Manager
  - Incident Commander and or EOC Director
  - Tippecanoe County Public Health representative
  - State and local law enforcement, as applicable

- **☐** Provide security of inventory, including locked and limited access to medical supplies, as applicable

- **☐** Coordinate/provide security for transportation of medical supplies as applicable

- **☐** Ensure there is security personnel for:
  - Crowd control
  - Traffic control
  - Parking control - civilian
  - Safety of POD personnel
  - The POD site.
### POD TRAFFIC/PARKING CHECKLIST

- PUPD is responsible for overall traffic and parking control. Ensure the traffic/parking plan is coordinated with:
  - POD Manager
  - Incident Commander and or EOC Director
  - State and local law enforcement, as applicable

- Assess the need for additional assets

- Designate an area for staff parking with appropriate signage, if possible

- Identify public parking areas with proximity to entrance, lighting, and ease of walking (gravel vs. pavement). Police and re-supply vehicles need to have designated areas. Also consider where the triage area will be placed relative to parking and entrance to the dispensing site

- Provide handicapped accessible parking

- Determine traffic flow around and to POD site

- Identify/dedicate flow for supplies delivery and offloading

- Determine need for barricades for security and/or to route traffic; include Buildings & Grounds Department in those plans
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<tr>
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<th>POD EMERGENCY MEDICAL SERVICE CHECKLIST</th>
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<td></td>
<td>PUFD is responsible for overall EMS response. Ensure the EMS plan is coordinated with:</td>
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<td></td>
<td>• POD Manager</td>
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<td></td>
<td>• Incident Commander and or EOC Director</td>
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<td>• State and local law enforcement, as applicable</td>
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PURDUE UNIVERSITY STUDENT HEALTH (PUSH)
POD CHECKLIST

- PUSH is responsible for all medical dispersing operations. The following steps should be completed:
  - Determine staffing needs
  - Prepare staffing schedule
  - Review credentials of volunteer licensed professional staff for status
  - Verify lot numbers and manufacturer are correct on web based registration page. (2009 H1N1 Lesson Learned)
  - Ensure that the cut-off time for appointment scheduling is correct. (2009 H1N1 LL)
  - Consider having worker shifts rather than one group working the entire period. (2009 H1N1 LL)
  - Consider having someone in charge of logistics and another person in charge of medical services to allow each to focus on their own area. (2009 H1N1 LL)
  - Consider using vests…Red-nurses; green-check in; and blue-paramedics. Paddles for signaling an open table and brightly colored ropes to direct crowds were helpful. (2009 H1N1 LL)

- Volunteer Resources (coordinate through Tippecanoe County Public Health for non-Purdue affiliated volunteers)
  - Local Health Departments.
  - City/County employees.
  - Family members.
  - School employees such as teachers, nurses, and custodial staff
  - Community faith-based organizations.
  - Civic organizations.
  - Professional associations.
  - School-based health center staff.
  - Local trucking companies.
  - Taxi services.
  - Public transportation workers.
  - Cleaning companies.
  - Local behavioral health and social service clinics, including substance abuse programs.
  - Civic organizations, such as Rotary and Kiwanis.
  - Volunteer organizations such as Retired Service Volunteer Corps, American Legion, Veterans of Foreign Wars.
  - Local businesses (professional offices, retail, trade oriented).
  - Retired nurses, physicians, and other health care providers.
- Pharmacists and pharmacy technicians (private and public pharmacies).
- Local hospitals and community medical/dental offices.
- Medical Reserve Corp members.
- Community Emergency Response Team(s).
- Local Emergency Planning Committee
- Colleges and Technical Schools

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<tr>
<th>POD Site Supply List</th>
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<tbody>
<tr>
<td>Tables</td>
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<tr>
<td>Chairs</td>
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<tr>
<td>Paper—for notes</td>
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<tr>
<td>Pens</td>
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<tr>
<td>Phone list—PUSH</td>
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<tr>
<td>Mats to stand on</td>
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<tr>
<td>Sharps container</td>
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<tr>
<td>Alcohol wipes</td>
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<tr>
<td>Alcohol</td>
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<tr>
<td>Alcohol dispensers</td>
</tr>
<tr>
<td>Cotton balls</td>
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<tr>
<td>Jars for cotton balls</td>
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<tr>
<td>Syringes</td>
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<tr>
<td>Needles</td>
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<tr>
<td>Chux/barrier towels</td>
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<tr>
<td>Kleenex</td>
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<tr>
<td>Hand sanitizer</td>
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<tr>
<td>Band-Aids (some latex free)</td>
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<tr>
<td>Gloves (Latex and non-latex)</td>
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<tr>
<td>B/P cuff</td>
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<tr>
<td>Stethoscope</td>
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<td>Thermometer</td>
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<tr>
<td>Epinephrine</td>
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<td>Tourniquet</td>
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<td>Cooler</td>
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<tr>
<td>Cooler</td>
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<tr>
<td>Lotion</td>
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<tr>
<td>Container for forms</td>
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<tr>
<td>Paper tape and 2x2s</td>
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<tr>
<td>Computer access/hook up</td>
</tr>
<tr>
<td>Crackers</td>
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<tr>
<td>Juice/Gatorade</td>
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<tr>
<td>HIPAA forms</td>
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<tr>
<td>Trash cans</td>
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<tr>
<td>Purdue phone book/directory</td>
</tr>
<tr>
<td>Signage</td>
</tr>
<tr>
<td>Privacy screens</td>
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<tr>
<td>Line ropes to que people in line</td>
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<tr>
<td>Coolers or some kind of refrigeration for vaccine</td>
</tr>
<tr>
<td>Clip boards for filling out forms</td>
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<tr>
<td>Masks</td>
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<tr>
<td>Food and water for workers</td>
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POD COMMUNICATIONS CHECKLIST

Marketing & Media is responsible for University communication requirements. This checklist is designed to provide communication tips in regards to POD operations.

- A plan for providing the public with information about site location, target population, and any additional information, should be developed.

- The following information should be communicated to the public in as many languages as needed:
  - Target population
  - Site location and directions
  - Dates and times of operation
  - Type of identification to bring, if required
  - Length of time the process may take
  - Type of clothing to wear
  - Culturally appropriate information

- In addition to information about the specific site being publicized, a concerted effort should be made to provide information to the public that emphasizes:
  - The rationale for dispensing site strategy, and alternative sites.
  - Disease containment measures are effective
  - All possible measures are being taken to prevent the further spread of the disease
  - Specific virus involved
  - Early signs and symptoms, including information on incubation period
  - Mode of transmission
  - Community locations affected by the agent
  - Asymptomatic persons will have time to get treated and should avoid going to local hospitals
  - Symptomatic or ill persons should consult with their health care providers
  - Eligibility criteria to receive prophylaxis: “If you don’t fit the criteria, you do not need treatment”
  - Information needed to bring to the dispensing site
  - Information phone call center number to provide information about the event, agents, dispensing sites, etc.
  - What to expect at dispensing sites and information regarding the medications: Shots, pills or both? Description of medication(s)/vaccine
  - Wait may be long. Please be patient
  - Each dispensing site will have a general flow and everyone will be treated in an orderly fashion, which is set up by the dispensing site management.
  - Medications are free

- Develop a plan for communicating with special populations through mass media Methods. Consider the following:
  - Certain special population groups (i.e., various language groups) may be asked to come at a specific time and date (i.e., when translator resources are available.)
  - If special transportation can be provided for physically disabled or elderly persons, the telephone number for requesting special transportation should be included in all media releases.
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<thead>
<tr>
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<th>INFORMATION TECHNOLOGY CHECKLIST</th>
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<tr>
<td></td>
<td>The POD Manager should coordinate with ITaP office to ensure all computers and wireless needs are met.</td>
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<td></td>
<td>If web-based signup is going to be used, coordinate with ITaP.</td>
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# DEPARTMENTAL POD REQUIREMENTS CHECKLIST

## PUSH Staff
- Serve as the overall POD Manager
- Coordinate with county health department for additional medical supplies and personnel, as needed
- Recommended entry point for Stewart Center is the west doors. Off load on the sidewalk. Contact PD for any assistance.
- Coordinate with Terry Clayton at 4-8904 or Bill Allen at 4-8147 to obtain carts for offloading supplies
- Coordinate with PD to position electronic signs (external to POD)
- Verify POD signage is placed in appropriate locations. For example:
  - Line Forms Here
  - Enter
  - Exit
  - Red Cross
  - Registration
  - Pharmacist’s Consultant
  - Person with Disability Immunization Table
  - Shot Table
  - RN Reviewers
  - Paramedic
- Verify wireless or air card access is available for CHIRP input
- Verify appropriate cold storage equipment (refrigerator, coolers, etc) are available to store the vaccine
- Use POD Setup Diagram and verify room is set up appropriately
- Verify all needed medical and logistical supplies are positioned in appropriate places
- Establish a sign in roster of all POD personnel
  - Use for Emergency Assembly Area (EAA) accountability, if required

## Tippecanoe County Health Department
- Coordinate Red Cross participation
- Provide supplies, vaccine, support, etc as predetermined in planning meetings
  - See Purdue PD rep for assistance in transporting additional vaccine supplies
- Recommended entry point for Stewart Center is the west doors. Off load on the sidewalk. Contact PD for any assistance.

## Purdue Police Department
- Provide security, transportation and parking support to the POD Manager
- Position electronic signs as directed by POD Manager
  - Signs will be located ___________
  - Signs should state: ___________
- Coordinate with county health department/PUSH and provide a van to obtain supplies/equipment for POD setup the morning of Dec 4
- Provide assistance with obtaining more vaccine from the county, as needed
  - Coordinate with county rep and provide transportation/security to county vaccine holding area
- Provide POD Manager with a portable PA system to help in providing instructions POD participants
- If there is a requirement to shelter for any non-weather incident, be prepared to provide directions to all POD attendees, e.g. active shooter incident) (for weather incidents, proceed to the basement)

### Purdue Fire Department
- Provide one Firefighter/paramedic in POD area to provide immediate medical support
  - Ambulance will be on call at the Fire Station
- Light duty paramedic will provide assistance as deemed necessary by POD Manager
- **If a fire alarm is activated or there is a need to evacuate the POD rooms, Fire Department personnel will close and lock the doors to the POD area**

### Emergency Preparedness Office
- Provide POD Guidelines to include set up diagrams and logistical support as needed

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### RECOMMENDED BRIEFING ITEMS

#### Emergency Evacuation Procedures
(recommend these procedures be briefed to POD personnel prior to POD activation)

- Obey evacuation alarms and orders
- No one may remain inside a building when an evacuation is in progress.
- When you evacuate, take keys, coat, purse and any other critical personal items with you to the Emergency Assembly Area (EAA)
  - Our EAA is the first floor of the PMU (common area)
- If safety is not in jeopardy, store vaccine in cold stage areas prior to departing the facility
- Fire Department personnel will close and lock the doors
- Assist those who need help, but do not put yourself at risk.
- Walk calmly but quickly to the nearest emergency exit.
  - Please take note of our emergency exits (point out exits)
- **Use stairways only. Do not use elevators.**
- Keep to the right side of corridors and stairwells as you exit.
- Proceed directly to your designated EAA. Stay away from the immediate area near the building you evacuated.
- Remain in EAA until roll is taken and instructions are given.

#### Emergency Shelter Procedures
(recommend these procedures be briefed to POD personnel prior to POD activation)

- Proceed to the basement of any building that has a basement or sub-walk. Position yourself in the safest portion of the area away from glass. Be prepared to kneel facing a wall and cover your head.
- For other shelter requirements, follow the police department personnel directions
## POD SITE RECOVERY CHECKLIST

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<tr>
<td></td>
<td>The POD Manager is responsible for deactivation and recovery operations.</td>
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<td></td>
<td>Inventory all unused meds/vaccine and supplies</td>
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<tr>
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<td>Ensure facility is cleaned… debris, personal items, medical supplies/equipment, biowaste</td>
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<td></td>
<td>Remove equipment brought to site: e.g. tables, chairs, computers, communication equipment, etc.</td>
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<td>Coordinate completion with the Incident Commander, EOC Director and State and local law enforcement, as applicable</td>
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