

Clinic Manager

YOU REPORT TO BRANCH CHIEF: HEALTH OFFICER

AS LEAD YOU ARE RESPONSIBLE FOR:

1. Making sure the clinic is equipped with all necessary equipment and staff to carry out their functions.
2. Reporting Any and ALL problems to the Branch Chief.
3. Ensuring that all of your staff members are able to fulfill their job duties.
4. Monitoring volunteer client flow through the clinic and solving flow problems as necessary- you may need more staff/runners to aid in controlling the crowd. Work with your Operations and Logistics Section Chiefs for more staff and supplies.
5. Giving Just In Time Training to your staff

Before Clinic Opens:

- Arrive at the facility at designated time with proper photo ID and any necessary credentials
- Sign in at Unified Command and receive a vest and Job Action Sheet
- Check In with the Operations Section of Unified Command
- Set up incident command at the dispensing clinic
- Introduce yourself to your Section Chiefs
- Reviewing all paper work that will be dispensed at the clinic for both staff and patients so you are able to convey the correct information as they arrive.
- Assist in the set up of the clinic as necessary
- Communicate regularly with the Health Branch Chief
- Assist with set-up of any other areas as requested within the clinic
- Familiarize yourself with all materials, clinic lay out, and resources in the clinic.
- Request additional supplies from Operations Section of Unified Command
- Assess your station for any safety or security hazards
- Review Just In Time Lead training before clinic opening.
- Give Just In Time Training to your staff
- **Ensure that the OES Coordinator swears in staff as a group during the General Staff Briefing.
- If you are unclear about any of your duties at this station please ask the Health Branch Chief**

Clinic Opening:

- Make sure all Section Chiefs have given their staff Just In Time Training
- Work with your Section Chiefs to obtain additional supplies and staff
- Work with the PIO for media updates and briefings and keeping the media away from the clinic. Defer all media questions to the PIO.
- Work with the Safety/Security Section Chief to enforce limited entry to the clinic: Any client that enters the clinic for the purpose of receiving medication must have been previously decontaminated in order to receive treatment of any kind.
- Check in regularly with your section chiefs for status updates of the clinic.
- Document any incidents or accidents and report them to the Health Branch Chief.
- Work with Logistics to maintain food and water supply for staff
- Guide clients away from or around safety hazards
- Monitor Section Chiefs and other staff for anxiety and fatigue and have a runner escort them as necessary to First Aid or Support Services
- Monitor Section Chiefs and other staff for any illnesses or injuries and have a runner escort them to First Aid.
- Answer any questions for all staff.

- ❑ Use RUNNER sign to request a Runner.
- ❑ **PLEASE DIRECT ALL MEDIA QUESTIONS TO THE PUBLIC INFORMATION OFFICER.**

Closing Clinic

- ❑ Signal when breakdown of clinic will occur as requested
 - ❑ Ensure that all patient paperwork has been collected
 - ❑ Ensure that all after action reports have been turned in.
 - ❑ Lead the Hot Wash and Debriefing
 - ❑ Ensure all incident reports, activity logs and tasking forms have been turned in.
 - ❑ Return any unused materials to Logistics or to the Go Kits
 - ❑ Ensure facility is cleaned and returned to former operating condition before any staff member leaves the station.
 - ❑ Turn in an After Action Report
 - ❑ Sign out and return vest.

IMMEDIATELY NOTIFY SAFETY AND SECURITY STAFF OF ANY ACCIDENTS OR INJURIES TO STAFF VOLUNTEERS, CLIENTS, AND OTHERS. RECORD ALL INFORMATION PERTAINING TO ANY INCIDENT/ACCIDENT. REPORT ANY INCIDENTS IMMEDIATELY TO THE HEALTH BRANCH CHIEF.

SAFETY/SECURITY SECTION CHIEF

YOU REPORT TO CLINIC MANAGER

AS LEAD YOU ARE RESPONSIBLE FOR:

1. Develop and recommend measures for assuring the personal safety of staff and clients
2. Assess and/or anticipate hazardous and unsafe conditions and have a prepared response
3. Exercise emergency authority to stop and prevent unsafe acts.
4. Reporting Any and ALL problems to the Clinic Manager.
5. Ensuring that all of your staff members are able to fulfill their job duties.
6. Monitoring volunteer client flow through your station and solving flow problems and crowd control as necessary.
7. If you need more staff/runners to aid in controlling the crowd contact the Logistics Chief and they will supply you with the proper staff.
8. Investigate and report accidents that have occurred within the dispensing clinic.
9. Respond to and report any incidents involving health and safety within the clinic.
10. Giving Just In Time Training to your staff

Before Clinic Opens:

- Arrive at the facility at designated time with proper photo ID and any necessary credentials
- Sign in at Incident Command/Staff Sign In and receive a vest and Job Action Sheet
- Reviewing forms at your station with your staff so you are able to convey the correct information to the clients as they arrive.
- Assess the clinic for hazards and safety issues.
- Make sure exits and entrances to the clinic are secure.
- Assign staff to certain areas.
- Assist in the set up of the clinic as necessary
- Supervise the setup of crowd control system (cones, ropes, etc) as necessary
- Familiarize yourself with all materials at your station
- Request additional supplies from the Logistics Section Chief
- Assess your station for any safety or security hazards
- Receive Just In Time Lead training before clinic opening.
- Give Just In Time Training to your staff
- If you are unclear about any of your duties at this station please ask the Clinic Manager for clarification.**

Clinic Opening:

- Patrol the perimeter of the clinic, especially near the entrances and exits as clients come into the clinic
- Survey the entrances and exits of the clinic.
- Maintain surveillance inside the clinic for breaches in security and safety hazards.
- Enforce limited entry to the clinic: Any client that enters the clinic for the purpose of receiving medication must have been previously decontaminated in order to receive treatment of any kind. Work with the Clinic Manager and the Health Branch Chief to enforce limited entry to the clinic
 - Activate 9-1-1 protocols as necessary- using your radio or a runner to alert the Section Chief or Clinic Manager

- Supervise and enforce crowd control. Handle any disturbances in the crowd and call on back up as necessary..
- Monitor clients for anxiety and fatigue and have a runner escort them as necessary to First Aid or Support Services
- Monitor clients for any illnesses or injuries and have a runner escort them to First Aid.
- Direct client questions to the appropriate section chief
- Use a RUNNER sign to request a Runner.
- Monitor staff for fatigue, stress, anxiety, illness or injury and if necessary have a runner escort them to First Aid or Mental Health.
- If there any clients with special needs have a runner escort them to the appropriate area and/or consult Logistics
- Let the volunteer-client know that all medical questions will be answered at Medication Dispensing.
- Participate in meetings and briefings to ensure that security considerations are a part of the plan at all times.
- Post security staff as needed. At minimum:
 - Entrance: admit authorized personnel and patients only
 - Exit: ensure no unauthorized entry
- Perform duties as outlined, which may include:
 - Participation in set up of crowd control system (cones, ropes, etc)
 - Checking stations on routine basis for any potential security problems. Report findings to the Clinic Manager
 - Issuing access badges to passes as necessary.
 - Establishing a protective perimeter for the operation as necessary
 - Offering assistance and/or advice regarding evidence processing and custody to the agency of the affected jurisdiction charged with that responsibility.
 - Ensuring that evacuation signals and routes are labeled appropriately.
 - Investigating accidents and writing accident reports
- Ensure security is provided for all personnel, equipment, vehicles, and buildings.
- Meet with local law enforcement and coordinate issues/efforts as necessary
- Coordinate staff badges/passes as necessary
- Identify and make known to the Clinic Manager any security issues.
- Offer operational assistance and recommendations regarding evidence collection, processing, and security to local law enforcement.
- Notify the Clinic Manager of any accidents.
- **DO NOT GIVE MEDICAL ADVICE OR SPEAK TO ANY MEDIA PERSONNEL. PLEASE DIRECT ALL MEDIA QUESTIONS TO THE PUBLIC INFORMATION OFFICER.**

Closing Clinic

- Assist with breakdown of station as requested
 - Turn in any staff or client paperwork
 - Return any unused materials to Logistics or to the Go Kits
 - Turn in any tasking forms and activity logs
 - Ensure facility is cleaned and returned to former operating condition before any staff member leaves the station.
 - Turn in an After Action Report
- Participate in the after Clinic Debriefing, please gather any comments or suggestions you may have to improve clinic
 - Sign out and return vest.

IMMEDIATELY NOTIFY SAFETY AND SECURITY STAFF OF ANY ACCIDENTS OR INJURIES TO STAFF VOLUNTEERS, CLIENTS, AND OTHERS. RECORD ALL INFORMATION PERTAINING TO ANY INCIDENT/ACCIDENT. REPORT ANY INCIDENTS IMMEDIATELY TO THE CLINIC MANAGER.

PIO/COMMUNICATIONS

YOU ARE RESPONSIBLE FOR:

1. Provide information to the media on the activities of the clinic
2. Working with other agency's PIO's in the JIC
3. Update the media as necessary
4. Develop templates for press releases and updates
5. Brief the necessary spokesperson (s) for interviews with the media

Before Clinic Opens:

- Arrive at the facility at designated time with proper photo ID and any necessary credentials
- Sign in at Incident Command/Staff Sign In and receive a vest and Job Action Sheet
- Reviewing forms at your station with your staff so you are able to convey the correct information to the clients as they arrive.
- Assist in the set up of your station as necessary
- Familiarize yourself with all materials at your station
- Request additional supplies from Logistics
- Assess your station for any safety or security hazards
- Receive Just In Time Training
- Receive briefing from Clinic Manager regarding the full mission and plan of the clinic
- Determine overall media policy with Clinic Manager and Unified Command
- Develop media statement(s) as needed
- Note: Every effort will be made to prevent members of the media from entering the clinic
- If you are unclear about any of your duties at this station please ask your Branch Chief**

Clinic Opening:

- Coordinate media activities: media contacts, provide media statements, escort media in the clinic
- Participate in meetings and briefings to ensure that media is considered during Clinic operation
- Work with other agency PIO's staffing the JIC.
- Maintain contact with all media sources
- Brief spokesperson (s) for any interviews.
- Document all activity with media contacts

Closing Clinic

- Assist with breakdown of station as requested
- Attend overall staff debriefing
- Identify issues for end report
- Submit all media contact documentation to Clinic Manager
- Return any unused materials to Logistics or to the Go Kits
- Turn in any tasking forms and activity logs
- Turn in an After Action Report
- Ensure facility is cleaned and returned to former operating condition before any staff member leaves the station.
- Sign out and return vest.

IMMEDIATELY NOTIFY SAFETY AND SECURITY STAFF OF ANY ACCIDENTS OR INJURIES TO STAFF VOLUNTEERS, CLIENTS, AND OTHERS. RECORD ALL INFORMATION PERTAINING TO ANY INCIDENT/ACCIDENT. REPORT ANY INCIDENTS IMMEDIATELY TO THE HEALTH BRANCH CHIEF AND/OR CLINIC MANAGER.

LIAISON

YOU REPORT TO CLINIC MANAGER

YOU ARE RESPONSIBLE FOR:

1. Making sure your station is equipped with all necessary equipment and staff to carry out their function.
2. Reporting Any and ALL problems to your Clinic Manager.
3. Ensuring that all of your staff members are able to fulfill their job duties.
4. Serve as a personnel point of contact to ensure agency representatives are informed and involved as needed

Before Clinic Opens:

- Arrive at the facility at designated time with proper photo ID and any necessary credentials
- Sign in at Incident Command/Staff Sign In and receive a vest and Job Action Sheet
- Reviewing forms at your station with your staff so you are able to convey the correct information as they arrive.
- Assist in the set up of your station as necessary
- Assist with set-up of any other areas as requested
- Familiarize yourself with all materials at your station
- Distribute operation hours and shift schedules
- Arrange communication network between Unified Command and the DOC
- Request additional supplies from Logistics
- Assess your station for any safety or security hazards
- Receive Just In Time Lead training before clinic opening.
- Give Just In Time Training to your staff
- If you are unclear about any of your duties at this station please ask the Clinic Manager**

Clinic Opening:

- Serve as a check-in point for agency representatives
- Coordinate between the clinic personnel and the agency reps and unified command
- Monitor resources and update the Logistics Section Chief
- Monitor operations to identify potential problems
- Maintain and disseminate information as needed
- Maintain a unit log
- Ensure enforcement of limited entry to the clinic: Any client that enters the clinic for the purpose of receiving medication must have been previously decontaminated in order to receive treatment of any kind. Work with Security to enforce limited entry to the clinic
- Answer any questions for staff or clients
- Use RUNNER sign to request a Runner.
- Monitor your staff for fatigue, stress, anxiety, illness or injury and if necessary have a runner escort them to First Aid or Mental Health.
- If there any clients with special needs have a runner escort them to the appropriate area and/or consult Logistics
- Let the volunteer-client know that all medical questions will be answered at Medication Dispensing.
- DO NOT GIVE MEDICAL ADVICE OR SPEAK TO ANY MEDIA PERSONNEL. PLEASE DIRECT ALL MEDIA QUESTIONS TO THE PUBLIC INFORMATION OFFICER.**

Closing Clinic

- ❑ Assist with breakdown of station as requested
 - ❑ Turn in any staff or client paperwork
 - ❑ Return any unused materials to Logistics or to the Go Kits
 - ❑ Turn in any tasking forms and activity logs
 - ❑ Ensure facility is cleaned and returned to former operating condition before any staff member leaves the station.
 - ❑ Turn in an After Action Report
- ❑ Participate in the after Clinic Debriefing, please gather any comments or suggestions you may have to improve clinic
 - ❑ Sign out and return vest.

IMMEDIATELY NOTIFY SAFETY AND SECURITY STAFF OF ANY ACCIDENTS OR INJURIES TO STAFF VOLUNTEERS, CLIENTS, AND OTHERS. RECORD ALL INFORMATION PERTAINING TO ANY INCIDENT/ACCIDENT. REPORT ANY INCIDENTS IMMEDIATELY TO THE CLINIC MANAGER.

FISCAL/DATA ADMIN SECTION CHIEF

YOU REPORT TO CLINIC MANAGER

AS LEAD YOU ARE RESPONSIBLE FOR:

1. Making sure your station is equipped with all necessary equipment and staff to carry out their function.
2. Reporting Any and ALL problems to your Section Chief or Clinic Manager.
3. Ensuring that all of your staff members are able to fulfill their job duties.
4. Provide overall supervision and coordination of the clinic information and data, supply costs and personnel issues.
5. Giving Just In Time Training to your staff

Before Clinic Opens:

- Arrive at the facility at designated time with proper photo ID and any necessary credentials
- Set up staff Sign in and sign in
- Receive a vest and Job Action Sheet
- Assist in the set up of your station as necessary
- Assist with set-up of any other areas as requested
- Familiarize yourself with all materials at your station
- Request additional supplies from Logistics
- Assess your station for any safety or security hazards
- Receive Just In Time Lead training before clinic opening.
- Give Just In Time Training to your staff
- If you are unclear about any of your duties at this station please ask the Clinic Manager for verification.**

Clinic Opening:

- Gather pertinent information from briefings with other agencies
- Develop an operating plan for the Finance/Admin section; fill supply and support needs
- Ensure that all personnel time records are accurately complete and transmitted to home agencies
- Ensure all obligation documents initiated are properly prepared and completed.
- Ensure that all patient paperwork is collected and staff has properly entered the data.
- Brief admin personnel on all clinic related financial issues needing attention or follow-up prior to leaving the site.
- Maintain a unit activity log.
- Ensure all patient information collected
- Use RUNNER sign to request a Runner.
- Monitor your staff for fatigue, stress, anxiety, illness or injury and if necessary have a runner escort them to First Aid or Mental Health.
- If there any clients with special needs have a runner escort them to the appropriate area and/or consult Logistics
- Let the volunteer-client know that all medical questions will be answered at Medication Dispensing.
- DO NOT GIVE MEDICAL ADVICE OR SPEAK TO ANY MEDIA PERSONNEL. PLEASE DIRECT ALL MEDIA QUESTIONS TO THE PUBLIC INFORMATION OFFICER.**

Closing Clinic

- Assist with breakdown of station as requested
- Collect all staff or client paperwork
- Return any unused materials to Logistics or to the Go Kits

- ❑ Turn in any tasking forms and activity logs
- ❑ Ensure facility is cleaned and returned to former operating condition before any staff member leaves the station.
- ❑ Turn in an After Action Report
- ❑ Participate in the after Clinic Debriefing, please gather any comments or suggestions you may have to improve clinic
- ❑ Sign out and return vest.

IMMEDIATELY NOTIFY SAFETY AND SECURITY STAFF OF ANY ACCIDENTS OR INJURIES TO STAFF VOLUNTEERS, CLIENTS, AND OTHERS. RECORD ALL INFORMATION PERTAINING TO ANY INCIDENT/ACCIDENT. REPORT ANY INCIDENTS IMMEDIATELY TO THE CLINIC MANAGER

LEAD DATA ENTRY

YOU REPORT TO LOGISTICS SECTION CHIEF

AS LEAD YOU ARE RESPONSIBLE FOR:

1. Making sure your station/staff are equipped with all necessary equipment to carry out their function.
2. Reporting Any and ALL problems to your Section Chief.
3. Provide overall supervision for documentation and duplication of all incident information
4. Ensuring that all of your staff is able to fulfill the following job duties:
 - Collect all paperwork that comes through the clinic,
 - Enter all client medical forms and all staff/client contact information into the database
 - Enforcing patient confidentiality.
5. Giving Just In Time Training to your staff

Before Clinic Opens:

- Arrive at the facility at designated time with proper photo ID and any necessary credentials
- Sign in at Incident Command/Staff Sign In and receive a vest and Job Action Sheet
- Reviewing forms at your station with your staff so you are able to convey the correct information to the clients as they arrive.
- Assist in the set up of your station as necessary
- Assist with set-up of any other areas as requested
- Familiarize yourself with all materials at your station
- Request additional supplies from your section chief.
- Assess your station for any safety or security hazards
- Receive Just In Time Lead training before clinic opening.
- Give Just In Time Training to your staff
- If you are unclear about any of your duties at this station please ask your Lead or Section Chief for verification.**

- Clinic Opening:**
- Collect Disaster Service Worker Forms and Individual Status Forms from the Client Screeners
- Collect medical screening forms from Dispensing Staff or Check Out Staff
- Assign entry activities as they arrive
- Supervise documentation and duplication (if necessary) of all medical screening forms, staff sign in, incident reports and any fiscal documents.
- File all forms and reports.
- Review records for accuracy and completeness; inform appropriate units of errors and omissions
- Supervise the dissemination of documented information to authorized personnel
- Monitor clients for any illnesses or injuries and have a runner escort them to First Aid.
- Answer any questions for staff or clients
- Use RUNNER sign to request a Runner.
- Monitor your staff for fatigue, stress, anxiety, illness or injury and if necessary have a runner escort them to First Aid or Mental Health.
- If there any clients with special needs have a runner escort them to the appropriate area and/or consult Logistics
- Let the volunteer-client know that all medical questions will be answered at Medication Dispensing.

- ❑ **DO NOT GIVE MEDICAL ADVICE OR SPEAK TO ANY MEDIA PERSONNEL. PLEASE DIRECT ALL MEDIA QUESTIONS TO THE PUBLIC INFORMATION OFFICER.**

Closing Clinic

- ❑ Assist with breakdown of station as requested
- ❑ Collect all staff or client paperwork
 - ❑ Return any unused materials to Logistics or to the Go Kits
 - ❑ Collect all tasking forms and activity logs
 - ❑ Ensure facility is cleaned and returned to former operating condition before any staff member leaves the station.
 - ❑ Turn in an After Action Report
- ❑ Participate in the after Clinic Debriefing, please gather any comments or suggestions you may have to improve clinic
 - ❑ Sign out and return vest.

IMMEDIATELY NOTIFY SAFETY AND SECURITY STAFF OF ANY ACCIDENTS OR INJURIES TO STAFF VOLUNTEERS, CLIENTS, AND OTHERS. RECORD ALL INFORMATION PERTAINING TO ANY INCIDENT/ACCIDENT. REPORT ANY INCIDENTS IMMEDIATELY TO THE LOGISTICS SECTION CHIEF

PLANNING SECTION CHIEF

YOU REPORT TO CLINIC MANAGER

AS LEAD YOU ARE RESPONSIBLE FOR:

1. Making sure your station is equipped with all necessary equipment and staff to carry out their function.
2. Reporting Any and ALL problems to the Clinic Manager
3. Ensuring that all of your staff members are able to fulfill their job duties.
4. Supervise information gathering and planning functions at the Clinic
5. Monitoring staffing and supplies and anticipating what will need to be replenished and when it will need to be replenished.
6. Giving Just In Time Training to your staff

Before Clinic Opens:

- Arrive at the facility at designated time with proper photo ID and any necessary credentials
- Sign in at Incident Command/Staff Sign In and receive a vest and Job Action Sheet
- Assist in the set up of your station
- Assist with set-up of any other areas as requested
- Familiarize yourself with all materials at your station
- Ensure that all personnel are equipped for duty
- Determine staffing needs and request staff as needed
- Determine operation hours and staff coverage as needed.
- Assess your station for any safety or security hazards
- Request additional supplies from Logistics
- Receive Just In Time Lead training before clinic opening.
- Give Just In Time Training to your staff
- If you are unclear about any of your duties at this station please ask your Lead or Section Chief for verification.**

Clinic Opening:

- Establish information requirements and reporting schedule for Staff Sign In and any other units affiliated with Planning
- If requested, assemble and disassemble teams not assigned to current activities.
- Assemble information on alternative strategies.
- Provide periodic predictions on emergency potential
- Report and significant changes in emergency status.
- Monitor and evaluate situation status information
- Develop Incident Action Plans with input from the Clinic Manager and Section Chiefs.
- Work with Staff Sign In to assess staff coming and going from the clinic
- Work with logistics for
- Answer any questions for staff or clients
- Use RUNNER sign to request a Runner.
- Monitor your staff for fatigue, stress, anxiety, illness or injury and if necessary have a runner escort them to First Aid or Mental Health.
- If there any clients with special needs have a runner escort them to the appropriate area and/or consult Logistics
- Let the volunteer-client know that all medical questions will be answered at Medication Dispensing.
- DO NOT GIVE MEDICAL ADVICE OR SPEAK TO ANY MEDIA PERSONNEL. PLEASE DIRECT ALL MEDIA QUESTIONS TO THE PUBLIC INFORMATION OFFICER.**

Closing Clinic

- ❑ Assist with breakdown of station as requested
 - ❑ Turn in any staff or client paperwork
 - ❑ Return any unused materials to Logistics or to the Go Kits
 - ❑ Turn in any tasking forms and activity logs
 - ❑ Ensure facility is cleaned and returned to former operating condition before any staff member leaves the station.
 - ❑ Turn in an After Action Report
- ❑ Participate in the after Clinic Debriefing, please gather any comments or suggestions you may have to improve clinic
 - ❑ Sign out and return vest.

IMMEDIATELY NOTIFY SAFETY AND SECURITY STAFF OF ANY ACCIDENTS OR INJURIES TO STAFF VOLUNTEERS, CLIENTS, AND OTHERS. RECORD ALL INFORMATION PERTAINING TO ANY INCIDENT/ACCIDENT. REPORT ANY INCIDENTS IMMEDIATELY TO THE CLINIC MANAGER.

LEAD STAFF SIGN IN-SIGN OUT

YOU REPORT TO LOGISTICS SECTION CHIEF

AS LEAD YOU ARE RESPONSIBLE FOR:

1. Making sure your station is equipped with all necessary equipment and staff to carry out their function.
2. Reporting Any and ALL problems to your Section Chief.
3. Ensuring that all of your staff members are able to fulfill their job duties.
4. Monitoring staff flow through your station.
5. Ensuring that all staff are signed in and receive all necessary information and supplies
6. Ensure that all staff sign out and turn in vests, etc before exiting the clinic
7. Giving Just In Time Training to your staff

Before Clinic Opens:

- Arrive at the facility at designated time with proper photo ID and any necessary credentials
- Sign in at Incident Command or Unified Command and receive a vest and Job Action Sheet
- Review forms at your station with your staff so you are able to convey the correct information to the clients as they arrive.
- As staff arrives, have them sign in and receive a vest and a Job Action Sheet.
- Assist in the set up of your station as necessary
- Assist with set-up of any other areas as requested
- Familiarize yourself with all materials at your station
- Request additional supplies from the Logistics Section Chief
- Assess your station for any safety or security hazards
- Receive Just In Time Lead training before clinic opening.
- Give Just In Time Training to your staff
- If you are unclear about any of your duties at this station please ask the Logistics Section Chief**

Clinic Opening:

- Monitor staff sign in and sign out.
- Report changes in number of staff to the Planning Section Chief
- Greet clients as they come into the dispensing clinic
- Aid in enforcing limited entry to the clinic: Any client that enters the clinic for the purpose of receiving medication must have been previously decontaminated in order to receive treatment of any kind. Work with Security to enforce limited entry to the clinic
- Answer any questions for staff or clients
- Use RUNNER sign to request a Runner.
- Monitor your staff for fatigue, stress, anxiety, illness or injury and if necessary have a runner escort them to First Aid or Mental Health.
- If there are any clients with special needs have a runner escort them to the appropriate area and/or consult Logistics
- Let the volunteer-client know that all medical questions will be answered at Medication Dispensing.
- DO NOT GIVE MEDICAL ADVICE OR SPEAK TO ANY MEDIA PERSONNEL. PLEASE DIRECT ALL MEDIA QUESTIONS TO THE PUBLIC INFORMATION OFFICER.**

Closing Clinic

- Assist with breakdown of station as requested
- Turn in any staff or client paperwork to Logistics Section Chief

- ❑ Return any unused materials to Logistics or to the Go Kits
- ❑ Turn in any tasking forms and activity logs
- ❑ Ensure facility is cleaned and returned to former operating condition before any staff member leaves the station.
- ❑ Turn in an After Action Report
- ❑ Participate in the after Clinic Debriefing, please gather any comments or suggestions you may have to improve clinic
 - ❑ Ensure that all staff exiting the clinic signs out in the appropriate area and returns their vests and any other paperwork
 - ❑ Sign out and return vest.

IMMEDIATELY NOTIFY SAFETY AND SECURITY STAFF OF ANY ACCIDENTS OR INJURIES TO STAFF VOLUNTEERS, CLIENTS, AND OTHERS. RECORD ALL INFORMATION PERTAINING TO ANY INCIDENT/ACCIDENT. REPORT ANY INCIDENTS IMMEDIATELY TO THE LOGISTICS SECTION CHIEF.

OPERATIONS SECTION CHIEF

YOU REPORT TO CLINIC MANAGER

AS LEAD YOU ARE RESPONSIBLE FOR:

1. Making sure your station is equipped with all necessary equipment and staff to carry out their function.
2. Reporting Any and ALL problems to your Section Chief or Clinic Manager.
3. Ensuring that all of your staff members are able to fulfill their job duties.
4. Provide overall supervision and coordination of all activities within the Operations Section
5. Giving Just In Time Training to your staff

Before Clinic Opens:

- Arrive at the facility at designated time with proper photo ID and any necessary credentials
- Sign in at Incident Command/Staff Sign In and receive a vest and Job Action Sheet
- Reviewing forms at your station with your staff so you are able to convey the correct information to the clients as they arrive.
- Assist in the set up of your station as necessary
- Assist with set-up of any other areas as requested
- Determine staffing needs and request staff as needed
- Ensure all personnel are equipped for duty
- Familiarize yourself with all materials at your station
- Brief staff on procedures for obtaining additional supplies, security problems, inventory issues, etc.
- Request additional supplies from Logistics
- Set regular briefings with the Clinic Manager
- Assess your station for any safety or security hazards
- Receive Just In Time Lead training before clinic opening.
- Give Just In Time Training to your staff
- If you are unclear about any of your duties at this station please ask your Lead or Section Chief for verification.**

Clinic Opening:

- Set regular briefings with the Clinic Manager
- Meet regularly with your staff.
- Determine operation hours and staff coverage as needed
- Evaluate the clinic flow process and modify if needed
- Ensure that client documentation is maintained for clinic activities
- Maintain unit log
- Enforce limited entry to the clinic: Any client that enters the clinic for the purpose of receiving medication must have been previously decontaminated in order to receive treatment of any kind. Work with Security to enforce limited entry to the clinic
- Guide clients away from or around safety hazards
- Monitor clients for any illnesses or injuries and have a runner escort them to First Aid.
- Answer any questions for staff or clients
- Use RUNNER sign to request a Runner.
- Monitor your staff for fatigue, stress, anxiety, illness or injury and if necessary have a runner escort them to First Aid or Mental Health.
- If there are any clients with special needs have a runner escort them to the appropriate area and/or consult Logistics

- Let the volunteer-client know that all medical questions will be answered at Medication Dispensing.
- **DO NOT GIVE MEDICAL ADVICE OR SPEAK TO ANY MEDIA PERSONNEL. PLEASE DIRECT ALL MEDIA QUESTIONS TO THE PUBLIC INFORMATION OFFICER.**

Closing Clinic

- Assist with breakdown of station as requested
 - Turn in any staff or client paperwork
 - Return any unused materials to Logistics or to the Go Kits
 - Turn in any tasking forms and activity logs
 - Ensure facility is cleaned and returned to former operating condition before any staff member leaves the station.
 - Turn in an After Action Report
- Participate in the after Clinic Debriefing, please gather any comments or suggestions you may have to improve clinic
 - Sign out and return vest.

IMMEDIATELY NOTIFY SAFETY AND SECURITY STAFF OF ANY ACCIDENTS OR INJURIES TO STAFF VOLUNTEERS, CLIENTS, AND OTHERS. RECORD ALL INFORMATION PERTAINING TO ANY INCIDENT/ACCIDENT. REPORT ANY INCIDENTS IMMEDIATELY TO THE CLINIC MANAGER

EXPRESS ADMIN LEAD

YOU REPORT TO OPERATIONS SECTION CHIEF

AS LEAD YOU ARE RESPONSIBLE FOR:

1. Making sure your station is equipped with all necessary equipment and staff to carry out their function.
2. Reporting Any and ALL problems to the Section Chief
3. Ensuring that all of your staff members are able to fulfill their job duties.
4. Monitoring volunteer client flow through sign in, express lanes and sign out of the clinic and solving flow problems as necessary- you may need more staff/runners to aid in controlling the crowd. Please contact your Section Chief and they will supply you with more staff.
5. Giving Just In Time Training to your staff

Before Clinic Opens:

- Arrive at the facility at designated time with proper photo ID and any necessary credentials
- Sign in at Incident Command/Staff Sign In and receive a vest and Job Action Sheet
- Reviewing forms at your station with your staff so you are able to convey the correct information to the clients as they arrive.
- Assist in the set up of your station as necessary
- Assist with set-up of any other areas as requested
- Familiarize yourself with all materials at your station
- Request additional supplies from the Operations Section Chief.
- Assess your station for any safety or security hazards
- Receive Just In Time Lead training before clinic opening.
- Give Just In Time Training to your staff
- If you are unclear about any of your duties at this station please ask the Operations Section Chief for verification.**

Clinic Opening:

- Greet clients as they come into the dispensing clinic
- Enforce limited entry to the clinic: Any client that enters the clinic for the purpose of receiving medication must have been previously decontaminated in order to receive treatment of any kind. Work with Security to enforce limited entry to clinic
- Ensure that a packet is distributed to each volunteer client
 - Each Packet will include:
 - Medical Screening Form**
 - Individual Status Report**
 - Post Exposure FAQ's packet.**
- Guide clients away from or around safety hazards
- Monitor clients for anxiety and fatigue and have a runner escort them as necessary to First Aid or Support Services
- Monitor clients for any illnesses or injuries and have a runner escort them to First Aid.
- Answer any questions for staff or clients
- Use RUNNER sign to request a Runner.
- Monitor your staff for fatigue, stress, anxiety, illness or injury and if necessary have a runner escort them to First Aid or Mental Health.

- ❑ If there any clients with special needs have a runner escort them to the appropriate area and/or consult Logistics
- ❑ Let the volunteer-client know that all medical questions will be answered at Medication Dispensing.
- ❑ **DO NOT GIVE MEDICAL ADVICE OR SPEAK TO ANY MEDIA PERSONNEL. PLEASE DIRECT ALL MEDIA QUESTIONS TO THE PUBLIC INFORMATION OFFICER.**

Closing Clinic

- ❑ Assist with breakdown of station as requested
 - ❑ Turn in any staff or client paperwork
 - ❑ Return any unused materials to Logistics or to the Go Kits
 - ❑ Turn in any tasking forms and activity logs
 - ❑ Ensure facility is cleaned and returned to former operating condition before any staff member leaves the station.
 - ❑ Turn in an After Action Report
- ❑ Participate in the after Clinic Debriefing, please gather any comments or suggestions you may have to improve clinic
 - ❑ Sign out and return vest.

IMMEDIATELY NOTIFY SAFETY AND SECURITY STAFF OF ANY ACCIDENTS OR INJURIES TO STAFF VOLUNTEERS, CLIENTS, AND OTHERS. RECORD ALL INFORMATION PERTAINING TO ANY INCIDENT/ACCIDENT. REPORT ANY INCIDENTS IMMEDIATELY TO THE OPERATIONS SECTION CHIEF.

LEAD GREETER

YOU REPORT TO: LOGISTICS SECTION CHIEF

AS LEAD YOU ARE RESPONSIBLE FOR:

1. Making sure your station is equipped with all necessary equipment and staff to carry out their function.
2. Reporting Any and ALL problems to your section chief.
3. Ensuring that all of your staff members are able to fulfill their job duties.
4. Monitoring volunteer client flow through your station and solving flow problems as necessary- you may need more staff/runners to aid in controlling the crowd. Please contact your section chief and they will supply you with more staff.
5. Giving Just In Time Training to your staff

Before Clinic Opens:

- Arrive at the facility at designated time with proper photo ID and any necessary credentials
- Sign in at Incident Command/Staff Sign In and receive a vest and Job Action Sheet
- Reviewing forms at your station with your staff so you are able to convey the correct information to the clients as they arrive.
- Assist in the set up of your station as necessary
- Assist with set-up of any other areas as requested
- Familiarize yourself with all materials at your station
- Request additional supplies from your Section Chief
- Assess your station for any safety or security hazards
- Receive Just In Time Lead training before clinic opening.
- Give Just In Time Training to your staff
- If you are unclear about any of your duties at this station please ask your section chief for verification.**

Clinic Opening:

- Greet clients as they come into the dispensing clinic.
- Enforce limited entry to the clinic: Any client that enters the clinic for the purpose of receiving medication must have been previously decontaminated in order to receive treatment of any kind. Work with Security to enforce limited entry to the clinic
- Distribute a packet to each volunteer client
 - Each Packet will include:
 - **Medical Screening Form**
 - **Individual Status Report**
 - **Post Exposure FAQ's packet**
 - **Disaster Service Worker Forms**
 - **Time Flow Sheet**
- Instruct/assist clients to fill out their paperwork in the designated area
 - Please cover the following points with each client volunteer:
 - Ask each client volunteer to write a "NAME" on each packet. This does not need to be their actual name it can be made up.
- Please ask each client volunteer to fill in his or her **ACTUAL MEDICAL HISTORY INFORMATION**. We will NOT be disclosing any medical information from these forms and encourage them to use a **FAKE NAME**.
- Guide clients away from or around safety hazards
- Direct those who have completed their paperwork to proceed to the Client Screening Area.

- ❑ Monitor clients for anxiety and fatigue and have a runner escort them as necessary to First Aid or Support Services
- ❑ Monitor clients for any illnesses or injuries and have a runner escort them to First Aid.
- ❑ Answer any questions for staff or clients
- ❑ Use RUNNER sign to request a Runner.
- ❑ Monitor your staff for fatigue, stress, anxiety, illness or injury and if necessary have a runner escort them to First Aid or Mental Health.
- ❑ If there any clients with special needs have a runner escort them to the appropriate area and/or consult Logistics
- ❑ Let the volunteer-client know that all medical questions will be answered at Medication Dispensing.
- ❑ **DO NOT GIVE MEDICAL ADVICE OR SPEAK TO ANY MEDIA PERSONNEL. PLEASE DIRECT ALL MEDIA QUESTIONS TO THE PUBLIC INFORMATION OFFICER.**

Closing Clinic

- ❑ Assist with breakdown of station as requested
 - ❑ Turn in any staff or client paperwork
 - ❑ Return any unused materials to Logistics or to the Go Kits
 - ❑ Turn in any tasking forms and activity logs
 - ❑ Ensure facility is cleaned and returned to former operating condition before any staff member leaves the station.
 - ❑ Turn in an After Action Report
- ❑ Participate in the after Clinic Debriefing, please gather any comments or suggestions you may have to improve clinic
 - ❑ Sign out and return vest.

IMMEDIATELY NOTIFY SAFETY AND SECURITY STAFF OF ANY ACCIDENTS OR INJURIES TO STAFF VOLUNTEERS, CLIENTS, AND OTHERS. RECORD ALL INFORMATION PERTAINING TO ANY INCIDENT/ACCIDENT. REPORT ANY INCIDENTS IMMEDIATELY TO YOUR SECTION CHIEF.

LEAD CLIENT SCREENERS

YOU REPORT TO: LOGISTICS SECTION CHIEF

AS LEAD YOU ARE RESPONSIBLE FOR:

1. Making sure your station is equipped with all necessary equipment and staff to carry out their function.
2. Reporting Any and ALL problems to your Section Chief.
3. Ensuring that all of your staff members are able to fulfill their job duties.
4. Monitoring volunteer client flow through your station and solving flow problems as necessary- you may need more staff/runners to aid in controlling the crowd. Please contact your section chief and they will supply you with more staff.
5. Giving Just In Time Training to your staff

Before the Clinic Opens:

- Arrive at the facility at designated time with proper photo ID and any necessary credentials
- Sign in at Incident Command/Staff Sign In and receive a vest and Job Action Sheet
- Reviewing forms at your station with your staff so you are able to convey correct information to the clients as they arrive.
- Assist in the set up of your station as necessary
- Assist with set-up of any other areas as requested,
- Familiarize yourself with all materials at your station
- Request additional supplies from Express Admin Lead
- Assess your station for any safety or security hazards
- Receive Just In Time Lead training before clinic opening.
- Give Just In Time Training to your staff
- If you are unclear about any of your duties at this station please ask your Section Chief for verification.**

Clinic Opening:

- Raise a **GREEN** paddle to indicate that you are ready for the next client. A runner will be directing clients to your table when you are done with each assessment.
- Greet clients as they approach your station
- If necessary, raise an **ORANGE** paddle for runner assistance.
- Review client medical screening form.
- Review each client's forms, double-checking for completeness and accuracy. Names should be readable.
- Use cheat sheet to properly review the following forms for contraindications:
 - Medical Screening Form**
 - Individual Status Report**
- Collect:
 - Disaster Service Worker Forms**
 - Individual Status Reports**
- If clients have no contraindications for Cipro or Doxy place a GREEN SITCKER in the indicated box on their paperwork. Send them to the EXPRESS LINE
- If clients have contraindications DO NOT place a Green sticker in the indicated box and send them to the MEDICAL COMPLIATIONS LINE.
- Enforce limited entry to the clinic: Any client that enters the clinic for the purpose of receiving medication must have been previously decontaminated in order to receive treatment of any kind.

- ❑ Monitor clients for anxiety and fatigue and have a runner escort them as necessary to First Aid or Support Services
- ❑ Monitor clients for any illnesses or injuries and have a runner escort them to First Aid.
- ❑ Answer any questions for staff or clients
- ❑ Monitor your staff for fatigue, stress, anxiety, illness or injury and if necessary have a runner escort them to First Aid or Mental Health.
- ❑ If there are any clients with special needs have a runner escort them to the appropriate area and/or consult Logistics.
- ❑ Let the volunteer-client know that all medical questions will be answered at the Medication Dispensing table.
- ❑ **DO NOT GIVE MEDICAL ADVICE OR SPEAK TO ANY MEDIA PERSONNEL. PLEASE DIRECT ALL MEDIA QUESTIONS TO THE PUBLIC INFORMATION OFFICER.**

Clinic Closing

- ❑ Assist with breakdown of station as requested
 - ❑ Turn in any staff or client paperwork
 - ❑ Return any unused materials to Logistics or to the Go Kits
 - ❑ Turn in any tasking forms and activity logs
 - ❑ Ensure facility is cleaned and returned to former operating condition before any staff member leaves the station.
 - ❑ Turn in an After Action Report
- ❑ Participate in the after Clinic Debriefing, please gather any comments or suggestions you may have to improve clinic
- ❑ Sign out and return vest.

IMMEDIATELY NOTIFY SAFETY AND SECURITY STAFF OF ANY ACCIDENTS OR INJURIES TO STAFF VOLUNTEERS, CLIENTS, AND OTHERS. RECORD ALL INFORMATION PERTAINING TO ANY INCIDENT/ACCIDENT. REPORT ANY INCIDENTS IMMEDIATELY TO YOUR SECTION CHIEF.

LEAD EXPRESS DISPENSERS

YOU REPORT TO: OPERATIONS SECTION CHIEF

AS LEAD YOU ARE RESPONSIBLE FOR:

1. Making sure your station is equipped with all necessary equipment and staff to carry out their function.
2. Reporting Any and ALL problems to your Section Chief
3. Ensuring that all of your staff members are able to fulfill their job duties.
4. Monitoring volunteer client flow through your station and solving flow problems as necessary- you may need more staff/runners to aid in controlling the crowd. Please contact your section chief and they will supply you with more staff.
5. Giving Just In Time Training to your staff

Before the Clinic Opens:

- Arrive at the facility at designated time with proper photo ID and any necessary credentials
- Sign in at Incident Command/Staff Sign In and receive a vest and Job Action Sheet
- Obtain the medication to be dispensed from the Pharmacy, 4x6 baggies, prescription labels and the pink labels
- Reviewing forms at your station with your staff so you are able to convey the correct information to the clients as they arrive.
- Assist in the set up of your station as necessary
- Assist with set-up of any other areas as requested,
- Familiarize yourself with all materials at your station
- Request additional supplies from your Section Chief
- Assess your station for any safety or security hazards
- Receive Just In Time Lead training before clinic opening.
- Give Just In Time Training to your staff
- If you are unclear about any of your duties at this station please ask your Section Chief for verification.**

Clinic Opening:

- Raise a **GREEN** paddle to indicate that you are ready for the next client. A runner will be directing clients to your table as you are done with each assessment.
- Greet clients as they approach your station
- If necessary, raise an **ORANGE** paddle for runner assistance.
- Review medical screening form to ensure that the client **HAS** a Green Sticker as approved for prophylaxis and has verified signed consent.

NOTE: If they do not have a Green Sticker, put up your sign for a Runner and have the client escorted to the Medical Complications Dispensing station.

- Check for contraindications as outlined on the Cheat Sheet.
- Obtain the proper pre-prepared medication and administer prophylaxis
- Ensure the following is correctly labeled and documented:
 - The appropriate prescription label (Cipro or Doxy) on the baggie matches the medication inside
 - The lot number matches the contents
 - The pink "Do No Throw Away" sticker is on the baggie
- Fill in Client Name
- Give the client the following:
 - Prescribing Order**

- **Physician Referral Form**
- **Notification to Client's Primary Care Provider Form**
- **Information about the medication and potential side effects**
- **Sign the appropriate form documenting the dispensing of the medication.**
- Enforce limited entry to the clinic: Any client that enters the clinic for the purpose of receiving medication must have been previously decontaminated in order to receive treatment of any kind.
- Monitor clients for anxiety and fatigue and have a runner escort them as necessary to First Aid or Support Services
- Monitor clients for any illnesses or injuries and have a runner escort them to First Aid.
- Answer any questions for staff or clients
- Monitor your staff for fatigue, stress, anxiety, illness or injury and if necessary have a runner escort them to First Aid or Mental Health.
- If there are any clients with special needs have a runner escort them to the appropriate area and/or consult your section chief
- **DO NOT GIVE MEDICAL ADVICE OR SPEAK TO ANY MEDIA PERSONNEL. PLEASE DIRECT ALL MEDIA QUESTIONS TO THE PUBLIC INFORMATION OFFICER.**

Closing Clinic

- Assist with breakdown of station as requested
 - Turn in any staff or client paperwork
 - Return any unused materials to Logistics or to the Go Kits
 - Return any unused medication to the Pharmacy
 - Turn in any tasking forms and activity logs
 - Ensure facility is cleaned and returned to former operating condition before any staff member leaves the station.
 - Turn in an After Action Report
- Participate in the after Clinic Debriefing, please gather any comments or suggestions you may have to improve clinic
- Sign out and return vest.

IMMEDIATELY NOTIFY SAFETY AND SECURITY STAFF OF ANY ACCIDENTS OR INJURIES TO STAFF VOLUNTEERS, CLIENTS, AND OTHERS. RECORD ALL INFORMATION PERTAINING TO ANY INCIDENT/ACCIDENT. REPORT ANY INCIDENTS IMMEDIATELY TO YOUR SECTION CHIEF.

LEAD CHECK- OUT EXPRESS

YOU REPORT TO OPERATIONS SECTION CHIEF

AS LEAD YOU ARE RESPONSIBLE FOR:

1. Making sure your station is equipped with all necessary equipment and staff to carry out their function.
2. Reporting Any and ALL problems to your Section Chief.
3. Ensuring that all of your staff members are able to fulfill their job duties.
4. Monitoring volunteer client flow through your station and solving flow problems as necessary- you may need more staff/runners to aid in controlling the crowd. Please contact your Section Chief and they will supply you with more staff.
5. Ensuring that all clients have received all the necessary paperwork, have a clear understanding of their follow-up instructions and have the correct medication.
6. Giving Just In Time Training to your staff

Before the Clinic Opens:

- Arrive at the facility at designated time with proper photo ID and any necessary credentials
- Sign in at Incident Command/Staff Sign In and receive a vest and Job Action Sheet
- Reviewing forms at your station with your staff so you are able to convey the correct information to the clients as they arrive.
- Ensure that area is prepared for operation. Assist in the set up of your station as necessary
- Assist with set-up of any other areas as requested,
- Familiarize yourself with all materials at your station
- Request additional supplies from the Express Admin Lead
- Assess your station for any safety or security hazards
- Receive Just In Time Lead training before clinic opening.
- Give Just In Time Training to your staff
- If you are unclear about any of your duties at this station please ask your Section Chief for verification.**

Clinic Opening:

- Raise a **GREEN** paddle to indicate that you are ready for the next client. A runner will be directing clients to your table as you are done with each assessment.
- Greet clients as they approach your station
- If necessary, raise an **ORANGE** paddle for runner assistance.
- Ensure that clients have the correct medication and paperwork when they leave the clinic.
- Go over the prescription paper work, the FAQ's about the prescription and Anthrax FAQ's.
- Go over where to go if the client gets sick or has any problems with the medication
- Go over where the client can get more medication and who to call with questions
- Answer any additional questions the client may have, BUT please do not give out any medical information
- Hand out any evaluation-type forms to the client
- Initial any necessary paperwork sent home with the client to verify receipt of forms and medication
- Have client initial the Client Sign Out Sheet
- Please be sure to thank each client for his or her participation
- Enforce limited entry to the clinic: Any client that enters the clinic for the purpose of receiving medication must have been previously decontaminated in order to receive treatment of any kind.
- Monitor clients for anxiety and fatigue and have a runner escort them as necessary to First Aid or Support Services
- Monitor clients for any illnesses or injuries and have a runner escort them to First Aid.

- ❑ Answer any questions for staff or clients
- ❑ Monitor your staff for fatigue, stress, anxiety, illness or injury and if necessary have a runner escort them to First Aid or Mental Health.
- ❑ If there are any clients with special needs have a runner escort them to the appropriate area and/or consult Logistics.
- ❑ **DO NOT GIVE MEDICAL ADVICE OR SPEAK TO ANY MEDIA PERSONNEL. PLEASE DIRECT ALL MEDIA QUESTIONS TO THE PUBLIC INFORMATION OFFICER.**

Clinic Closing

- ❑ Assist with breakdown of station as requested
 - ❑ Turn in any staff or client paperwork
 - ❑ Return any unused materials to Logistics or to the Go Kits
 - ❑ Turn in any tasking forms and activity logs
 - ❑ Ensure facility is cleaned and returned to former operating condition before any staff member leaves the station.
 - ❑ Turn in an After Action Report
- ❑ Participate in the after Clinic Debriefing, please gather any comments or suggestions you may have to improve clinic
- ❑ Sign out and return vest.

IMMEDIATELY NOTIFY SAFETY AND SECURITY STAFF OF ANY ACCIDENTS OR INJURIES TO STAFF VOLUNTEERS, CLIENTS, AND OTHERS. RECORD ALL INFORMATION PERTAINING TO ANY INCIDENT/ACCIDENT. REPORT ANY INCIDENTS IMMEDIATELY TO YOUR SECTION CHIEF.

MEDICAL COMPLICATIONS ADMIN LEAD

YOU REPORT TO OPERATIONS SECTION CHIEF

AS LEAD YOU ARE RESPONSIBLE FOR:

1. Making sure your station is equipped with all necessary equipment and staff to carry out their function.
2. Reporting Any and ALL problems to the Operations Section Chief
3. Ensuring that all of your staff members are able to fulfill their job duties.
4. Monitoring volunteer client flow through medical complications, medical screening and check med comp out stations of the clinic and solving flow problems as necessary- you may need more staff/runners to aid in controlling the crowd. Please contact the Operations Section Chief and they will supply you with more staff.
5. Giving Just In Time Training to your staff

Before Clinic Opens:

- Arrive at the facility at designated time with proper photo ID and any necessary credentials
- Sign in at Incident Command/Staff Sign In and receive a vest and Job Action Sheet
- Reviewing forms at your station with your staff so you are able to convey the correct information to the clients as they arrive.
- Assist in the set up of your station as necessary
- Assist with set-up of any other areas as requested
- Familiarize yourself with all materials at your station
- Request additional supplies from the Operations Section Chief.
- Assess your station for any safety or security hazards
- Receive Just In Time Lead training before clinic opening.
- Give Just In Time Training to your staff
- If you are unclear about any of your duties at this station please ask the Operations Section Chief for verification.**

Clinic Opening:

- Greet clients as they come into the dispensing clinic
- Enforce limited entry to the clinic: Any client that enters the clinic for the purpose of receiving medication must have been previously decontaminated in order to receive treatment of any kind. Work with Security to enforce limited entry to the clinic
- Ensure that a packet is distributed to each volunteer client
 - Each Packet will include:
 - **Medical Screening Form**
 - **Individual Status Report**
 - **Post Exposure FAQ's packet.**
 - **Disaster Service Worker form**
 - **Time Flow Sheet**
- Ensure that each client with medical complications sees the correct staff member and any client with serious complications sees Medical Consult.
- Guide clients away from or around safety hazards
- Ensure the appropriate staff sees all clients with medical complications.
- Ensure all clients with medical complications are properly signed out of the clinic as they exit.

- ❑ Monitor clients for anxiety and fatigue and have a runner escort them as necessary to First Aid or Support Services
- ❑ Monitor clients for any illnesses or injuries and have a runner escort them to First Aid.
- ❑ Answer any questions for staff or clients
- ❑ Use RUNNER sign to request a Runner.
- ❑ Monitor your staff for fatigue, stress, anxiety, illness or injury and if necessary have a runner escort them to First Aid or Mental Health.
- ❑ If there any clients with special needs have a runner escort them to the appropriate area and/or consult Logistics
- ❑ Let the volunteer-client know that all medical questions will be answered at Medication Dispensing.
- ❑ **DO NOT GIVE MEDICAL ADVICE OR SPEAK TO ANY MEDIA PERSONNEL. PLEASE DIRECT ALL MEDIA QUESTIONS TO THE PUBLIC INFORMATION OFFICER.**

Closing Clinic

- ❑ Assist with breakdown of station as requested
 - ❑ Turn in any staff or client paperwork
 - ❑ Return any unused materials to Logistics or to the Go Kits
 - ❑ Turn in any tasking forms and activity logs
 - ❑ Ensure facility is cleaned and returned to former operating condition before any staff member leaves the station.
 - ❑ Turn in an After Action Report
- ❑ Participate in the after Clinic Debriefing, please gather any comments or suggestions you may have to improve clinic
 - ❑ Sign out and return vest.

IMMEDIATELY NOTIFY SAFETY AND SECURITY STAFF OF ANY ACCIDENTS OR INJURIES TO STAFF VOLUNTEERS, CLIENTS, AND OTHERS. RECORD ALL INFORMATION PERTAINING TO ANY INCIDENT/ACCIDENT. REPORT ANY INCIDENTS IMMEDIATELY TO THE OPERATIONS SECTION CHIEF.

LEAD MEDICAL COMPLICATIONS DISPENSERS

YOU REPORT TO OPERATIONS SECTION CHIEF

AS LEAD YOU ARE RESPONSIBLE FOR:

1. Making sure your station is equipped with all necessary equipment and staff to carry out their function.
2. Reporting Any and ALL problems to your Section Chief.
3. Ensuring that all of your staff members are able to fulfill their job duties.
4. Monitoring volunteer client flow through your station and solving flow problems as necessary- you may need more staff/runners to aid in controlling the crowd. Please contact your Section Chief and they will supply you with more staff.
5. Giving Just In Time Training to your staff

Before the Clinic Opens:

- Arrive at the facility at designated time with proper photo ID and any necessary credentials
- Sign in at Incident Command/Staff Sign In and receive a vest and Job Action Sheet
- Obtain the medication to be dispensed from the Pharmacy, 4x6 baggies, prescription labels and the pink labels
- Reviewing forms at your station with your staff so you are able to convey the correct information to the clients as they arrive.
- Assist in the set up of your station as necessary
- Assist with set-up of any other areas as requested,
- Familiarize yourself with all materials at your station
- Request additional supplies from Medical Complications Admin Lead
- Assess your station for any safety or security hazards
- Receive Just In Time Lead training before clinic opening.
- Give Just In Time Training to your staff
- If you are unclear about any of your duties at this station please ask the Medical Complications Admin Lead for verification.**

Clinic Opening:

- Raise a **GREEN** paddle to indicate that you are ready for the next client. A runner will be directing clients to your table as you are done with each assessment.
- Greet clients as they approach your station
- If necessary, raise an **ORANGE** paddle for runner assistance.
- Review medical screening form to ensure that the client does NOT have a Green Sticker.

NOTE: If the client HAS a Green Sticker, signal for a Runner to obtain the proper prophylaxis upon diagnosis.

- Give the client the following:*
 - Prescribing Order*
 - Physician Referral Form for Amoxicillin*
 - Notification to Client's Primary Care Provider Form
 - Information about the medication and potential side effects
 - Sign the appropriate form documenting the dispensing of the medication or dispensing of a referral form or note of prescription.
- OR**
- If client has a Green Sticker as approved for prophylaxis and has verified signed consent:
- Check for contraindications as outlined on the Cheat Sheet.

- ❑ Obtain the proper pre-prepared medication and administer prophylaxis as follows
- ❑ Ensure the following is correctly labeled and documented:
 - The appropriate prescription label (Cipro or Doxy) on the baggie matches the medication inside
 - The lot number matches the contents
 - The pink “Do No Throw Away” sticker is on the baggie
- ❑ Fill in Client Name
- ❑ Enforce limited entry to the clinic: Any client that enters the clinic for the purpose of receiving medication must have been previously decontaminated in order to receive treatment of any kind.
- ❑ Monitor clients for anxiety and fatigue and have a runner escort them as necessary to First Aid or Support Services
- ❑ Monitor clients for any illnesses or injuries and have a runner escort them to First Aid.
- ❑ Answer any questions for staff or clients
- ❑ Monitor your staff for fatigue, stress, anxiety, illness or injury and if necessary have a runner escort them to First Aid or Mental Health.
- ❑ If there are any clients with special needs have a runner escort them to the appropriate area and/or consult your Section Chief
- ❑ **DO NOT GIVE MEDICAL ADVICE OR SPEAK TO ANY MEDIA PERSONNEL. PLEASE DIRECT ALL MEDIA QUESTIONS TO THE PUBLIC INFORMATION OFFICER.**

Closing Clinic

- ❑ Assist with breakdown of station as requested
 - ❑ Turn in any staff or client paperwork
 - ❑ Return any unused materials to Logistics or to the Go Kits
 - ❑ Return any unused medication to the Pharmacy
 - ❑ Turn in any tasking forms and activity logs
 - ❑ Ensure facility is cleaned and returned to former operating condition before any staff member leaves the station.
 - ❑ Turn in an After Action Report
- ❑ Participate in the after Clinic Debriefing, please gather any comments or suggestions you may have to improve clinic
- ❑ Sign out and return vest.

IMMEDIATELY NOTIFY SAFETY AND SECURITY STAFF OF ANY ACCIDENTS OR INJURIES TO STAFF VOLUNTEERS, CLIENTS, AND OTHERS. RECORD ALL INFORMATION PERTAINING TO ANY INCIDENT/ACCIDENT. REPORT ANY INCIDENTS IMMEDIATELY TO YOUR SECTION CHIEF

LEAD MEDICAL CONSULT

YOU REPORT TO OPERATIONS SECTION CHIEF

AS LEAD YOU ARE RESPONSIBLE FOR:

1. Making sure your station is equipped with all necessary equipment and staff to carry out their function.
2. Reporting Any and ALL problems to your Section Chief.
3. Ensuring that all of your staff members are able to fulfill their job duties.
4. Ensuring that any patients with complications are seen at your station and are given the appropriate prescription or primary care physician referral.
5. Monitoring volunteer client flow through your station and solving flow problems as necessary- you may need more staff/runners to aid in controlling the crowd. Please contact your Section Chief and they will supply you with more staff.
6. Giving Just In Time Training to your staff

Before Clinic Opens:

- Arrive at the facility at designated time with proper photo ID and any necessary credentials
- Sign in at Incident Command/Staff Sign In and receive a vest and Job Action Sheet
- Reviewing forms at your station with your staff so you are able to convey the correct information to the clients as they arrive.
- Assist in the set up of your station as necessary
- Assist with set-up of any other areas as requested
- Familiarize yourself with all materials at your station
- Request additional supplies from your Section Chief
- Assess your station for any safety or security hazards
- Receive Just In Time Lead training before clinic opening.
- Give Just In Time Training to your staff
- If you are unclear about any of your duties at this station please ask your Lead or Section Chief for verification.**

Clinic Opening:

- Raise a **GREEN** paddle to indicate that you are ready for the next client. A runner will be directing clients to your table as you are done with each assessment.
- Greet clients as they approach your station
- If necessary, raise an **ORANGE** paddle for runner assistance.
- Review medical screening form to ensure that the client does NOT have a Green Sticker.
- Answer any questions the client has about medical complications, drug interactions or other health related questions pertaining to prophylaxis for Anthrax exposure.

NOTE: If the client HAS a Green Sticker, signal for a Runner to obtain the proper prophylaxis upon diagnosis.

- Give the client the following:*
 - Prescribing Order*
 - Physician Referral Form for Amoxicillin*
 - Notification to Client's Primary Care Provider Form
 - Information about the medication and potential side effects
 - Sign the appropriate form documenting the dispensing of the medication or dispensing of a referral form or note of prescription.
- OR**

- ❑ If client has a Green Sticker as approved for prophylaxis and has verified signed consent.
- ❑ Check for contraindications as outlined on the Cheat Sheet.
- ❑ Obtain the proper pre-prepared medication and administer prophylaxis as follows
- ❑ Ensure the following is correctly labeled and documented:
 - The appropriate prescription label (Cipro or Doxy) on the baggie matches the medication inside
 - The lot number matches the contents
 - The pink “Do No Throw Away” sticker is on the baggie
- ❑ Fill in Client Name
- ❑ Direct those who have completed their paperwork to proceed to the Client Screening Area.
- ❑ Monitor clients for anxiety and fatigue and have a runner escort them as necessary to First Aid or Support Services
- ❑ Monitor clients for any illnesses or injuries and have a runner escort them to First Aid.
- ❑ Answer any questions for staff or clients
- ❑ Use RUNNER sign to request a Runner.
- ❑ Monitor your staff for fatigue, stress, anxiety, illness or injury and if necessary have a runner escort them to First Aid or Mental Health.
- ❑ If there any clients with special needs have a runner escort them to the appropriate area and/or consult Logistics
- ❑ **DO NOT GIVE MEDICAL ADVICE OR SPEAK TO ANY MEDIA PERSONNEL. PLEASE DIRECT ALL MEDIA QUESTIONS TO THE PUBLIC INFORMATION OFFICER.**

Closing Clinic

- ❑ Assist with breakdown of station as requested
 - ❑ Turn in any staff or client paperwork
 - ❑ Return any unused materials to Logistics or to the Go Kits
 - ❑ Turn in any tasking forms and activity logs
 - ❑ Ensure facility is cleaned and returned to former operating condition before any staff member leaves the station.
 - ❑ Turn in an After Action Report
- ❑ Participate in the after Clinic Debriefing, please gather any comments or suggestions you may have to improve clinic
 - ❑ Sign out and return vest.

IMMEDIATELY NOTIFY SAFETY AND SECURITY STAFF OF ANY ACCIDENTS OR INJURIES TO STAFF VOLUNTEERS, CLIENTS, AND OTHERS. RECORD ALL INFORMATION PERTAINING TO ANY INCIDENT/ACCIDENT. REPORT ANY INCIDENTS IMMEDIATELY TO YOUR SECTION CHIEF

LEAD MEDICAL COMPLICATIONS CHECKOUT

YOU REPORT TO OPERATIONS SECTION CHIEF

AS LEAD YOU ARE RESPONSIBLE FOR:

1. Making sure your station is equipped with all necessary equipment and staff to carry out their function.
2. Reporting Any and ALL problems to your Section Chief.
3. Ensuring that all of your staff members are able to fulfill their job duties.
4. Monitoring volunteer client flow through your station and solving flow problems as necessary- you may need more staff/runners to aid in controlling the crowd. Please contact your Section Chief and they will supply you with more staff.
5. Ensuring that all clients have received all the necessary paperwork, have a clear understanding of their follow-up instructions and have the correct

Before the Clinic Opens:

- Arrive at the facility at designated time with proper photo ID and any necessary credentials
- Sign in at Incident Command/Staff Sign In and receive a vest and Job Action Sheet
- Reviewing forms at your station with your staff so you are able to convey the correct information to the clients as they arrive.
- Ensure that area is prepared for operation. Assist in the set up of your station as necessary
- Assist with set-up of any other areas as requested,
- Familiarize yourself with all materials at your station
- Request additional supplies from your Section Chief
- Assess your station for any safety or security hazards
- Receive Just In Time Lead training before clinic opening.
- Give Just In Time Training to your staff
- If you are unclear about any of your duties at this station please ask your Section Chief**

Clinic Opening:

- Raise a **GREEN** paddle to indicate that you are ready for the next client. A runner will be directing clients to your table as you are done with each assessment.
- Greet clients as they approach your station
- If necessary, raise an **ORANGE** paddle for runner assistance.
- Ensure that clients have the correct medication and paperwork when they leave the clinic.
- Go over the prescription paper work, the FAQ's about the prescription and Anthrax FAQ's
- Answer any additional questions the client may have, BUT please do not give out any medical information
- Hand out any evaluation-type forms to the client
- Initial any necessary paperwork sent home with the client to verify receipt of forms and medication
- Have client initial the Client Sign Out Sheet
- Please be sure to thank each client for his or her participation
- Enforce limited entry to the clinic: Any client that enters the clinic for the purpose of receiving medication must have been previously decontaminated in order to receive treatment of any kind.
- Monitor clients for anxiety and fatigue and have a runner escort them as necessary to First Aid or Support Services
- Monitor clients for any illnesses or injuries and have a runner escort them to First Aid.
- Answer any questions for staff or clients

- ❑ Monitor your staff for fatigue, stress, anxiety, illness or injury and if necessary have a runner escort them to First Aid or Mental Health.
- ❑ If there are any clients with special needs have a runner escort them to the appropriate area and/or consult Logistics.
- ❑ **DO NOT GIVE MEDICAL ADVICE OR SPEAK TO ANY MEDIA PERSONNEL. PLEASE DIRECT ALL MEDIA QUESTIONS TO THE PUBLIC INFORMATION OFFICER.**

Clinic Closing

- ❑ Assist with breakdown of station as requested
 - ❑ Turn in any staff or client paperwork
 - ❑ Return any unused materials to Logistics or to the Go Kits
 - ❑ Turn in any tasking forms and activity logs
 - ❑ Ensure facility is cleaned and returned to former operating condition before any staff member leaves the station.
 - ❑ Turn in an After Action Report
- ❑ Participate in the after Clinic Debriefing, please gather any comments or suggestions you may have to improve clinic
- ❑ Sign out and return vest.

IMMEDIATELY NOTIFY SAFETY AND SECURITY STAFF OF ANY ACCIDENTS OR INJURIES TO STAFF VOLUNTEERS, CLIENTS, AND OTHERS. RECORD ALL INFORMATION PERTAINING TO ANY INCIDENT/ACCIDENT. REPORT ANY INCIDENTS IMMEDIATELY TO YOUR SECTION CHIEF

LOGISTICS SECTION CHIEF

YOU REPORT TO CLINIC MANAGER

AS LEAD YOU ARE RESPONSIBLE FOR:

1. Making sure your station is equipped with all necessary equipment and staff to carry out their function.
2. Reporting Any and ALL problems to the Clinic Manager.
3. Ensuring that all of your staff members are able to fulfill their job duties.
4. Providing overall supervision of set-up, equipment and supply acquisition, communication and transportation for the dispensing clinic
5. Giving Just In Time Training to your staff

Before Clinic Opens:

- Arrive at the facility at designated time with proper photo ID and any necessary credentials
- Sign in at Incident Command/Staff Sign In and receive a vest and Job Action Sheet
- Reviewing forms at your station with your staff so you are able to convey the correct information to the clients as they arrive.
- Determine staffing needs and request staff as needed
- Assign/greet direct reports as they arrive: Clinic Equipment Leader, Clinic Supplies Leader, Pharmacy & Assistants Leader, Support Services & First Aid Leader
- Determine operation hours and staff coverage as needed
- Ensure shipment/arrival of equipment and supplies
- Assist in the set up of your station as necessary
- Assist with set-up of any other areas as requested
- Familiarize yourself with all materials at your station
- Obtain additional supplies from wherever necessary.
- Assess your station for any safety or security hazards
- Receive Just In Time Lead training before clinic opening.
- Give Just In Time Training to your staff
- If you are unclear about any of your duties at this station please ask your Lead or Section Chief for verification.**

Clinic Opening:

- Set up communications equipment
- Work with staff to set-up work areas
- Arrange a system of obtaining additional supplies and equipment with the Clinic Manager
- Provide input to the Planning Section Chief
- Work with the Operations Section Chief to ensure that order, inventory and re-supply meets standards
- Arrange for snacks, water, and meals for staff
- Correct any reported problems/issues
- If problem cannot be corrected, report to Incident Command
- Anticipate staffing needs and requests as needed
- Maintain unit log
- Enforce limited entry to the clinic: Any client that enters the clinic for the purpose of receiving medication must have been previously decontaminated in order to receive treatment of any kind. Work with Security to enforce limited entry to the clinic
- Monitor clients for anxiety and fatigue and have a runner escort them as necessary to First Aid or Support Services
- Monitor clients for any illnesses or injuries and have a runner escort them to First Aid.

- ❑ Answer any questions for staff or clients
- ❑ Use RUNNER sign to request a Runner.
- ❑ Monitor your staff for fatigue, stress, anxiety, illness or injury and if necessary have a runner escort them to First Aid or Mental Health.
- ❑ Aid with any clients with special needs. Have a runner escort them to the appropriate area.
- ❑ Let the volunteer-client know that all medical questions will be answered at Medication Dispensing.
- ❑ **DO NOT GIVE MEDICAL ADVICE OR SPEAK TO ANY MEDIA PERSONNEL. PLEASE DIRECT ALL MEDIA QUESTIONS TO THE PUBLIC INFORMATION OFFICER.**

Closing Clinic

- ❑ Assist with breakdown of station as requested
 - ❑ Turn in any staff or client paperwork
 - ❑ Ensure all records and reports are given to the Clinic Manager
 - ❑ Return any unused materials to Logistics or to the Go Kits
 - ❑ Turn in any tasking forms and activity logs
 - ❑ Ensure facility is cleaned and returned to former operating condition before any staff member leaves the station.
 - ❑ Turn in an After Action Report
- ❑ Participate in the after Clinic Debriefing, please gather any comments or suggestions you may have to improve clinic
 - ❑ Sign out and return vest.

IMMEDIATELY NOTIFY SAFETY AND SECURITY STAFF OF ANY ACCIDENTS OR INJURIES TO STAFF VOLUNTEERS, CLIENTS, AND OTHERS. RECORD ALL INFORMATION PERTAINING TO ANY INCIDENT/ACCIDENT. REPORT ANY INCIDENTS IMMEDIATELY TO THE CLINIC MANAGER.

LEAD CLINIC EQUIPMENT/INCENTIVES

YOU REPORT TO LOGISTICS SECTION CHIEF

AS LEAD YOU ARE RESPONSIBLE FOR:

1. Making sure there are enough tables, chairs, and any other equipment that the facility will supply for the clinic stations
2. Reporting Any and ALL problems to your Section Chief or Clinic Manager.
3. Ensuring that all of your staff members are able to fulfill their job duties.
4. Giving Just In Time Training to your staff

Before Clinic Opens:

- Arrive at the facility at designated time with proper photo ID and any necessary credentials
- Sign in at Incident Command/Staff Sign In and receive a vest and Job Action Sheet
- Obtain tables and chairs from the facility or any other facility that has the required amount of tables and chairs.
- Assemble tables and chairs in the areas where the clinic will be.
- Assist in the set up of the clinic as needed
- Assist with set-up of any other areas as requested
- Familiarize yourself with all materials at your station
- Request additional supplies from Logistics
- Assess your station for any safety or security hazards
- Receive Just In Time Lead training before clinic opening.
- Give Just In Time Training to your staff
- If you are unclear about any of your duties at this station please ask your Lead or Section Chief for verification.**

Clinic Opening:

- Check in with the Logistics Section Chief for obtaining any additional tables, chairs or other equipment.
- Obtain any needed supplies and/or equipment.
- If necessary Guide clients away from or around safety hazards
- Answer any questions for staff or clients
- Monitor your staff for fatigue, stress, anxiety, illness or injury and if necessary have a runner escort them to First Aid or Mental Health.
- If there any clients with special needs have a runner escort them to the appropriate area and/or consult Logistics
- Let the volunteer-client know that all medical questions will be answered at Medication Dispensing.
- DO NOT GIVE MEDICAL ADVICE OR SPEAK TO ANY MEDIA PERSONNEL. PLEASE DIRECT ALL MEDIA QUESTIONS TO THE PUBLIC INFORMATION OFFICER.**

Closing Clinic

- Assist with breakdown of station as requested
- Collect all equipment and supplies in one area.
- Arrange for the return of all equipment back to its origin.
 - Turn in any staff or client paperwork
 - Return any unused materials to the Go Kits
 - Turn in any tasking forms and activity logs
 - Ensure facility is cleaned and returned to former operating condition before any staff member leaves the station.
- Turn in an After Action Report

- Participate in the after Clinic Debriefing, please gather any comments or suggestions you may have to improve clinic
- Sign out and return vest.

IMMEDIATELY NOTIFY SAFETY AND SECURITY STAFF OF ANY ACCIDENTS OR INJURIES TO STAFF VOLUNTEERS, CLIENTS, AND OTHERS. RECORD ALL INFORMATION PERTAINING TO ANY INCIDENT/ACCIDENT. REPORT ANY INCIDENTS IMMEDIATELY TO YOUR SECTION CHIEF.

LEAD CLINIC SUPPLIES

YOU REPORT TO LOGISTICS SECTION CHIEF

AS LEAD YOU ARE RESPONSIBLE FOR:

1. Making sure your station is equipped with all necessary equipment and staff to carry out their function.
2. Reporting Any and ALL problems to your Section Chief or Clinic Manager.
3. Ensuring that all of your staff members are able to fulfill their job duties.
4. Ensuring that all of the stations have enough of the proper equipment.
5. Giving Just In Time Training to your staff

Before Clinic Opens:

- Arrive at the facility at designated time with proper photo ID and any necessary credentials
- Sign in at Incident Command/Staff Sign In and receive a vest and Job Action Sheet
- Reviewing forms at your station with your staff so you are able to convey the correct information to the clients as they arrive.
- Obtain the Go Kits and inventory the kits.
- Ensure there are enough supplies for the clinic.
- Divide and distribute the supplies among the clinic stations.
- Order additional supplies as necessary
- Assist with set-up of any other areas as requested
- Familiarize yourself with all materials at your station
- Request additional supplies from Logistics
- Assess your station for any safety or security hazards
- Receive Just In Time Lead training before clinic opening.
- Give Just In Time Training to your staff
- If you are unclear about any of your duties at this station please ask your Lead or Section Chief for verification.**

Clinic Opening:

- Check in with station leads and the logistics section chief about needing more supplies.
- Order more supplies as needed.
- Maintain limited entry to the clinic: Any client that enters the clinic for the purpose of receiving medication must have been previously decontaminated in order to receive treatment of any kind. Work with Security to enforce limited entry to the clinic
- Monitor clients for any illnesses or injuries and have a runner escort them to First Aid.
- Answer any questions for staff or clients
- Use RUNNER sign to request a Runner.
- Monitor your staff for fatigue, stress, anxiety, illness or injury and if necessary have a runner escort them to First Aid or Mental Health.
- If there are any clients with special needs have a runner escort them to the appropriate area and/or consult Logistics
- Let the volunteer-client know that all medical questions will be answered at Medication Dispensing.
- DO NOT GIVE MEDICAL ADVICE OR SPEAK TO ANY MEDIA PERSONNEL. PLEASE DIRECT ALL MEDIA QUESTIONS TO THE PUBLIC INFORMATION OFFICER.**

Closing Clinic

- Assist with breakdown of station as requested
- Turn in any staff or client paperwork

- ❑ Return any unused materials to Logistics or to the Go Kits
- ❑ Ensure that ALL supplies are collected and accounted for.
- ❑ Ensure that any supplies that need to be replaced are ordered or filled.
- ❑ Turn in any tasking forms and activity logs
- ❑ Ensure facility is cleaned and returned to former operating condition before any staff member leaves the station.
- ❑ Turn in an After Action Report
- ❑ Participate in the after Clinic Debriefing, please gather any comments or suggestions you may have to improve clinic
 - ❑ Sign out and return vest.

IMMEDIATELY NOTIFY SAFETY AND SECURITY STAFF OF ANY ACCIDENTS OR INJURIES TO STAFF VOLUNTEERS, CLIENTS, AND OTHERS. RECORD ALL INFORMATION PERTAINING TO ANY INCIDENT/ACCIDENT. REPORT ANY INCIDENTS IMMEDIATELY TO THE LOGISTICS SECTION CHIEF.

LEAD PHARMACIST

YOU REPORT TO LOGISTICS SECTION CHIEF

AS LEAD YOU ARE RESPONSIBLE FOR:

1. Making sure your station is equipped with all necessary equipment and staff to carry out their function.
2. Reporting Any and ALL problems to your Section Chief or Clinic Manager.
3. Ensuring that all of your staff members are able to fulfill their job duties.
4. Ensuring all medications are properly labeled and accounted for.
5. Answering any questions about drug interactions as necessary.
6. Giving Just In Time Training to your staff

Before Clinic Opens:

- Arrive at the facility at designated time with proper photo ID and any necessary credentials
- Sign in at Incident Command/Staff Sign In and receive a vest and Job Action Sheet
- Reviewing forms at your station with your staff so you are able to convey the correct information to the clients as they arrive.
- Assist in the set up of your station
- Ensure that all medication is in the Pharmacy
- Begin Prepping prophylaxis:
 - Affix the appropriate prescription label (Cipro or Doxy) on the baggie
 - Fill in lot number
 - Document the lot number
 - Place pills (in blister packs) in the baggies
 - Affix the pink "Do No Throw Away" sticker on the baggie
- Assist with set-up of any other areas as requested
- Familiarize yourself with all materials at your station
- Request additional supplies from Logistics Section Chief.
- Assess your station for any safety or security hazards
- Receive Just In Time Lead training before clinic opening.
- Give Just In Time Training to your staff
- If you are unclear about any of your duties at this station please ask your Lead or Section Chief for verification.**

Clinic Opening:

- Continue to Prep and administer prophylaxis:
 - Affix the appropriate prescription label (Cipro or Doxy) on the baggie
 - Fill in lot number
 - Place pills (in blister packs) in the baggies
 - Affix the pink "Do No Throw Away" sticker on the baggie
 - Information about the medication and potential side effects
- If a client cannot take the provided prophylaxis, give the client the following:
 - Prescribing Order
 - Physician Referral Form
 - Notification to Client's Primary Care Provider Form
 - Sign the appropriate form documenting the dispensing of the medication..
- Monitor clients for anxiety and fatigue and have a runner escort them as necessary to First Aid or Support Services

- ❑ Monitor clients for any illnesses or injuries and have a runner escort them to First Aid.
- ❑ Answer any questions for staff or clients
- ❑ Use RUNNER sign to request a Runner.
- ❑ Monitor your staff for fatigue, stress, anxiety, illness or injury and if necessary have a runner escort them to First Aid or Mental Health.
- ❑ If there any clients with special needs have a runner escort them to the appropriate area and/or consult Logistics
- ❑ Let the volunteer-client know that all medical questions will be answered at Medication Dispensing.
- ❑ **DO NOT GIVE MEDICAL ADVICE OR SPEAK TO ANY MEDIA PERSONNEL. PLEASE DIRECT ALL MEDIA QUESTIONS TO THE PUBLIC INFORMATION OFFICER.**

Closing Clinic

- ❑ Assist with breakdown of station as requested
- ❑ Collect ALL unused medication. Count medication and document the information. Turn this into the Logistics Section Chief.
 - ❑ Turn in any staff or client paperwork
 - ❑ Return any unused materials to Logistics or to the Go Kits
 - ❑ Turn in any tasking forms and activity logs
 - ❑ Ensure facility is cleaned and returned to former operating condition before any staff member leaves the station.
 - ❑ Turn in an After Action Report
- ❑ Participate in the after Clinic Debriefing, please gather any comments or suggestions you may have to improve clinic
 - ❑ Sign out and return vest.

IMMEDIATELY NOTIFY SAFETY AND SECURITY STAFF OF ANY ACCIDENTS OR INJURIES TO STAFF VOLUNTEERS, CLIENTS, AND OTHERS. RECOD ALL INFORMATION PERTAINING TO ANY INCIDENT/ACCIDENT. REPORT ANY INCIDENTS IMMEDIATELY TO THE LEAD AT YOUR STATION

LEAD SUPPORT SERVICES/FIRST AID

YOU REPORT TO OPERATIONS SECTION CHIEF

AS LEAD YOU ARE RESPONSIBLE FOR:

1. Making sure your station is equipped with all necessary equipment and staff to carry out their function.
2. Reporting Any and ALL problems to your Section Chief or Clinic Manager.
3. Ensuring that all of your staff members are able to fulfill their job duties.
4. Monitoring volunteer client flow through your station and solving flow problems as necessary- you may need more staff/runners to aid in controlling the crowd. Please contact your Section Chief and they will supply you with more staff.
5. Referring clients to medical consult or support services stations as necessary.
6. Redirect volunteer-patients to the next station as appropriate.
7. Provide volunteer-patient and clinic staff with counseling as indicated
8. Give Just In Time Training to your staff

Before Clinic Opens:

- Arrive at the facility at designated time with proper photo ID and any necessary credentials
- Sign in at Incident Command/Staff Sign In and receive a vest and Job Action Sheet
- Reviewing forms at your station with your staff so you are able to convey the correct information to the clients as they arrive.
- Assist in the set up of your station as necessary
- Assist with set-up of any other areas as requested
- Familiarize yourself with all materials at your station
- Request additional supplies from your section chief
- Assess your station for any safety or security hazards
- Receive Just In Time Lead training before clinic opening.
- Give Just In Time Training to your staff
- If you are unclear about any of your duties at this station please ask your Section Chief**

Clinic Opening:

- Throughout the clinic, provide counseling services as necessary.
- Ensure client privacy
- Assess volunteer patient condition
- Identify people who seem to be confused or need extra assistance.
- Please make sure that all clients are escorted by a runner when coming to your station or going to another station in the clinic.
- Redirect volunteer-patient to next station as appropriate.
- Ask clients coming to your station if their emergency is Real or Fake.
- Continue to reinforce that this is only a **MOCK EXERCISE** and they will not be receiving any medication.
- Please have all clients be escorted to and from your station by a runner at all times.
- Let the volunteer-patient know that all medical questions pertaining to the medication will be answered at the medication dispensing phase.
- Guide clients away from or around safety hazards
 - Monitor clients for anxiety and fatigue and have a runner escort them as necessary to First Aid or Support Services
 - Monitor clients for any illnesses or injuries and have a runner escort them to First Aid.
 - Answer any questions for staff or clients

- ❑ Use RUNNER sign to request a Runner.
- ❑ Monitor your staff for fatigue, stress, anxiety, illness or injury and if necessary have a runner escort them to First Aid or Mental Health.
- ❑ If there any clients with special needs have a runner escort them to the appropriate area and/or consult Logistics
- ❑ Let the volunteer-client know that all medical questions will be answered at Medication Dispensing.
- ❑ **DO NOT GIVE MEDICAL ADVICE OR SPEAK TO ANY MEDIA PERSONNEL. PLEASE DIRECT ALL MEDIA QUESTIONS TO THE PUBLIC INFORMATION OFFICER.**

Closing Clinic

- ❑ Assist with breakdown of station as requested
 - ❑ Turn in any staff or client paperwork
 - ❑ Return any unused materials to Logistics or to the Go Kits
 - ❑ Turn in any tasking forms and activity logs
 - ❑ Ensure facility is cleaned and returned to former operating condition before any staff member leaves the station.
 - ❑ Turn in an After Action Report
- ❑ Participate in the after Clinic Debriefing, please gather any comments or suggestions you may have to improve clinic
 - ❑ Sign out and return vest.

IMMEDIATELY NOTIFY SAFETY AND SECURITY STAFF OF ANY ACCIDENTS OR INJURIES TO STAFF VOLUNTEERS, CLIENTS, AND OTHERS. RECORD ALL INFORMATION PERTAINING TO ANY INCIDENT/ACCIDENT. REPORT ANY INCIDENTS IMMEDIATELY TO YOUR SECTION CHIEF.

LEAD COMMUNICATIONS/IT

YOU REPORT TO LOGISTICS SECTION CHIEF

AS LEAD YOU ARE RESPONSIBLE FOR:

1. Making sure your station is equipped with all necessary equipment and staff to carry out their function.
2. Reporting Any and ALL problems to your Section Chief or Clinic Manager.
3. Ensuring that all of your staff members are able to fulfill their job duties.
4. Ensuring that all communications and IT equipment is set up and properly running.
5. Giving Just In Time Training to your staff

Before Clinic Opens:

- Arrive at the facility at designated time with proper photo ID and any necessary credentials
- Sign in at Incident Command/Staff Sign In and receive a vest and Job Action Sheet
- Reviewing forms at your station with your staff so you are able to convey the correct information to the clients as they arrive.
- Set up IT and communications equipment.
- Ensure all equipment runs properly.
- Brief staff on the use of communications and IT equipment.
- Assist in the set up of your station as necessary
- Assist with set-up of any other areas as requested
- Familiarize yourself with all materials at your station
- Request additional supplies from Logistics
- Assess your station for any safety or security hazards
- Receive Just In Time Lead training before clinic opening.
- Give Just In Time Training to your staff
- If you are unclear about any of your duties at this station please ask the Logistics Section Chief**

Clinic Opening:

- Monitor IT and communications equipment as necessary.
- Replace or repair communications and IT equipment as necessary.
- Enforce limited entry to the clinic: Any client that enters the clinic for the purpose of receiving medication must have been previously decontaminated in order to receive treatment of any kind. Work with Security to enforce limited entry to the clinic
- Monitor clients for any illnesses or injuries and have a runner escort them to First Aid.
- Answer any questions for staff or clients
- Use RUNNER sign to request a Runner.
- Monitor your staff for fatigue, stress, anxiety, illness or injury and if necessary have a runner escort them to First Aid or Mental Health.
- If there are any clients with special needs have a runner escort them to the appropriate area and/or consult Logistics
- Let the volunteer-client know that all medical questions will be answered at Medication Dispensing.
- DO NOT GIVE MEDICAL ADVICE OR SPEAK TO ANY MEDIA PERSONNEL. PLEASE DIRECT ALL MEDIA QUESTIONS TO THE PUBLIC INFORMATION OFFICER.**

Closing Clinic

- Assist with breakdown of station as requested
- Collect all communications and IT equipment and return it to the correct organization.

- ❑ Turn in any staff or client paperwork
- ❑ Return any unused materials to Logistics or to the Go Kits
- ❑ Turn in any tasking forms and activity logs
- ❑ Ensure facility is cleaned and returned to former operating condition before any staff member leaves the station.
- ❑ Turn in an After Action Report
- ❑ Participate in the after Clinic Debriefing, please gather any comments or suggestions you may have to improve clinic
- ❑ Sign out and return vest.

IMMEDIATELY NOTIFY SAFETY AND SECURITY STAFF OF ANY ACCIDENTS OR INJURIES TO STAFF VOLUNTEERS, CLIENTS, AND OTHERS. RECORD ALL INFORMATION PERTAINING TO ANY INCIDENT/ACCIDENT. REPORT ANY INCIDENTS IMMEDIATELY TO THE LOGISTICS SECTION CHIEF.

LEAD RUNNER

YOU REPORT TO LOGISTICS SECTION CHIEF

AS LEAD YOU ARE RESPONSIBLE FOR:

1. Reporting Any and ALL problems to your Section Chief or Clinic Manager.
2. Ensuring that all of your staff members are able to fulfill their job duties.
3. Monitoring volunteer client flow and assist where necessary
4. To assist patients-volunteer, clinic staff, and visitors in maintaining the logistical support structure of the clinic.
5. Giving Just In Time Training to your staff

Before Clinic Opens:

- Arrive at the facility at designated time with proper photo ID and any necessary credentials
- Sign in at Incident Command/Staff Sign In and receive a vest and Job Action Sheet
- Reviewing forms at your station with your staff so you are able to convey the correct information to the clients as they arrive.
- Assist in the set up of your station as necessary
- Assist with set-up of any other areas as requested
- Familiarize yourself with all materials at your station
- Request additional supplies from Logistics.
- Assess your station for any safety or security hazards
- Receive Just In Time Lead training before clinic opening.
- Give Just In Time Training to your staff
- If you are unclear about any of your duties at this station please ask your Lead or Section Chief for verification.**

Clinic Opening:

- Assist station leader and station coworkers as needed.
- Assist with crowd control and answer very general questions.
- Escort clients as assigned by station leader. If clients are volatile, seek assistance from security personnel immediately.
- Familiarize yourself with paper work, equipment, and supplies in your area.
- Maintain sufficient supplies and paper work as needed to continue station operation.
- Run errands as directed by station staff (check in with station leader first).
- Monitor personnel for fatigue or stress. Notify area leader as needed.
- Staff member should be able to lift at least 30 pounds and travel on foot to each area as requested.
- Identify people who seem to be confused or need extra assistance.
- Greet clients as they come into the dispensing clinic
- Enforce limited entry to the clinic: Any client that enters the clinic for the purpose of receiving medication must have been previously decontaminated in order to receive treatment of any kind. Work with Security to enforce limited entry to the clinic
- Guide clients away from or around safety hazards
- Monitor clients for anxiety and fatigue and have a runner escort them as necessary to First Aid or Support Services
- Monitor clients for any illnesses or injuries and have a runner escort them to First Aid.
- Answer any questions for staff or clients
- Monitor your staff for fatigue, stress, anxiety, illness or injury and if necessary have a runner escort them to First Aid or Mental Health.

- ❑ If there any clients with special needs have a runner escort them to the appropriate area and/or consult Logistics
- ❑ Let the volunteer-client know that all medical questions will be answered at Medication Dispensing.
- ❑ **DO NOT GIVE MEDICAL ADVICE OR SPEAK TO ANY MEDIA PERSONNEL. PLEASE DIRECT ALL MEDIA QUESTIONS TO THE PUBLIC INFORMATION OFFICER.**

Closing Clinic

- ❑ Assist with breakdown of station as requested
 - ❑ Turn in any staff or client paperwork
 - ❑ Return any unused materials to Logistics or to the Go Kits
 - ❑ Turn in any tasking forms and activity logs
 - ❑ Ensure facility is cleaned and returned to former operating condition before any staff member leaves the station.
 - ❑ Turn in an After Action Report
- ❑ Participate in the after Clinic Debriefing, please gather any comments or suggestions you may have to improve clinic
 - ❑ Sign out and return vest.

IMMEDIATELY NOTIFY SAFETY AND SECURITY STAFF OF ANY ACCIDENTS OR INJURIES TO STAFF VOLUNTEERS, CLIENTS, AND OTHERS. RECORD ALL INFORMATION PERTAINING TO ANY INCIDENT/ACCIDENT. REPORT ANY INCIDENTS IMMEDIATELY TO THE LOGISTICS SECTION CHIEF