



# MANAGER COURSE

(#EMD - 4026)

Revised 2016

## Instructor Manual

This course was developed and presented by the Washington State  
Emergency Management Division's Logistics Program

Assistance in the development of this course was provided by:



**US Army Corps  
of Engineers**

# CPOD COURSE MASTER CURRICULUM FILE LIST

# C OMMUNITY P OINT O F D ISTRIBUTION

All Files Are Provided on the Disc as Indicated Below for Binder Replication

CPOD Manual		Document/File Description	Facilitator Binder	Student Binder
(In Front of)	<b>Tab 1</b>	Master Curriculum File List (this document) <i>All documents are in the binders in the following order</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		Course Agenda	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		Table of Contents	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		Training Lesson Plan	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Tab 1</b>		PowerPoint Module One	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Tab 2</b>		PowerPoint Module Two	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Tab 3</b>		PowerPoint Module Three	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Tab 4</b>		PowerPoint Module Four	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Tab 5</b>		PowerPoint Module Five	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Tab 6</b>		PowerPoint Module Six	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Tab 7</b>		CPOD Type Calculation Spreadsheet	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		CPOD Daily Report	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		CPOD Site Setup Checklist	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		CPOD Equipment Inventory	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		CPOD Sample Kit Inventory List	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		CPOD Tracking Supply Form	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Tab 7</b>	Cont.	POD Cache List	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		Inbound Bill of Lading (BOL)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

<b>Tab 8</b>		Job Aids (Definitions, Structure, CPOD Position Details)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		Setting Up the CPOD Practical Exercise	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		CPOD Character Roles	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Tab 9</b>		Emergency Worker Registration Card	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		Example of Emergency Worker Registration Card	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		Emergency Worker Daily Activity Report	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		Training Mission Request Form	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		Medical Expenses Claim Form	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		Fuel, Toll, & Ferry Reimbursable Expenses Claim Form	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		Property Loss or Damage Claim Form	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		Extraordinary Expense Claim Form	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Tab 10</b>		Daily Site Hazard Assessment Form	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		Supervisors Report of An Accident	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		Witness Statement	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		Training Lesson Plan	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>No Tab</b>	(Disc Only)	FEMA IS-26 Student Manual for Reference/Review		
	(Disc Only)	CPOD Demonstration Video (USACE)		
	(Disc Only)	MSDS for Fire Extinguishers		
	(Disc Only)	CPOD Site Forms TOC for CPOD Manager Binder		
	(Disc Only)	Sample CPOD Course Flyer		



## **AGENDA**

<b><u>Time</u></b>	<b><u>Topic</u></b>
8:00am – 8:30	Module 1 - Introduction
8:30 – 9:15	Module 2 – IS 26 Review
<i>9:15 – 9:30</i>	<i>Break</i>
9:30 – 10:10	Practical Exercise – Sand Table
10:10 – 11:00	Module 3 – Emergency Worker Administration
<i>11:00 – 12:00pm</i>	<i>Lunch</i>
12:00 – 1:00	Module 4 – Practical Exercise Preparation
1:00 – 2:45	Practical Exercise – CPOD Simulation
<i>2:45 – 3:00</i>	<i>Break</i>
3:00 – 3:30	Module 5 - Training and Exercises
3:30 – 4:00	Module 6 - Conclusion
4:00 – 4:30	Forms Review / Q&A


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## Table of Contents

<u>Tab</u>	<u>Title</u>
<b>1</b>	<b>Module One - Introduction &amp; Overview</b>
<b>2</b>	<b>Module Two - IS-26 Review</b>
<b>3</b>	<b>Module Three - Emergency Worker Administration</b>
<b>4</b>	<b>Module Four - The CPOD Experience</b>
<b>5</b>	<b>Module Five - CPOD Staff Preparation</b>
<b>6</b>	<b>Module Six - Conclusion</b>
<b>7</b>	<b>CPOD Set Up and Report Forms</b>
<b>8</b>	<b>CPOD Job Aids &amp; Just in Time Training</b>
<b>9</b>	<b>Emergency Worker Forms</b>
<b>10</b>	<b>Safety &amp; Accident Report Forms</b>


**Tab #1**



EMERGENCY MANAGEMENT DIVISION  
Citizens Serving Citizens

# COMMUNITY POINT OF DISTRIBUTION

CPOD Manager Course (EMD-4026)

United States Army Corps of Engineers 

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EMERGENCY MANAGEMENT DIVISION  
Citizens Serving Citizens

## Introductions

- Name
- Job Title
- Organization
- "I've done something you haven't done!"

Washington State Emergency Management  
Logistics Webpage / Contact Information  
<http://mil.wa.gov/other-links/logistics-and-resources>

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EMERGENCY MANAGEMENT DIVISION  
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## Instructor Expectations

- Turn all pagers/cell phones to "stun".
- Return to class at stated times.
- Exhibit mutual cooperation with the group.
- Be open minded to new ideas.
- Participate actively in all of the training.
- Use what is presented to perform effectively within a Community Point of Distribution.

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### Course Logistics

- Course Agenda
- Course Material
- Sign-In Sheet
- Breaks
- Lunch
- Restrooms
- Emergency Procedures

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### Module One - Introduction and Overview

#### Course Objectives

- Review FEMA IS-26, Guide to Points of Distribution:
  - IS-26 Course Completion certificate must be provided to receive CPOD Manager Course completion certificate.
- Overview of how Community Points of Distribution (CPODs) are operated.
- Conduct hands-on practical exercises.
- Prepare CPOD Managers to train and supervise Community Point of Distribution Staff.

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EMERGENCY MANAGEMENT DIVISION  
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### Course Structure

IS-26 Review:

• Staffing	• Demobilization
• CPOD Setup	• Emergency Worker Administration
• Equipment	• Practical Exercise
• Operations	• Training and Exercises
• Resource Accountability	• Conclusion
• Safety	

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### CPOD Pre-Test

- Helps confirm each student's understanding and retention of the pre-requisite course.
- Place names on the top, right corner of the test sheet.
- Circle responses to each of the 16 questions.
- Answers will be reviewed together before the pre-test is turned in.
- Time allotted is 15 minutes.

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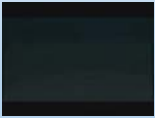
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 EMERGENCY MANAGEMENT DIVISION  
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So let's begin!

- What is a Community Point of Distribution?



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### Community Point of Distribution

- Community Points of Distribution are centralized locations where the public picks up life sustaining commodities following a disaster or emergency.
- Usually includes shelf stable food and water.

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Summary

- Understand the course structure and logistics.
- Describe a Community Point of Distribution.

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**Tab #2**


**EMERGENCY MANAGEMENT DIVISION**  
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### Module Two - Guide to Points of Distribution

#### Lesson Objectives

Overview of IS-26

- Staffing & Organization
- CPOD Set Up
- Equipment
- Operations
- Resource Accountability
- Safety
- Demobilization



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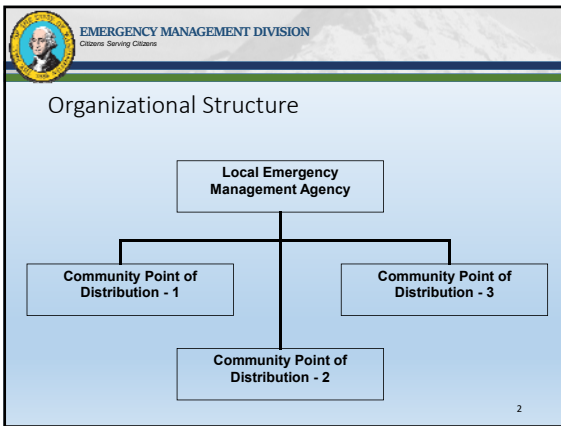
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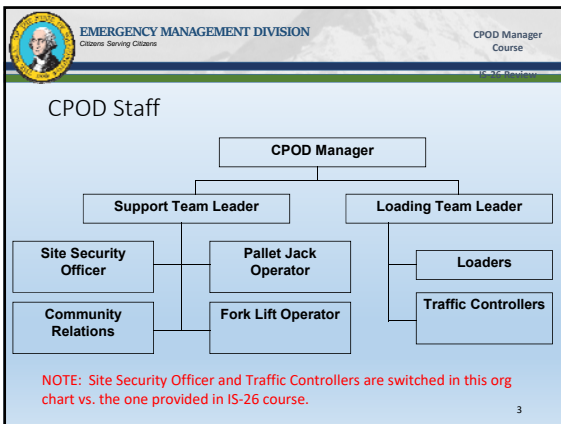
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**EMERGENCY MANAGEMENT DIVISION**  
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### Site Layout

- Vehicle Line:
  - Minimum 20 feet wide
- Load Line:
  - Each loading point should be 80' by 40'
- Supply Line:
  - 50 feet deep

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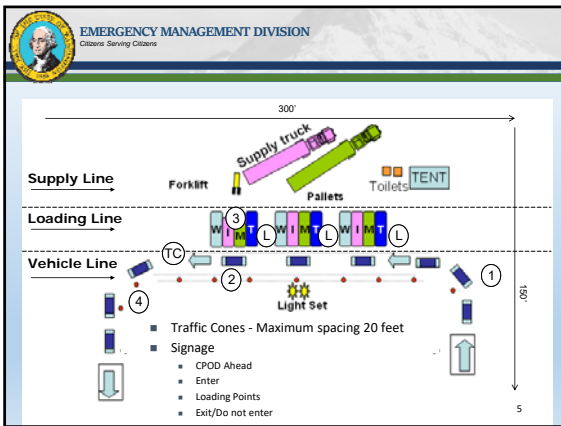
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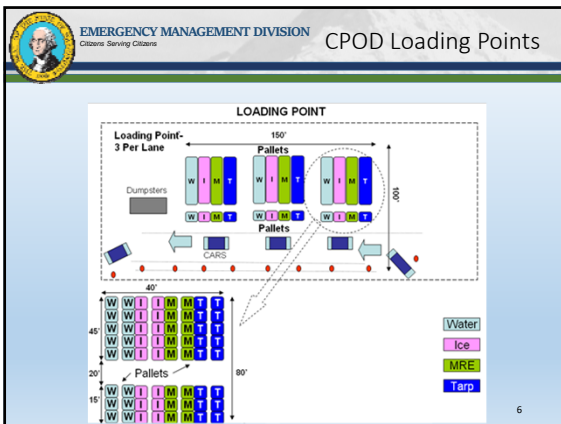
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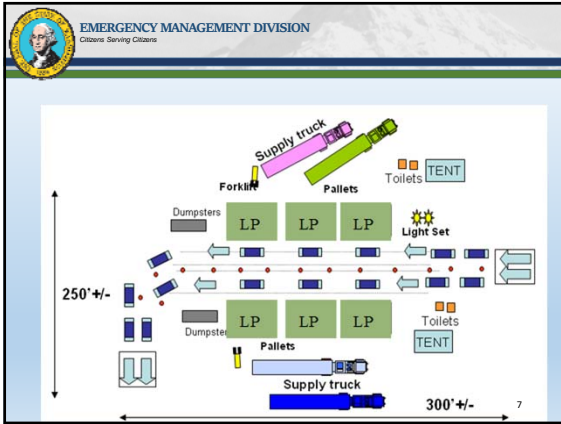
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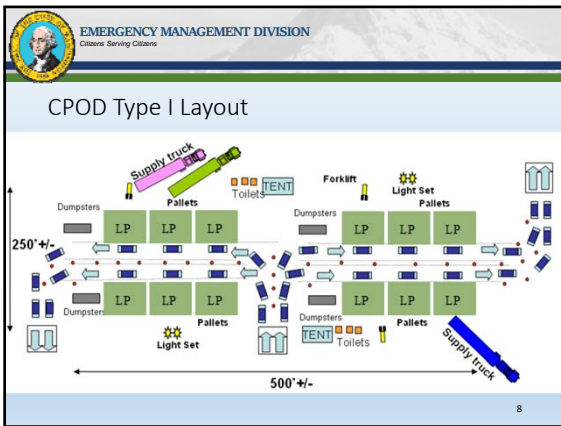
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### Supporting the Site

- CPOD Kit.
- See inventory list:
  - Tab 7
  - 4<sup>th</sup> and 6<sup>th</sup> sheets
- Packaged by position.

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### Supporting the Site

- Dumpster(s)
- Portable Restroom(s)
- Break Area
- Light Set(s)/Tower(s)



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### Equipment

- Pallets
- Pallet Jack
- Fork Lift



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### Practical Exercise

- Design a Type III CPOD Layout.
- Given the CPOD model kit, divide into groups and experiment with different layouts.
- Keep in mind:
  - Traffic flow
  - Vehicle maneuvering
- Time to complete exercise: 10 minutes.

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Practical Exercise

- What did you learn?

**COMMUNITY  
POINT  
OF  
DISTRIBUTION**



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 EMERGENCY MANAGEMENT DIVISION  
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CPOD Aerial View



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Activation Process

- Notification
- Establish the CPOD
- Assign Positions
- Receive First Supply



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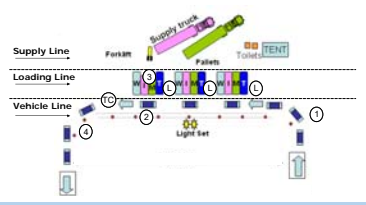
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### General Operations

- Hours of Operation
- Feeding & Breaks
- Operational Process



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### Operational Considerations

- Ordering & Resupply.
- Maintaining Equipment:
  - Perform daily equipment operational checks.
  - Perform daily equipment maintenance.
- Volunteers, Media & Public.

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 EMERGENCY MANAGEMENT DIVISION  
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### Time & Resource Accounting

- Provides a day to day inventory of personnel, equipment and supplies on site.
  - Ensures that all positions are staffed as needed
  - Allows for accuracy in restocking
  - Provides accountability for returnable equipment
- Used by the local jurisdiction to recoup costs after the disaster.

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 **EMERGENCY MANAGEMENT DIVISION**  
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### Staff Reporting Form

Daily Activity Report:

- Form #EMD-78.
- Required to document emergency worker use.
- Provided to local Department of Emergency Management.



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 **EMERGENCY MANAGEMENT DIVISION**  
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### Overall Safety Practices

- Work areas inspected daily.
- Daily Safety Briefing.
- Staff observes – stays alert.
- Best Housekeeping Practices.
- Use of the best safety device – THINKING.
- Questions asked if unknown/unsure.
- Report injuries/incidents/illnesses.
- Report safety issues to your supervisor.

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 **EMERGENCY MANAGEMENT DIVISION**  
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### CPOD Manager Role

- Train CPOD Staff.
- Communicates hazards and preventive measures.
- Sets the example.
- Enforces rules.
- Encourages positive behavior.
- Investigates accidents.
- Open to safety observations from staff.

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 EMERGENCY MANAGEMENT DIVISION  
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### Other Safety Concerns

- Personal Protective Equipment
- Lifting
- Fire Extinguishers
- Weather Injuries
- Equipment Safety
- Hazard Communication
- Workplace Violence

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### Closing the CPOD Site

- Once local infrastructure begins to come back the need for CPOD sites will be reduced.
- The local Emergency Management Agency will determine when to close individual CPOD sites.
- Closure of CPODs may be on an individual or group basis – do not anticipate closure prematurely.

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### Demobilization Steps

- Turn In Excess Supplies.
- Return Equipment.
- Clean and Replenish CPOD Kit.
- Complete Final Reports.



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### After Action Review

- Provide a final briefing and complete an After Action Review (AAR) with staff.
- Submit any AAR findings with other reports to local emergency management agency.

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 **EMERGENCY MANAGEMENT DIVISION**  
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### Check on Learning

- Helps confirm each student's understanding and retention of the material in the module.
- Put your name on the top, right corner of the test sheet.
- Place the letter for each job description in the blank in front of the correct job title.
- We will review the answers together before you turn it in.
- You have 10 minutes to finish.

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 **EMERGENCY MANAGEMENT DIVISION**  
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### Lesson Summary

Reviewed IS-26 elements including:

- Staffing & Organization.
- CPOD Set Up.
- Equipment.
- Operations.
- Resource Accountability.
- Safety.
- Demobilization.

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**Tab #3**



EMERGENCY MANAGEMENT DIVISION  
Citizens Serving Citizens

### Module Three - Emergency Worker Administration

#### Lesson Objectives

- Adopt-A-Pod.
- Emergency Worker Status.
- Benefits.
- Responsibilities of Emergency Workers.
- Forms.

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EMERGENCY MANAGEMENT DIVISION  
Citizens Serving Citizens

### Adopt-A-Pod

- Suggested program to assist with staffing and operating CPODs.
- Community groups are the foundation.
- Groups adopting CPODs need to be registered as emergency workers in their jurisdiction.
- Organizational Agreement(s).

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EMERGENCY MANAGEMENT DIVISION  
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### Emergency Worker Status

**RCW 38.52.310:**  
“...establish by rule and regulation various classes of emergency workers, the scope of the duties of each class, and the conditions under which said workers shall be deemed to be on duty and covered by the provisions of this chapter. The department shall also adopt rules and regulations prescribing the manner in which emergency workers of each class are to be registered.”

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 **EMERGENCY MANAGEMENT DIVISION**  
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## Emergency Worker Status

WAC 118-04

- 118-04-020 Purpose and intent.
- 118-04-040 Scope.
- 118-04-060 Definitions.
- 118-04-080 Registration.
- 118-04-100 Classes of emergency workers.
- 118-04-120 Classes and qualifications of search and rescue emergency workers.
- 118-04-160 Establishment of state standards.
- 118-04-180 Responsibilities of authorized officials registering and using emergency workers.
- 118-04-200 Personal responsibilities of emergency workers.
- 118-04-220 Emergency worker duty status.
- 118-04-240 Mission numbers - Requests and requirements.
- 118-04-260 Evidence search mission numbers - Requests and requirements.
- 118-04-280 Training event numbers - Requests and requirements.
- 118-04-300 Compensation eligibility and compensation board.
- 118-04-320 Eligibility requirements and procedures for filing personal injury claims.
- 118-04-340 Eligibility requirements and procedures for filing property loss and damage claims.
- 118-04-360 Eligibility requirements and procedures for filing fuel, toll, and ferry expense reimbursement claims.
- 118-04-380 Eligibility requirements and procedures for filing extraordinary expense claims.
- 118-04-400 After action reporting.
- 118-04-420 Severability.

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 **EMERGENCY MANAGEMENT DIVISION**  
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## Emergency Worker Status

- Registration required by WAC 118-04.
- 18 Classes of Emergency Workers.
- Registration decentralized to local DEM.
- Permanent Registration.
- Temporary Registration (on scene).



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 **EMERGENCY MANAGEMENT DIVISION**  
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## Emergency Worker Benefits

- Liability assumed by the state (RCW 38.52.180).
- Medical, property loss, fuel, and extraordinary expense reimbursement (RCW 38.52.020(1)(d)).
- Covers missions/incidents and training.

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 **EMERGENCY MANAGEMENT DIVISION**  
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### Emergency Worker Benefits

- Claims filed through local DEM.
- Forms on the Search and Rescue Forms page of the EMD Web site:  
<http://mil.wa.gov/other-links/search-and-rescue-sar-program>

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 **EMERGENCY MANAGEMENT DIVISION**  
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### Emergency Worker Responsibilities

- WAC 118-04-200 outlines the personal responsibilities of emergency workers:
  - (1) Comply with all applicable responsibilities and requirements:
    - (a) Notification of use of medical prescription or other drug.
    - (b) Narcotics or any illegal controlled substance prohibited.
    - (c) Under the influence of alcohol prohibited.
    - (d) Valid operator's license required.
    - (e) Insurance required.
    - (f) Adherence to all applicable traffic regulations.
  - (2) Comply with all other requirements of authorized official.
  - (3) Mentally/physically fit for assigned duties.
  - (4) Check in!

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 **EMERGENCY MANAGEMENT DIVISION**  
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### Emergency Worker Forms

Emergency Worker ID Card:

- Issued by local Department of Emergency Management.
- Required for permanent emergency workers.

		<b>STATE OF WASHINGTON EMERGENCY WORKER IDENTIFICATION CARD</b>	
Name: _____		Photograph: <input type="checkbox"/> (Right) <input type="checkbox"/> (Left)	
Department: _____		Birthdate: _____	
Authorizing Signature: _____		Weight: _____ Height: _____	
Date Issued: _____	Date Expired: _____	Color Hair: _____ Color Eyes: _____	
Card No.: _____		Emergency Worker Assignment (WAC 118-04): _____	
Expires 1/1/1999		Rescue's Signature: _____	
		Expires (1/1/1999)	

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### Emergency Worker Forms

Daily Activity Report

- Required to document emergency worker use and spontaneous volunteers.
- Provided to local Department of Emergency Management.



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### Emergency Worker Forms

Other forms:

- Emergency Worker Registration Card.
- Training Mission Request.
- Fuel, Toll & Ferry Reimbursable Expenses Claim Form.
- Medical Expenses Claim Form.
- Property Loss or Damage Claim Form.
- Extraordinary Expense Claim Form.

