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| Town/City of Insert, Massachusetts |  |

# Drive-Thru Emergency Dispensing Site (EDS)

# Standard Operating Procedures (SOP)

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| oVERVIEW | | |
| Mission: | To increase throughput, promote physical distancing, and serve individuals with access and functional needs by safely dispensing Medical Countermeasures (MCM) to individuals while they remain in their vehicles. | |
| Lead Agency: | Insert lead agency. | |
| Supporting Agencies: | Insert all local supporting agencies. | |
| Associated Capabilities: | Emergency Operations Coordination; Public Information and Warning; Information Sharing; Medical Countermeasure Dispensing; Materiel Management and Distribution; Responder Safety & Health; and Volunteer Management. | |
| Instructions: | Complete the listed tasks to activate and set-up the drive-thru EDS, develop and disseminate public information about drive-thru dispensing, mobilize and deploy staff, volunteers, and resources to the drive-thru EDS location, and dispense MCM to individuals while they remain in their vehicles. Once completed submit this and all other supporting documentation to the Operations Section Chief. For tasks that require coordination between two or more positions, the ✪ symbol indicates the position with primary responsibility for completing the task. The Drive-Thru EDS SOP should be used in conjunction with relevant local response plans and position Job Action Sheets (JAS). | |
| Incident Name: | | Incident Date(s): |
| Assigned To: | | Location: |

| Pre-Event Planning  Customize the drive-thru EDS SOP to document location-specific details and community staffing and resource capabilities. | | | |
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| 🗹 | tasks | roles | Resources |
|  | Identify a primary and back-up drive-thru EDS location. Document location details on the Massachusetts Department of Public Health (MDPH) WebEOC EDS Board. | Board of Health/Health Department  Emergency Management  Facility Manager | MDPH WebEOC  Table 1. Drive-Thru EDS Locations |
|  | Document a clinic flow diagram and traffic flow diagram for each designated drive-thru EDS. | Board of Health/Health Department  Emergency Management  Police Department | Figure 1. Clinic Flow Diagram  Figure 2. Traffic Flow Diagram |
|  | Identify staff to fill Command Staff roles and agencies to support General Staff roles. | Board of Health/Health Department  Emergency Management | Figure 3. Drive-Thru EDS ICS Chart  Table 2. Command Staff Notification List  Table 3. General Staff Notification List  Table 4. Staffing Estimates |
|  | Identify locally available inventory and equipment for drive-thru dispensing operations. Prepare signage for the drive-thru EDS. | Board of Health/Health Department  Emergency Management  Facility Manager | Table 5. Inventory List  Table 6. Signage |
|  | Review and update the drive-thru EDS SOP annually (or as needed). Obtain signatures of acceptance from agencies with assigned roles and responsibilities and distribute the SOP to each agency. Submit the drive-thru EDS SOP to the Region 4AB Health and Medical Coordinating Coalition (HMCC) annually (or if revised following an exercise or response to an incident). | Board of Health/Health Department | Table 7: Signature of Acceptance  Table 8: Record of Distribution  Table 9: Record of Changes |

| Incident Action Planning  At the time of the incident or for a planned event, review the drive-thru EDS SOP and develop an incident or event-specific action plan. | | | |
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| 🗹 | tasks | roles | Resources |
|  | Review all relevant response plans and available federal and state guidance related to the incident. | EDS Command Staff | EDS Plan  Drive-Thru EDS SOP |
|  | Develop an Incident Action Plan (IAP) and revise it each operational period (at minimum) or when changes to the response strategies are required. The IAP should describe the following elements (at minimum):   * Health threat, at-risk population, and recommended control measures, countermeasures, and protective actions * Populations with Access and Functional Needs (AFN) who may require additional assistance at the drive-thru EDS * Number, type, and sources of staff and volunteers needed * Number, type, and sources of MCM, equipment, and supplies needed * Method and strategies that will be used to dispense the MCM * Key operational policies, procedures, or guidelines that should be observed (if not already documented in the drive-thru EDS SOP) * Guidance that has been issued by federal and staff health officials (e.g. Personal Protective Equipment) | EDS Command Staff | EDS Plan  Drive-Thru EDS SOP  [ICS Forms](https://training.fema.gov/icsresource/icsforms.aspx)[[1]](#footnote-1) (201, 202, 203, 204, 205, 205A) |
|  | Develop an incident-specific health and safety plan for the drive-thru EDS staff, volunteers, and clients, including obtaining medical standing orders for MCM dispensing. Revise the health and safety plan each operational period (at minimum) or when changes to the response strategies are required. | Safety Officer | EDS Plan  Drive-Thru EDS SOP  Federal/State Guidance  [ICS Forms](https://training.fema.gov/icsresource/icsforms.aspx) (206, 208) |
|  | Develop an incident and site-specific security plan for the drive-thru EDS and the MCM. Revise the security plan each operational period (at minimum) or when changes to the response strategies are required. | Security Officer | EDS Plan  Drive-Thru EDS SOP  [ICS Forms](https://training.fema.gov/icsresource/icsforms.aspx) (208) |
|  | Review and approve the IAP, health and safety plan, and security plan prior to each operational period briefing and transition it to the EDS Director for implementation. | Operations Section Chief | IAP  Health & Safety Plan  Security Plan |
|  | Coordinate with pertinent Subject Matter Experts (SMEs) to review and update existing Just-in-Time Training (JITT) resources (if needed). | Operations Section Chief |  |
|  | Establish an initial communications goal and identify key messages and supporting facts. | Public Information Officer |  |
|  | Respond to initial information requests from the media and the public. | Public Information Officer |  |

| Drive-Thru EDS Activation  Select which drive-thru EDS location will be used and confirm its operational readiness for activation. | | | |
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| 🗹 | tasks | roles | Resources |
|  | Review the response objectives and select which designated drive-thru EDS(s) will be activated. Confirm that:   * Services to the location are operational (e.g. power, water, sewer, etc.) * Access to the location is not obstructed (e.g. streets, sidewalks, etc) | Operations Section Chief | Table 1. Drive-Thru EDS Locations |
|  | Once selected, notify the facility Point of Contact (POC) of the activation request. | Operations Section Chief | Table 1. Drive-Thru EDS Locations |
|  | Conduct an activation assessment to determine the operational readiness of the location for drive-thru EDS operations. Confirm that the location is:   * Available for the anticipated response period * Fully operational (e.g. power, etc.) * Fully accessible (e.g. parking lots and sidewalks are clear) | Facility POC |  |
|  | Once determined notify the Operations Section Chief of the locations’s activation status (i.e. available, available with conditions, not available, etc.). | Facility POC |  |
|  | Update the MDPH WebEOC EDS Board (if activated for the incident) with the confirmed drive-thru EDS, estimated population numbers, anticipated throughput, and hours of operation. | Operations Section Chief | MDPH WebEOC |

| Public Information Dissemination  Develop and disseminate information to the media and public about the incident, MCM dispensing services, and drive-thru EDS operations. | | | |
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| 🗹 | tasks | roles | Resources |
|  | Prior to developing incident-specific public information strategies, review current information about the health threat and recommended actions, any official media releases about the incident, and any media reporting about the incident, including social media. | Public Information Officer |  |
|  | Coordinate with partner agencies to activate and access information systems used to disseminate messages to the public (e.g. website, reverse 911, etc.). | Public Information Officer |  |
|  | Gather and verify information that can be used to develop messages about the incident, MCM availability, and drive-thru EDS services. Consult multiple reputable sources to verify accuracy. | Public Information Officer | CDC website  MDPH website |
|  | Determine limits on release of information prior to developing messages. | Public Information Officer |  |
|  | Coordinate with the Board of Health/Health Department to obtain messages about the clinical aspects of the incident including disease and agent, signs, symptoms, and communicability, at-risk and higher vulnerability populations, personal risk reduction, treatment and countermeasures, containment and control measures, and fatality rate. | Public Information Officer |  |
|  | Develop messages related to the operational aspects of the drive-thru EDS including eligibility, location, directions, hours of operation, services provided and process for accessing them, pre-registration, public information access points, and what to bring and wear to the EDS. | Public Information Officer |  |
|  | Access and/or develop messages in multiple formats to ensure accessibility for individuals with access and functional needs including language and literacy barrier, physical and cognitive disabilities, age, lack of access to technology, cultural considerations, and geographic isolation. | Public Information Officer | CDC website  MDPH website |
|  | Coordinate with the Board of Health/Health Department to arrange for use of printing and copier resources and to track costs for their use. | Public Information Officer |  |
|  | Once the clinical messages have been obtained and the drive-thru EDS operations messages have been developed, verify all information with the Board of Health/Health Department and appropriate Subject Matter Experts (SMEs). Obtain approval from the Operations Section Chief to disseminate the information. Note: Any changes to federal or state clinical message should be approved by MDPH. | Public Information Officer |  |
|  | Issue media notifications (e.g. advisories, press releases) and register media to participate in local press briefings and conferences (if needed). | Public Information Officer |  |
|  | Document all information disseminated including message type and format, dissemination methods, recipients, and response or action taken. | Public Information Officer |  |
|  | Respond to and track media and public information inquiries. Direct inquires to the appropriate spokesperson (e.g. clinical inquires to the Board of Health/Health Department or the MDPH PIO). | Public Information Officer |  |
|  | When conducting a press conference, arrange for a sign language interpreter and request that visual media use closed captioning, prepare and distribute media packets, introduce speakers, and facilitate questions from the media. After the press conference, compile a list of media questions and the provided responses for further dissemination. Research responses to unanswered questions and disseminate them to the media. | Public Information Officer |  |
|  | When conducting a tour of the drive-thru EDS, advise the media to observe client privacy (if present) and escort them through the location. Media must obtain verbal authorization from a client to photograph, video, and interview them for publication. | Public Information Officer |  |

| Staff and Resource Mobilization  Mobilize staff, volunteers, and resources and deploy them to the drive-thru EDS location. | | | |
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| 🗹 | tasks | roles | Resources |
|  | Determine which EDS Command and General Staff positions are needed to respond to the incident, including:   * Required staff positions (e.g. groups, units) * Number of staff needed and required skills (e.g. clinical, traffic control) * Shift schedule * Additional staff to enforce physical distancing measures (if needed) * Additional staff to frequently clean the facility and surfaces (if enhanced infection control measures are needed) * Information Technology support for online processes (e.g. registration, screening, obtaining insurance information) | ✪ EDS Director  Workforce Support Group Supervisor | Figure 3. Drive-Thru EDS ICS Chart  Table 2. Command Staff Notification List  Table 3. General Staff Notification List  Table 4. Staffing Estimates |
|  | Notify partner agencies of the drive-thru EDS activation and request mobilization of their staff and volunteers to support drive-thru EDS operations. Contact any partner agency that has not acknowledged the request within the designated time using a redundant notification method. | Workforce Support Group Supervisor | Table 2. Command Staff Notification List  Table 3. General Staff Notification List |
|  | Register available partner agency staff and volunteers for one or more shifts. A shift should not be less than 3 hours nor exceed 12 hours. | Workforce Support Group Supervisor |  |
|  | Confirm or revalidate staff and volunteer credentials and then assign them to appropriate EDS roles. Develop a staff roster and sign-in sheet for each shift. Identify staffing gaps for each shift. | Workforce Support Group Supervisor |  |
|  | If local staffing resources are insufficient, request additional staff and volunteers through mutual aid agreements and requests to regional and state partner agencies (e.g. HMCC, MDPH). | Workforce Support Group Supervisor |  |
|  | Prepare staff and volunteer resources (e.g. vests, badges, job action sheets etc.) for deployment to the drive-thru EDS. | Workforce Support Group Supervisor |  |
|  | Send confirmation to registered staff and volunteers including assembly location (e.g. Staff Check-in area), shift start time, required identification, and assigned role. | Workforce Support Group Supervisor |  |
|  | Review federal and state guidance and develop a list of incident-specific resource requirements including type and quantity, storage capabilities (e.g. secured, cold chain), and storage capacity needed. | ✪ Clinical Group Supervisor  Workforce Support Group Supervisor | Table 5. Inventory List |
|  | Determine if the designated storage spaces at the drive-thru EDS are sufficient for the anticipated resource volume and quantities. Arrange for additional cold chain storage through partner agencies or mobile refrigerated units (if needed). | ✪ Clinical Group Supervisor  Workforce Support Group Supervisor | Figure 1. Clinic Flow Diagram  Table 5. Inventory List |
|  | Identify local sources for the needed resources, including those that are available at the drive-thru EDS location and through private entities. If local resource availability is insufficient, including through local mutual aid agreements, submit a resource request to regional and state partners. | Workforce Support Group Supervisor | Table 5. Inventory List |
|  | If local availability of health and medical resources is insufficient, coordinate with the HMCC Duty Officer to determine regional availability of the medical resources. If the resources are not available regionally, the HMCC Duty Officer will request state assistance through the SEOC, ESF-8 desk (if activated) or the MDPH DOC. If the resources are not available statewide, the MDPH will determine if an activation request for the SNS is justified (if not already activated). | Workforce Support Group Supervisor |  |
|  | If local availability of non-medical resources is insufficient, coordinate with the local Emergency Management Director to request state assistance through MEMA, including through the statewide mutual aid agreement. | Emergency Management Director |  |
|  | If resource availability through private, regional, and state partner agencies is insufficient and activation of the SNS is not justified, coordinate resource purchasing through approved local vendors. | Board of Health/Health Department |  |
|  | Document costs associated with all resource purchases, as well as staffing and resource assistance provided through mutual aid. | Board of Health/Health Department |  |
|  | Request transportation assets to move local resources from their storage location to the drive-thru EDS. Notify the Operations Section Chief and EDS Director of the anticipated arrival of resources at the EDS. | Workforce Support Group Supervisor |  |

| Drive-Thru EDS Setup and Opening  Assemble and train staff and volunteers, distribute supplies and equipment, and setup and open the drive-thru EDS. | | | |
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| 🗹 | tasks | roles | Resources |
|  | Implement the incident-specific security plan prior to the arrival of staff, volunteers, and resources at the EDS. | Security Officer |  |
|  | Distribute and set up facility-owned resources (e.g. tables, chairs) based on the clinic flow diagram and response requirements. | Facility Officer | Figure 1. Clinic Flow Diagram  Table 5. Inventory List |
|  | Verify all incoming resources (receipts) and store them in the designated storage areas (per accompanying storage and handling requirements). Update the inventory list to document resources deployed to the drive-thru EDS through mutual aid or the SNS. | Inventory Management Unit | Table 5. Inventory List |
|  | Sign for all receipts at the drive-thru EDS and securely store them. | Inventory Management Unit |  |
|  | Coordinate with the Dispensing Unit to properly store MCM that require temperature controls (e.g. vaccines). | ✪ Inventory Management Unit  Dispensing Unit | Figure 1. Clinic Flow Diagram |
|  | Coordinate with the Security Officer to securely store resources based on the security requirements. | ✪ Inventory Management Unit  Security Officer | Figure 1. Clinic Flow Diagram |
|  | Establish wireless internet capabilities where needed and distribute radios to designated Command Staff and General Staff (e.g. Traffic Unit) and train them on their use. | IT/Communications Unit |  |
|  | If setup will be completed prior to the arrival of the first shift, distribute resources to the appropriate stations and areas based on each Unit’s function and setup the stations/areas. Post drive-thru EDS signage. | Inventory Management Unit | Figure 1. Clinic Flow Diagram  Table 5. Inventory List  Table 6. Signage |
|  | Set up the staff intake area at the drive-thru EDS. Establish a check-in process, prepare required check-in forms and documentation, and post signage directing staff and volunteers to the intake area. | Staff Resources Unit | Figure 1. Clinic Flow Diagram |
|  | Assemble staff and volunteers, sign them in, confirm their information and assignments, and distribute staff resources. Report any “no shows” to address potential staff shortages. Direct all spontaneous volunteers to the Board of Health/Health Department. | ✪ Staff Resources Unit  Operations Section Chief  Board of Health/Health Department |  |
|  | At the start of each shift, brief staff and volunteers on the incident, response objectives, and safety and security plans. Conduct a JITT on drive-thru EDS operations. | EDS Director |  |
|  | Following the staff briefing, review the unit-specific JAS with assigned staff and volunteers and conduct training on unit-specific roles and responsibilities. | Unit Leaders |  |
|  | If setup will be completed by the first shift, coordinate with the Unit Leaders to distribute resources to their stations and areas following the shift briefing. Each Unit Leader will then coordinate with their staff to setup their stations or assigned area. Post EDS signage. | ✪ Inventory Management Unit  Unit Leaders | Figure 1. Clinic Flow Diagram  Table 5. Inventory List  Table 6. Signage |
|  | Once the drive-thru EDS is setup and staff and volunteers have been briefed and trained, conduct a walk-through to confirm operational readiness, including appropriate staffing and resources. Confirm that there are no safety hazards and that the location and services are accessible to individuals with access and functional needs. Confirm that all elements of the security plan have been implemented. | ✪ Operations Section Chief  Safety Officer  Security Officer  EDS Director | Figure 1. Clinic Flow Diagram  Safety Plan  Security Plan |
|  | If critical staff will receive MCM at the drive-thru EDS prior to opening to the at-risk population, notify eligible critical infrastructure agencies that the EDS is open to their staff and immediate household members (if indicated/eligible). Critical staff dispensing will be used to evaluate and improve throughput prior to opening to the at-risk population. | Operations Section Chief |  |
|  | Once the drive-thru EDS is ready to open to the at-risk population, notify the Operations Section Chief. If a coordinated opening with other jurisdictions is required, determine their status prior to opening. Otherwise, the Operations Section Chief will authorize staff and volunteers to commence with MCM dispensing. | ✪ EDS Director  Operations Section Chief |  |

| Medical Countermeasures Dispensing and Administration  Dispense or administer MCM to clients per the medical standing orders and monitor staff, volunteers, resources, and drive-thru EDS operations. | | | |
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| 🗹 | tasks | roles | Resources |
|  | If physical distancing and enhanced infection control measures are needed, drive-thru EDS staff should:   * Ensure that all clients and accompanying individuals wear a face covering and provide a mask when needed * Ensure that all staff are wearing the recommended PPE * Ensure that hand sanitizer, tissues, and no-touch wastebaskets are readily accessible * Create 6-foot separation markers in queues if walk-in clients will be allowed * Disinfect shared objects between use (e.g. pens, clipboards) | All Staff |  |
|  | Direct vehicles to the drive-thru EDS entrance and determine if they completed registration/screening forms prior to their arrival. If forms are completed, direct the vehicle to the Screening Unit. If forms are not completed, direct the vehicle to the Registration Unit. | Traffic Unit |  |
|  | Assist clients to complete registration/screening forms and copy their insurance card (if needed). Once forms are completed, direct the vehicle back into the clinic flow to the Screening Unit. | Registration Unit |  |
|  | Screen clients to determine their eligibility for the MCM. If not eligible, provide information on alternate preventative measures and direct the vehicle to the exit. If eligible, direct the vehicle to the Dispensing Unit. | Screening Unit | Medical Standing Order |
|  | Dispense or administer MCM to the at-risk population per medical standing orders. If the vehicle has a client who is a first-time vaccine recipient, direct the vehicle to the First Aid Unit for post-vaccination monitoring (if indicated/recommended). Otherwise, provide any additional information (e.g. adverse events reporting) and direct the vehicle to the exit. | Dispensing Unit | Medical Standing Orders |
|  | Monitor clients for post-vaccination reactions and provide care as needed. | First Aid Unit | Medical Standing Order |
|  | If a targeted hourly throughput is required, monitor throughput from various stages of the dispensing process (e.g. registration, screening, and dispensing) to estimate actual throughput and identify bottlenecks. During initial operations (e.g. first 1-2 hours) report throughput numbers and bottlenecks to the EDS Director every 15 minutes. | Traffic Unit |  |
|  | Coordinate with Unit Leaders to identify opportunities for improved staff efficiency and utilization, evaluate frequency of resupply requests, expand high demand service areas and stations, and contract or eliminate low demand service areas and stations. Report any issues, concerns, or finding to the EDS Director. | ✪ Group Supervisors  Unit Leaders |  |
|  | Periodically provide situation updates to the Operations Section Chief and determine if any changes are needed to improve drive-thru EDS operations. | EDS Director |  |
|  | Monitor and evaluate the operational readiness of the drive-thru EDS location, including power, restrooms, and non-medical waste disposal. Report any issues or concerns to the Operations Section Chief. | Facility Manager |  |
|  | Monitor and evaluate staff, volunteer, and client health and safety, including medical waste disposal and removal. Report any issues or concerns to the Operations Section Chief. | Safety Officer |  |
|  | Monitor and evaluate security and traffic operations. Report any issues or concerns to the Operations Section Chief. | Security Officer |  |
|  | Monitor and evaluate media for accuracy, content, possible response, and to control rumors, including on social media. Report any issues or concerns to the Operations Section Chief. If needed, contact media to request that inaccurate information be corrected. If needed, use an official social media account to correct inaccurate information and respond to rumors. | Public Information Officer |  |
|  | Implement any necessary changes to improve throughput and service delivery. The Operations Section Chief is authorized to make changes to the non-medical processes and procedures at the drive-thru EDS. If changes are needed to the clinical protocols issued by federal or state health authorities, the Operations Section Chief should request authorization from the SEOC, ESF-8 desk (if activated) or the MDPH DOC. | ✪ EDS Director  Operations Section Chief |  |
|  | Coordinate with Unit Leaders to monitor and evaluate staffing levels, reassign underutilized staff, and conduct shift changes (if multiple operational periods). Report on staffing to the Operations Section Chief each operational period or based on the response requirements. Request additional staffing resources (when needed). | ✪ Staff Resources Unit  Operations Section Chief |  |
|  | Coordinate with Unit Leaders to track, monitor, and evaluate resource availability and inventory levels. Report inventory levels to the Operations Section Chief each operational period or based on the response requirements. Report consumable resources (e.g. MCM) multiple times each operational period. Request resupply (when needed). | ✪ Inventory Management Unit  Operations Section Chief |  |
|  | Periodically review the IAP to evaluate progress toward meeting the MCM dispensing objectives. Update the IAP each operational period or based on the response requirements. | Operations Section Chief |  |

| Drive-Thru EDS Demobilization  On completion of dispensing operations, demobilize staff, volunteers, and resources and deactivated the drive-thru EDS location. | | | |
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| 🗹 | tasks | roles | Resources |
|  | Coordinate with the EDS Director to determine when to release staff and volunteers from the drive-thru EDS and if the release will be:   * Phased by unit or through consolidation of units * At the end of the operational period * Implemented immediately | ✪ Operations Section Chief  EDS Director |  |
|  | Instruct staff to complete their assigned duties, clean up work area, account for equipment and supplies, complete required documentation, and debrief and sign out. Note: If demobilization will be phased to support continued MCM dispensing during deactivation, Units should retain sufficient resources until full deactivation is implemented. | Unit Leaders |  |
|  | Coordinate release of staff and volunteers at shift changes and when closing the drive-thru EDS including:   * Determine availability for future shifts (if needed) * Notify each person’s agency of their demobilization status * Collect staff badges, vests, and other staffing resources * Debrief and confirm contact information * Sign-out | Staff Resources Unit |  |
|  | At the end of each shift and when closing the drive-thru EDS, debrief with staff and volunteers and collect their feedback on the following and report it to the Operations Section Chief.   * Operational strengths and weaknesses * Gaps identified in resource availability * Gaps identified in staff qualifications and staffing levels * Gaps identified in communications | ✪ EDS Director  Staff Resources Unit |  |
|  | Review information gathered during an end-shift debrief to inform possible changes for the next operation period. Review information gathered during end-shift and closing debriefs for inclusion in the after-action review and evaluation. | Operations Section Chief |  |
|  | Conduct an inventory of any remaining supplies, MCM, and equipment and repackage them. | Unit Leaders and Staff |  |
|  | Collect repackaged resources from each Unit, reconcile the updated inventory, and temporarily store the resources in a secure area until they are transferred from the drive-thru EDS to the source of origin. If resources require cold chain storage, coordinate with the Clinical Group Supervisor to maintain cold chain until transferred. | ✪ Inventory Management Unit  Clinical Group Supervisor |  |
|  | Coordinate with the Clinical Group Supervisor to collect, safely store, and remove any medical waste generated during MCM dispensing. | ✪ Inventory Management Unit  Clinical Group Supervisor |  |
|  | Document any loss or damage to resources that were used during EDS operations, including facility-owned resources. Submit the loss and damage report to the Operations Section Chief. | ✪ Inventory Management Unit  Operations Section Chief |  |
|  | Arrange for transportation assets to return the repackaged resources to their source of origin. Coordinate with the SEOC, ESF-8 desk (if activated) or the MDPH DOC to arrange for transportation assets for return of resources originating from state and federal partners. | Operations Section Chief |  |
|  | Coordinate with the drive-thru EDS staff to collect, inventory, and return all facility-owned resources to storage. Document any loss and damage to facility-owned resources and report it to the Operations Section Chief. | Facility Manager |  |
|  | Clean and disinfect resources used (if recommended) and provide the facility owner with a written description of the cleaning process and list of cleaning agents used. | ✪ Facility Manager  Safety Officer |  |
|  | Coordinate with the Facility Manager to conduct a facility damage assessment. Submit the facility damage assessment to the facility owner and the Board of Health/Health Department. Note: During the recovery phase, the Board of Health/Health Department will coordinate with the facility owner to determine repair or replacement costs and either submit an insurance claim or seek state and federal reimbursement (if available). | ✪ Operations Section Chief  Facility Manager |  |
|  | Conduct a formal after-action review within 30 days after drive-thru EDS operations. Develop an After-Action Report (AAR) and Improvement Plan (IP). | ✪ Emergency Management  Board of Health/Health Department |  |
|  | Acknowledge partner agencies, staff, and volunteers for their assistance with EDS operations (e.g. thank you email, certificate, letter to the editor, awards presentation). | Board of Health/Health Department |  |

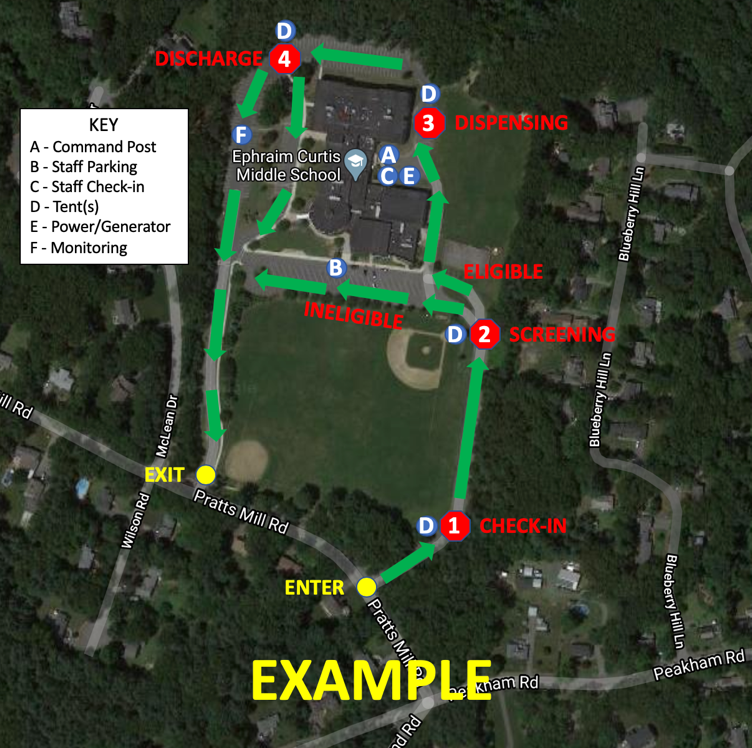
**Figure 1. Clinic Flow Diagram**

***PLANNING INSTRUCTIONS:*** *Once the drive-thru EDS location(s) have been identified, document the clinic flow diagram on an aerial photograph of the location. An aerial photograph can be accessed using* [*Google Maps*](http://maps.google.com/) *or similar mapping tools. The aerial photograph can be added to a PowerPoint slide to mark up the clinic flow. Information Technology (IT) and Geographic Information System (GIS) staff may be able to assist with creating the clinic flow diagram. Local Emergency Management and the Police Department should be consulted when developing the clinic flow diagram, as well as a representative from the selected drive-thru EDS location.* *Once completed, delete these instructions from the template and insert a photo (.JPEG) of the clinic flow diagram.*

*An example clinic flow diagram is shown below. At minimum the it should document the following:*

* *Command Post*
* *Staff parking, check-in, restrooms, and break areas*
* *Equipment and inventory staging areas (e.g. trailers, portable generator, cold chain storage, etc.)*
* *Location of exterior power outlets*
* *Entrance (i.e. where vehicles will enter the drive-thru EDS)*
* *Registration area (i.e. where vehicles will park to complete forms if not complete prior to arrival)*
* *Screening area, including number of lanes and a lane for vehicles to exit the drive-thru EDS if determined “not eligible”*
* *Dispensing area, including number of lanes and if a lane has a specific designation (e.g. adult only, vehicles with children)*
* *First-aid area, including location of ambulance staging and parking area for post-vaccination monitoring*
* *Exit (preferably separate from the entrance)*
* *Location of traffic control staff (as points along the clinic flow)*
* *Directional arrows depicting the flow of traffic*
* *Clinic flow for walk-in clients (if allowed)*

Insert drive-thru EDS Clinic Flow Diagram.

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**Figure 2. Traffic Flow Diagram**

***PLANNING INSTRUCTIONS:*** *Once the drive-thru EDS location(s) have been identified, document the traffic flow diagram on an aerial photograph of the location. An aerial photograph can be accessed using* [*Google Maps*](http://maps.google.com/) *or similar mapping tools. The aerial photograph can be added to a PowerPoint slide to mark up the traffic flow. Information Technology (IT) and Geographic Information System (GIS) staff may be able to assist with creating the traffic flow diagram. Local Emergency Management and the Police Department should be consulted when developing the traffic flow diagram, as well as a representative from the selected drive-thru EDS location.* *Once completed, delete these instructions from the template and insert a photo (.JPEG) of the traffic flow diagram.*

*At minimum the traffic flow diagram should document the following:*

* *Traffic flow approaching the drive-thru EDS (to the point of entrance)*
* *Traffic flow leaving the drive-thru EDS (from the point of exit)*
* *Any changes to roadway direction (e.g. bidirectional to one way)*
* *Any street closures, including points for placement of barriers*
* *Location of traffic details*

Insert drive-thru EDS Traffic Flow Diagram.

**Figure 3. Drive-Thru EDS ICS Chart**

At the time of the incident, scale the organizational structure to the size and scope of the response needed, as well as to the available staff and volunteers. When contracting the organizational structure, reassign tasks to positions or units that will be staffed during the response to the incident.

**Table 1. Drive-Thru EDS Locations**

***PLANNING INSTRUCTIONS:*** *Identify a primary and back-up (recommended) location to conduct drive-thru MCM dispensing. If appropriate, the location can be an existing EDS that is used for walk-in dispensing. In the table below, document the location name and address, whether it is the primary or back-up location, and a primary and back-up Point of Contact (POC) for each location. Once completed, delete these instructions from the template.*

| Location Name & Address | Primary/Back-up | Primary POC | Back-up POC |
| --- | --- | --- | --- |
| Insert Facility Name  Insert Facility Address | Primary | Insert Name  Phone  Email | Insert Name  Phone  Email |
| Ex. Sunnyview Shopping Plaza  121 Main Street  Smithville, MA 01010 | Back-up | Ex. John Smith, General Manager  (617) 555-1234  jsmith@sunnyview.com | Ex. Mary Gordon, Finance Director  (617) 555-1235  mgordon@sunnyview.com |

**Table 2. Drive-Thru EDS Command Staff Notification List**

***PLANNING INSTRUCTIONS:*** *Identify a primary and back-up for each drive-thru EDS Command Staff position. In the table below, document the individual’s name and 24/7 contact information. Once completed, delete these instructions from the template.*

| Position | Primary | Back-up |
| --- | --- | --- |
| Operations Section Chief | Insert Name  Phone  Email | Insert Name  Phone  Email |
| Security Officer | Insert Name  Phone  Email | Insert Name  Phone  Email |
| Safety Officer | Insert Name  Phone  Email | Insert Name  Phone  Email |
| PIO | Insert Name  Phone  Email | Insert Name  Phone  Email |
| Facility Manager | Insert Name  Phone  Email | Insert Name  Phone  Email |
| Drive-Thru EDS Director | Insert Name  Phone  Email | Insert Name  Phone  Email |
| Clinical Group Supervisor | Insert Name  Phone  Email | Insert Name  Phone  Email |
| Workforce Support Group Supervisor | Insert Name  Phone  Email | Insert Name  Phone  Email |

**Table 3. Drive-Thru EDS General Staff Notification List**

***PLANNING INSTRUCTIONS:*** *Identify partner agencies that have staff and volunteers who can fill the drive-thru EDS General Staff positions. In the table below, document the agency’s name, point of contact (including 24/7 contact information), and positions that the agency can help to fill (e.g. Dispensing Unit). Once completed, delete these instructions from the template.*

| Agency | POC | Positions |
| --- | --- | --- |
| Insert Agency Name | Insert Name  Phone  Email | Insert postions by unit that agency can fill |
| Ex. Smithville Fire Department | Ex. Chief George Washington  (617) 555-1776  gwashington@smithville.org | Ex. Dispensing Unit, First Aid Unit |
| Ex. Patriot MRC | Ex. Betsy Ross  (617) 911-1212  b.ross@patriotmrc.org | Ex. Traffic Unit (non-medical)  Screening Unit (medical)  Dispensing Unit (medical) |

**Table 4. Drive-Thru EDS Staffing Estimates**

***PLANNING INSTRUCTIONS:*** *The following staffing estimates assume a throughput of 150 per hour and are based on experience with walk-in flu clinics in a Region 4AB community and guidance from CDC on lessons learned from walk-in clinics during the 2009-2010 H1N1 pandemic. The estimated number of staff for the Dispensing Unit assumes four (4) dispensing lanes with four (4) vaccinators and four (4) vaccine preparers. Once you have completed the clinic flow diagram, review the staffing estimates and make adjustments as needed. For example, a particular drive-thru location may require additional Traffic Unit staff or allow for six (6) dispensing lanes. As your community develops experience with drive-thru dispensing, use actual throughput data from the location to further refine the staffing estimate.*  *Once completed, delete these instructions from the template.*

| Position | Estimated # | Position | Estimated # |
| --- | --- | --- | --- |
| Operations Section Chief | 1 | Traffic Unit | 3 |
| Security Officer | 1 | Registration Unit | 2 |
| Safety Officer | 1 | Screening Unit | 8 |
| PIO | 1 | First Aid Unit | 2 |
| Facility Manager | 1 | Dispensing Unit | 8 |
| Drive-Thru EDS Director | 1 | Staff Resources Unit | 1 |
| Clinical Group Supervisor | 1 | Inventory Management Unit | 2 |
| Workforce Support Group Supervisor | 1 | **Total Estimated Staff** | **34** |

**Table 5. Drive-Thru EDS Inventory List**

***PLANNING INSTRUCTIONS:*** *Use the following table to document locally available drive-thru EDS inventory, including the resource type, quantity, source, who is responsible for its setup, and where the resource is needed. The table is pre-populated with recommended resources for conducting a drive-thru EDS.* *Once completed, delete these instructions from the template.*

| Resource | Description | Source | Setup/Location |
| --- | --- | --- | --- |
| Tent | 10’ x 20’ drive-thru tent (1)  (with tent weights) | Ex. Fire Department | Ex. CERT/Registration |
| Tent | 10’ x 10’ pop-up tents (2)  (with tent weights) | Ex. Health Department | Ex. MRC/Dispensing |
| Generator | Portable gas powered (1)  (will require back-up fuel) | Ex. Fire Department | Ex. Fire Department/Dispensing |
| Copier | Portable copier (2) | Ex. Health Department | Ex. MRC/Registration |
| Traffic cones |  |  |  |
| Tables |  |  |  |
| Chairs |  |  |  |
| Trash cans |  |  |  |
| Waste bags |  |  |  |
| Misting fan |  |  |  |
| Signage |  |  |  |
| Traffic cones |  |  |  |
| Power cords |  |  |  |
| Laptop |  |  |  |
| Vests |  |  |  |
| Radios |  |  |  |
| Bottled water |  |  |  |
| First aid kit |  |  |  |
| Masks |  |  |  |
| Eye protection |  |  |  |
| Gloves |  |  |  |
| Gowns |  |  |  |
| Hand sanitizer |  |  |  |
| Sanitizing wipes |  |  |  |
| Alcohol swabs |  |  |  |
| Disinfecting supplies |  |  |  |
| Gauze |  |  |  |
| Bandages |  |  |  |
| Digital thermometer |  |  |  |
| Needles |  |  |  |
| Syringes |  |  |  |
| Sharps containers |  |  |  |
| Vaccine refrigerator |  |  |  |
| Vaccine coolers |  |  |  |
| Vaccine thermometer |  |  |  |
| Forms |  |  |  |
| Vaccine labels |  |  |  |
| File folder box |  |  |  |
| Clipboards |  |  |  |
| Pens |  |  |  |

**Table 6. Drive-Thru EDS Signage**

***PLANNING INSTRUCTIONS:*** *The following table documents recommended signage for the drive-thru EDS. Once you have completed the clinic flow diagram, determine the quantity needed and document the location where the sign should be placed. If needed, add additional signage needed for your specific location.* *Once completed, delete these instructions from the template.*

| Sign (Quantity) | Placement |
| --- | --- |
| Entrance (#) | Insert location |
| Registration (#) | Insert location |
| Screening (#) | Insert location |
| Dispensing (#) | Insert location |
| Exit (#) | Insert location |
| Staff Only (#) | Insert location |
| Staff Parking (#) | Insert location |
| Staff Sign-in (#) | Insert location |
| Lane Numbers 1-# (#) | Ex. Screening, Dispensing |
| Arrows (#) | Insert location |
| Put on face covering.  Roll down window.  If sick, please exit. (#) | Ex. Entrance |
| Stop. Put car in park. (#) | Ex. Entrance, Dispensing |
| Stay in vehicle.  Roll down window.  Roll up sleeve. (#) | Ex. Dispensing |
| Park here for observation.  Turn off vehicle.  Wait 15 minutes. (#) | Ex. First Aid/Observation |

**Table 7. Signature of Acceptance**

The following agencies acknowledge their roles and responsibilities as outline in the SOP and any associated agreements. Their signature acknowledges receipt of the SOP and an agreement to participate in planning, training, and exercise activities. The Signature of Acceptance will be renewed every two years or if a significant change occurs to the outlined roles and responsibilities or authorized agency personnel. The insert community name Board of Health/Health Department is responsible for maintaining and updating the SOP. Approved and adopted on month day, year by:

| Agency | Authorized Representative | Signature |
| --- | --- | --- |
| Ex. Smithville Health Department | Paul Revere |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

**Table 8. Record of Distribution**

The insert community name Board of Health/Health Department will distribute the SOP to partner agencies with assigned roles and responsibilities. Media requests for access to the SOP should be directed to the Board of Health/Health Department. The following partner agencies have received the SOP, acknowledge their response roles, and document the location where the SOP will be kept.

| Name/Title/Agency | Plan Format | Date | Plan Location |
| --- | --- | --- | --- |
| Insert Name, Title  Insert Agency | Electronic/Paper | 00/00/0000 | Insert location |
| Ex. George Washington, EMD  Town of Smithville | Paper | 01/01/2020 | Emergency Operation Center |
|  |  |  |  |
|  |  |  |  |

**Table 9. Record of Changes**

The insert community name Board of Health/Health Department will review and update the SOP annually. Changes to the SOP are tracked below by documenting the date, name of the person who changed the document, and a brief description of the change. A new version number should be assigned when local changes are made to the SOP (e.g. 1.2, 1.3) and when the region revises the SOP template (e.g. 2.0, 3.0). The record reflects any significant change made to the SOP in the prior five years with the most recent change recorded at the top of the record. The revision date (footer) is updated following any change to the SOP. When a significant change is made to the SOP, the signatories must re-acknowledge their approval and the SOP should be redistributed to the agencies listed in the Record of Distribution.

| Version | Date | Name | Description |
| --- | --- | --- | --- |
| 1.1 | 00/00/0000 | Insert Name, Insert Position | SOP customized to document local information and details. |
| 1.0 | 00/00/0000 | G. Simonsen, Region 4AB Planner | Release of SOP template 1.0. |

1. Federal Emergency Management Agency (FEMA) Incident Command System (ICS) Forms, Accessed 6 August 2020: https://training.fema.gov/icsresource/icsforms.aspx. [↑](#footnote-ref-1)