

POD Manager

Reports to: Supervisor determined at time of incident

Supervises: POD Deputy Manager, Safety Officer, Loading/Ration Point Crew Leader, Flow Crew Leader, Off-Loading/Supply Crew Leader.

Job Summary: As the senior decision-maker, the POD Manager oversees and manages all aspects of the POD operation including site setup, commodity distribution, movement of the public, equipment and supplies, and demobilization. The POD Manager establishes and maintains proper lines of command, control, and communications and ensures all key information is reported up. The POD Manager has the authority to make changes to the POD if it improves operational efficiency or eliminates a safety hazard.

START OF SHIFT

- Assess the physical aspects of the site, the amount of available equipment and supplies, and the number of trained and untrained crew members. Review this Field Operations Guide and all *Job Action Sheets*.

- Sign in on *Form A-1: Check-in/Check-out Log* (page 73) and put on your ID.

- Receive a transition briefing from the outgoing POD Manager:
 - Conduct a site walk-through with the Security/Law Enforcement Supervisor and outgoing POD Manager; ensure that the site can continue to support safe operations and distribution of commodities to the public.
 - Take possession of equipment/supplies from the outgoing POD Manager. Wear PPE and find a way to identify yourself as the POD Manager.

- Contact your supervisor and receive updates.

- Receive a list of staff assignments from the POD Deputy Manager.

- Conduct a shift briefing using guidelines *B-15: Staff Briefing* (page 114), *B-17: Staff Safety* (page 118), and *B-1: Communications* (page 87).

- Ensure that Crew Leaders conduct just-in-time training for any new staff, using *Guideline B-4: Just-In-Time Training* (page 91).

- Check that all staff members have visible ID and appropriate PPE.

DURING SHIFT

- Receive instruction from and provide situational updates to your supervisor. Communicate general information to POD staff using *Form A-7: General Message Log* (page 83).

- Hold regular managerial staff meetings with the POD Deputy Manager, Safety Officer Crew Leaders, and Security/Law Enforcement Supervisor, following *Guideline B-15: Staff Briefing*.
 - Discuss problems or areas where additional support is needed. Document concerns in *Form A-4: POD Operations Report* (page 76).

- Be visible and accessible while moving about the site. Ensure that all operations are following the guidelines in **Run a POD** (page 29).

- Work closely with Security/Law Enforcement Supervisor to ensure that the site remains safe and secure.

- Instruct the Off-Loading/Supply Crew Leader to inform you of equipment break-down or inbound truck delays:
 - Work together to determine the point at which you will run out of commodities, and alert your supervisor.
 - As supplies and commodities are unloaded, work with the Off-Loading/Supply Crew Leader to ensure that empty pallets are placed in a designated area until they are needed for demobilization purposes.

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- Manage the development of the *POD Operations Report*.

END OF SHIFT

- Submit *Form A-4: POD Operations Report* (page 76) and any *Form A-7: General Message Log* (page 83) to your supervisor.
- Use *Guideline B-16: Staff Debriefing* (page 116) to brief the incoming POD Manager, and transition any equipment and supplies.
- Sign out.

POD Deputy Manager

Reports to: POD Manager

Supervises: N/A

Job Summary: The POD Deputy Manager supports the POD Manager, ensuring that all necessary roles are staffed and that staff are tracked (checked-in, checked-out), adequately trained, and supervised. The POD Deputy Manager also helps to oversee the internal operations in the POD including site setup, commodity distribution, movement of the public, equipment and supplies, and demobilization.

START OF SHIFT

- Know which of your staff members are trained or untrained. Review the Guidelines and all Job Action Sheets to schedule just-in-time training.

- Make positive contact with the POD Manager and put on your ID.

- Receive a transition briefing and take possession of equipment/supplies from the outgoing POD Deputy Manager.

- Locate a new *Form A-1: Check-in/Check-out Log* (page 73) for the shift:
 - Follow *Guideline B-2: Disaster Service Worker Volunteer Program* (page 88).
 - Document the check-in of all staff, including yourself.
 - Confirm that all POD staff members are on-site and have checked in. Report any human resource requests to your supervisor.

- Use *Guideline B-13: Staff Assignment* (page 108) to assign staff according to skills and experience, and record assignments in *Form A-4: POD Operations Report* (page 76).
 - Give the POD Manager the list of staff assignments.

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- Attend the shift briefing. Refer to *Guideline B-16: Staff Briefing* (page 116).
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- Ensure that Crew Leaders conduct more in-depth just-in-time training with their crews, using *Guideline B-4: Just-in-Time Training* (page 91) and *Job Action Sheets* as references.

DURING SHIFT

- Oversee site operations. Ensure relevant operational information is documented in *Form A-4: POD Operations Report* (page 76).
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- Be visible and accessible to staff members.
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- Troubleshoot problems and answer questions. If you don't know the answer, refer to *Guideline B-8: Problem Solving* (page 99) before consulting the POD Manager.

END OF SHIFT

- Debrief Supervisors, Crew Leaders, the Security/Law Enforcement Supervisor and the Safety Officer, using *Guideline B-16: Staff Debriefing* (page 116). Share key operational concerns, issues, and findings.
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- Document staff check-out on *Form A-1: Check-in/Check-out Log* (page 73).
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- Use the *Guideline B-16: Staff Debriefing* to brief the incoming POD Deputy Manager, and transition any equipment and supplies.
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- Sign out.

Security/Law Enforcement Supervisor

Reports to: Supervisor determined at time of incident

Supervises: Security personnel at the POD site

Job Summary: The Security/Law Enforcement Supervisor oversees security within and around the POD. This includes providing protection, deterring criminal activity, maintaining order, controlling crowds, managing traffic, and coordinating with law enforcement agencies. The Security/Law Enforcement Supervisor works with the Off-Loading/Supply Supervisor to control truck entry to the POD and works with the Flow Crew Supervisor to control public entry to the POD. He/she reports any incidents to the POD Manager and coordinates with emergency services personnel.

START OF SHIFT

- Sign in on the *Check-In/Check-Out Log* and put on your PPE and ID.

- Receive a transition briefing from the outgoing Security/Law Enforcement Supervisor:
 - Take possession of any equipment/supplies from the outgoing Security/Law Enforcement Supervisor.
 - Ensure POD staff members and the public can easily identify you.

- Attend the shift briefing. Identify any ongoing issues or changes to POD safety procedures. Use *Guideline B-11: Security Plan* (page 105).

- Work with the Off-Loading/Supply Supervisor to control truck entry to the POD. To ensure the gate, *Form A-3: Gate Log* (page 75) is used at the delivery entrance to capture information including trailer numbers, bills of lading, driver contact information, etc.

- Work with the Flow Crew Supervisor to control public entry to the POD.

DURING THE SHIFT

- Control crowds as required. Discourage and eject loiterers and disorderly persons.

- Ensure a secure work environment for POD staff members, and a safe environment for the public to receive commodities.

- Patrol assigned areas.

- Report security incidents and unusual occurrences to the POD Manager immediately, and to law enforcement personnel as appropriate.

- Remain visible and on-post.

- Coordinate law enforcement and emergency services personnel as necessary.

END OF SHIFT

- Notify the POD Manager of any updates to the Security Plan.

- Use *Guideline B-16: Staff Debriefing* (page 116) to brief the incoming Security/Law Enforcement Supervisor, and transition any equipment and supplies.

- Verify the start time of your next assigned shift.

- Sign out.

Qualifications

- Law enforcement or public safety officer with jurisdictional authority.
- Able to stand for long periods of time.

Safety Officer

Reports to: POD Manager

Supervises: N/A

Job Summary: The Safety Officer is responsible for the safety of POD operations.

START OF SHIFT

- Sign in on the *Check-In / Check-Out Log* and put on your ID.
- Put on appropriate PPE and find a way to identify yourself.
- Attend the shift briefing and give the safety briefing, including weather conditions, workplace safety, evacuation procedures, and the location of the first aid kit, HazMat spill kit, and fire extinguishers. Refer to *Guideline B-17: Staff Safety* (page 118) and *Guideline B-15: Staff Briefing* (page 114).
- Check that all POD staff members are wearing appropriate PPE and identification.

DURING THE SHIFT

- Ensure staff members have a safe rest area, where food and water is available. Refer to *Guideline B-14: Staff Breaks and Feeding* (page 111).

END OF SHIFT

- Report any updates on safety issues to the POD Manager.
- Brief the incoming Safety Officer.
- Sign out.

Loading/Ration Point Crew Leader

Reports to: POD Manager

Supervises: Loading/Ration Point Specialists

Job Summary: The Loading/Ration Point Crew Leader is responsible for ensuring that commodities are handed out to the public in a safe and efficient manner. The Loading/Ration Point Crew Leader must know the correct allocation of commodities to be distributed, understand and enforce the distribution guidelines, and ensure that all commodities are distributed fairly.

START OF SHIFT

- Sign in on the Check-In / Check-Out Log and put on your PPE and ID.

- Receive a transition briefing from the outgoing Loading/Ration Point Crew Leader and take possession of equipment/supplies.

- Attend the shift briefing and identify any ongoing issues or changes in POD procedure.

- Hold a Loading/Ration Point Crew briefing, and issue staff assignments, PPE and IDs. Refer to *Guideline B-15: Staff Briefing* (page 114) and *Guideline B-5: Materials Handling Equipment* (page 94).

DURING THE SHIFT

- Use the layout guidance in **Run a POD** (page 29) to position Loading/Ration Point staff members according to the POD type and model (vehicle or pedestrian).

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- Oversee the flow through the distribution point:
 - Watch for any interruptions in the distribution process.
 - Enforce distribution guidelines.
 - Work with the Flow Crew Leader to move the public through the POD as quickly as possible.
 - Work with the Off-Loading/Supply Crew Leader to ensure your crew has enough commodities at each distribution point.
 - Work with the Security/Law Enforcement Supervisor to ensure the safe and secure movement of the public through the POD.
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- Ensure that all staff members are given adequate break/rest time. Your crew is doing the heavy lifting at the POD. Implement a break schedule and watch carefully for any injuries. Refer to *Guideline B-14: Staff Breaks and Feeding* (page 111).

END OF SHIFT

- Report any updates on flow operations to the POD Manager.
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- Debrief and collect equipment and supplies from your crew. Refer to the *Guideline B-16: Staff Debriefing* (page 116).
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- Brief the incoming Loading/Ration Point Crew Leader on current operations, including all information that was given to the public during your operational period, and transition any equipment and supplies.
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- Verify the start time of your next assigned shift.
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- Sign out.
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Qualifications

- At sites with a large non-English speaking population the ability to speak the local language(s) is preferred.
 - At vehicle-based sites, experience with traffic control is preferred.
 - Able to stand for long periods of time.
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Flow Crew Leader

Reports to: POD Manager

Supervises: Flow Specialists

Job Summary: The Flow Crew Leader is responsible for overseeing the safe and efficient movement of the public in and out of the POD. Since the Flow Crew interfaces directly with the public, the Flow Crew Leader must ensure that the crew is prepared to disseminate accurate and timely information to the public about operating hours and commodity allocations. The Flow Crew Leader is also responsible for counting the number of pedestrians/vehicles visiting the POD.

START OF SHIFT

- Sign in on the Check-In / Check-Out Log and put on your ID.

- Receive a transition briefing from the outgoing Flow Crew Leader:
 - Ensure that information given to the public during a previous shift remains consistent. If the information given to the public changes from one operational period to the next, it is essential that the Flow Crew Leader knows when different messages went out in order to anticipate the public reaction.
 - Take possession of any equipment/supplies from the outgoing Flow Crew Leader.

- Attend the shift briefing:
 - Identify any ongoing issues or changes in POD procedure.
 - Issue PPE and IDs to crew.

- Hold a Flow Crew briefing and issue staff assignments. Refer to guidelines *B-15: Staff Briefing* (page 114), *B-17: Staff Safety* (page 118), *B-12: Site Signage* (page 106), and *B-18: Traffic Control* (page 122).

DURING THE SHIFT

- Position personnel strategically around the POD site to ensure an orderly progression through the POD. Follow the guidance in **Run a POD** (page 29).

- Manage the line through the POD and enforce all guidelines. Do not allow your crew to show favoritism or make exceptions for any member of the public.

- Disseminate information to the public on a regular basis, including POD hours of operation and per person rations.

- Make sure the public understands all POD rules and the consequences of breaking them.

- Count the number of pedestrians or vehicles receiving commodities and report this number at the end of each operational period.

- Oversee the flow of the public through the entrance, the distribution point, and the POD exit:
 - Work with the Loading/Ration Point Crew Leader to move the public through the POD as quickly as possible.
 - Work with the Security/Law Enforcement Supervisor to ensure the safe and secure movement of the public through the POD.

- Ensure that all staff members are given adequate break/rest time. Refer to *Guideline B-14: Staff Breaks and Feeding* (page 111).

END OF SHIFT

- Report any updates on flow operations and the number of pedestrians or vehicles receiving commodities to the POD Manager.

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- Debrief and collect equipment and supplies from your crew. Refer to *Guideline B-16: Staff Debriefing* (page 116).
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- Brief the incoming Flow Crew Leader on current operations, including all information that was given to the public during your operational period, and transition any equipment and supplies.
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- Verify the start time of your next assigned shift.
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- Sign out.
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Qualifications

- At sites with a large non-English speaking population, the ability to speak the local language(s) is preferred.
 - At vehicle-based sites, experience with traffic control is preferred.
 - Able to stand for long periods of time.
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Off-Loading/Supply Crew Leader

Reports to: POD Manager

Supervises: Off-Loading/Supply Specialists

Job Summary: The Off-Loading/Supply Crew Leader is responsible for overseeing the unloading and positioning of commodities at the off-loading and supply areas and moving them to the distribution area. This includes managing the flow of commodities, the related commodity documentation, and inventory control at the POD.

The Off-Loading/Supply Crew Leader coordinates with the Loading/Ration Point Crew Leader to maintain a steady and efficient commodity distribution flow, and ensures that work areas are organized and clear of trash and debris.

START OF SHIFT

- Sign in on the *Check-In / Check-Out Log* and put on your identifying vest and ID.

- Receive a transition briefing from outgoing Off-Loading/Supply Crew Leader:
 - Verify starting inventory levels and provide an accurate count to the POD Manager. Record any discrepancies and general operational information in *Form A-4: POD Operations Report* (page 76).
 - Verify operability and fuel levels of all equipment and provide this information to the POD Manager.
 - Take possession of any equipment/supplies from the outgoing Off-Loading/Supply Crew Leader.

- Attend the shift briefing:
 - Identify any ongoing issues or changes in POD procedure.
 - Issue vests and IDs to crew.
 - Refer to *Guideline B-15: Staff Briefing* (page 114).

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- Hold an Off-Loading/Supply Crew briefing and issue staff assignments. Refer to guidelines *B-15: Staff Briefing* (page 114), *B-17: Staff Safety* (page 118), *B-5: Materials Handling Equipment* (page 94), *B-10: Repacking Pallets and Equipment* (page 104), and *B-18: Traffic Control* (page 122).

DURING THE SHIFT

- Check on-site equipment such as forklifts, pallet jacks and light towers to ensure they are in proper working order.
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- Check on the availability/supply of fuel and oil for all equipment.
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- Include daily operations in the *POD Operations Report*.
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- Oversee the receipt of arriving equipment and supplies:
 - Work with the Security/Law Enforcement Supervisor to control and account for vehicles entering the POD.
 - Count and inspect commodities during unloading.
 - Check for damage; if there is evidence of tampering, carefully inspect for missing contents.
 - Compare quantities received to the bill of lading or packing list.
 - Record quantities received on *Form A-5: POD Commodities Tracking Sheet* (page 81).
 - Record any damaged or missing items and report the shortfall to the POD Manager in the *POD Operations Report*.
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- Ensure safe heavy lifting as well as forklift and pallet jack operations. Refer to *Guideline B-5: Materials Handling Equipment* (page 94).
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- Oversee positioning of supplies in either the off-loading/supply area or at the distribution area.
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- Coordinate with Loading/Ration Point Crew Leader when moving commodities to the distribution area; stop or adjust operations as necessary to ensure staff safety.

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- Ensure that the site is kept clean and free of debris.

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- Ensure that all staff members are given adequate break/rest time. Refer to *Guideline B-14: Staff Breaks and Feeding* (page 111).

END OF SHIFT

- Report any updates on Off-Loading/Supply operations to the POD Manager.

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- Debrief and collect equipment and supplies from your crew. Refer to *Guideline B-16: Staff Debriefing Guidelines* (page 116).

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- Brief the incoming Off-Loading/Supply Crew Leader on current unit operations, and transition equipment and supplies.

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- Verify the start time of your next assigned shift.

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- Sign out.

Qualifications

- Able to lift items that weight at least 30 pounds.
 - Able to stand for long periods of time.
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Flow Specialist

Reports to: Flow Crew Leader

Supervises: N/A

Job Summary: Flow Crew Specialists are responsible for directing members of the public to and through the POD, providing information to the public, determining individual eligibility for additional commodities when necessary, and recording the number of recipients exiting POD.

START OF SHIFT

- Sign in on the *Check-In / Check-Out Log* and put on your identifying vest and ID.

- Attend shift briefings and receive your assignment.

DURING THE SHIFT

- Familiarize yourself with the distribution guidelines (page 29).

- Look at the site layout and identify the following:
 - Site layout model (vehicle or pedestrian).
 - Entrances and exits.
 - Traffic lanes.
 - Distribution area.

- For vehicle-based operations:
 - Stand at the entrance to the POD and control access and traffic: Direct vehicles to open loading points.
 - When the front vehicle is adjacent to the first loading point, signal for them to stop, blow a long whistle and say "LOAD" in a loud voice. *This will signal to Loading/Ration Point staff that they may load supplies into the vehicle.*

- Once all Loading/Ration Point staff step back and say “CLEAR”, visually verify that all staff have cleared the vehicle line.
- Direct vehicles to depart the POD in a safe and expedient manner.
- Estimate the number of people in each car and count the number of people who have been served at the POD.

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- For pedestrian-based operations:
 - Walk the line leading up to the POD and provide information and answer any questions the public may have regarding hours of operation and commodity distribution.
 - Individuals who are clearly unable to stand in line for long periods of time may be moved to the front of the line outside the POD. Flow Crew specialists will prioritize people on a case-by-case basis.
 - Only service animals are permitted inside the POD. No pets.
 - Stand at the entrance to the POD to control access to the site and direct members of the public to an open lane.
 - Direct individuals to exit the POD in a safe and expedient manner.
 - Record the number of people who have been served at the POD.

END OF SHIFT

- Report any updates on flow operations and number of pedestrians or vehicles receiving commodities to the Flow Crew Leader.
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- Debrief and return any equipment and supplies.
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- Verify the start time of your next assigned shift.
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- Sign out.

Qualifications

- At sites with a large non-English speaking population the ability to speak the local language(s) is preferred.
 - At vehicle-based sites, experience with traffic control is preferred.
 - Able to stand for long periods of time.
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Loading/Ration Point Specialist

Reports to: Loading/Ration Point Crew Leader

Job Summary: Loading/Ration Point Specialists are responsible for handing commodities out to the public in a safe and efficient manner. A Loading/Ration Point Specialist must know the correct quantities of commodities to be distributed, understand and enforce the distribution guidelines, and ensure that all commodities are distributed fairly.

START OF SHIFT

- Sign in on the *Check-In / Check-Out Log* and put on your identifying vest and ID.
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- Attend shift briefings and receive your assignment.

DURING THE SHIFT

- Look at the site layout and identify the distribution points. Each Loading/Ration Point Specialist is assigned to a distribution point.
 - For vehicle-based operations, each loading point should have three or four members to load each vehicle.
 - For pedestrian-based operations, each distribution lane should have three or four members to hand out commodities to individuals.
 - Enforce allocation guidelines.
 - Notify the Loading/Ration Point Crew Leader if you notice that commodities are running low at your distribution point.
 - Notify the Loading/Ration Point Crew Leader and the Security/Law Enforcement Supervisor if you notice any disturbances as the public moves through the POD.

END OF SHIFT

- Debrief and return any equipment and supplies.

- Verify the start time of your next assigned shift.

- Sign out.

Qualifications

- At sites with a large non-English speaking population, the ability to speak the local language(s) is preferred.
 - At vehicle-based sites, experience with traffic control is preferred.
 - Able to stand for long periods of time.
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Off-Loading/Supply Specialist

Reports to: Off-Loading/Supply Crew Leader

Supervises: N/A

Job Summary: Off-Loading/Supply Specialists are responsible for the safe unloading and positioning of commodities at the temporary storage area and movement to the distribution area. These Specialists must be certified to operate the appropriate equipment.

START OF SHIFT

- Sign in on *Form A-1: Check-in/Check-out Log* and put on your PPE and ID.

- Attend shift briefings and receive your assignment.

- Review *Guideline B-17: Staff Safety* (page 118).

DURING THE SHIFT

- Look at site layout and identify the following:
 - Location of arriving trucks.
 - Location of the off-loading/supply areas.
 - Location of the distribution area.

- Work with the Off-Loading/Supply Crew Leader to decide how to position commodities as they are unloaded from the truck.

END OF SHIFT

- Report any updates on off-loading or supply operations to the Off-Loading/Supply Crew Leader.

- Debrief and return any equipment and supplies.

- Verify the start time of your next assigned shift.

- Sign out.

Qualifications

- Training/experience operating a forklift or pallet jack preferred.
 - Able to lift items that weight at least 30 pounds
 - Able to stand for long periods of time.
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