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 EMERGENCY MANAGEMENT DIVISION  
Citizens Serving Citizens

### Lesson Summary

- Reviewed Adopt-A-Pod program.
- Described how to obtain emergency worker status for staff.
- Discussed the benefits of emergency worker status.
- Identified the responsibilities of emergency workers.
- Reviewed the forms used for emergency workers.

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**Tab #4**

 EMERGENCY MANAGEMENT DIVISION  
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Module Four - Practical Exercise

Lesson Objectives

- Assign roles for CPOD operation.
- Perform site orientation.
- Break out CPOD Kit.
- Set up and operate the exercise CPOD.
- Tear down the CPOD.
- Conduct After Action Review (AAR).

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 EMERGENCY MANAGEMENT DIVISION  
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Assign Roles

- Designate CPOD Manager
- Assign roles for CPOD operations:
  - Material Handling
  - Loaders
  - Traffic Control
  - Security
- Switch roles during exercise.

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Site Orientation

- Identify operational locations:
  - Ingress and egress / security checkpoints.
  - Supply line
  - Loading line
  - Vehicle/Pedestrian line
  - Rest area
- Designate locations for port-a-potties and dumpsters.

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 EMERGENCY MANAGEMENT DIVISION  
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### Site Set Up

- Break out CPOD kit and check contents:
  - Obtain missing items from local jurisdiction.
  - Immediately provide PPE to set-up staff.
- Use traffic cones to establish vehicle/pedestrian lines.
- Post signage for ingress/egress.
- Establish loading points.
- Inventory and offload supplies to supply line.

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 EMERGENCY MANAGEMENT DIVISION  
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### CPOD Operations

- Provide operational briefing to staff:
  - Emphasize safety of the staff and the public.
  - Establish daily schedule.
  - Designate amount of supplies to be provided to each customer.
- Stock loading points.
- Begin distribution of supplies and information:
  - Remember vehicle count.
  - Keep drivers in vehicles.
  - Signal each operational step clearly as loading progresses.

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### Closing the CPOD

- Close off vehicle/pedestrian lane(s).
- Consolidate and inventory supplies.
- Account for equipment.
- Load excess supplies for return to staging area / vendor.
- Account for CPOD kit items and return them to container.
- Clean up area.
- Submit reports.

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### After Action Review

- Final meeting with staff.
- Review operation statistics.
- Discuss what went right / wrong.
- Submit findings to local DEM.



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### Practical Exercise

**Let's put together a CPOD!**



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### Review of Practical Exercise

- Instructor review of exercise:
  - What was accomplished?
  - What was missed?
- Class input to exercise
  - What things went well?
  - What are the primary areas needing improvement during each phase (set up, operation, closure)?
  - What steps or activities in each phase can be enhanced and how?

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### Lesson Summary

- Assigned roles for the exercise and conducted site orientation.
- Used the CPOD kit to set up the site.
- Exercised operation of the CPOD.
- Closed the CPOD, completed reports, and performed AAR.
- Reviewed the exercise.

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**Tab #5**

 **EMERGENCY MANAGEMENT DIVISION**  
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### Module Five - Training and Exercises

#### Lesson Objectives

- Training Requirements.
- Planned Training.
- Just In Time Training.
- Setting Up Planned Training Events.
- Executing Exercises.
- Emergency Worker Forms.

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### Training Requirements

- IS-26, Guide to Points of Distribution.
- CPOD Manager Training:
  - Conducted by LEMA or State Emergency Management Division.
- CPOD Staff Training:
  - Provided by CPOD Manager.
  - Initial staff training should be soon after completing CPOD Manager training.
  - Annual refresher recommended.

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### Planned Training

- Training set-up before a disaster strikes.
- Provides an opportunity for in-depth discussion of all aspects of a CPOD.
- Allows time for CPOD staff to exercise and experience CPOD set up, operation, and demobilization without stress.

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### Just In Time Training

- Used for spontaneous volunteers or new CPOD staff recruits during a disaster.
- Job Sheets are prepared for each position:
  - Step by Step guidance on position responsibilities.
  - Little or no additional guidance required of the CPOD Manager.
- Considered as a fall back for those who cannot participate in planned training.

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### Setting Up Training Events

- Training events coordinated by Local Department of Emergency Management.
- Request for training submitted 30 days out.
- Training Event (Mission) Numbers issued by state EMD for individual events or training series.
- Same liability, medical, and property loss coverage as actual missions.

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 **EMERGENCY MANAGEMENT DIVISION**  
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### Administrative Process

- Submit Training Mission Request form to Local Emergency Management Agency:
  - Form Number EMD-079.
  - Online at <http://mil.wa.gov/other-links/search-and-rescue-sar-program>
- Include Lesson Plan or other documentation with details of training.
- Receive mission number for training upon approval.

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### Things to Consider

- Location of the training:
  - Number of attendees.
  - Classroom space.
  - Exercise area.
- Lesson Plan Development.
- Necessary Equipment:
  - Computer/Projector.
  - PA System.
  - CPOD Equipment for Exercise.
- Additional Course Resources:
  - Workbooks.
  - Sample forms.

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### Executing Exercises

- Beneficial to link exercises with planned training
- Advance equipment coordination:
  - CPOD Kit
  - Lifts
  - Light sets
  - Simulated supplies
- Licensed team members only to operate equipment.
- Apply Practical Exercise from this training.

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### Emergency Worker Forms

- Emergency Worker Daily Activity Report is completed for each training event.
- Some Local Emergency Management Agencies require an After Action Review.
- Survey form is completed by attendees after training to obtain feedback.

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### Lesson Summary

- Discussed the need for training and how often.
- Explained the difference between planned training and Just In Time training.
- Described the process for obtaining training approval.
- Provided guidance on training exercises.
- Identified required Emergency Worker Forms.

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**Tab #6**

 **EMERGENCY MANAGEMENT DIVISION**  
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Module Six - Course Conclusion

**Course Objectives**

- Describe Community Points of Distribution.
- Explain how Community Points of Distribution are operated.
- Conduct hands-on practical exercise.
- Prepare CPOD Managers to train and supervise a Community Point of Distribution Staff.

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What did you learn?

- Work in groups.
- Fill out the "What did you learn" worksheet.
- 10 minutes.
- Class discussion.

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Instructor Contact Info

Washington State Emergency Management  
Logistics Webpage / Contact Information

<http://mil.wa.gov/other-links/logistics-and-resources>

Washington State Emergency Management Division  
Building 20, MS: TA-20  
Camp Murray, WA 98430-5122

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EMERGENCY MANAGEMENT DIVISION  
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CPOD Manager Training

**COMMUNITY  
POINT  
OF  
DISTRIBUTION**

Thank you for your participation!

United States Army Corps  
of Engineers 

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**Tab #7**

Jurisdiction	Population	Affected Population %	Affected Population	Type I CPD	Type II CPD	Type III CPD	Comment
Thurston	207,355	100	207,355	10	0	2	Excess capacity for 2645 people.
		100	0	0	0	0	0 people not served.
		100	0	0	0	0	0 people not served.
		100	0	0	0	0	0 people not served.
		100	0	0	0	0	0 people not served.
		100	0	0	0	0	0 people not served.
		100	0	0	0	0	0 people not served.
		100	0	0	0	0	0 people not served.
Adams	18,728	100	18728	0	1	2	
Asotin	21,623	100	21623	1	0	1	
Benton	175,177	100	175177	8	1	2	
Chelan	72,453	100	72453	3	1	1	
Clallam	71,404	100	71404	3	1	1	
Clark	425,363	100	425363	21	0	2	
Columbia	4,078	100	4078	0	0	1	
Cowlitz	102,410	100	102410	5	0	1	
Douglas	38,431	100	38431	1	1	2	
Ferry	7,260	100	7260	0	0	2	
Franklin	78,163	100	78163	3	1	2	
Garfield	2,266	100	2266	0	0	1	
Grant	89,120	100	89120	4	0	2	
Grays Harbor	72,797	100	72797	3	1	1	
Island	78,506	100	78506	3	1	2	
Jefferson	29,872	100	29872	1	0	2	

King	1,931,249	100	1931249	96	1	1
Kitsap	251,133	100	251133	12	1	1
Kittitas	40,915	100	40915	2	0	1
Klickitat	20,318	100	20318	1	0	1
Lewis	75,455	100	75455	3	1	2
Lincoln	10,570	100	10570	0	1	1
Mason	60,699	100	60699	3	0	1
Okanogan	41,120	100	41120	2	0	1
Pacific	20,920	100	20920	1	0	1
Pend Oreille	13,001	100	13001	0	1	1
Pierce	195,225	100	195225	9	1	2
San Juan	15,769	100	15769	0	1	2
Skagit	116,901	100	116901	5	1	2
Skamania	11,066	100	11066	0	1	1
Snohomish	713,335	20	142667	7	0	1
Spokane	471,221	100	471221	23	1	1
Stevens	43,531	100	43531	2	0	1
Thurston	252,264	100	252264	12	1	1
Wahkiakum	3,978	100	3978	0	0	1
Walla Walla	58,781	100	58781	2	1	2
Whatcom	201,140	100	201140	10	0	1
Whitman	44,776	100	44776	2	0	1
Yakima	243,581	100	243581	12	0	1

**CPOD DAILY REPORT**

Line 1	Date of Message	
Line 2	Time of Message	
Line 3	Manager Last Name	
Line 4	Managing Organization	
Line 5	Location	
Line 6	Date Opened	
Line 7	Quantity of Water Received (gal)	
Line 8	Quantity of Water Distributed (gal)	
Line 9	Quantity of Food Received (each)	
Line 10	Quantity of Food Distributed (each)	
Line 11	Quantity and Type of other Commodity Received	
Line 12	Quantity and Type of Other Commodity Distributed	
Line 13	Number of Day Staff	
Line 14	Number of Night Staff	
Line 15	Number of Unassigned Staff	
Line 16	Number of Spontaneous Volunteers	
Line 17	Initials of Reporting Manager	

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## CPOD SITE SETUP CHECKLIST

**CPOD Manager:** \_\_\_\_\_

**Course Location:** \_\_\_\_\_

		Yes	No	Remarks
<b>1</b>	Team members arrived	<input type="checkbox"/>	<input type="checkbox"/>	
<b>2</b>	Site hazard assessment complete	<input type="checkbox"/>	<input type="checkbox"/>	
<b>3</b>	Communications established with the local emergency management agency	<input type="checkbox"/>	<input type="checkbox"/>	
<b>4</b>	Inspect CPOD Kit	<input type="checkbox"/>	<input type="checkbox"/>	
<b>5</b>	Determine the location of the Supply, Loading, and Vehicle lines	<input type="checkbox"/>	<input type="checkbox"/>	
<b>6</b>	Establish the Port-a-Potty location	<input type="checkbox"/>	<input type="checkbox"/>	
<b>7</b>	Establish the dumpster location	<input type="checkbox"/>	<input type="checkbox"/>	
<b>8</b>	Establish the break area location	<input type="checkbox"/>	<input type="checkbox"/>	
<b>9</b>	Set up traffic cones around the vehicle line	<input type="checkbox"/>	<input type="checkbox"/>	
<b>10</b>	Ensure supply trucks can enter and exit	<input type="checkbox"/>	<input type="checkbox"/>	
<b>11</b>	Assign staffing positions	<input type="checkbox"/>	<input type="checkbox"/>	
<b>12</b>	Distribute PPE	<input type="checkbox"/>	<input type="checkbox"/>	
<b>13</b>	Conduct a safety briefing	<input type="checkbox"/>	<input type="checkbox"/>	
<b>14</b>	Determine signage locations	<input type="checkbox"/>	<input type="checkbox"/>	
<b>15</b>	Receive Port-a-Potties	<input type="checkbox"/>	<input type="checkbox"/>	
<b>16</b>	Receive dumpster	<input type="checkbox"/>	<input type="checkbox"/>	
<b>17</b>	Receive pallet jack	<input type="checkbox"/>	<input type="checkbox"/>	
<b>18</b>	Receive first supply	<input type="checkbox"/>	<input type="checkbox"/>	
<b>19</b>	Notify the local emergency management agency that the CPOD is ready for opening	<input type="checkbox"/>	<input type="checkbox"/>	
<b>20</b>	Put up signage	<input type="checkbox"/>	<input type="checkbox"/>	
<b>21</b>	Open CPOD	<input type="checkbox"/>	<input type="checkbox"/>	
<b>22</b>	Notify the local emergency management agency the CPOD is open	<input type="checkbox"/>	<input type="checkbox"/>	

**Other Remarks:**  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**CPOD Manager Initials:** \_\_\_\_\_

**Date and Time Complete:** \_\_\_\_\_

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## CPOD Sample Kit

### Inventory List

<b>PPE Kits (by position ):</b>	<b>Inventory Date</b>					
	<b>Initials</b>					
<b>Position Titles</b>	<b># of Kits</b>					
Community Relations	1					
CPOD Manager	1					
Load Team Leader	1					
Loader	6					
Forklift Operator	1					
Pallet Jack Operator	1					
Site Security	1					
Support Team Leader	1					
Traffic Controller	2					
<b><i>Each Kit contains the following:</i></b>						
<b>Nomenclature</b>	<b>Unit of Issue</b>	<b>Quantity</b>				
Hard Hat	EA	1				
Gloves	PR	1				
Back Support	EA	1				
Flash light	EA	1				
"D" Cell Bateriaes	EA	2				
Glow Sticks	EA	2				
Reflective Vest	EA	1				
<b>Other Items:</b>						
<b>Nomenclature</b>	<b>Unit of Issue</b>	<b>Quantity</b>				
Counter (in TC Kit)	EA	1				
Vest	EA	3				
Duct Tape	RO	4				
First Aid Kit	EA	1				
Fire Extingisher	EA	1				
Gloves	PR	8				
Back Support	EA	0				
Hard Hat	EA	0				
Flash Lights	EA	2				
"D" Cell Batteries	EA	12				
Stop/Slow Sign	EA	1				
Black Marker	EA	4				
Clip Boards	EA	3				
Writing Pads	EA	3				
Trash Bags	RO	1				
Pens	EA	12				
Traffic Cones	EA	12				



# POD CACHE

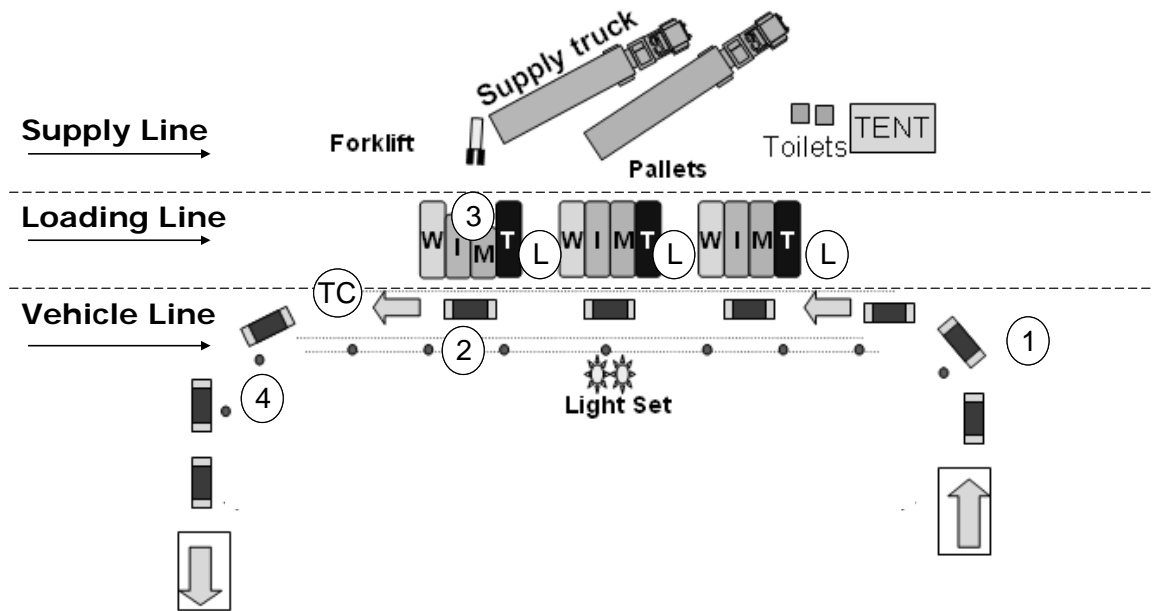
Item	Cost	Qty	Total
Gloves, leather palm	\$ 2.60	16	\$ 41.60
Duct Tape	\$ 8.35	4	\$ 33.40
Flashlight	\$ 3.02	19	\$ 57.38
Safety Vest (w/Reflective Tape)	\$ 12.98	19	\$ 246.62
First Aid Kit	\$ 31.25	1	\$ 31.25
Traffic Cones (36" w/ reflective tape)(4pk)	\$ 35.05	12	\$ 420.60
Signage Set - Stop Sign w/Handle (Paddle)	\$ 20.00	2	\$ 40.00
Hard Hat	\$ 10.30	16	\$ 164.80
ID Tag	\$ 2.00	19	\$ 38.00
Chem Lightsticks (10pk)	\$ 20.55	3	\$ 61.65
POD Binder (2")	\$ 10.00	1	\$ 10.00
MSDS Binder	\$ 3.00	1	\$ 3.00
"D" Cell Batteries (12pk)	\$ 22.23	3	\$ 66.69
Storage Container (95gal, wheeled, hindged lid)	\$ 306.75	1	\$ 306.75
Back Support	\$ 16.33	8	\$ 130.64
Fire Extinguisher (5 LB)	\$ 60.30	1	\$ 60.30
Hearing Protection (Soft Disposable)	\$ 1.35	16	\$ 21.60
Safety Glasses	\$ 1.88	16	\$ 30.08
Spray Chalk	\$ 7.22	3	\$ 21.66
Trash Bags (box-Clear Kitchen - 200 Total)	\$ 8.56	1	\$ 8.56
Clipboards	\$ 2.63	3	\$ 7.89
Traffic Flags	\$ 6.38	2	\$ 12.76
Whistle w/lanyard	\$ 2.50	6	\$ 15.00
Prices from Grainger (state contract)	<b>Total/POD</b>		<b>\$ 1,830.23</b>





**Tab #8**

## Job Aid Basic Operation of a CPOD



A Community Point of Distribution (CPOD) is divided into three areas.

The **SUPPLY LINE** is where supply trucks, usually tractor-trailers, have room to unload. This area also includes staff care facilities including restroom facilities and rest tent.

The **LOADING LINE** is where supplies are kept waiting on stacked pallets to be distributed to the public. This is also where loaders wait while vehicles are moving in the Vehicle Line.

The **VEHICLE LINE** is where the public drives through to get these supplies. Personnel enter the vehicle line only when all vehicles have come to a complete stop and the Traffic Controller has instructed the staff to "LOAD".

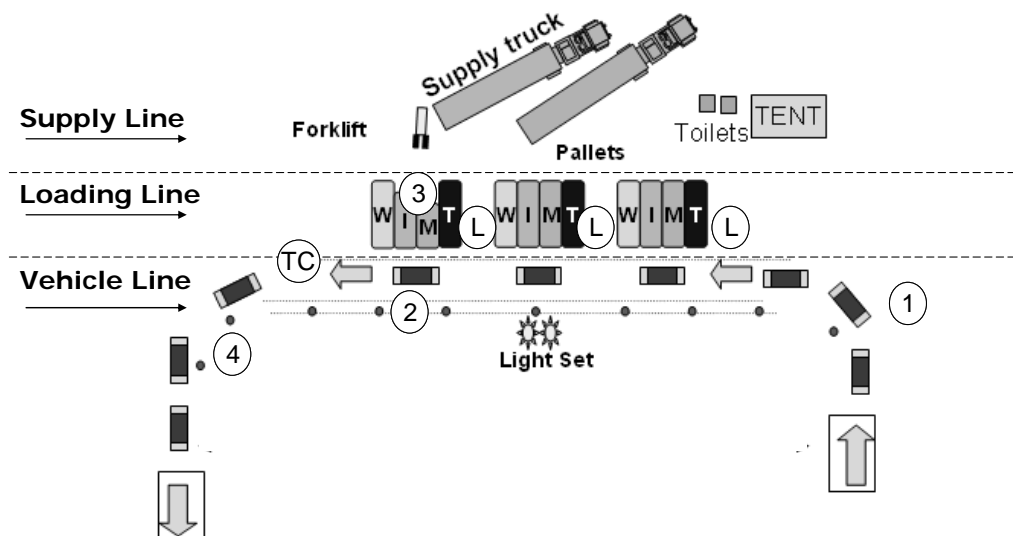
CPODs provide the same quantity of supplies to each vehicle. In the diagram above (3), the CPOD is providing water (W), ice (I), shelf stable meals (M), and tarps (T).



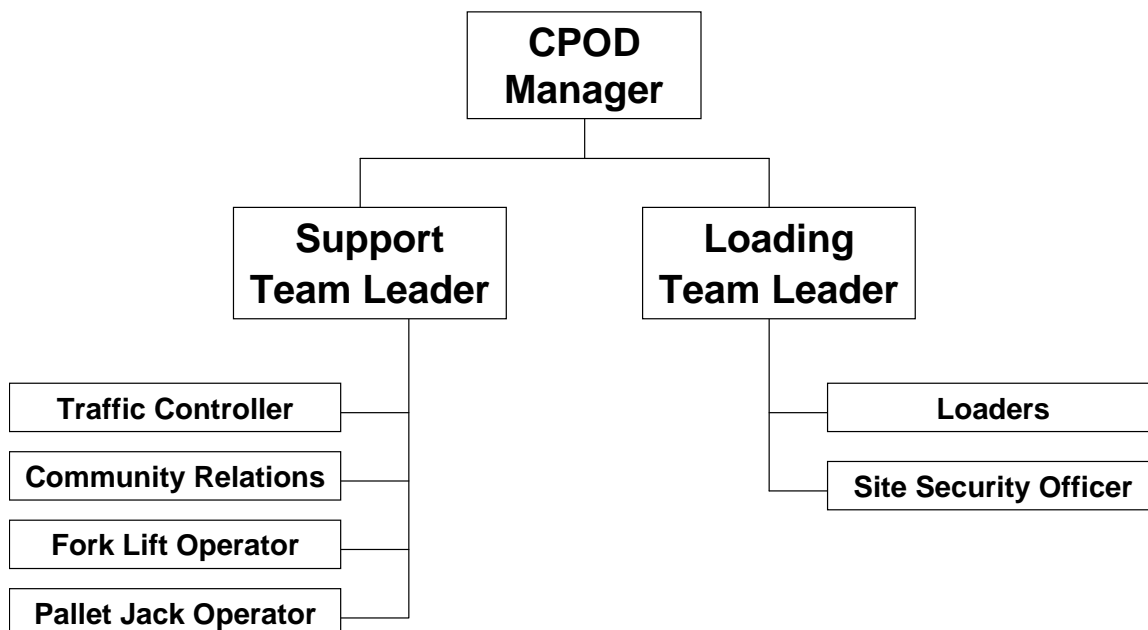
## Job Aid Basic Operation of a CPOD (Cont)

### CPOD Concept of the Operation:

- A vehicle enters the CPOD at location **1**
- The Traffic Controller (**TC**) stands at the front of the vehicle line where all vehicles in the lane can see him/her.
- When the front vehicle is adjacent to the front loading station (**2**), the Traffic Controller signals the vehicle to stop. Each vehicle behind the 1<sup>st</sup> vehicle stop as well.
- Once all vehicles have come to a stop, the Traffic Controller blows one long whistle blast and then says, with a projected voice, “LOAD”. “LOAD” is echoed by the loaders.
- The Loaders (**L**) then load a set amount of supplies from the pallets (**3**) into the trunk of the vehicle.
- Once the Loaders complete loading supplies into the vehicle, they step back to the loading line and speak with a projected voice “CLEAR”
- When the Traffic Controller hears “CLEAR”, he/she visually verifies that all staff and loaders have cleared the vehicle line and, using hand signals, instructs the vehicles to depart the CPOD (**4**) and blows two long whistle blasts.
- The next set of vehicles enters the vehicle lane and the process repeats.



## Job Aid CPOD Organizational Structure



The **CPOD Manager** is overall responsible for a Community Point of Distribution. He/She reports directly to the local Emergency Management Agency and is the primary Safety Officer. To assist the CPOD Manager, tasks are broken up into support tasks led by the Support Team Leader and loading tasks led by the Loading Team Leader.

The **Support Team Leader** is responsible for supervising the support operations including Equipment, Supply Truck Movement, Off-loading Trucks, Supply of Loading Points, Accountability of Supplies, and Supply Paperwork. Working with the Support Team Leader includes:

**Traffic Controller** is responsible for the movement of vehicles through the Community Point of Distribution.

**Community Relations** is responsible for providing public relations information to users of the CPOD. Public information could include flyers and handouts with emergency information.

**Fork Lift** Operator is responsible for the movement of pallets to and from the resupply vehicle, supply line and loading line utilizing a fork lift. The forklift operator must be qualified to operate the assigned equipment.

**Pallet Jack** Operator is responsible for the movement of pallets to and from the supply line and the loading points utilizing a pallet jack.

The **Loading Team Leader** is responsible for supervising the loading and sustainment operations including Loading Points, Site Security and Labor Care (Food, Tents, Toilets, Hygiene, and Shifts). Working with the Loading Team Leader includes:

**Loaders** are responsible for loading a set amount of supplies into each vehicle in a safe manner.

**Site Security Officer** is responsible for general site security and maintaining good order. The Site Security Officer can be a law enforcement officer or someone with security training.

## **Job Aid** | **CPOD MANAGER**

**Reports To:** Local Emergency Management Agency

**RESPONSIBLE FOR:** All Site Personnel through the Support Team Leader and Loading Team Leader

**PRIMARY JOB RESPONSIBILITY:** Supervises the CPOD site including Safety, Equipment, Supply Truck Movement, Off-loading Trucks, Supply of Loading Points, Accountability of Supplies, Supply Paperwork, Vehicle Loading, Site Security and Labor Care (Food, Tents, Toilets, Hygiene, and Shifts). The CPOD Manager is the Site Safety Officer.

### **TASK:**

- Activate and assign CPOD Staff to positions
- Ensure all CPOD staff sign in and sign out each shift
- Provide a safety briefing to all CPOD staff daily prior to each shift
- Set up CPOD using the materials from the CPOD Kit
- Coordinate with the local Emergency Management Agency for public supplies and additional CPOD resources
- Notify the local Emergency Management Agency when the CPOD is staffed, supplied, and ready to open
- Ensure all staff conducts operations in a safe, professional manner
- Ensure labor care (food, tents, toilets, hygiene, etc.) is set up and adequate for the number of staff on site. Coordinate additional needs with the local Emergency Management Agency.
- Inform the Loading Team Leader the distribution list of supplies for the public and ensure each loader understands the amounts to be given to each vehicle
- Ensure all resupplies are accounted and signed for. Receipts must be kept and turned in with CPOD Paperwork.

- Turn in all paperwork (staff sign in, bills of lading, hand receipts, etc.) to the local Emergency Management Agency when the CPOD closes or as requested

**SAFETY:**

- Always wear provided protective equipment
- Stay out of the vehicle lane when vehicles are moving
- Be alert to your surroundings

<b>Job Aid</b>	<b>Support Team Leader</b>
----------------	----------------------------

**REPORTS TO:** CPOD Manager

**RESPONSIBLE FOR:** Forklift Operator, Pallet Jack Operator, Traffic Controller and Community Relations

**PRIMARY JOB RESPONSIBILITY:** Supervising the support operations including Equipment, Supply Truck Movement, Off-loading Trucks, Supply of Loading Points, Accountability of Supplies, Supply Paperwork and accountability of site staffing.

**TASK:**

- Ensure all CPOD staff sign in and sign out each shift
- Set up CPOD using the materials from the CPOD Kit
- Coordinate with the local Emergency Management Agency for public supplies and additional CPOD resources
- Ensure all staff conducts operations in a safe, professional manner
- Ensure all resupplies are accounted and signed for. Receipts must be kept and turned in with CPOD Paperwork.
- Turn in all paperwork (staff sign in, bills of lading, hand receipts, etc.) to the local Emergency Management Agency when the CPOD closes or as requested

**SAFETY:**

- Always wear provided protective equipment
- Stay out of the vehicle lane when vehicles are moving
- Be alert to your surroundings

## **Job Aid** | **Community Relations**

**REPORTS TO:** Support Team Leader

**PRIMARY JOB RESPONSIBILITY:** Provide information to the public.

**TASK:**

- Stand clear of the vehicle lane until the Traffic Controller says "LOAD"
- Provide informational flyer(s) to the driver of each vehicle
- When clear from the vehicle path, say "ALL CLEAR"
- Stay clear of the vehicle lane until the next group of vehicles have come to a complete stop.
- Upon the Traffic Controller saying "LOAD", Repeat cycle
- If a bulletin board is utilized at the site, ensure it has the latest information and looks clean and neat

**SAFETY:**

- Always wear provided protective equipment
- Stay out of the vehicle lane when vehicles are moving
- Be alert to your surroundings

## Job Aid Traffic Controller

**REPORTS TO:** Support Team Leader

**PRIMARY JOB RESPONSIBILITY:** Control the movement of vehicles through the Community Point of Distribution.

### TASK:

- Stand at the front of the vehicle line where drivers can easily see you, but not directly in front of a moving vehicle.
- Using the following hand and arm signals, motion the lead vehicle to continue moving towards the front of the line



- When the vehicle reaches the front loading point, signal the vehicle to stop



Front



Side

- Once all vehicles have stopped, blow the whistle once (long blast) and then say "LOAD"
- Loaders will then load the vehicles. When clear from the vehicle path, loaders will say "ALL CLEAR". Ensure all personnel have cleared the vehicle line. When clear, motion the vehicle to move out of the CPOD and whistle twice (long blasts).



## Job Aid Traffic Controller (Continued)



- Repeat cycle
- When needed, use short blasts of the whistle to get drivers' attention

### **SAFETY:**

- Traffic Controller must wear a reflective safety vest when working
- During hours of low light, the Traffic Controller must also use glow sticks or flashlight to guide traffic
- Always wear provided protective equipment
- Stay out of the vehicle lane when vehicles are moving
- Be alert to your surroundings

## **Job Aid** | **Forklift Operator**

**REPORTS TO:** Support Team Leader

**PRIMARY JOB RESPONSIBILITY:** Movement of pallets to and from the resupply vehicle to the SUPPLY LINE and to the LOADING LINE.

**JOB QUALIFICATION:** Must be trained to operate a fork lift.

### **TASK:**

#### **MOVEMENT OF PALLETS:**

- Unload pallets of supplies from the resupply trucks
- Replenish pallets of supplies as needed
- Remove empty pallets from the loading area and stack empty pallets for pick-up
- Only cross the vehicle lane(s) when loading is occurring.

### **SAFETY:**

- Only authorized and trained personnel will operate the fork lift
- Seatbelt must be worn by the operator at all times.
- Always wear provided protective equipment
- Stay out of the vehicle lane when vehicles are moving
- Be alert to your surroundings
- Loads will be tilted back and carried no more than 6 inches from the ground.
- Loads that restrict the operator's vision will be transported backwards.
- Forklifts will travel no faster than 5 mph or faster than a normal walk
- Operator will sound horn and use extreme caution when meeting pedestrians, making turns and cornering.

## **Job Aid   Forklift Operator (Continued)**

- Operator will assure load does not exceed rated weight limits.
- Grades shall be ascended or descended slowly. When ascending or descending grades in excess of 10 percent, loaded trucks shall be driven with the load upgrade. On all grades the load and load engaging means shall be tilted back if applicable, and raised only as far as necessary to clear the road surface
- Do not carry riders on the truck.
- Center the forks evenly under the load to maintain good balance.
- Avoid overloading the truck.
- Ensure the stability of the load.
- Use both forks for lifting a load.
- Pull rather than push loads for increased maneuverability.
- Maneuvering loads using the neutral position reduces operator fatigue.
- Operate at a controllable speed, since hand pallet trucks do not have brakes.
- When un-attended, Forklifts will be turned off, forks lowered to the ground and parking brake applied.

## Job Aid | Pallet Jack Operator

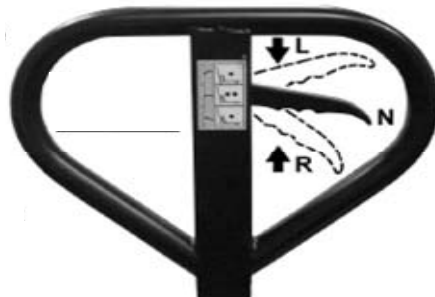
**REPORTS TO:** Support Team Leader

**PRIMARY JOB RESPONSIBILITY:** Movement of pallets to and from the SUPPLY LINE to the LOADING LINE.

**TASK:**

### USE OF PALLET JACK:

- Before inserting the pallet jack into the pallet, ensure that the forks are in their lowest position
- Raise the forks by pushing the actuating lever down (R position on diagram) and pumping the handle up and down. One inch clearance between the floor and pallet if usually sufficient.



- Put the actuating lever in a neutral or middle position (N position on diagram) to move the load. This position disengages the lifting mechanism and frees the handle from hydraulic resistance, but keeps the forks raised. When the lever is released, it will automatically return to the neutral position.
- Lower the forks by pulling the actuating lever up (L position on diagram) and holding it there until the forks come to a resting position.

### MOVEMENT OF PALLETS:

- Replenish pallets of supplies as needed

## **Job Aid** | **Pallet Jack Operator (Continued)**

- Remove empty pallets from the loading area and stack empty pallets for pick-up
- Only cross the vehicle lane(s) when loading is occurring.

### **SAFETY:**

- Always wear provided protective equipment
- Stay out of the vehicle lane when vehicles are moving
- Be alert to your surroundings
- Avoid moving loads up or down ramps.
- Do not carry riders on the truck.
- Center the forks evenly under the load to maintain good balance.
- Avoid overloading the truck.
- Ensure the stability of the load.
- Use both forks for lifting a load.
- Pull rather than push loads for increased maneuverability.
- Maneuvering loads using the neutral position reduces operator fatigue.
- Operate at a controllable speed, since hand pallet trucks do not have brakes.
- Park the pallet truck out of traffic areas in a safe, level place with the forks lowered.
- The handle should be left in the up position to eliminate tripping hazards.

<b>Job Aid</b>	<b>LOADING TEAM LEADER</b>
----------------	----------------------------

**REPORTS TO:** CPOD Manager

**RESPONSIBLE FOR:** Loaders and Site Security Officer

**PRIMARY JOB RESPONSIBILITY:** Supervising the loading and sustainment operations including Loading Points, Site Security and Labor Care (Food, Tents, Toilets, Hygiene, and Shifts).

**TASK:**

- Ensure all CPOD staff sign in and sign out each shift
- Set up CPOD using the materials from the CPOD Kit
- Ensure all staff conducts operations in a safe, professional manner
- Ensure labor care (food, tents, toilets, hygiene, etc.) is set up and adequate for the number of staff on site. Coordinate additional needs with the local Emergency Management Agency.
- Inform the Loading Team Leader the distribution list of supplies for the public and ensure each loader understands the amounts

**SAFETY:**

- Always wear provided protective equipment
- Stay out of the vehicle lane when vehicles are moving
- Be alert to your surroundings

<b>Job Aid</b>	<b>LOADER</b>
----------------	---------------

**REPORTS TO:** Loading Team Leader

**PRIMARY JOB RESPONSIBILITY:** Load set amount of supplies into each vehicle in a safe manner.

**TASK:**

- Stand clear of the vehicle lane until the Traffic Controller says "LOAD"
- Load the following supplies into each vehicle that stops at your loading station:

QTY	ITEM
_____	_____
_____	_____
_____	_____
_____	_____

- Upon completion of loading supplies, close trunk
- When clear from the vehicle path, say "ALL CLEAR"
- Stay clear of the vehicle lane until the next group of vehicles have come to a complete stop.
- Upon the Traffic Controller saying "LOAD", Repeat cycle

**SAFETY:**

- Always wear provided protective equipment
- Stay out of the vehicle lane when vehicles are moving
- Be alert to your surroundings

## **Job Aid | Site Security Officer**

**REPORTS TO:** Loading Team Leader

**PRIMARY JOB RESPONSIBILITY:** Maintain good public order at the CPOD and protect the wellbeing of CPOD staff.

### **TASK:**

- Understand the security procedures for the CPOD
- Wear the Security Reflective Safety Vest
- Ensure good public order at the CPOD site
- Be proactive in deescalating situations
- Identify safe location for storage of sensitive items (radios, etc.)
- Brief all staff on site security plan during shift changes
- Establish and maintain communications with local law enforcement agency
- Ensure good traffic flow
- Ensure proper ingress and egress of vehicles
- Enforce no loitering
- Maintain good visibility and be seen by the public
- Use a whistle to get the attention of vehicles and staff

### **SAFETY:**

- Always wear provided protective equipment
- Stay out of the vehicle lane when vehicles are moving
- Be alert to your surroundings



## Setting Up the “CPOD Experience” Practical Exercise

### Equipment:

- 24 pallets
- 36 “Water” Signs (paper)
- 36 “Food” Signs (paper)
- Pallet Jack(s)
- Forklift
- Delivery Truck
- 3 copies of Simulated Bill of Lading (BOL)
- Pop-Up Awning(s)

The exercise CPOD should contain 3 load points, each distributing 2 commodities. Each load point should have 4 pallets for water and 4 pallets for food.

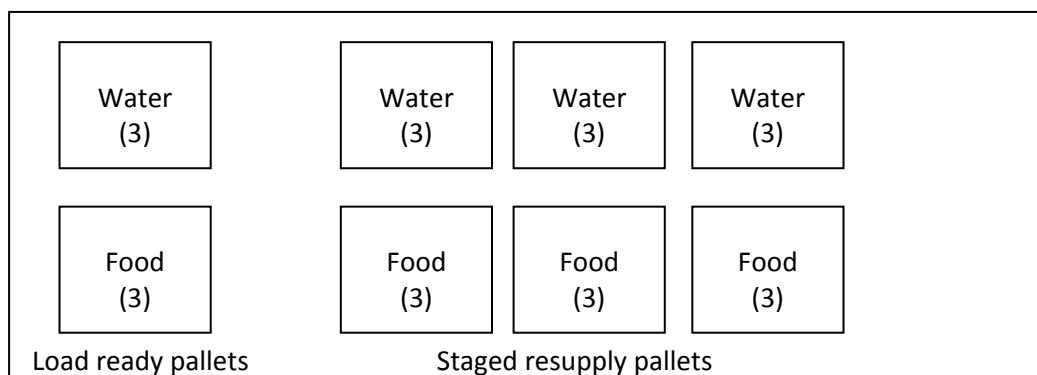
Staple 3 “water” signs to each water pallet and 3 “food” signs to each food pallet to simulate the resources to be distributed. This allows participants to actually “load” resources as part of the exercise.

Ensure that the site set up includes a break/shelter area for staff. Set up the awning(s) in the break area and use it for inclement weather shelter during the exercise, if needed.

Arrange for a truck to deliver the prepared pallets, provide the BOL copies to the driver, and have the driver fill out the driver info on the bottom of the BOL forms. The driver must have the designated CPOD manager sign for the “resources” as the receiver on all three copies.

Use the forklift to offload the pallets to the supply line. Be sure a certified forklift operator is on hand to do this task.

Example of a Load Point Set Up (note, the exercise will have three load points so the below will be repeated 3 times):



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## TITLE: Elderly Customer

### ROLE:

- You are an elderly person
- You have hearing difficulties
- You are trying to pick up supplies for you and your spouse
- You do not understand everything you are told

### ACTIONS:

- ✓ Enter the CPOD
- ✓ Use non-verbal suggestions when approached to indicate you cannot hear well
- ✓ If you feel that the staff is not helping you, act up in a manner suitable for your role
- ✓ If the staff is friendly and assists you, exit the CPOD in a normal fashion

## TITLE: Spanish Speaking Customer

### ROLE:

- Play your actual age
- You understand very little English
- You speak Spanish
- You do not understand what you are told in English

### ACTIONS:

- ✓ Enter the CPOD
- ✓ When approached by staff, say: Hola (oh-lah) ¿Usted habla español? (oo-stehd ah-blah es-pan-yol)
- ✓ If the staff tries to continue speaking in English, say: No entiendo (noh ehn-t'yehn-doh)
- ✓ Tell the staff: ¿Dónde está el alimento y el agua?(Dohn-deh eh-stah ehl ah-lee-MEN-toe ee ehl ah-goo-ah) Tengo hambre! (Ten-go hahm-breh)
- ✓ If the staff uses hand gestures, pictures or replies in Spanish, continue thru the CPOD as directed
- ✓ If the staff fails to pass on information in a way that is understandable, become irritated and keep repeating: No entiendo (noh ehn-t'yehn-doh), No habla Ingles! (noh ah-blah een-glehs) until they assist in a manor appropriate

## TITLE: "Good" Customer

### ROLE:

- Play your actual age, language, and occupation
- You understand all directions given by the staff
- You are pleasant and friendly

### ACTIONS:

- ✓ Enter the CPOD
- ✓ Follow all directions given to you by the staff
- ✓ Continue through the CPOD with no distractions or incidents

## TITLE: Customer with “keyed trunk”

### ROLE:

- Play your actual age, language, and occupation
- You understand all directions given by the staff
- You are pleasant and friendly
- You have a vehicle that requires a key to open the trunk
- You only have the one key that is in the ignition and must turn off the vehicle to open the trunk

### ACTIONS:

- ✓ Enter the CPOD
- ✓ When the staff informs you to not turn off vehicle and open the trunk, inform them that you have a keyed trunk
- ✓ Staff should ask if they can place the items in the back seat. If so, inform the staff that there is no room due to the backseat being full of kids (simulated)
- ✓ Staff should allow you to turn off the car and hand them the keys to open the trunk or allow you to open the trunk
- ✓ Follow the directions of the staff
- ✓ Upon completing the load, start car and continue thru the CPOD

## TITLE: Thankful Customer

### ROLE:

- Play your actual age, language, and occupation
- You understand all directions given by the staff
- You are pleasant and overly friendly
- You have a need to thank every person you see

### ACTIONS:

- ✓ Enter the CPOD
- ✓ Follow directions to the loading point, thanking every person that assists you
- ✓ When at the loading point, exit the vehicle and begin thanking everyone by trying to shake their hand
- ✓ Be overly pleasant but slightly resist the staff's intent to get you back into your vehicle
- ✓ Once back in your vehicle, proceed out of the loading area, but stop vehicle outside of the vehicle line and re-enter the CPOD to continue thanking everyone (ensuring that you are distracting them and being unsafe)
- ✓ When the staff ushers you off the site, go back to vehicle

## TITLE: Assisting Customer

### ROLE:

- Play your actual age, language, and occupation
- You understand all directions given by the staff
- You are pleasant and overly friendly
- You have a need to assist the staff with loading your vehicle

### ACTIONS:

- ✓ Enter the CPOD
- ✓ Follow directions to the loading point
- ✓ When at the loading point, exit the vehicle and begin assisting the loader(s) with placing items in your vehicle
- ✓ Be overly pleasant but slightly resist the staff's intent to get you back into your vehicle (you just want to help load)
- ✓ Once back in your vehicle, continue through the CPOD at the direction of the staff



## TITLE: Dog Owning Customer

### ROLE:

- Play your actual age, language, and occupation
- You understand all directions given by the staff
- You own a dog (small or large) that is loose in your vehicle [SUV or Truck works well for this task]
- Your dog is off leash and friendly
- **NOTE: Any dog used in this exercise must be friendly, able to be off leash and understand basic commands such as “come”**

### ACTIONS:

- ✓ Enter the CPOD
- ✓ Follow directions to the loading point
- ✓ When at the loading point, your dog exits the vehicle and is loose in the CPOD. Exit the vehicle trying to get the dog under control and back in the vehicle
- ✓ Finally gain control of your dog and reenter the vehicle
- ✓ Once you and the dog are back in your vehicle, continue through the CPOD at the direction of the staff

## TITLE: Customer that needs to use restroom

### ROLE:

- Play your actual age, language, and occupation
- You understand all directions given by the staff
- You need to use the restroom really bad

### ACTIONS:

- ✓ Enter the CPOD
- ✓ Follow directions to the loading point
- ✓ Inform the staff that you need to use their restroom
- ✓ When the staff informs you that the restroom is only for staff or to not exit your vehicle, insist on using their restroom (be determined)
- ✓ Ensure the staff accommodates you in some way
- ✓ Once the staff accommodates your needs, follow their directions and continue through the CPOD

## TITLE: Customer with car out of fuel

### ROLE:

- Play your actual age, language, and occupation
- You understand all directions given by the staff
- You are frustrated that you have been sitting in line to get supplies for 1 hour
- Your vehicle runs out of fuel while on the CPOD site

### ACTIONS:

- ✓ Enter the CPOD
- ✓ Follow directions to the loading point
- ✓ While the vehicle is being loaded, turn off vehicle
- ✓ When the staff asks you to start your car again, inform them that it had just ran out of gas
- ✓ Be frustrated with the staff that you have been waiting in line, causing you to run out of fuel
- ✓ Insist that they provide you fuel
- ✓ Refuse to leave the site
- ✓ Do not assist the staff if they attempt to move your vehicle
- ✓ Continue to be frustrated with the staff
- ✓ If the staff moves your vehicle out of the way, proceed back to your vehicle and leave the scene

## TITLE: Customer with car trouble

### ROLE:

- Play your actual age, language, and occupation
- You understand all directions given by the staff
- You are pleasant and friendly
- You have a vehicle that requires a key to open the trunk
- You only have the one key that is in the ignition and must turn off the vehicle to open the trunk
- Your car will breakdown at a very inconvenient time

### ACTIONS:

- ✓ Enter the CPOD
- ✓ When the staff informs you to not turn off vehicle and open the trunk, inform them that you have a keyed trunk
- ✓ Staff should ask if they can place the items in the back seat. If so, inform the staff that there is no room due to the backseat being full of kids (simulated)
- ✓ Staff should allow you to turn off the car and hand them the keys to open the trunk or allow you to open the trunk
- ✓ Follow the directions of the staff
- ✓ Upon completing the load, try to start your car
- ✓ Car will not start
- ✓ Follow the directions of the staff to move (push) the vehicle out of the vehicle lane
- ✓ Once the vehicle is out of the vehicle lane, start vehicle and proceed off the site

## TITLE: Customer getting supplies for neighbors

### ROLE:

- Play your actual age, language, and occupation
- You understand all directions given by the staff
- You are pleasant and friendly
- You live in a neighborhood with several elderly and disabled people
- You look out for your neighbors and intend on getting their supplies for them (4 additional homes)

### ACTIONS:

- ✓ Enter the CPOD
- ✓ Follow the directions provided by the staff
- ✓ Without exiting the vehicle, inform the staff that you need additional supplies for your neighbors who are unable to leave their homes
- ✓ Inform the staff that you need to pick up supplies for 4 additional households
- ✓ If the staff is accommodating, follow their directions

## TITLE: Chatty Customer

### ROLE:

- Play your actual age, language, and occupation
- You understand all directions given by the staff
- You are pleasant and friendly
- You enjoy talking with others and try to enter into conversations as much as possible

### ACTIONS:

- ✓ Enter the CPOD
- ✓ Follow the directions of the CPOD staff
- ✓ Try to engage into conversations with the staff as much as possible without exiting the vehicle
- ✓ Exit the CPOD as directed

## TITLE: Impaired/intoxicated Customer

### ROLE:

- Play your actual age, language, and occupation
- You understand most directions given by the staff
- You are intoxicated
- You cannot drive in a straight line
- You are tired and fall asleep easily

### ACTIONS:

- ✓ Enter the CPOD
- ✓ Follow the directions of the CPOD staff only after being directed more than once
- ✓ Drive impaired, hitting cones (but safely)
- ✓ Fall asleep at the loading point
- ✓ When speaking with staff, slur your words
- ✓ If asked if you have been drinking, inform the staff that you have only had one beer
- ✓ Offer a beer to the staff
- ✓ Continue to follow the directions of the staff only when repeated several times

## TITLE: Road Rage Customer

### ROLE:

- Play your actual age, language, and occupation
- You understand all directions given by the staff
- You are unpleasant and enraged at the amount of time taken waiting in line
- You honk your horn and engage in verbal aggression with staff and other customers

### ACTIONS:

- ✓ Enter the CPOD
- ✓ Be aggressive towards any of the staff
- ✓ Yell at the staff and verbally threaten them for taking so much time
- ✓ Complain about everything including the staff, management, and government's response to the disaster
- ✓ You follow the staff directions, but not before giving them a piece of your mind
- ✓ You stay in your car unless provoked by the staff



## TITLE: Customer involved in collision

### ROLE:

- Play your actual age, language, and occupation
- You understand all directions given by the staff
- Your vehicle is involved in a collision with another customer at a loading point
- This accident makes you quite irritated, but not irrational or abusive

### ACTIONS:

- ✓ Enter the CPOD
- ✓ At the loading point, simulate the vehicle accident
- ✓ Get out of the car and blame the staff and other driver
- ✓ Tell the staff that you cannot move your vehicle until a police report is filed
- ✓ Ask to use a phone to call your insurance
- ✓ Tell the staff that you are going to sue them for negligence
- ✓ If hit from behind, start faking a whiplash injury
- ✓ If the staff is able to move your vehicle out of the lane, leave the CPOD

## TITLE: Customer who wants to inspect load

### ROLE:

- Play your actual age, language, and occupation
- You understand all directions given by the staff
- You are pleasant and friendly
- You are driving a pick-up truck
- You are worried about an unsecured load in the back of the truck
- You have gotten a ticket before for an unsecured load and do not want another one

### ACTIONS:

- ✓ Enter the CPOD
- ✓ Follow the staff's directions
- ✓ Once the loaders have placed the supplies in the back of the truck, jump out with a cargo net, rope, or tie-downs
- ✓ Try to move to the rear of the vehicle to secure the load of goods
- ✓ Inform the staff that you could be pulled over and do not want another ticket
- ✓ Once the staff has assured you that the load is secure, exit the CPOD following their directions

## TITLE: Pedestrian Customer

### ROLE:

- Play your actual age, language, and occupation
- You understand all directions given by the staff
- You are pleasant and friendly
- You do not have a vehicle but need supplies
- You live 1 mile from the CPOD and walked to the site

### ACTIONS:

- ✓ Enter the CPOD
- ✓ Try to enter into the vehicle lane to get supplies (keeping safety in mind)
- ✓ Work with the staff to get your supplies
- ✓ Following the directions of the staff, exit the CPOD

## TITLE: Customer that cuts in line

### ROLE:

- Play your actual age, language, and occupation
- You understand all directions given by the staff but do not care
- You are not pleasant or friendly
- You feel that you should not have to wait in line

### ACTIONS:

- ✓ Approach the CPOD
- ✓ Attempt to cut in the line
- ✓ If allowed, continue through the site at the direction of the staff
- ✓ If approached by the staff, get irritated and angry at the slow pace they are keeping
- ✓ Inform the staff that you have family waiting at home
- ✓ You do not have the time or patience to wait in line

## TITLE: Customer needing directions

### ROLE:

- Play your actual age, language, and occupation
- You understand all directions given by the staff
- You are pleasant and friendly
- You are not familiar with the area
- You are new to the area and do not know how to get back home

### ACTIONS:

- ✓ Enter the CPOD
- ✓ Once the loaders load your supplies, ask a staff member for directions
- ✓ Have the staff go step by step, taking as much time as possible
- ✓ Have the staff repeat the directions
- ✓ Attempt to step out of the vehicle to get a better look at your surroundings
- ✓ Continue thru the site as directed

## TITLE: Customer that enters the wrong way

### ROLE:

- Play your actual age, language, and occupation
- You understand all directions given by the staff
- You are pleasant, but easily confused

### ACTIONS:

- ✓ Enter the CPOD from the opposite direction
- ✓ When staff directs you, be confused
- ✓ You do not easily understand the directions
- ✓ Have the staff work with you to resolve the situation

## TITLE: Customer with other wants

### ROLE:

- Play your actual age, language, and occupation
- You understand all directions given by the staff
- You are easily irritated

### ACTIONS:

- ✓ Enter the CPOD
- ✓ At the loading point, ask for additional supplies such as a blanket, fuel for your generator, tarps, duct tape, and a hot meal
- ✓ When staff explains what you are actually getting, ask where you can get these items since stores are closed
- ✓ Inform the staff that your house may be destroyed if you cannot get these supplies
- ✓ Do not accept their answer at first
- ✓ Ask for the supervisor
- ✓ Ask for names of the staff trying to assist you
- ✓ Be irritated and storm off threatening the staff after you receive your limited supplies

## TITLE: Elected Official

### ROLE:

- You are a State Senator from the local district
- You are up for reelection this fall
- You are not incredibly popular
- You want to establish this CPOD as ***your*** CPOD to get your name in the paper
- You want to start managing the CPOD because you know what to do and want to show others you can be a leader
- You have no training in any emergency management or CPODs

### ACTIONS:

- ✓ Park near the CPOD (partially in the way if possible)
- ✓ You approach the CPOD as if you are in charge
- ✓ You start shouting orders to the staff
- ✓ You start shaking hands with all the customers
- ✓ When approached by the staff, shake their hands and let them know that YOU are in charge
- ✓ Never accept no for an answer
- ✓ Let them know who you are
- ✓ Inform them that you have the media coming to interview you at YOUR CPOD
- ✓ Start giving away multiple quantities of supplies to everyone



## TITLE: Media Reporter

### ROLE:

- You are with the local news station (radio or TV)
- You were called by an elected official
- You want to know what is being done
- Your hidden agenda is to show the waste of supplies being handed out to the public
- You are almost famous and going for that “big” story to get you noticed
- You can make up scenarios to ensure it makes the story good and juicy

### ACTIONS:

- ✓ Enter the CPOD and request an interview
- ✓ If asked to wait, start recording your broadcast
- ✓ If not stopped, start talking about the waste and abuse of supplies and how this is one more example of how the government cannot handle disasters (be loud and noticeable)
- ✓ Follow the direction of the staff after being told twice

## TITLE: Customer with a gun

### ROLE:

- Play your actual age, language, and occupation
- You understand all directions given by the staff
- You are easily angered and very dangerous
- You have a handgun
- You intend on selling the supplies to those in need

### ACTIONS:


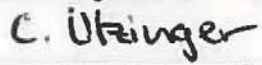
- ✓ Enter the CPOD
- ✓ Once the loaders approach your vehicle, get out and point the gun towards the staff and other drivers
- ✓ Tell the staff to fill the vehicle with supplies
- ✓ Once completed, drive vehicle away


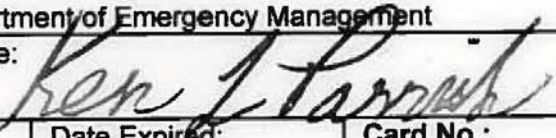
NOTE: Ensure the gun is fake. Do not use a real gun, even if it is unloaded. Take steps to ensure all people in and around the exercise site understand this is not real. **NEVER POINT THE GUN DIRECTLY AT ANYONE AT ANY TIME!**

**Tab #9**



# Example of County Emergency Worker Card

	<b>Birthdate:</b> March 9, 1954	
	<b>Weight:</b> 200 LBS	<b>Height:</b> 5' 7"
	<b>Color Hair:</b> Grey	<b>Color Eyes:</b> Blue
	<b>Social Security No.:</b>	
<b>Emergency Worker Assignment (WAC 118-04):</b> Tacoma Mountain Rescue Unit (TMRU)		
<b>Bearer's Signature:</b> 		
EMD-025 (7/00) (Back)		

		<b>STATE OF WASHINGTON                  EMERGENCY WORKER                  IDENTIFICATION CARD</b>	
<b>Name:</b> UTZINGER, Chris D.			
Is a registered Emergency Worker of:			
<b>Department:</b> Pierce County Department of Emergency Management			
<b>Authorizing Signature:</b> 			
<b>Date Issued:</b> 04/07/2010	<b>Date Expired:</b> 04/07/2013	<b>Card No.:</b> 16713	
EMD-025 (7/00) (Front)			

## STATE OF WASHINGTON EMERGENCY WORKER DAILY ACTIVITY REPORT

County in which mission/incident took place:		Mission/Incident Number:	
Mission/Incident Name:		Date From:	Date To:
Unit Name:			
Unit Address:			

EMERGENCY WORKER NAME	CARD No.	ASSIGNMENT OR TEAM	DATE		DATE		DATE		TOTAL HOURS	ROUND TRIP MILES (DRIVER)
			IN	*OUT	IN	*OUT	IN	*OUT		
1.										
2.										
3.										
4.										
5.										
6.										
7.										
8.										
9.										
10.										
11.										
12.										
13.										
14.										
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16.										
17.										
18.										
19.										
20.										
21.										
22.										
23.										
24.										
25.										
26.										
27.										
28.										
29.										
30.										

\* The time a person could reasonably have expected to reach home without stopping enroute.

TOTAL PERSONNEL:	TOTAL HOURS:	TOTAL MILEAGE:
------------------	--------------	----------------

**THIS FORM MUST BE SIGNED BY LOCAL EMERGENCY MANAGEMENT DIRECTOR/COORDINATOR OR SHERIFF'S DEPUTY.**

*By my signature below, I certify that these persons did participate in this mission/incident:*

Print Name and Title	Signature
----------------------	-----------

# TRAINING MISSION REQUEST

TO: Search and Rescue Coordinator  
Emergency Management Division  
Washington Military Department  
Camp Murray, WA 98430-5122

Mission No: \_\_\_\_\_  
(Assigned by State DEM)

1. Name of requesting unit: \_\_\_\_\_
2. Chairman or leader of unit: \_\_\_\_\_  
Address: \_\_\_\_\_ Phone: \_\_\_\_\_
3. Date(s) of training mission: \_\_\_\_\_ Beginning time: \_\_\_\_\_ Ending time: \_\_\_\_\_
4. Location of training site: \_\_\_\_\_ SEA- \_\_\_\_\_
5. Number of participants expected: \_\_\_\_\_ Are all participants members of requesting unit? [Yes:] [No]
6. List names of other units: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

7. Will aircraft be involved? [Yes] [No] If yes, give type, ownership and intended use.  
\_\_\_\_\_  
\_\_\_\_\_

8. Type of training to be done: \_\_\_\_\_  
\_\_\_\_\_

9. This training specifically conforms to what plan? \_\_\_\_\_  
Annex \_\_\_\_\_ Tab \_\_\_\_\_ Curriculum or outline on file with the state: [Yes] [No]  
(If not on file with the state, curriculum or outline MUST accompany this request)

The undersigned acknowledges that a EMD-078 Form must be completed and forwarded to the state Division of Emergency Management within 15 days of the completion of this authorized training.

\_\_\_\_\_  
Requestor  
\_\_\_\_\_  
Organization  
\_\_\_\_\_  
Address  
\_\_\_\_\_  
Date

\_\_\_\_\_  
Local Emergency Management Director  
\_\_\_\_\_  
Organization  
\_\_\_\_\_  
Address  
\_\_\_\_\_  
Date

TO: Local Emergency Management Director  
FROM: Washington State Emergency Management Division

Your request to conduct training as described is: [ ] Approved [ ] Disapproved  
(See reverse) (See reverse)

Date: \_\_\_\_\_

\_\_\_\_\_  
AUTHORIZING SIGNATURE  
Emergency Management Division  
State of Washington

## TRAINING MISSION AUTHORIZATION

This training is authorized pursuant to chapter 38.52, Revised Code of Washington and is limited to compensation coverage as stated.

Training must conform to the Local Comprehensive Emergency Management Plan and is considered a non-emergency planned event for the development of proficiency and skills of organized and registered emergency management workers. Training Authorization covers an emergency management worker from the time he or she leaves home until the time he or she returns home (portal to portal) or until the time he or she could reasonably expect to be home from the training location.

Please be advised that without specific, prior written approval, the use of aircraft of any type is not authorized. The state will not assume any liability nor will it provide compensation coverage for any accidents or incidents resulting from the unauthorized use of aircraft.

Please ensure that each volunteer has been properly registered and carries an emergency management identification card. The card number and time involved for each worker must be recorded on EMD-078 and sent to this office within 15 days after completion of the training.

1. Approved subject to the following conditions:

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2. Disapproved for the following reason(s):

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**MEDICAL EXPENSES CLAIM FORM EMD-084**

**Washington Military Department  
Emergency Management Division**

**INSTRUCTIONS:**

1. This form is in three parts: Part One must be completed by the emergency worker (or as described in #6, below); Part Two must be completed by the local emergency management director; and, Part Three must be completed by the attending physician.
2. All responses must be in ink and all requested items must be completed.
3. Claimant must be a registered Emergency Worker in accordance with Revised Code of Washington (RCW) 38.52, and Washington Administrative Code (WAC) 118-04, and must have been working under Emergency Management authority at the time of the accident.
4. A state Mission/Incident number, Training Mission number, or Evidence Search Training Mission number must have been assigned.
5. When completed, this form must be signed by claimant or claimant's representative.
6. Claimant's social security and health care provider's tax ID number must be included with claim.
7. If claimant is unable to present and file the claim (due to incapacitation, etc.) or if claimant is a minor, or a nonresident of the state, the claim may be presented and filed on behalf of the claimant by any relative, attorney, or agency representing the claimant.
8. If total claim for mission/incident number exceeds \$2,000.00, before sending in the claim, a compensation board must be established in accordance with RCW 38.52.210. Contact Washington Emergency Management Division for further information.
9. If medical treatment or care will continue for an extended period, call the Emergency Management SAR coordinator for instructions on dealing with the claim.

**Submit original claim and all supporting documentation to your local Director of Emergency Management or Search and Rescue Coordinator (WAC 118-04-360).**

**PART ONE:**

**TO BE COMPLETED BY EMERGENCY WORKER (CLAIMANT) OR REPRESENTATIVE**

NAME OF CLAIMANT: \_\_\_\_\_  
Last First M.I.

EMERGENCY WORKER CARD NUMBER: \_\_\_\_\_

CLAIMANT'S ADDRESS: \_\_\_\_\_  
City State Zip

COUNTY WHERE REGISTERED: \_\_\_\_\_

HOME PHONE: ( ) \_\_\_\_\_

WORK PHONE: ( ) \_\_\_\_\_

SOCIAL SECURITY NO. \_\_\_\_\_

COUNTY MISSION/INCIDENT TOOK PLACE: \_\_\_\_\_ MISSION OR INCIDENT # \_\_\_\_\_ DATE OF INCIDENT: \_\_\_\_\_

**TOTAL AMOUNT OF CLAIM: \$ \_\_\_\_\_**

FULL DESCRIPTION OF CIRCUMSTANCES SURROUNDING THE INCIDENT AND A DESCRIPTION OF THE INJURY(S) RECEIVED AS A RESULT: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(If more space is needed, please attach additional sheets)



**PART THREE: TO BE COMPLETED BY ATTENDING PHYSICIAN**

NAME OF INJURED EMERGENCY WORKER: \_\_\_\_\_

DATE OF FIRST TREATMENT: \_\_\_\_\_

WAS HOSPITALIZATION REQUIRED? [YES] [NO]

IF YES, NAME AND ADDRESS OF HOSPITAL: \_\_\_\_\_

HISTORY OF INJURY (if extremities involved, give right or left): \_\_\_\_\_

(If more space is needed, please attach additional sheets)

PHYSICAL FINDINGS IN DETAIL (if extremities involved, give right or left): \_\_\_\_\_

(If more space is needed, please attach additional sheets)

X-RAY FINDINGS: \_\_\_\_\_

DIAGNOSIS: \_\_\_\_\_

IF THE ILLNESS, INJURY, OR TREATMENT, AS DESCRIBED, IS RELATED TO ANY PREVIOUS ILLNESS, INJURY, OR TREATMENT; OR THAT THERE IS EVIDENCE OF PREEXISTING INJURY OR DISEASE OF THE AREA; OR THAT A PREEXISTING CONDITION WILL COMPLICATE TREATMENT, PLEASE EXPLAIN IN DETAIL: \_\_\_\_\_

WILL THIS WORKER BE OFF OF WORK DUE TO INJURY? [YES] [NO]

IF YES, ESTIMATE TIME LOSS FROM REGULAR JOB DUE TO INJURY: \_\_\_\_\_ DAYS

WILL THERE BE ANY PERMANENT DISABILITY? [YES] [NO]

IF YES, EXPLAIN: \_\_\_\_\_

**ATTENDING PHYSICIAN: PLEASE PRINT OR TYPE YOUR NAME AND ADDRESS:**

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

TELEPHONE NUMBER: ( ) \_\_\_\_\_

PATIENT ACCOUNT#: \_\_\_\_\_

PHYSICIAN'S SIGNATURE

DATE

**(THIS REPORT CAN BE ACCEPTED ONLY WHEN COMPLETED AND SIGNED BY A LICENSED PHYSICIAN)**

**FUEL, TOLL & FERRY REIMBURSABLE EXPENSES CLAIM FORM EMD-036**

**Washington Military Department  
Emergency Management Division**

**INSTRUCTIONS:**

1. This form is in two (2) parts: Part One is required general information and eligible reimbursable fuel, ferry crossing, and toll bridge expenses. Part Two is to be completed by the local Director of Emergency management.
2. All responses must be in ink and all requested items must be completed.
3. Claimant must be a registered Emergency Worker in accordance with Revised Code of Washington (RCW) 38.52, and Washington Administrative Code (WAC) 118-04, and must have been working under Emergency Management authority at the time the expense was incurred.
4. A state Mission/Incident number or Evidence Search Training Mission number must have been assigned.
5. Receipts for all claimed expenses must be included.
6. When completed, this form must be signed on the back by claimant or claimant's representative.
7. Claimant's social security or tax ID number must be included with claim.
8. If claimant is unable to present and file the claim (due to incapacitation, etc.) or if claimant is a minor, or a nonresident of the state, the claim may be presented and filed on behalf of the claimant by claimant's legal representative, any relative, attorney, or agency representing the claimant.
9. If total claim for mission/incident number exceeds \$2,000.00, before sending in the claim, a compensation board must be established in accordance with RCW 38.52.210. Contact Washington Emergency Management Division for further information.

**Submit original claim and all supporting documentation to your local Director of Emergency Management or Search and Rescue Coordinator (WAC 118-04-360).**

**PART ONE:**

**TO BE COMPLETED BY EMERGENCY WORKER (CLAIMANT) OR REPRESENTATIVE**

NAME OF CLAIMANT: \_\_\_\_\_  
Last First M.I.

EMERGENCY WORKER CARD NUMBER: \_\_\_\_\_

CLAIMANT'S ADDRESS: \_\_\_\_\_  
City State Zip

COUNTY WHERE REGISTERED: \_\_\_\_\_

HOME PHONE: ( ) \_\_\_\_\_

WORK PHONE: ( ) \_\_\_\_\_

SOCIAL SECURITY NO. \_\_\_\_\_

UNIT/GROUP NAME: \_\_\_\_\_

UNIT/GROUP ADDRESS: \_\_\_\_\_

UNIT TAX ID NO. \_\_\_\_\_

DESCRIPTION OF VEHICLE: \_\_\_\_\_  
Make Type (Car, PU, 4x4, Van) Year License # State

COUNTY MISSION/INCIDENT TOOK PLACE: \_\_\_\_\_ MISSION OR INCIDENT # \_\_\_\_\_ DATE OF INCIDENT: \_\_\_\_\_

WAS MISSION IN EXCESS OF 24 HOURS? \_\_\_\_\_ WAS VEHICLE DRIVEN MORE THAN 100 MILES? \_\_\_\_\_

**TOTAL AMOUNT OF CLAIM: \$** \_\_\_\_\_



**PROPERTY LOSS OR DAMAGE CLAIM FORM EMD-086**

**Washington Military Department  
Emergency Management Division**

**INSTRUCTIONS:**

1. This form is in two (2) parts: Part One is required general information and eligible property damage/loss reimbursable expenses. Part Two is to be completed by the local Director of Emergency management.
2. All responses must be in ink, and all requested items must be completed.
3. Claimant must be a registered Emergency Worker in accordance with Revised Code of Washington (RCW) 38.52, and Washington Administrative Code (WAC) 118-04, and must have been working under Emergency Management authority at the time of the loss or damage occurrence.
4. A state Mission/Incident number, Training Mission number, or Evidence Search Training Mission number must have been assigned.
5. Damage must not have been caused by normal wear and tear, mechanical or electrical breakdown, or include other damage, loss or inconvenience consequent to such damage. Loss or damage which could have been prevented through reasonable care, caution, or routine maintenance may not be covered, and the claim will be disallowed.
6. Receipts or other documentation for all claimed items must be included.
7. When completed, this form must be signed by claimant or claimant's representative.
8. Claimant's social security or tax ID number must be included with claim.
9. If claimant is unable to present and file the claim (due to incapacitation, etc.) or if claimant is a minor, or a nonresident of the state, the claim may be presented and filed on behalf of the claimant by claimant's legal representative, any relative, attorney, or agency representing the claimant.
10. If total claim exceeds \$2,000.00, before sending in the claim, a compensation board must be established in accordance with RCW 38.52.210. Contact the State Emergency Management Division for further information.

**Submit original claim and all supporting documentation to your local Director of Emergency Management or Search and Rescue Coordinator (WAC 118-04-360).**

**PART ONE:**

**TO BE COMPLETED BY EMERGENCY WORKER (CLAIMANT) OR REPRESENTATIVE**

NAME OF CLAIMANT: \_\_\_\_\_  
Last First M.I.

EMERGENCY WORKER CARD NUMBER: \_\_\_\_\_

CLAIMANT'S ADDRESS: \_\_\_\_\_  
City State Zip

COUNTY WHERE REGISTERED: \_\_\_\_\_

HOME PHONE: ( ) \_\_\_\_\_

WORK PHONE: ( ) \_\_\_\_\_

SOCIAL SECURITY/TAX ID NO. \_\_\_\_\_

COUNTY MISSION/INCIDENT TOOK PLACE: \_\_\_\_\_ MISSION OR INCIDENT # \_\_\_\_\_ DATE OF INCIDENT: \_\_\_\_\_

**TOTAL AMOUNT CLAIMED: \$** \_\_\_\_\_

MODEL, STYLE, TYPE OR OTHER DESCRIPTION OF ITEM(S) LOST OR DAMAGED (The more detail, the better):  
\_\_\_\_\_  
\_\_\_\_\_

DATE OF PURCHASE OR ACQUISITION: \_\_\_\_\_ ORIGINAL COST \$ \_\_\_\_\_

TOTAL CURRENT VALUE OF ITEMS CLAIMED OR EQUIVALENT REPLACEMENT ITEMS: \$ \_\_\_\_\_

NAME AND ADDRESS OF LEGAL OWNER: \_\_\_\_\_

FULL DESCRIPTION OF CIRCUMSTANCES SURROUNDING THE LOSS OR DAMAGE AND DESCRIPTION OF THE ACTUAL LOSS OR DAMAGE:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(if more space is needed, please attach additional sheets)

WAS THE LOSS OR DAMAGE COVERED BY PRIVATE INSURANCE? [YES] [NO]

IF COVERED, NAME, ADDRESS AND POLICY NUMBER OF INSURANCE COMPANY:

\_\_\_\_\_  
\_\_\_\_\_

WAS A PORTION OF THE LOSS OR DAMAGE DEDUCTIBLE FROM THE POLICY BENEFIT? [YES] [NO]

HAVE YOU MADE A CLAIM AGAINST THE INSURER? [YES] [NO]

HAVE YOU MADE A SETTLEMENT WITH INSURER? [YES] [NO]

IF SO, WHAT AMOUNT? \$ \_\_\_\_\_

**EMERGENCY WORKER (CLAIMANT) OR LEGAL REPRESENTATIVE MUST SIGN THIS CLAIM FORM**

I hereby certify or "declare" under penalty of perjury under the laws of the State of Washington that the foregoing is a true and correct claim for necessary expenses incurred by me or claimant and that no payment has been received by me or claimant on account thereof.

Signature of Emergency Worker (Claimant)

Date & Place (address, city & county)

If the claimant is incapacitated from verifying, presenting, and filing the claim or if the claimant is a minor, or is a nonresident of the state, the claim may be verified, presented, and filed on behalf of the claimant by any relative, attorney, or agent representing the claimant. All claims for damages against the state arising out of tortious conduct shall be presented to and filed with the Risk Management Office.

(NOTE: For general statutory provisions governing claims against the State of Washington, see Chapter 4.92.100 RCW. For specific information regarding Emergency Management Worker Claims, see RCW 38.52 and Chapter 8, Laws of 1971, 1st Extraordinary Session, Section 4).

**PART TWO**

**TO BE COMPLETED BY THE EMERGENCY MANAGEMENT/SERVICES DIRECTOR OF THE JURISDICTION WHERE THE INCIDENT OCCURRED OR OF THE JURISDICTION WHERE THE CLAIMANT IS REGISTERED.**

I have reviewed the information in Part One and it is true to the my best knowledge and belief.

Director's Signature

Date

Don't forget to check:

Copy of DEM-078 with Emergency Worker name showing?  Receipts as specified included?  Form(s) properly filled out and signed?

**MAIL ORIGINAL TO:**

DIVISION OF RISK MANAGEMENT  
DEPARTMENT OF GENERAL ADMINISTRATION  
PO BOX 41027  
OLYMPIA WA 98504-1027

**MAIL COPY TO:**

SAR COORDINATOR  
EMERGENCY MANAGEMENT DIVISION  
WASHINGTON MILITARY DEPARTMENT  
CAMP MURRAY WA 98430-5122

**EXTRAORDINARY EXPENSE CLAIM FORM EMD-089**

**Washington Military Department  
Emergency Management Division**

**INSTRUCTIONS:**

1. This form is in two (2) parts: Part One is required general information and eligible reimbursable extraordinary expenses. Part Two is to be completed by the local Director of Emergency management.
2. All responses must be in ink, and all requested items must be completed.
3. If claimant is an emergency worker, claimant must be registered in accordance with Revised Code of Washington (RCW) 38.52, and Washington Administrative Code (WAC) 118-04, and must have been working under Emergency Management authority at the time the expense was incurred.
4. If claimant is a local government organization, extraordinary expense claims may be submitted on behalf of the volunteers, if the expenses meet the following criteria:
  - a. Are in DIRECT support of volunteers working under a state DEM mission number.
  - b. Represent extraordinary, expendable obligations such as for feeding or lodging volunteers.
5. A state Mission/Incident number or Evidence Search Training Mission number must have been assigned.
6. Receipts for all claimed expenses must be included.
7. Mission number must have been in force for more than 24 hours.
8. When completed, this form must be signed by claimant or claimant's representative.
9. Claimant's social security or tax ID number must be included with claim.
10. If claimant is unable to present and file the claim (due to incapacitation, etc.) or if claimant is a minor, or a nonresident of the state, the claim may be presented and filed on behalf of the claimant by claimant's legal representative, any relative, attorney, or agency representing the claimant.
11. If total claim exceeds \$2,000.00, before sending in the claim, a compensation board must be established in accordance with RCW 38.52.210. Contact the State Emergency Management Division for further Information.

**Submit original claim and all supporting documentation to your local Director of Emergency Management or Search and Rescue Coordinator (WAC 118-04-360).**

**PART ONE:**

**TO BE COMPLETED BY CLAIMANT OR REPRESENTATIVE**

NAME OF CLAIMANT: \_\_\_\_\_  
Last First M.I.

EMERGENCY WORKER CARD NUMBER: \_\_\_\_\_

CLAIMANT'S ADDRESS: \_\_\_\_\_  
City State Zip Code

COUNTY WHERE REGISTERED: \_\_\_\_\_  
HOME PHONE: \_\_\_\_\_  
WORK PHONE: \_\_\_\_\_

SOCIAL SECURITY/TAX ID NO.: \_\_\_\_\_

COUNTY MISSION/INCIDENT TOOK PLACE: \_\_\_\_\_ MISSION OR INCIDENT NO.: \_\_\_\_\_ DATE OF INCIDENT: \_\_\_\_\_

**TOTAL AMOUNT CLAIMED: \$ \_\_\_\_\_**





**Tab #10**

**DAILY SITE HAZARD ASSESSMENT FORM**

**Inspected by:** \_\_\_\_\_ **Date:** \_\_\_\_\_  
**Location:** \_\_\_\_\_ **Time:** \_\_\_\_\_

<b>Training:</b>	Yes	No	Comments
Is each person assigned to a job within their capability?	<input type="checkbox"/>	<input type="checkbox"/>	
Did each person receive a safety brief at shift change?	<input type="checkbox"/>	<input type="checkbox"/>	
Is training on PPE and equipment provided?	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Environment:</b>	Yes	No	Comments
Are resources available to deal with very hot or very cold conditions? (drinking water, heated tent, shade)	<input type="checkbox"/>	<input type="checkbox"/>	
Does staff know the symptoms of heat cramps, heat stroke, hypothermia?	<input type="checkbox"/>	<input type="checkbox"/>	
Is the level of light adequate for safe and comfortable performance of work?	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Housekeeping:</b>	Yes	No	Comments
Is the work area clear of debris and tripping hazards?	<input type="checkbox"/>	<input type="checkbox"/>	
Are materials properly stacked and spaced?	<input type="checkbox"/>	<input type="checkbox"/>	
Are work areas clear of fluid spills or leakage?	<input type="checkbox"/>	<input type="checkbox"/>	
Are aisles and passageways clear of obstructions?	<input type="checkbox"/>	<input type="checkbox"/>	
Are walkways clear of holes, loose debris, protruding nails, and loose boards?	<input type="checkbox"/>	<input type="checkbox"/>	
Is the break area kept clean and sanitary?	<input type="checkbox"/>	<input type="checkbox"/>	
Are the dumpsters being serviced properly?	<input type="checkbox"/>	<input type="checkbox"/>	
Are the restrooms (portable or fixed) clean, sanitary and restocked?	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Personal Protective Equipment:</b>	Yes	No	Comments
Is required equipment provided, maintained and used?	<input type="checkbox"/>	<input type="checkbox"/>	
Does equipment meet requirements?	<input type="checkbox"/>	<input type="checkbox"/>	
Are warning signs prominently displayed in all hazard areas?	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Material Handling and Storage:</b>	Yes	No	Comments
Is there safe clearance for all equipment through aisles and doors?	<input type="checkbox"/>	<input type="checkbox"/>	
Is stored material stable and secure?	<input type="checkbox"/>	<input type="checkbox"/>	
Are storage areas free from tipping hazards?	<input type="checkbox"/>	<input type="checkbox"/>	
Are only trained operators allowed to operate forklifts?	<input type="checkbox"/>	<input type="checkbox"/>	
Do personnel use proper lifting techniques?	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Vehicle Traffic:</b>	Yes	No	Comments
Are cones placed to direct traffic?	<input type="checkbox"/>	<input type="checkbox"/>	
Is the vehicle line free of pedestrians when vehicles are moving?	<input type="checkbox"/>	<input type="checkbox"/>	
Are pedestrian and vehicular traffic separated?	<input type="checkbox"/>	<input type="checkbox"/>	

**ADDITIONAL COMMENTS OR CONCERNS**

# SUPERVISOR'S REPORT OF AN ACCIDENT

Name of Injured Employee: \_\_\_\_\_ Date of Report \_\_\_\_\_

Age	Length of Employment At plant _____ On job _____	Department	Section
-----	---	------------	---------

<input type="checkbox"/> Head	<input type="checkbox"/> Hands	<input type="checkbox"/> Wounds	<input type="checkbox"/> Amputation	<input type="checkbox"/> Death	<input type="checkbox"/> Lost Time
<input type="checkbox"/> Eyes	<input type="checkbox"/> Legs	<input type="checkbox"/> Strain & Sprain	<input type="checkbox"/> Burns	<input type="checkbox"/> First Aid Only	
<input type="checkbox"/> Trunk	<input type="checkbox"/> Toes	<input type="checkbox"/> Hernia	<input type="checkbox"/> Foreign Body		
<input type="checkbox"/> Arms	<input type="checkbox"/> Internal	<input type="checkbox"/> Fracture	<input type="checkbox"/> Skin (occupational)	<input type="checkbox"/> Due to Delayed Medical Treatment	
Remarks: _____		Remarks: _____		Remarks: _____	

Date of Injury	Hour	Department	Exact Location
----------------	------	------------	----------------

Eyewitnesses \_\_\_\_\_

Describe accident: Include the machine, equipment, object or substance involved . . . . All Details . . . . Use back space if necessary

**CAUSE:** Mark basic cause  Mark contributing cause, if any

**UNSAFE CONDITIONS**

- 1  Inadequately Guarded
- 2  Unguarded
- 3  Defective Tools, Equipment, or Substance
- 4  Unsafe Design or Construction
- 5  Hazardous Arrangement
- 6  Unsafe Illumination
- 7  Unsafe Ventilation
- 8  Unsafe Clothing
- 9  Insufficient Instruction

**UNSAFE ACTS**

- 1  Operating Without Authority
- 2  Operating at Unsafe Speed
- 3  Making Safety Devices Inoperative
- 4  Using Unsafe Equipment or Equipment Unsafely
- 5  Unsafe Loading, Placing, Mixing
- 6  Taking Unsafe Position
- 7  Working on Moving or Dangerous Equipment
- 8  Distraction, Teasing, Horse Play
- 9  Failure to use Personal Protective Devices

Why was the unsafe act committed? \_\_\_\_\_ Why did the unsafe condition exist? \_\_\_\_\_

Any physical disabilities? \_\_\_\_\_

Number of previous disabling injuries \_\_\_\_\_

**GUIDES TO CORRECTIVE ACTION**

Based on the cause checked above, I am taking the following corrective action:

**UNSAFE ACT**

- 1 Stop the Behavior
- 2 Study the Job
- 3 Instruct (tell--show--try--check)
- 4 Follow Up
- 5 Enforce

**UNSAFE CONDITION**

- 1 Remove
- 2 Guard
- 3 Warn
- 4 Supervisory Training

**If Supervisor Can't Handle, Then**

- 5 Recommend To: (a)  Own Boss, OR  
 (b)  Safety Committee, OR  
 (c)  Maintenance Dept., OR  
 (d)  \_\_\_\_\_
- 6 Follow Up

What I am actually doing to prevent similar injuries \_\_\_\_\_

What further recommendations? \_\_\_\_\_

SIGNATURES

\_\_\_\_\_  
Immediate Supervisor or Foreman

\_\_\_\_\_  
Received by Plant Manager or Superintendent

1. Describe the accident in your own words just as you saw it happen. Describe the surroundings or setting before the accident and the position of the injured party in relation to the surroundings, then describe the steps in proper sequence leading to the accident that happened. If possible attach a picture or make a drawing.

2. Describe any near accidents you have observed in the past week.

3. Report any unsafe procedures you have observed in the past week. (Physical hazards are classed as unsafe procedures as well as human acts.)



**WITNESS STATEMENT (continued)**

How do you think it can be prevented in the future?

Additional space for comments

Names of others with knowledge of the occurrence 1)	3)
2)	4)

<input type="checkbox"/> I request my identity not be disclosed.			
<input type="checkbox"/> My identity may be disclosed upon request.			
<p>I understand that, if I request confidentiality, my identity will be held in confidence until such time as I may be called to testify in a court proceeding, at which time it may be produced upon demand of opposing counsel. Additionally, this entire statement may be made available to other agencies if it will assist them in the performance of their statutory functions. This statement may be subject to disclosure only in accordance with applicable statutes such as WISHA, the Washington Public Disclosure Act and agency policy. I also understand that RCW 49.17.160 of the Washington Industrial Safety and Health Act (WISHA) prohibits my employer from discriminating against me in any way because I have voluntarily furnished this information to the Department of labor and Industries. If such discrimination or retaliation by my employer occurs as a result of my making a statement, I may file a WISHA discrimination complaint with the department.</p> <p>I declare under penalty of perjury of the laws of the state of Washington that the foregoing is true and correct. I also understand that I may be criminally prosecuted pursuant to RCW 49.17.190 (2) for false statements.</p>			
Date	Name (printed)	Signature	
Address, City State and ZIP where signed			
Home address	City	State ZIP	Phone ( )

***Signature witnessed by:***

Date	Name (printed)	Title	Signature
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**WASHINGTON MILITARY DEPARTMENT  
EMERGENCY MANAGEMENT DIVISION  
TRAINING LESSON PLAN**

**PART I - COVER SHEET**

- **LESSON TITLE:** Community Points of Distribution (CPOD) Manager Course
- **DATE LESSON PLAN DEVELOPED/UPDATED:** DEC/2016
- **INSTRUCTIONAL METHOD:** Formal Lecture/Hands on Practical Exercises
- **REFERENCES:** FEMA IS-26, Guide to Points of Distribution
- **INSTRUCTIONAL AIDS/HANDOUTS:** Computer with projection capability, Points of Distribution Pre-Test, CPOD Check on Learning, CPOD Forms Pack, Sample CPOD Equipment Kit, Pallets, Pallet Jack, Forklift, Sand Table Kits.
- **STUDENT PREPARATION/READING ASSIGNMENT:** The online IS-26 course is a prerequisite for attending this course.
- **PRESENTATION TIME:** 8 hours

***LEARNING OBJECTIVES AND DESIRED OUTCOMES:***

- **LEARNING OBJECTIVE 1:** Describe the need and composition of a CPOD
  - **DESIRED LEARNING OUTCOME1A:** Define the term “CPOD” and identify the reasons for opening a CPOD
  - **DESIRED LEARNING OUTCOME1B:** List the staff requirements for operation of a CPOD
  - **DESIRED LEARNING OUTCOME 1C:** Identify the general layout and types of CPODs and the populations served by each type
  - **DESIRED LEARNING OUTCOME1D:** List the equipment requirements for operation of a CPOD
  - **DESIRED LEARNING OUTCOME1E:** Demonstrate the layout of a Type III CPOD using the provided model kit



## TRAINING LESSON PLAN

### LESSON TITLE: CPOD Manager Course

- **LEARNING OBJECTIVE 2:** Describe the processes for mobilizing, operating, and demobilizing a CPOD
  - **DESIRED LEARNING OUTCOME 2A:** Outline operational considerations and processes
  - **DESIRED LEARNING OUTCOME 2B:** Identify the processes for time and resource accounting while the CPOD is operational, including the different kinds of resources (operational vs. distribution)
  - **DESIRED LEARNING OUTCOME 2C:** Explain the role of safety in CPOD operations
  - **DESIRED LEARNING OUTCOME 2D:** List the steps for demobilization of a CPOD
  
- **LEARNING OBJECTIVE 3:** Explain the process for staffing a CPOD
  - **DESIRED LEARNING OUTCOME 3A:** Define Adopt-A-Pod
  - **DESIRED LEARNING OUTCOME 3B:** Outline the methods used to register emergency workers in Washington State
  - **DESIRED LEARNING OUTCOME 3C:** Describe the benefits of the emergency worker program
  - **DESIRED LEARNING OUTCOME 3D:** Identify required emergency worker forms and where they can be found
  
- **LEARNING OBJECTIVE 4:** Demonstrate the processes for mobilizing, operating, and demobilizing a CPOD
  - **DESIRED LEARNING OUTCOME 4A:** Outline and physically set up all CPOD activity elements in a predetermined location
  - **DESIRED LEARNING OUTCOME 4B:** Demonstrate the process of issuing identified supplies to the general public, reacting appropriately to situations that may arise
  - **DESIRED LEARNING OUTCOME 4C:** Show the steps for demobilizing a CPOD
  - **DESIRED LEARNING OUTCOME 4D:** Exhibit awareness of safety issues during mobilization, operation, and demobilization of a CPOD

## TRAINING LESSON PLAN

LESSON TITLE: CPOD Manager Course

### PART II - INSTRUCTIONAL STRATEGY AND LESSON OUTLINE:

**INSTRUCTIONAL STRATEGY:** This lesson supports the position of CPOD Manager at the local jurisdiction level as well as CPOD Unit Leader, part of the Deployment and Planning Branch of the State EOC Logistics Section. The training is divided into two parts. Part one includes a refresher of the IS-26 course and Washington State specific information regarding the emergency worker program. This portion reviews the need for CPODs, the basic organizational and staffing structure, the three types of CPODs including layout, equipment, and populations served by each, and general processes for mobilization, operation, and demobilization of a CPOD site. Part two is a practical exercise during which students will set up, operate, and tear down a mock CPOD followed by recommendations for training and exercising of CPOD staff. This training includes lecture-based information and hands-on exercises to demonstrate students grasp of the information presented, followed with a learning evaluation.

### LESSON OUTLINE:

#### 1. Introduction

##### **Slide 0. Inform class of:**

1. Course Title
2. Lesson Title

##### **Slide 1. Introductions.**

- A. Please stand and provide the following information so the class can get to know each other a bit more:
  - a. Name
  - b. Job Title
  - c. Organization
  - d. Describe something you've done that others in the class may not know about
- B. Provide enough time for each attendee, instructor, or Subject Matter Expert to introduce themselves.

##### **Slide 2. Instructor Expectations.**

- A. As with any class, please minimize disruptions by turning any pagers or cell phones to "vibrate" or turn them off.
- B. Our timeframe is limited and we have a lot to accomplish, so please return to class promptly after all breaks.
- C. Each of you is being trained as a CPOD manager, so in terms of the class you are all on the same level. Please work together on all classroom assignments and exercises – together you will all succeed.

## TRAINING LESSON PLAN

### LESSON TITLE: CPOD Manager Course

- D. Occasionally a new idea comes up during classroom discussion. No idea will be dismissed out of hand without good reason – be open to new ideas and feel free to submit your own when you get one.
- E. Don't watch what's going on – jump in and assist. Provide your input and be confident that you are being heard. Participate actively and get the most out of the experience you receive here – your success as a CPOD manager will increase.
- F. Finally, take the lessons and concepts learned here, train others in your CPOD, and use your new skills when the time comes.

#### ***Slide 3. Course Logistics.***

- A. Review the course agenda
- B. Review the other curriculum book contents
  - a. EMI IS-26 Course Book
  - b. Test items inside front cover pocket
  - c. Slide prints from each class module
  - d. CPOD Forms
  - e. CPOD Job Aids and Just-In-Time Training
  - f. Emergency Worker Forms
  - g. Safety & Accident Reporting Forms
  - h. Curriculum CD
- C. Remind the class to sign in if they haven't already
- D. Breaks will occur about every 60-90 minutes
- E. Lunch is one hour from 12:00-1:00
- F. Provide restroom locations
- G. Review emergency procedures:
  - a. Earthquake
  - b. Evacuation

#### ***Slide 4 . Describe the purpose and lesson objectives.***

- A. This class includes a review of IS-26.
  - a. Class is intended to supplement IS-26 and does not offer the detail of the online course
  - b. Review includes CPOD organizational structure, layout, staffing, and equipment
- B. The material will also provide some information on operation of a CPOD.
  - a. Mobilization
  - b. Providing resources to the public
  - c. Time and resource accounting processes
  - d. Reporting
  - e. Safety
  - f. Demobilization
- C. One of the major problems with the online course is the lack of capability to exercise the lessons being taught. This course provides that opportunity.
  - a. Sand table – desktop set up of a Type III CPOD with miniature equipment and a printed floor plan of a CPOD site

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- b. CPOD Experience – exercise to allow students to actually set up, operate, and demob a CPOD
- D. Another goal of the class is to prepare e CPOD Managers to train and supervise CPOD staff including:
  - a. Staff administration – how to set up a training and ensure your emergency worker volunteers are covered
  - b. Classroom and Just-In-Time (JIT) training – recommendations for classroom training and a review of the established JIT sheets
  - c. Exercise considerations – things to think about as you prepare to give your volunteers a “CPOD Experience” of their own

#### ***Slide 5. Course Structure.***

- A. The course is structured with most of the classroom time occurring in the morning.
  - a. IS-26 Review including
    - i. Staffing
    - ii. CPOD setup
    - iii. Equipment
    - iv. Operations
    - v. Resource Accountability
    - vi. Safety
    - vii. Demobilization
  - b. Emergency Worker Administration
  - c. CPOD Experience
  - d. Training and Exercises for your team
  - e. Conclusion at about 4:00

#### ***Slide 6.***

CPOD pre-test to confirm understanding and retention of the information presented in the IS-26 pre-requisite to this class.

- A. Your successful completion of this class is not dependent on this test; it is a gauge of your current understanding.
- B. Put your name on the top, right corner of the test sheet
- C. Circle your response to each of the 15 questions
- D. Once we have reviewed the answers together, please turn in completed test to instructor or assistant
- E. You have 15 minutes to finish

**MAIN TEACHING POINT 1:** Describe the need and composition of a CPOD.

**SUPPORTING TEACHING POINT 1A:** Define the term “CPOD” and identify the reasons for opening a CPOD.

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#### ***Slide 7. What is a CPOD?***

Let's start with discussing the situation that would require a CPOD to be activated.

- A. Following a major disaster with significant infrastructure damage, affected jurisdictions will not be able to obtain life-sustaining resources through normal sources.
  - a. Stores cannot get trucks in to restock
  - b. Electrical power may be out, no refrigeration capability for perishables.
  - c. Water and gas lines may be broken or unserviceable.
- B. FEMA has plans to send disaster resources, the state and local jurisdictions will be assisting with requests for resources
- C. Show the USACE video of a CPOD in action.

#### ***Slide 8.***

- A. Community Points of Distribution are the locations local jurisdictions establish to distribute these life sustaining supplies to the public remaining in affected areas.
- B. Baseline supplies distributed are usually food (MREs or other shelf stable meals) and water, but may include other items such as tarps. In one operation, the local jurisdiction included small radios and batteries so residents could stay up to date on recovery efforts.
- C. The local jurisdictions decides what will be distributed at their CPODs

#### ***Slide 9. Summary:***

- A. We reviewed the course structure and objectives.
- B. Completed a class pre-test on the pre-requisite IS-26 class.
- C. We finished with a quick review of the definition of a CPOD and its basic use.

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### 2. IS-26 Review

#### **Slide 0. Lesson Introduction**

- A. Lesson Title.
- B. Refer class to IS-26 book available electronically on the disc provided.

#### **Slide 1. Course Review Reminder**

We will quickly go over some of the major points they learned during their online reading.

- A. How a CPOD is staffed and organized
- B. Take a look at footprints for the three types of CPODs
- C. Review the equipment needed to operate a CPOD
- D. Discuss how a CPOD operates
- E. Go over resource accountability, including forms and reports
- F. Highlight safety on the site
- G. Talk about demobilization

#### **Slide 2.**

Local Emergency Management Agencies (LEMAs) have organizational control of their CPODs. They oversee:

- A. Recruiting organizations
- B. Providing CPOD Manager Training
- C. Selection of CPOD staffing and locations
- D. Registering CPOD workers
- E. Activation of CPODs
- F. Supplying CPODs
- G. Demobilizing CPODs
- H. Conducting CPOD Reset

Participating Organizations also have responsibilities:

- A. Abide by all terms and conditions of agreement
- B. Maintain the CPOD Kit
- C. Designate a CPOD Manager
- D. Attends CPOD Manager Training
- E. Conducts CPOD Training with organization
- F. Accounts for staff and resources at the CPOD
- G. Primary point of contact for the CPOD

**SUPPORTING TEACHING POINT 1B:** List the staff requirements for operation of a CPOD

#### **Slide 3. CPOD Organization Chart**

The number of staff in each position may vary depending on the type/size of the CPOD. Let's quickly review each position:

- A. CPOD Manager is overall responsible for site, communication with LEMA, and designated primary safety officer

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- B. Support Team Leader supervises support operations
  - a. Equipment inspection, maintenance and safe operation
  - b. Supply truck movement
  - c. Resupply operations
  - d. Accountability of supplies
  - e. Paperwork accountability
- C. Traffic Controller is responsible for the movement of vehicles through the CPOD
  - a. Controls movement of vehicles in the vehicle lane
  - b. Over watches the safety of loaders in the vehicle line
- D. Community Relations provides public information to CPOD customers (flyers/handouts)
  - a. Public relations point of contact
  - b. Media point of contact
  - c. Coordinates with the jurisdiction's Public Information Officer (PIO)
- E. Forklift Operator is responsible for the movement of pallets to and from the resupply vehicle(s)
  - a. Resupplying the loading line
  - b. Must be qualified to operate equipment!
- F. Pallet Jack Operator is responsible for the movement of pallets to and from the loading line
  - a. Responsible for the removal of empty pallets from the loading line
  - b. Must be familiar with the equipment operation
- G. Loading Team Leader supervises the loading of customer vehicles
  - a. Maintains site sustainment and staff care including restrooms, rest area, feeding, Shift Schedule
  - b. Over watches site security
- H. Loaders are responsible for loading a set amount of supplies into each vehicle
  - a. Coordinating with the Support Team for resupply of the loading line
- I. Site Security Officer is responsible for site security and maintaining good order
  - a. Law enforcement officer or individual with security training

**SUPPORTING TEACHING POINT 1C:** Identify the general layout and types of CPODs and the populations served by each type

***Slide 4. The basic CPOD layout - three lines:***

- A. The vehicle line is where vehicles come in to receive supplies – to ensure safety, this must be one way, with the entrance completely separate from the exit.
- B. The Load Line is where the resources are stocked to be loaded into vehicles.
  - a. Each load line has 3 loading points.

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- b. You need to have enough space for the pallets of resources and to move around the vehicles as they pull up – 80' x 40' is recommended.
- C. The supply line is where trailer loads of resources are parked and accessed to resupply the load line.

#### ***Slide 5. Type III CPOD Footprint.***

- A. Smallest of the CPODs
- B. Serves 5,000 customers per day
  - a. 140 vehicles per hour
  - b. 3 loading points
- C. Requires a minimum of 150' x 300' space
- D. Staff
  - a. 19 day shift
  - b. 4 night shift

#### ***Slide 6. Loading Point Detail***

- A. Note this slide shows a loading point for four resources.
- B. The blow up section provides a good look at an effective layout for pallets of supplies.
- C. Note spaces left for movement between pallets:
  - a. Space between rows of like resources for movement between
  - b. Space between the staged resources and those actively being loaded – this provides room for movement of the pallet jack as fresh pallets are brought forward toward the vehicle line

#### ***Slide 7. Type II CPOD Footprint***

- A. Twice the size of a Type III
- B. Serves 10,000 customers per day
  - a. 280 vehicles per hour
  - b. 6 loading points
- C. Requires a minimum of 250' x 300' space
- D. Staff
  - a. 34 day shift
  - b. 6 night shift

#### ***Slide 8. Type I CPOD Footprint***

- A. Largest CPOD
- B. Used in large urban areas
- C. Serves 20,000 customers per day
  - a. 560 vehicles per hour
  - b. 12 loading points
- D. Requires a minimum of 250' x 500' space
- E. Staff
  - a. 78 day shift
  - b. 10 night shift



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**SUPPORTING TEACHING POINT 1D:** List the equipment requirements for operation of a CPOD

#### ***Slide 9. Initial CPOD equipment***

Include Personal Protective Equipment and be pre-assembled into a CPOD Kit, ready for immediate deployment.

- A. Show the sample CPOD Kit, break out the contents and compare to the inventory list included in the IS-26 book (page 25).
- B. Note that each position has a separate bag in the kit with their Personal Protective Equipment.

#### ***Slide 10.***

Local infrastructure such as electricity, water, and sewer may be out in the affected area – you will need to provide temporary replacements including:

- A. Dumpster(s)
- B. Portable Restroom(s) with hand sanitizing stations
- C. Light Set(s)/Tower(s) to illuminate the work area and vehicle line
- D. Break Area with cover from weather

#### ***Slide 11.***

Material Handling Equipment is also required to offload resources from trailers and to move them around the site:

- A. Pallets (for free standing resources or to break down pre-packaged pallets of resources)
- B. Pallet Jack
- C. Forklift

**SUPPORTING TEACHING POINT 1E:** Lay out a sand table footprint for a Type III CPOD

#### ***Slide 12-14.***

Each table has 6 attendees. Each table group should use the CPOD model kit to:

- A. Design a Type III CPOD Layout
- B. Experiment with different layouts
- C. Keep in mind:
  - a. Traffic flow
  - b. Vehicle maneuvering
- D. You have 10 minutes
- E. Follow up with each group providing their concept and discussing what they learned from the hands on exercise.

**MAIN TEACHING POINT 2:** Overview of processes for mobilizing, operating, and demobilizing a CPOD.

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#### **SUPPORTING TEACHING POINT 2A:** Operational considerations and processes

##### **Slide 15.**

The activation process is started by the LEMA.

- A. Notification from LEMA should include date/time for activation and location
- B. The location should be scouted and areas for each of the CPOD elements identified based on the Type of CPOD being activated.
- C. Assemble your team and assign their positions – keep in mind that all staff assist with set up and demobilization of the site
- D. Receive First Supply

##### **Slide 16.**

- A. The LEMA will provide operational guidance on hours of operation.
  - a. Normally 12 hour shifts
  - b. Distribution with full staffing occurs during daylight hours
  - c. Restocking with minimal staffing occurs overnight
- B. Your staff needs to be fed and take breaks – avoid burning out your staff!
- C. Operational process is:
  - a. Vehicles enter CPOD – one vehicle per load point (1)
  - b. Traffic Controller (TC) signals vehicles to stop when lead vehicle reaches the load point nearest to the TC (2)
  - c. When all vehicles are stopped, TC blows once on whistle and shouts “Load”
  - d. Loaders (L) reply by shouting “Load” and set the predetermined kinds and quantities of supplies into vehicle trunks. (3)
  - e. When loading is complete and Loaders have returned to safety, they each shout “Clear”
  - f. TC verifies all Loaders are clear and signals vehicles to depart (4)
  - g. Once vehicles have cleared, TC blows twice on whistle to start process again
- D. CPOD staff should be prepared for a number of possible challenges during operations:
  - a. Drivers and passengers should remain in their vehicles at all times, releasing trunk catch or receiving supplies to their back seat, but some will try to exit for a variety of reasons:
    - i. I want to help
    - ii. I (or someone in my vehicle) have to go to the bathroom
    - iii. I need to talk to the manager
    - iv. This is a short list – drivers are creative
  - b. Some drivers may not speak English
  - c. Beware of drivers under the influence of drugs or alcohol
  - d. Pets in vehicles may jump through an open door or window
  - e. Drivers may be impatient or angry regarding their situation and/or other drivers in the line

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- f. Drivers may request more than the authorized quantity of supplies
  - i. I'm getting stuff for my neighbors, too
  - ii. I don't want to come back here tomorrow
- E. Treat all challenges with professionalism and plan ahead how you will deal with specific issues.
  - a. Be polite when dealing with upset customers
  - b. It may be very helpful to have a couple of bilingual staff
  - c. Direct people to alternate parking if they absolutely must exit their vehicle
  - d. Involve your security staff in cases of altercation, drugs, or alcohol

#### **Slide 17.**

Other considerations to keep in mind during operations include:

- A. Resupply is obtained through the LEMA.
- B. Some equipment may break down – perform daily inspections and note any problems to the LEMA for correction
- C. You will receive visitors at times:
  - a. Spontaneous volunteers wishing to help out may be employed as temporary Emergency Workers – more on this in module 3
  - b. Refer all media to your community relations staff and the LEMA
  - c. The public will gather from time to time to watch your activities – be aware of them as a safety issue, both during operations and as potential “after-hours customers”

**SUPPORTING TEACHING POINT 2B:** Processes for time and resource accounting while the CPOD is operational, including the different kinds of resources (operational vs. distribution).

#### **Slide 18.**

Why is time and resource accounting important?

- A. The LEMA and State EOC need to know what you have on hand each day, and how much is being distributed to plan better for future operations and maintain an ongoing daily balance of resources throughout the affected area
  - a. You may find that you need more staff or need to downsize
  - b. Resources need to be restocked in quantities that match daily distribution totals
  - c. Non-expendable items must be returned, so keep track of it during daily operations
- B. One of the most important reasons for accounting is that the data is used by the local jurisdiction to recoup costs from FEMA after the disaster

#### **Slide 19.**

What do you track?

- A. Equipment on Site
  - a. Keeping track of CPOD equipment is vital:

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- i. Know what you have available to use for handling material
    - ii. Track equipment for return to point of origin
  - b. Inform the local emergency management agency of any accidents or defective/missing equipment immediately
- B. Vehicle Counts
  - a. Performed by check in personnel
  - b. Provides statistics on service provided to the public
  - c. Assists with tracking and forecasting distribution of disaster relief supplies
  - d. Helps establish actual consumption rates
- C. Resource Supplies
  - a. Bill of Lading or Mission Assignment Form provided by truck drivers
  - b. Review forms provided by truck drivers against actual truck inventory
  - c. Discrepancies should be resolved with point of origin
    - i. Staging Area
    - ii. Vendor
  - d. CPOD Manager signs form as receipt for incoming supplies
- D. Staff
  - a. Provide daily reports on staffing to local EMA
    - i. Basic elements of personnel report:
      - 1. Assigned personnel
      - 2. Unassigned personnel
      - 3. Spontaneous volunteers
  - b. Local EMA will determine what staffing report elements it needs and when
- E. Forms for tracking are available on the CD included with your class materials

#### **Slide 20.**

Use an Equipment Inventory Form to check on CPOD equipment during each shift change.

- A. Keep the form up to date, cross out equipment that is turned in and add new equipment as it comes on site.
- B. This form will be very helpful when demobilization occurs, as it lists the owners of equipment that must be returned.

#### **Slide 21.**

Resources being distributed are tracked on the Supply Inventory Form.

- A. Provides a quick reference on how much is being distributed daily so you can adjust your resupply quantities appropriately
- B. This is the basis for your daily reports to the LEMA

#### **Slide 22.**

Track staff using the Emergency Worker Daily Activity Report, Form #EMD-78.

- A. Available on the CD or on the EMD website

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- B. Emergency Worker processes in WAC 118-040 outline use of the form to track volunteer staff and to temporarily register and provide coverage to spontaneous volunteers
- C. This form will have to be filed with the LEMA – they will tell you when and how to accomplish this
- D. Be sure to retain copies of this and any other forms turned in to the LEMA

**SUPPORTING TEACHING POINT 2C:** The role of safety in CPOD operations.

#### ***Slide 23.***

Some best practices have been established for safety during operations – be flexible to develop additional practices as needed

- A. Inspect work area daily, at a minimum do this every shift change
- B. Be an observer – stay alert to staff and customer activities
- C. Housekeeping is important – don't allow trash such as pallet packaging to build up in the work area, watch for tripping hazards, keep the area clean
- D. Use your best safety device – THINK
- E. Ask questions of your staff:
  - a. Why is that pallet still on the line?
  - b. What is the issue with that vehicle?
  - c. Where did that volunteer go?
- F. Report injuries/incidents/illnesses using the EMD-78 and other forms found in the curriculum CD
- G. Ensure all staff are aware to report safety issues to supervisors – and ensure the supervisors are aware of their responsibility to correct issues

#### ***Slide 24.***

The CPOD manager is responsible for all site operations.

- A. Train your staff in operational processes and to maintain awareness of what is happening around them – ensure they know and use the “chain of command”
- B. Use periodic staff briefings to communicate hazards and preventive measures to site workers including but not limited to shift changes
- C. Be mindful that YOU SET THE EXAMPLE FOR YOUR STAFF
- D. If a rule or process is established, be firm in enforcing them or you risk staff becoming lax during future operation
- E. Recognize excellence in your staff when they keep an area hazard free or perform exceedingly well
- F. Be detailed when investigating accidents and complete all required forms – coverage of your staff relies upon it
- G. Be open and responsive to staff that raise issues

#### ***Slide 25.***

Ensure that the site and staff are prepared for basic safety recognition and response:

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- A. All workers should have appropriate Personal Protective Equipment
- B. Ensure staff are briefed and follow proven lifting techniques to limit injury
- C. Fire Extinguishers should include at a minimum Class A-B-C – remember that a customer’s car can go up in flames or a nearby structure can be a danger
- D. Weather injuries can be avoided with attention to clothing and equipment appropriate to the conditions – and adequate breaks, water, and nutrition for staff
- E. Equipment safety is key, especially when dealing with heavy pallet loads of resources – ensure forklift operators are certified and experienced
- F. Hazard communication is key - Institute a “stop work” signal for use when there are significant safety issues requiring immediate attention before continuing with distribution
- G. Workplace violence cannot be tolerated – be proactive with staff and follow up on any issues observed or brought forward by staff

### **SUPPORTING TEACHING POINT 2D: Steps for demobilization of a CPOD**

#### ***Slide 26.***

What triggers potential demobilization of a CPOD and when?

- A. Once local infrastructure begins to come back the need for CPOD sites will be reduced
- B. The local Emergency Management Agency will determine when to close individual CPOD sites
- C. Closure of CPODs may be on an individual or group basis – do not anticipate closure prematurely

#### ***Slide 27.***

What are the steps to demobilization of a CPOD?

- A. Turn in Excess Supplies
  - a. Once an order to close has been received:
    - i. Block the vehicle/pedestrian lane to traffic
    - ii. Remove remaining supplies from the loading line to the supply line
  - b. Consolidate remaining supplies according to type
  - c. Perform complete inventory of remaining supplies
  - d. Load supplies for return to staging area or vendor
- B. Return Equipment
  - a. Account for all equipment
    - i. Lifts
    - ii. Light sets
    - iii. Port-a-potties
    - iv. CPOD Kit Elements
  - b. Report broken or missing equipment to local emergency management agency

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- c. Contact local emergency management agency to request pick up of rental, locally owned, and state owned equipment
- C. CPOD Kit
  - a. Clean CPOD Kit contents for repacking
  - b. Inventory kit items against initial inventory and report all items needing replacement to the local emergency management agency
  - c. Repack kit as closely as can be to its initial state when it was issued
  - d. Return to storage site or individual that issued the kit
- D. Final Reports
  - a. Inventory of distributed and returned supplies
  - b. Customers served
  - c. Staff activity

#### **Slide 28.**

An After Action Review provides an opportunity to review incidents and processes, and develop improvements for future operations.

- A. Provide a final briefing and complete an After Action Review (AAR) with staff to gather their observations and comments – it is helpful to ask for two positive comments and two items that need improvement from each participant
- B. Submit any AAR findings with other reports to local emergency management agency to document what went well and any needed improvements

#### **Slide 29.**

Let's complete a check on learning to confirm your understanding and retention of the information presented in this module.

- A. Put your name on the top, right corner of the test sheet
- B. Place the letter for each job description in the blank in front of the correct job title
- C. Once we have reviewed the answers together, please turn in completed test to instructor or assistant
- D. You have 10 minutes to finish

#### **Slide 30.**

Lesson Summary – in this lesson we reviewed IS-26 elements including:

- A. Staffing & Organization
- B. CPOD Set Up
- C. Equipment
- D. Operations
- E. Resource Accountability
- F. Safety
- G. Demobilization

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### 3. Emergency Worker Administration

#### **Slide 0.**

Inform class of Lesson Title.

**MAIN TEACHING POINT 3:** The process for staffing a CPOD.

#### **Slide 1.**

Staffing of CPODs is primarily by registered emergency workers in local jurisdictions – this module will provide some detail on this including:

- A. What is Adopt-A-Pod?
- B. Information on status of Emergency Workers in Washington State
- C. Benefits of being registered as an Emergency Worker
- D. Responsibilities of Emergency Workers during authorized activities
- E. What forms are required and where are they located?

**SUPPORTING TEACHING POINT 3A:** Adopt-A-Pod

#### **Slide 2.**

What are the basic concepts of Adopt-A-Pod?

- A. The Adopt-A-Pod concept is based on Adopt-A-Highway projects (litter control) as a potential solution to staffing CPODs
- B. Just as with Adopt-A-Highway, community groups are the foundation of Adopt-A-Pod – past disasters have shown that these people want to help
  - a. Church groups
  - b. Service clubs like Kiwanis or Lions
  - c. Local businesses
- C. LEMAs need to register members of these groups as emergency workers so they are covered during CPOD activities
- D. The LEMA may also require an organizational agreement to be established with the group – an example agreement is included as part of the IS-26 book

**SUPPORTING TEACHING POINT 3B:** The methods used to register emergency workers in Washington State.

#### **Slide 3.**

RCW 38.52.310 provides the legal basis for registration of emergency workers and establishment of rules governing their registration, use and coverage.

#### **Slide 4.**

WAC 118-04 established the rules for registration, use and coverage for emergency workers.

**(Recommend all CPOD managers print out the RCW and WAC chapters for reference.)**



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#### **Slide 5.**

Registration of emergency workers.

- A. Registration is a prerequisite for eligibility of emergency workers for benefits and legal protection under RCW 38.52, and is required by WAC 118-04-080
- B. There are 18 classes of Emergency Workers listed in WAC 118-04-100, but you are primarily concerned with the following:
  - a. 1 (Administration class) includes, but is not limited to, technical, administrative, and clerical services and may involve recruiting, coordinating, and directing any emergency support activities.
  - b. 6 (General class, most workers fall under this) includes, but is not limited to, duties which can be performed by persons without permanent specific emergency assignment. These emergency workers may include personnel who are not ordinarily a part of an emergency response organization and who do not have any specific training or qualifications, but whose participation is essential to a specific emergency operation such as conducting sandbagging operations during a flood. These persons may be necessary for training or exercise activities such as serving as disaster casualties. These personnel shall register as temporary emergency workers for the period of time they are participating in emergency activities.
  - c. 14 (Supply class) includes, but is not limited to, procurement, warehousing, staging, sorting, and release of supplies, equipment, and materials required during a mission, emergency, or disaster.
  - d. 16 (Transportation class) includes, but is not limited to, the planning, organizing, maintaining, operating, and coordinating available means of transportation for the movement of supplies, evacuees, personnel, service animals, livestock, and equipment.
- C. Per WAC 118-04-080, LEMAs are authorized and responsible for registering emergency workers for their jurisdictions.
- D. Permanent Registration is accomplished in advance by the LEMA.
- E. Temporary Registration (on scene) is authorized by WAC 118-04-080(3)(c) by including the worker on the Emergency Worker Daily Activity Report, Form #EMD-78.

**SUPPORTING TEACHING POINT 3C:** The benefits of the emergency worker program

#### **Slide 6.**

Emergency Worker benefits are authorized under RCW 38.52.

- A. Liability for actions is assumed by the state under RCW 38.52.180
  - a. Covered during or while traveling to or from an emergency or disaster
  - b. Coverage is not provided for cases of willful misconduct, gross negligence or bad faith on the part of any emergency worker

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- B. Emergency workers are authorized reimbursement for medical, property loss, fuel, and extraordinary expense reimbursement by RCW 38.52.020(1)(d)
- C. Per WAC 118-04-300(2), registered emergency workers are covered during actual CPOD missions and for training authorized by the Emergency Management Division
  - a. See WAC 118-04-240 for details on how to authorize training and get mission numbers
  - b. Be sure to go through the LEMA to obtain training authorization

#### ***Slide 7.***

Eligibility and procedures for claiming benefits is covered under WAC 118-04-320 (personal injury), 118-04-340 (property loss if property was necessary and reasonable to the mission), 118-04-360 (fuel, tolls, or ferry travel expenses), and 118-04-380 (extraordinary expenses such as feeding or lodging).

- A. Claims are filed through the LEMA.
- B. Forms are located on your curriculum CD and via the EMD website.

#### ***Slide 8.***

Emergency workers have personal responsibilities in the performance of their assigned tasks as outlined in WAC 118-04-200:

- A. Comply with all applicable responsibilities and requirements.
  - a. Notification of use of medical prescription or other drug.
  - b. Narcotics or any illegal controlled substance prohibited.
  - c. Under the influence of alcohol prohibited.
  - d. Valid operator's license required.
  - e. Insurance required.
  - f. Adherence to all applicable traffic regulations.
- B. Comply with all other requirements of authorized official.
- C. Mentally/physically fit for assigned duties.
- D. Ensure they are recorded on EMD-78 prior to starting shift.

**SUPPORTING TEACHING POINT 3D:** Identify required emergency worker forms and where they can be found

#### ***Slide 9.***

- A. Emergency Worker ID Card
  - a. Issued by LEMA
  - b. Required for permanent emergency workers
- B. LEMAs have adopted a variety of types of cards, so yours may differ in appearance from the generic EMD-025 shown on the slide.

#### ***Slide 10.***

- A. Daily Activity Report

## **TRAINING LESSON PLAN**

### **LESSON TITLE: CPOD Manager Course**

- a. Required to document emergency worker use and spontaneous volunteers
- b. Provided to LEMA
- B. Use this form for documenting both training and actual CPOD operations

#### ***Slide 11.***

- A. Other forms include:
  - a. Emergency Worker Registration Card (developed for LEMAs to document registrations – may not be used by LEMA if they have developed a database or other system)
  - b. Training Mission Request
  - c. Fuel, Toll & Ferry Reimbursable Expenses Claim Form
  - d. Medical Expenses Claim Form
  - e. Property Loss or Damage Claim Form
  - f. Extraordinary Expense Claim Form
- B. Reminder, all forms are available on the EMD website, most of them are included on the curriculum CD.

#### ***Slide 12.***

Lesson Summary – in this lesson we reviewed:

- A. Adopt-A-Pod program
- B. How to obtain emergency worker status for staff
- C. The benefits of emergency worker status
- D. The responsibilities of emergency workers
- E. The forms used for emergency workers

## TRAINING LESSON PLAN

LESSON TITLE: CPOD Manager Course

### 4. CPOD Experience – Practical Exercise

#### **Slide 0.**

- A. Inform class of Lesson Title.
- B. Review administrative details on how the exercise will be managed:
  - a. Who is exercise controller?
  - b. Who is exercise evaluator?
  - c. Tools for the exercise are included in the IS-26 book, curriculum book, and CD
    - i. Forms
    - ii. Checklists
    - iii. Reference information
  - d. Infrastructure equipment such as port-a-potties, light towers, etc. are simulated
  - e. Material Handling Equipment such as the CPOD Kit, Forklift, Pallet Jack, etc. are provided

**MAIN TEACHING POINT 4:** Guide the class through an exercise where they can demonstrate the processes for mobilizing, operating, and demobilizing a CPOD.

#### **Slide 1.**

This is your chance to gain some exercise experience in setting up, operating and demobilizing a CPOD, including:

- A. Assigning roles for CPOD operation
- B. Perform site orientation to include a safety assessment and designing a layout of operational elements and equipment locations
- C. Break out CPOD Kit and distribute equipment
- D. Set up and operate the exercise CPOD
- E. Tear down the CPOD
- F. Conduct After Action Review (AAR)

#### **Slide 2.**

Let's take a moment to designate initial staffing for the CPOD.

- A. Let's start by designating a CPOD Manager from the class
- B. Next let's assign roles for CPOD operations. The minimum positions we want to staff are:
  - a. Material Handling (can be up to three people) – is there a certified forklift operator in the class?
  - b. Loaders (can be up to nine people)
  - c. Traffic Control (two staff if you wish to have a TC at the entry point)
  - d. Security (one person minimum)
- C. We will switch roles during the exercise, so be prepared to assume your new duties when you receive a change in assignment.

## **TRAINING LESSON PLAN**

**LESSON TITLE:** CPOD Manager Course

### **SUPPORTING TEACHING POINT 4A:**

Design and physically set up a CPOD with all activity elements placed appropriately based on existing features of a location.

#### ***Slide 3.***

Once you arrive at the location, you will need to decide how your CPOD will be set up.

- A. The designated CPOD Manager should make this a group project for the entire class – brainstorm setup and gain consensus on the chosen footprint
- B. Identify operational locations:
  - a. Ingress and egress / security checkpoints
  - b. Supply line
  - c. Loading line
  - d. Vehicle/Pedestrian line
  - e. Rest area
- C. Be sure to designate locations for equipment that is being simulated, such as port-a-potties, light towers, dumpsters, etc.

#### ***Slide 4.***

Once the site design is complete, it is time to set everything in place.

- A. Break out CPOD kit and check contents
  - a. Obtain missing items from local jurisdiction
  - b. Immediately provide PPE to set up staff
- B. Use traffic cones to establish vehicle/pedestrian line
- C. Post signage for ingress/egress, directional arrows, etc.
- D. Establish loading points
- E. Inventory, sign for, and offload supplies to supply line

**SUPPORTING TEACHING POINT 4B:** Demonstrate the process of issuing identified supplies to the general public, reacting appropriately to situations that may arise

**SUPPORTING TEACHING POINT 4D:** Exhibit awareness of safety issues during mobilization, operation, and demobilization of a CPOD

#### ***Slide 5.***

Once everything is in its proper place on the site, operations may begin.

- A. Provide operational briefing to staff, including but not limited to:
  - a. Safety of staff and public is paramount
  - b. Establish daily schedule
  - c. Designate amount of supplies to be provided to each customer
- B. Stock loading points
- C. Begin distribution of supplies and information
  - a. Remember vehicle count
  - b. Keep drivers in vehicles
  - c. Signal each operational step clearly as loading progresses

## **TRAINING LESSON PLAN**

### **LESSON TITLE: CPOD Manager Course**

#### **SUPPORTING TEACHING POINT 4C: Show the steps for demobilizing a CPOD**

##### **Slide 6.**

Demobilization will begin at about 1½ hours into the exercise.

- A. Close off vehicle/pedestrian lane(s)
- B. Consolidate and inventory supplies
- C. Account for equipment
- D. Load excess supplies for return to staging area / vendor
- E. Account for CPOD kit items and return them to container
- F. Clean up area
- G. Submit reports

##### **Slide 7.**

Finish the exercise with a brief After Action Review.

- A. This is your final meeting with the CPOD staff before everyone goes home (or back to the classroom in this case)
- B. Review operation statistics
  - a. How many vehicles went through?
  - b. How much of each resource was issued?
  - c. Were there any accidents or incidents of note?
- C. Discuss what went right / wrong
  - a. Try to get two positives and two needs improvements from each participant
  - b. Select some of the major findings during the follow up discussion in class
- D. In an actual event, you would submit any findings to the LEMA

##### **Slide 8.**

Let's get your CPOD Experience started!

- A. Guide the class to the CPOD site
- B. Provide a brief introduction to the equipment on hand – all else is simulated
- C. Provide brief scenario to CPOD Manager
- D. Turn over to CPOD Manager to begin activities

##### **Slide 9.**

Let's review how the exercise went:

- A. Instructor/evaluator/controller review of exercise:
  - a. What was accomplished?
  - b. What was missed?
- B. Class input to exercise
  - a. What things went well?
  - b. What are the primary areas that need attention during each phase (set up, operation, closure)?
  - c. What steps or activities in each phase can be improved and how?

## **TRAINING LESSON PLAN**

**LESSON TITLE:** CPOD Manager Course

### ***Slide 10.***

Lesson Summary – during this module, you had the opportunity to experience most of the elements of a CPOD operation including:

- A. Assigning roles for the exercise
- B. Conducting site orientation
- C. Using the CPOD kit and other equipment to set up the site
- D. Operating a CPOD, albeit in a simulated, fairly stress free environment
- E. Demobilizing a CPOD, including reporting and performing an AAR
- F. And finally, we reviewed the exercise and found some areas for improvement

## TRAINING LESSON PLAN

LESSON TITLE: CPOD Manager Course

### 5. CPOD Staff Preparation – Training & Exercises

#### **Slide 0.**

Inform class of Lesson Title.

#### **Slide 1.**

Let's take a little time to discuss training so that your staff is prepared for CPOD activities, including:

- A. Training Requirements to ensure CPOD staff are prepared
- B. Planned training, or training provided in advance of any CPOD activities
- C. Just In Time Training for spontaneous volunteers
- D. A few items you need to consider when setting up planned training events
- E. Some suggestions regarding CPOD exercises
- F. A reminder regarding the Emergency Worker forms needed for training

#### **Slide 2.**

In order to effectively run a CPOD, the CPOD staff should have at least a beginning understanding of what a CPOD is and how it operates – with this in mind, the following are recommendations for required training.

- A. IS-26, Guide to Points of Distribution, is the basic training course that all staff should complete.
- B. CPOD Manager Training (this class)
  - a. Conducted by LEMA or State Emergency Management Division
  - b. It should be provided annually
- C. CPOD Staff Training
  - a. Provided by CPOD Manager after completing the manager course and receiving the curriculum book with all tools
  - b. Initial staff training should be soon after completing CPOD Manager training to ensure it is fresh in the mind
  - c. Again, an annual refresher recommended

#### **Slide 3.**

Planned Training

- A. This is training set up to prepare your team to run a CPOD
- B. It provides an opportunity for your staff to have an in-depth discussion of all aspects of a CPOD without the stress of needing to actually do the job
- C. It allows time for CPOD staff to exercise and experience CPOD set up, operation, and demobilization

#### **Slide 4.**

Just-In-Time Training.

- A. Used for spontaneous volunteers or new CPOD staff recruits during a disaster
- B. Job Sheets on each position have been prepared and are included in your curriculum book and CD.



## **TRAINING LESSON PLAN**

### **LESSON TITLE: CPOD Manager Course**

- a. These job sheets contain Step by Step guidance on position responsibilities
- b. The intent is that you provide the applicable sheet to your new volunteer and have them read it and get to work with little or no additional guidance required of the CPOD Manager
- C. Considered as a fall back for those who cannot participate in planned training.

#### ***Slide 5.***

There are some administrative requirements you need to complete in advance of training.

- A. Please coordinate training events with your LEMA:
  - a. They will need to get the mission authorized by EMD so your team is covered during the event
  - b. The LEMA can help arrange for Subject Matter Experts to come and assist with your presentation
- B. The training request must be submitted a minimum of 30 days out from the LEMA to EMD
- C. Once the request is received, the Training Event (Mission) Number is issued by state EMD for your training event or training series
- D. Once the mission number is issued, your team will have the same liability, medical, and property loss coverage as actual missions while participating in the training event

#### ***Slide 6.***

So what does your training request include?

- A. Submit Training Mission Request form to your LEMA
  - a. Remember the 30 day requirement
  - b. The Training Mission Request Form Number is EMD-079
  - c. You can find this form with the other Emergency Worker forms on the EMD website under "Search & Rescue"
- B. Include Lesson Plan or other documentation with details of training
- C. Receive mission number for training upon approval

#### ***Slide 7.***

Here are some considerations to keep in mind when planning the event – you can use this as a checklist of sorts:

- A. Where will you hold the training?
  - a. Number of attendees will guide the size of the training areas needed, including:
    - i. Classroom space
    - ii. Exercise area
- B. You can use or alter the lesson plan for this training, included on your curriculum CD, to assist with putting together your customized lesson plan
- C. What equipment do you need?
  - a. Computer/Projector

## TRAINING LESSON PLAN

### LESSON TITLE: CPOD Manager Course

- b. PA System depending on the size of the classroom
- c. CPOD Kit and equipment for exercise
- D. Do you have all the resources needed to present the class?
  - a. Use your curriculum book as a template for student workbooks
  - b. Include sample forms, especially those needed for the exercise

#### **Slide 8.**

Here are some suggestions regarding CPOD exercises:

- A. It's a good idea to link exercises with planned training so you don't have to deal with reserving sites and equipment on two separate days
- B. Be sure to arrange for equipment in advance:
  - a. Request the LEMA provide a CPOD Kit for your team, or build one yourselves
  - b. Forklift and pallet jack
  - c. Light sets, port-a-potties and other infrastructure items can be simulated if not easily available.
  - d. Pallets to act as simulated supplies and provide a bit of realism for the pallet jack and forklift operators
- C. Ensure equipment is operated by licensed team members
- D. Feel free to use the CPOD Experience Practical Exercise from this training as a template

#### **Slide 9.**

There are some administrative items that are required to document any training or exercises you provide:

- A. Complete Emergency Worker Daily Activity Report for each training or exercise event to document your attendees and ensure coverage under the Emergency Worker program
- B. Some Local Emergency Management Agencies require an After Action Review, but even if they don't, it can provide you with valuable suggestions for improvement of the training and any CPOD processes you exercise
- C. To help with AAR activities, develop a survey form for use after the training to get feedback from attendees

#### **Slide 10.**

In this module, we covered:

- A. The need for training and how often
- B. The difference between planned training and Just In Time training
- C. The process for obtaining training approval
- D. Provided guidance on training exercises
- E. And reiterated the importance of completing required Emergency Worker Forms

## TRAINING LESSON PLAN

### LESSON TITLE: CPOD Manager Course

#### 6. Course Conclusion

**Slide 0.** Congratulate the class on completing the training.

**Slide 1.** During today's activities we accomplished the following:

- A. Described Community Points of Distribution
- B. Explained how Community Points of Distribution are operated
- C. Conducted hands-on practical exercises
- D. Prepared CPOD Managers to train and supervise a Community Point of Distribution Staff

**Slide 2.** So, what did you learn?

- A. Work in groups at each table
- B. Fill out the "What did you learn" worksheet included in the cover pocket of your curriculum books
- C. Take 10 minutes to do this
- D. We'll have a short class discussion of your results

**Slide 3.** Thank you for coming!

- A. If you have any questions or need assistance getting up and running, please take my card and give me a call.
- B. Please clean up the area around your seat and take your books and personal items with you as you depart.
- C. Drive safely!

**Slide 4.** Thank you for your participation

## **TRAINING LESSON PLAN**

**LESSON TITLE:** CPOD Manager Course

### **PART III – PRESENTATION SLIDES/AIDS/HANDOUTS:**

Attached copies of the following to this section:

#### **ITEM 1**

- Power Point Presentation Modules:
  - 1\_Introduction.ppt
  - 2\_IS-26 Review.ppt
  - 3\_Emergency Worker Administration.ppt
  - 4\_Practical Exercise.ppt
  - 5\_Training&Exercises.ppt
  - 6\_Conclusion.ppt

#### **ITEM 2**

- Certificate of Attendance: Certificate of Attendance.ppt
- Sign-in Sheet: CPOD Manager Training Sign In\_CM\_100616.doc
- Course Agenda: CPOD Manager Training Agenda\_100616.doc

#### **ITEM 3**

On Disc:

EMI Course Book: Guide to Points of Distribution (PODs), IS-26 / January 2009

Curriculum Book with slide sets, tests, forms, and Job Aids/JIT Training

Curriculum CD containing electronic copies of:

- All six PowerPoint training modules
- This lesson plan
- Class tests (pretest, check on learning, what did I learn)
- Class flyer, sign in sheet, class agenda
- All forms referenced in training
- Job Aids/JIT Training

## **TRAINING LESSON PLAN**

**LESSON TITLE:** CPOD Manager Course

### **PART IV - TEST ITEMS**

#### **ITEM 1:**

**LESSON OBJECTIVE:**

Pre-test to gauge comprehension and retention of information provided in the pre-requisite IS-26 Guide to Points of Distribution.

**DESIRED LEARNING OUTCOME:**

Successfully answer 10 of the 15 test questions within 10 minutes.

**PRE-TEST:**

Points of Distribution Pre-Test.doc

**KEY:**

Pre-Test Answers: Points of Distribution Answers.doc

#### **ITEM 2:**

**LESSON OBJECTIVE:** Check on Learning to test comprehension of CPOD staff duty assignments.

**DESIRED LEARNING OUTCOME:** Successfully link 5 of the 7 duty descriptions to the appropriate position titles within 10 minutes.

**CHECK ON LEARNING:** CPOD Staff CheckOnLearning.doc

**KEY:**

**Check on Learning Answers:** CPOD Staff CheckOnLearning Answers.doc

#### **ITEM 3:**

**LESSON OBJECTIVE:** Questionnaire with three questions designed to elicit feedback on learning from the course and start attendees thinking about next steps.

**DESIRED LEARNING OUTCOME:** Answer three questions within 10 minutes.

**QUESTIONNAIRE:** What Did I Learn.doc

**KEY:**

There is no key for this item as responses will vary depending upon the student.

## Community Points of Distribution Pre-Test

1. What is a CPOD?
  - a. Centralized Point of Dissemination
  - b. Community Point of Distribution
  - c. Community Place of Distribution
  - d. None of the Above
  
2. Community Points of Distribution (CPODs) are centralized where supplies are delivered and the public travels to the site to pick up the commodities.
  - a. True
  - b. False
  
3. Who determines to activate, operate, and demobilize a CPOD?
  - a. State Emergency Management
  - b. FEMA
  - c. Local Emergency Management
  
4. The CPOD operates using which two teams?
  - a. Community Relations Team and Security Team
  - b. Loading Team and Security Team
  - c. Support Team and Community Relations Team
  - d. Loading Team and Support Team
  
5. What is the minimum space needed for a Vehicle Line?
  - a. 30 feet wide
  - b. 25 feet wide
  - c. 20 feet wide
  - d. 15 feet wide
  
6. What is the minimum width for a Pedestrian Lane?
  - a. 11 feet wide
  - b. 5 feet wide
  - c. 3 feet wide
  - d. 8 feet wide
  
7. Largest CPOD Type is a Type \_\_\_\_ serving up to 20,000 people a day.
  
8. Which pieces of equipment are needed at a CPOD site? (circle all that apply)
  - a. Pallet jack
  - b. Forklift
  - c. Light tower
  - d. Backhoe

## Community Points of Distribution Pre-Test

9. What is NOT a hazard associated with pallet jacks?
  - a. Lift height
  - b. Load balancing
  - c. Pushing the pallet jack versus pulling
  - d. Controlling the speed of the pallet jack without the assistance of brakes
  
10. CPODs are generally open to the public for \_\_\_ hours a day.
  - a. 10 hours
  - b. 14 hours
  - c. 12 hours
  - d. 16 hours
  
11. Which is NOT a Line area in a CPOD?
  - a. Supply Line
  - b. Pedestrian Line
  - c. Loading Line
  - d. Vehicle Line
  - e. All the above are potential CPOD lines
  
12. Time and Resource accounting is done by using which files? (circle all that apply)
  - a. Equipment
  - b. Permanent Emergency Worker Registrations
  - c. Resources
  - d. Staffing
  
13. The manager uses \_\_\_ when supplies arrive at the CPOD to account for the supplies being delivered. (circle all that apply)
  - a. Bill of Lading
  - b. Mission Tracker
  - c. Bill of Sale
  - d. Mission Assignment
  
14. Who is the primary safety officer?
  - a. Loading Team Leader
  - b. Support Team Leader
  - c. CPOD Manager
  - d. Community Relations Team Leader
  
15. A safety briefing must be presented to all CPOD staff at the \_\_\_\_.
  - a. Start of shift
  - b. End of shift
  - c. Middle of shift
  - d. Never

## Community Points of Distribution Pre-Test

1. What is a CPOD?
  - a. Centralized Point of Dissemination
  - b. Community Point of Distribution**
  - c. Community Place of Distribution
  - d. None of the Above
  
2. Community Points of Distribution (CPODs) are centralized where supplies are delivered and the public travels to the site to pick up the commodities.
  - a. True**
  - b. False
  
3. Who determines to activate, operate, and demobilize a CPOD?
  - a. State Emergency Management
  - b. FEMA
  - c. Local Emergency Management**
  
4. The CPOD operates using which two teams?
  - a. Community Relations Team and Security Team
  - b. Loading Team and Security Team
  - c. Support Team and Community Relations Team
  - d. Loading Team and Support Team
  
5. What is the minimum space needed for a Vehicle Line?
  - a. 30 feet wide
  - b. 25 feet wide
  - c. 20 feet wide**
  - d. 15 feet wide
  
6. What is the minimum width for a Pedestrian Lane?
  - a. 11 feet wide
  - b. 5 feet wide**
  - c. 3 feet wide
  - d. 8 feet wide
  
7. Largest CPOD Type is a Type **1** serving up to 20,000 people a day.
  
8. Which pieces of equipment are needed at a CPOD site? (circle all that apply)
  - a. Pallet jack**
  - b. Forklift**
  - c. Light tower**
  - d. Backhoe



## Community Points of Distribution Pre-Test

9. What is NOT a hazard associated with pallet jacks?
- a. **Lift height**
  - b. Load balancing
  - c. Pushing the pallet jack versus pulling
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  - c. Loading Line
  - d. Vehicle Line
  - e. **All the above are potential CPOD lines**
12. Time and Resource accounting is done by using which files? (circle all that apply)
- a. **Equipment**
  - b. Permanent Emergency Worker Registrations
  - c. **Resources**
  - d. **Staffing**
13. The manager uses \_\_\_ when supplies arrive at the CPOD to account for the supplies being delivered. (circle all that apply)
- a. **Bill of Lading**
  - b. Mission Tracker
  - c. Bill of Sale
  - d. **Mission Assignment**
14. Who is the primary safety officer?
- a. Loading Team Leader
  - b. Support Team Leader
  - c. **CPOD Manager**
  - d. Community Relations Team Leader
15. A safety briefing must be presented to all CPOD staff at the \_\_\_\_.
- a. **Start of shift**
  - b. End of shift
  - c. Middle of shift
  - d. Never

## Check on learning (CPOD Staff)

Please match the CPOD position to the proper description:

- \_\_\_\_\_ CPOD Manager
- \_\_\_\_\_ Support Team Leader
- \_\_\_\_\_ Loading Team Leader
- \_\_\_\_\_ Traffic Controller
- \_\_\_\_\_ Site Security Officer
- \_\_\_\_\_ Community Relations
- \_\_\_\_\_ Loader

- a. Responsible for supervising operations including Loading Points, and Labor Care (Food, Tents, Toilets, Hygiene, and Shifts).
- b. Responsible for security and maintaining good order. This position can be a law enforcement officer or someone with security training.
- c. Overall responsible for a Community Point of Distribution. He/She reports directly to the local Emergency Management Agency and is the primary Safety Officer.
- d. Responsible for the movement of vehicles through the Community Point of Distribution.
- e. Responsible for supervising the operations including Equipment, Supply Truck Movement, Off-loading Trucks, Supply of Loading Points, Accountability of Supplies, and Supply Paperwork.
- f. Responsible for providing information to users of the CPOD. Information could include flyers and handouts with emergency information.
- g. Responsible for loading a set amount of supplies into each vehicle in a safe manner.

## Check on learning (CPOD Staff)

Please match the CPOD position to the proper description:

- c   CPOD Manager
- e   Support Team Leader
- a   Loading Team Leader
- d   Traffic Controller
- b   Site Security Officer
- f   Community Relations
- g   Loader

- a. Responsible for supervising operations including Loading Points and Labor Care (Food, Tents, Toilets, Hygiene, and Shifts).
- b. Responsible for security and maintaining good order. This position can be a law enforcement officer or someone with security training.
- c. Overall responsible for a Community Point of Distribution. He/She reports directly to the local Emergency Management Agency and is the primary Safety Officer.
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- f. Responsible for providing information to users of the CPOD. Information could include flyers and handouts with emergency information.
- g. Responsible for loading a set amount of supplies into each vehicle in a safe manner.

### CPOD Exercise Checklist

Location: \_\_\_\_\_  
 Evaluator: \_\_\_\_\_

Date: \_\_\_\_\_

**Activation Phase**

Completed?	Activity	Notes
<input type="checkbox"/>	Confirmed activation notice from LEMA	_____
<input type="checkbox"/>	CPOD Kit Obtained	_____
<input type="checkbox"/>	Site Assessment Completed	_____
<input type="checkbox"/>	Hazard Assessment	_____
<input type="checkbox"/>	Ingress/Egress Identified	_____
<input type="checkbox"/>	Vehicle/Pedestrian Line Identified	_____
<input type="checkbox"/>	Loading Line Identified	_____
<input type="checkbox"/>	Supply Line Identified	_____
<input type="checkbox"/>	Rest Area Identified	_____
<input type="checkbox"/>	Staffing Assigned:	_____
<input type="checkbox"/>	CPOD Manager	_____
<input type="checkbox"/>	Loading Team Leader	_____
<input type="checkbox"/>	Support Team Leader	_____
<input type="checkbox"/>	Traffic Controller	_____
<input type="checkbox"/>	Pallet Jack Operator	_____
<input type="checkbox"/>	Forklift Operator	_____
<input type="checkbox"/>	Community Relations	_____
<input type="checkbox"/>	Loaders	_____
<input type="checkbox"/>	Site Security Officer	_____
<input type="checkbox"/>	CPOD Kit Unpacked & Inventoried	_____
<input type="checkbox"/>	Safety Briefing and PPE Provided	_____
<input type="checkbox"/>	Site Equipment Obtained from LEMA	_____
<input type="checkbox"/>	MHE	_____
<input type="checkbox"/>	Light Sets	_____
<input type="checkbox"/>	Dumpsters/Portapotties	_____
<input type="checkbox"/>	CPOD Site Set Up Correctly:	_____
<input type="checkbox"/>	Traffic Cones Spaced	_____
<input type="checkbox"/>	Loading Points Established	_____
<input type="checkbox"/>	Signage Posted	_____
<input type="checkbox"/>	Light Sets/Dumpsters/Portapotties Placed	_____
<input type="checkbox"/>	Initial Supplies Inventoried	_____

**CPOD Exercise Checklist**

**Location:** \_\_\_\_\_  
**Evaluator:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Operational Phase**

<b>Completed?</b>	<b>Activity</b>	<b>Notes</b>
<input type="checkbox"/>	Initial Staff Briefing Provided	_____
<input type="checkbox"/>	Situation	_____
<input type="checkbox"/>	Safety of Staff and Public	_____
<input type="checkbox"/>	Staff Schedule	_____
<input type="checkbox"/>	Distribution Supply Types and Amounts	_____
<input type="checkbox"/>	Loading Points Stocked	_____
<input type="checkbox"/>	Vehicle/Pedestrian Line Opened	_____
<input type="checkbox"/>	Vehicles/Pedestrians Counted	_____
<input type="checkbox"/>	Operational Steps Clearly Communicated:	_____
<input type="checkbox"/>	Vehicles/Pedestrians to Loading Points	_____
<input type="checkbox"/>	Begin Loading	_____
<input type="checkbox"/>	Vehicle Line Clear	_____
<input type="checkbox"/>	Vehicles/Pedestrians Depart	_____
<input type="checkbox"/>	Repeated as Needed	_____
<input type="checkbox"/>	Staff Displays Knowledge of Assigned Positions:	_____
<input type="checkbox"/>	CPOD Manager	_____
<input type="checkbox"/>	Loading Team Leader	_____
<input type="checkbox"/>	Support Team Leader	_____
<input type="checkbox"/>	Traffic Controller	_____
<input type="checkbox"/>	Pallet Jack Operator	_____
<input type="checkbox"/>	Forklift Operator	_____
<input type="checkbox"/>	Community Relations	_____
<input type="checkbox"/>	Loaders	_____
<input type="checkbox"/>	Site Security Officer	_____
<input type="checkbox"/>	Operational Safety Displayed Throughout	_____

### CPOD Exercise Checklist

Location: \_\_\_\_\_  
 Evaluator: \_\_\_\_\_

Date: \_\_\_\_\_

**Demobilization Phase**

Completed?	Activity	Notes
<input type="checkbox"/>	Confirmed deactivation notice from LEMA	_____
<input type="checkbox"/>	Vehicle/Pedestrian Line Closed	_____
<input type="checkbox"/>	Supplies Removed from Loading Points	_____
<input type="checkbox"/>	Sorted by Type	_____
<input type="checkbox"/>	Inventoried	_____
<input type="checkbox"/>	Loaded for Transport	_____
<input type="checkbox"/>	Site Equipment Inventoried/Inspected	_____
<input type="checkbox"/>	MHE	_____
<input type="checkbox"/>	Light Sets	_____
<input type="checkbox"/>	Dumpsters/Portapotties	_____
<input type="checkbox"/>	CPOD Kit Elements	_____
<input type="checkbox"/>	LEMA Contacted for Equipment Return	_____
<input type="checkbox"/>	CPOD Kit Refurbished:	_____
<input type="checkbox"/>	Elements Cleaned/Inventoried	_____
<input type="checkbox"/>	Elements Repacked	_____
<input type="checkbox"/>	Kit Returned	_____
<input type="checkbox"/>	Paperwork Completed:	_____
<input type="checkbox"/>	Supply Summary (Received/Distributed)	_____
<input type="checkbox"/>	Customer Count	_____
<input type="checkbox"/>	Staff Activity Reports	_____
<input type="checkbox"/>	Equipment Inventory	_____
<input type="checkbox"/>	AAR Conducted:	_____
<input type="checkbox"/>	What Worked?	_____
<input type="checkbox"/>	Staff Recognition	_____
<input type="checkbox"/>	What Improvements Needed?	_____
<input type="checkbox"/>	Staff Input Obtained	_____
<input type="checkbox"/>	Reports/Findings Submitted to LEMA	_____

# Washington Emergency Management Training Evaluation Comments



## ***Participant Evaluation***

We are dedicated to the achievement of excellence in every training activity. To help us in this regard, please provide us with your comments on the workshop you have just completed. ***We value your comments. Your comments help us ensure we are offering training that meets the needs of the emergency services community.***

1. Today's Date: \_\_\_\_\_

2. Workshop Title:  
**CPOD Managers Course  
(EMD 4026)**

3. What type of organization do you represent?

- Federal                       Tribal  
 City/County                 State  
 Nonprofit                     Business  
 Other \_\_\_\_\_

4. Where did you hear about this course?

- Training Calendar     Training  
Flyer  
 Website                     Coworker  
 Other \_\_\_\_\_

5. Optional Information:

(Provide the following if you would like to be contacted regarding your comments):

Name: \_\_\_\_\_

Phone number or email address:  
\_\_\_\_\_  
\_\_\_\_\_

1. What additional topics would you like to have seen addressed in this course?  
\_\_\_\_\_  
\_\_\_\_\_

2. What if any, topics would you like to see deleted or reduced from this course?  
\_\_\_\_\_  
\_\_\_\_\_

3. General Comments: (use this area to elaborate on instructors, creature comforts, course content and materials)  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

4. What is your overall rating for the course (circle one)

**Poor      Fair      Good      Excellent      Outstanding**

Why:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

*Thank you for your comments!*

## WHAT DID I LEARN?

1. The three most important things I learned in this course are:

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2. Now that I have taken this course, my next steps as a CPOD Manager or Local Emergency Manager are:

3. I think CPODs would run more smoothly in my community if we could: