



UNIVERSITY OF
TEXAS
ARLINGTON

**Strategic National Stockpile
Point of Dispensing Plan
Standard Operating Guidelines**

RECORD OF CHANGES
Strategic National Stockpile
Point of Dispensing Plan

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STRATEGIC NATIONAL STOCKPILE

POINT OF DISPENSING PLAN

I. INTRODUCTION

In the event of a natural or man-made epidemic, the University of Texas at Arlington (UT Arlington) will establish and operate a Point of Dispensing (POD) intended to serve the UT Arlington community (students, faculty, staff and their respective family members). The primary purpose of a POD is to get needed drugs to a population as quickly and efficiently as possible. A rule of thumb is one POD per 20,000+ individuals. Therefore, with a campus population from 35,000 to 45,000 the UT Arlington POD is intended to serve this specific population group and their dependents only.

The call to activate the UT Arlington POD will come from the Tarrant County Public Health, Fort Worth, Texas. Activation will occur in response to an impending or actual outbreak of a public health emergency caused by one or more of the following agents:

- Pandemic influenza
- Anthrax
- Small pox
- Plague
- Tularemia

Should such an emergency occur, the principal concern is to immunize and/or treat the largest number of individuals in the shortest possible time. A network of both public and private PODs throughout Tarrant County, Texas is intended to provide this capability, prevent illness, and save lives.

There is no standard formula for the composition or operation of a POD. Each organization structures its POD, the location, logistics and operations according to unique environmental capabilities and constraints. In the case of UT Arlington, the environment and availability of resources lend themselves to successful POD establishment. However, the fact that the campus is open to the community and the UT Arlington POD is intended to serve a specific population makes both security and crowd control significant planning issues.

The following sections outline composition, location, set-up, logistics, activation, patient flow and operation of the UT Arlington POD. It is intended as an overview requiring specific duties and procedures to be developed by the various teams responsible for each task. This plan is a work in progress. It will require updating and clarification based on revised capabilities and new information received from exercises and a variety of other sources.

II. EXPLANATION OF TERMS

A. Acronyms

DSHS	Department of State Health Services (Texas)
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EOC	Emergency Operations Center
ICP	Incident Command Post
PPE	Personal Protective Equipment
POD	Point of Dispensing
PIO	Public Information Officer
RACES	Radio Amateur Civil Emergency Services
SOG	Standard Operating Guidelines
SNS	Strategic National Stockpile
UT Arlington	University of Texas at Arlington

B. Roles and Responsibilities

POD manager: The POD manager is responsible for the command and control activities of the POD. This person(s) will manage and control the total operations of the facility. The manager ensures the POD functions at the highest level of efficiency possible with the given staff and supplies. The POD manager directly oversees the operations, logistics, planning, and administration by working closely with the section chiefs and coordinators for all shifts. The POD manager (or designee) will communicate/coordinate with the campus emergency operations center (EOC).

Public information officer (PIO): This person(s) will establish and maintain a relationship with all stakeholders to provide information and receive information. The POD PIO will coordinate media activities and information releases with the campus EOC and the local EOC PIO and Tarrant County Public Health.

Safety & security officers: These people are responsible for ensuring the POD is free from health and safety hazards before, during and after operations. The health and safety officer will collaborate with the section chief(s) regarding the resolution of any safety issues. Security will determine primary and alternate locations for medication to be delivered, secure medications when delivered, secure POD exterior, secure POD interior, secure medication storage area and attend to crowd control and people movement through POD.

Staging area manager: This person will establish a staging area in a parking lot in close proximity to the POD and will coordinate shuttling of special needs populations and others as the need arises. The staging area manager will coordinate with safety & security officers to ensure a logical, smooth flow of traffic, parking, and shuttling in a safe and secure manner.

Operations section chief: This section takes responsibility for all clinical areas of the POD and consists of the following functional areas:

Patient services: medical screening/triage, dispensing medication, patient education and exit monitor.

- a. **Medical screening team**
Ensure that all patients receive appropriate prescription for antibiotics as per treatment protocol. Ensure that all patients are referred for medical consultation or follow-up as per protocol.
- b. **Dispensing team**
Ensure that each patient is dispensed the correct drug and strength.
- c. **First aid & mental health team**

Identify and refer any patient needing a first aid assistance and/or mental health referral and/or follow-up. Provide on-site counseling.

The operations section chief will ensure the staff in the respective services fulfills the requirements of the standard operations guidelines (SOG) and is within their scope of practice and training. If staffing adjustments are needed, this chief will develop the plan/recommendations for the POD. This section must coordinate the transport of any patients with the staging area manager.

Logistics section chief: This section is responsible for all support needs of the POD.

1. Facility management/maintenance
 - a. Arrangement of food and beverage services for POD staff and volunteers
 - b. Supplies (tables, chairs, posted signs, ropes as barricades, barricades, audio-visual equipment)
 - c. Equipment maintenance
 - d. Housekeeping
 - e. Transportation of personnel/volunteers/victims to POD from staging site, if necessary
 - f. Pharmacist/pharmacy technician will prepare the stock of prescriptions as required
2. Informational technology support
 - a. Software and hardware support/supplies
 - b. Security of systems and the website
 - c. Help desk support

This section is tasked with procurement of material and informational technology support and therefore, must work closely with the operations section chief and the POD manager. Logistics is responsible for coordinating internal and external communication resources such as radios, walkie-talkies, Radio Amateur Civil Emergency Service (RACES) activities, and computer activities if used, landlines and cell phone support, computers, printers, and fax machines. They will perform an inventory analysis of equipment, ensure phone lines and computers are functional; coordinate technical assistance, as needed, or be able to access such assistance, and ensure nutritional needs of the staff are met.

Planning section chief: This section is responsible for ensuring all POD personnel, volunteers, patient and supply records are correctly kept and maintained throughout the event. This section consists of the following functional area:

1. Event documentation
2. Patient record retention
3. Patient data entry

4. Coordination of personnel/volunteers, time records, credential verification, staff schedules, manage “just-in-time training”
5. Documentation, tracking, inventory logs
6. Routine reporting to POD manager

This section will manage all paperwork generated at the POD. This section is responsible for patient registration, disposition of records, and communicating changes in standing orders. Additionally, this section will direct the management of unassigned personnel/staff, such as spontaneous volunteers who may report to the POD, and coordinate with the POD manager to insure impromptu on-site training to new members is provided as necessary.

III. POD LOCATION

The UT Arlington POD will be set-up in the Bluebonnet Ballroom (UC-185), E.H. Hereford University Center, 300 West First Street, Arlington, Texas 76013. Dry medications will be secured in the storage area of the loading dock (room 158) of the University Center. Vaccines requiring refrigeration will be stored in the Connection Café kitchen area; of the University Center (See Support Document 14, Drive-Thru Prophylaxis Logistical Support).

If social distancing is encouraged, then the vehicle POD plan will be implemented. Lot 49 will serve as a drive-thru POD (Support Document 4, POD Dispensing Plan with Vehicles). The vehicle POD plan will still utilize all components of this plan to support efforts in getting medications to students, faculty, and staff and their families.

IV. POD SET-UP

The UT Arlington POD will be divided into the following seven areas:

1. **FORMS AREA**
All individuals will be asked if the appropriate forms are completed prior to entering the building. Forms will be posted on the UT Arlington website to facilitate completion. Those with completed forms will proceed through the check points and then go to the Screening Area. Those without forms will receive a paper copy and be asked to proceed to the entry door.
2. **ENTRY DOOR OF THE POD**
Greeters will be stationed at the entry door to ensure that individuals have a UT Arlington identification and that their forms are completed. A floater will be available to help individuals fill out paper work.
3. **SCREENING AREA**
Individuals will hand in forms and the form will be reviewed by the nursing staff. Nurses will analyze the individual’s information and will recommend medication based on algorithms, best practices and the individual’s information. Special needs of any individual will be identified at the screening area. Individuals will then be directed to the Dispensing Area.

4. **DISPENSING AREA**
Medications are distributed in this area.
5. **FIRST AID AREA**
For individuals who become ill while at the POD (fainting, heart attack, emotional crisis, injuries, etc.) This area is not for individuals who show signs and symptoms of the disease.
6. **MEDICATION STORAGE AREAS**
The storage area close to the Bluebonnet Ballroom will be used for dry medications; the University Center kitchen for heat sensitive vaccines. Security will guard medications as an ongoing task (See Support Document 14, Drive-Thru Prophylaxis Logistical Support).
7. **HOLDING AREA**
This area is intended for patients requiring transportation for various reasons.

V. POD ACTIVATION

1. A call from the Tarrant County Public Health to the University Dispatch Center (817) 272-3003 emergency or (817) 272-3381 non-emergency number will initiate activation.
 - a. The calling tree, which details who should call who, shall be used for notification of all staff and volunteers. (Support Document 1, Call Tree)
 - b. Each group or individual is responsible for calling the next member in their calling tree. If the next member cannot be reached after a reasonable try, the caller skips him/her and calls the next member and so on.
 - c. The emergency management coordinator will update all phone numbers at least once a year or as changes occur.
 - d. In addition to a call for POD activation, team members will receive reporting instructions during the initial call.
2. After team members report to the POD location, each team is responsible for setting up their respective areas.
 - a. The section chief(s) and unit leaders will coordinate with University Center operations in requesting the required tables, chairs and other supplies and equipment.
 - b. A POD kit will be deployed by the logistic section chief to the POD from its storage area Station 9, Police Annex A, room A103. It will contain directional signs, office supplies, first aid equipment, forms, and other items as appropriate. (Support Document 13, POD Kit Contents). Its location is: 700 S. Davis, Station 9, Annex A, room A103.
 - c. Logistic section chief working with the communication unit leader will ensure that connectivity for phones and computers is available and will serve as main communication instruments.
 - d. Security will cordon off the University Center and establish pedestrian routes.

- e. The Texas Department of State Health Services (DSHS) will deliver the medications to the following address:
University Center, 300 West First Street, Arlington, Texas 76013. The loading dock is at West 1st and South West Street, Arlington, Texas.
 - a. The incident command post (ICP) will be staged by the Bowling & Billiards Center.
3. Security escorts and University Center operations will be standing by to receive the POD vehicle. Dry medications are secured in storage room a storage room. Medications needing refrigeration are secured in the Connection Café refrigerators.
4. The PIO officer will issue campus-wide notification of medication availability as directed by the EOC/POD manager.
 - a. Before the public receives their medication, all volunteers and their family members will receive the medication.
 - b. Students will be asked to report to the POD for medication distribution (alphabetically or by identification number).
 - c. Forms will be available on the UT Arlington website. Individuals will be instructed to download forms and complete them prior to arriving at the POD to speed up the process.
 - d. All family members do not have to be present to receive medication. The UT Arlington student (18 or older), faculty or staff member will show their current UT Arlington identification and then they can pick up prophylactic medicines for themselves and family members. The individual receiving the medications must provide a Health Assessment/Consent for Prophylaxis form and list each person on the form for whom he/she receives medications. (See Support Document 6, Organizational Chart).
5. Administrative section chief will develop a shift schedule.
6. The POD will operate in two 12-hour shifts, around the clock until the mission is complete. It is estimated that this may take three days.
7. A section chief briefing will occur daily, one hour prior to shift change. All section chiefs are required to attend.
8. Meetings will be held in the Connection Café. In addition, POD staff will eat in the Connection Café and use this facility for periodic breaks.

VI. PATIENT FLOW

Support Document 2 provides a floor plan and proposed flow diagram for the UT Arlington POD. Note: the Forms Area is located outside the building. Patient flow is intended as a straight shot to avoid congestion. If the weather does not support lines forming outside, then the lines will be formed inside at appropriate areas to support an orderly flow of traffic. Security will ensure flow continues according to the diagram. (See Support Document 4, POD Dispensing Plan with Vehicles).

VII. LOGISTICS

The following equipment items will be pre-positioned and/or designated for POD use:

- 50 - 6 foot rectangle tables
- 100 - folding chairs
- Rope and directional signs
- Supply of required forms (POD kit)
- Office supplies (POD kit)
- Computers lines
- Landline phones
- 2 - bull horns
- 100-N-95 respirators (POD Kit)
- 10-boxes of gloves of varying sizes (POD Kit)
- First aid supplies (Health Center)
- Signs
- Pallet jack for medication movement

VIII. POD OPERATIONS

The UT Arlington POD operates according to National Incident Management System/incident command system principles.

- a. All operational decisions will follow this chain of command with the POD manager responsible for the overall POD operations.
- b. Close coordination will occur through the Tarrant County Public Health Department, the alpha POD (Tarrant County), campus POD and campus EOC. Responsibility for the entire operation resides with the UT Arlington president or designee.

IX. ORIENTATION AND TRAINING OF VOLUNTEERS

- A. Pre-event preparation should include community-training opportunities for both professional and non-professional volunteers. UT Arlington will use appropriate media venues such as videos, community presentations, web-based instruction, and collaborative partnerships between organizations to provide the training.
- B. Staff briefing and just-in-time training should occur on-site by section chiefs or designee. Pre-planning will make this process effective and efficient. Suggested training materials may include: educational videos, job action guidelines, agent specific information (e.g., fact sheets), samples of accurately completed forms, written scripts when applicable, and an organizational chart outlining the chain of command and communication flow.
- C. The staff should be clear about whom to report to regarding questions. (Support Document 6, Organizational Chart). A POD organizational chart should be clearly posted for staff to use as a reference tool.

- D. Training (pre-event or on-site) by the emergency management coordinator, Environmental Health & Safety and/or section chief(s) must include the use of personal protective equipment (PPE) and relevant infection control measures, SOG, information on the agent and prophylaxis measures/standing orders, standard reporting procedures, response to outside requests for information, and patient confidentiality.
- E. Universal precautions should be routinely practiced by health care workers/volunteers at the POD, see references under F (below).
- F. Hand washing or waterless hand sanitizer use is paramount. Hazardous waste should be disposed of appropriately. For more information the EH&S website provides guidelines to waste removal <http://www.uta.edu/campus-ops/ehs/>. Other references that may help:
- <http://www.uta.edu/campus-ops/ehs/biological/docs/bio-waste-disposal.pdf>,
 - http://www.uta.edu/campus-ops/ehs/biological/docs/SOP_bio-waste-removal.pdf,
 - <http://www.uta.edu/campus-ops/ehs/chemical/docs/SOP-haz-waste.pdf>,

X. RECEIPT OF MEDICINE & SUPPLIES

- A. The POD must have the ability to maintain appropriately controlled temperature settings for medications/pharmaceuticals. The United States Pharmacopoeia defines as “the usual and customary working environment of 20° C to 25° C (68-77° F) that allows for brief deviations between 15° C and 30° C (59-86° F) that are experienced in pharmacies, hospitals, and warehouses.”
- B. When the POD receives the medications and supplies from the state, the material must be formally accepted, and stored immediately by the logistic section chief.
- C. The received pharmaceuticals and supplies must be inventoried by the pharmacy unit leader and documented. Any discrepancies (excess/deficiency or wrong medications/supplies) between the order and delivery require the logistics section chief be notified in order to contact the Tarrant County Public Health area coordinator for reconciliation.
- D. The delivery invoice is checked, signed off by the logistics section chief, and then copied by the appropriate person in logistics. This is then forwarded to the planning section for delivery to Tarrant County Public Health.
- E. POD delivery points should be designated and will not be clearly marked due to security issues. The medical distribution point of contact (State Public Health, Strategic National Stockpile (SNS) representative, or Tarrant County Public Health will have the address of the POD delivery point(s).

XI. LABELING OF PRESCRIPTIONS

Under the assumption that the Governor of Texas will declare a disaster, the Texas Disaster Act, Gov. Code 418, Section 418.016 states that the Governor can suspend the provision of any regulatory statute or rules of a state agency if strict compliance would hinder or delay necessary action. This allows pharmacists to dispense medication without patient labels. Therefore, there will be no placement of patient labels on the bottles of medication. If labels are required, Tarrant County Public Health will provide the POD site with labels.

XII. PATIENT HEALTH HISTORY/RELEASE OF INFORMATION

- A. If software for patient health history and release forms can be burned on a CD-ROM disk, then several copies will be made and placed into the POD kit. It will include electronic versions of information for each drug and threat. A small amount of hard copies of the Patient Health History/Consent Form will be stored in the POD kit. Tarrant County will supply copies of the needed forms which will be delivered, if available, along with the medication.
- B. Any actual or probable contraindications to receiving prophylaxis or vaccine will be referred to on-site medical professionals for further assessment and resolution of outcome.
- C. An appropriate release of information must be signed for each adult/child who is a recipient of the medications/vaccine or their designee.
- D. UT Arlington corporate POD will forward data to Tarrant County Public Health for aggregate databases in accordance with established guidelines.

XIII. TRACKING MEDICATION/VACCINE & RECIPIENTS

- A. Name, zip code, and health history information must be obtained during registration or while the individual fills the information out on the website and prints it off.
- B. A family member picking up medications for other family members may not have all the information needed to accurately prescribe for each member (e.g., a child's weight, allergies to medication). If individuals do not have the information on each family member, they will not be allowed to enter the POD or receive medication until the information is provided.
- C. UT Arlington forms, therefore, will be short, and simple. The forms will be available to people in line for a large-scale event.
 - 1. The UT Arlington POD dispensing site will have several copies of the standing orders for the specific bio-agent that includes guidelines for both adult and pediatric regimens.
 - 2. UT Arlington POD will establish procedures for consultation for those patients who have extensive questions for the pharmacist.

XIV. PUBLIC INFORMATION & RISK COMMUNICATION

- A. During a large-scale emergency, UT Arlington will develop a health communications plan in conjunction with community officials and Tarrant County Public Health designed to inform and reassure the students and staff.
- B. Prepared messages and information materials will quickly be modified with incident specific facts and data.
- C. UT Arlington's health communications plan will include the following aspects:

1. TV and radio public service announcements
 2. Informational materials
 3. Forms scripts
 4. Videos, if available, that the dispensing site will use to provide medications
- D. Methods for reproducing and disseminating informational materials during the emergency.
- E. Specific communication channels, partnerships, and staffing pools that support all of the health communications activities.
- F. Health communications information regarding POD's.
1. Agent and the threat to the public health.
 - a. Contagious?
 - b. Who should be concerned about exposure?
 - c. Who should seek prophylaxis at dispensing sites and who should seek treatment at treatment centers?
 2. Directions to and information about dispensing site locations will be disseminated by the communications department.
 - a. When will the POD operation start and what hours will the site be open?
 - b. Where is the nearest POD?
 - c. What is the best street access?
 - d. Where should the public park at each POD?
 - e. What is the best way to get to the POD (walk, public transportation, drive)?
 - f. What is the dispensing process within the POD?
 - g. What types of identification are needed?
 - h. What information must be brought to pick up medications for other family members?
 1. For children: weight, age, health information, drug allergies, and current medications.
 2. For adults: health information, drug allergies, and current medications.
 - i. Medication information the campus population will receive at the POD:
 1. Reasons for using specific drugs or changing drug regimens

2. Importance of taking all of the medication
 3. Danger of over medicating
 4. 24-hour information phone number for medication questions
 5. Medications are not intended for pets
- G. Who should go to the UT Arlington POD
1. Students, faculty staff, and UT Arlington volunteers will be informed of what they should have with them to enter the POD
 2. When they should arrive at the POD
 3. Where to park to limit transportation issues
 4. Where forms are available and how to fill them out

XV. INFECTION CONTROL

- A. The UT Arlington campus will use infection control measures to prevent transmission to health care staff and close household contacts.
- B. If a client presents with symptoms, then they will be sent to a clinic or hospital. They will not be allowed to enter the POD site. The following steps should be taken to ensure the safety of other individuals at the POD.
1. Separate from other clientele at entrance to the POD site or triage area.
 2. Clean or remove items handled by the sick client if appropriate.
 3. Notify campus EOC and staging area manager of needed transport.

SUPPORT DOCUMENTS: