COMMODITY POINT OF DISTRIBUTION (CPOD) GUIDE

City of Kirkland

Office of Emergency Management

Last Update: 05/2022

Step 3. Designate area for supply storage and delivery

a. Allow space in the Supply Line for vehicles or trucks to deliver additional supplies to the site without interrupting the public traffic flow, if possible.
b. Arrange extra supplies so they can be easily transferred into the Loading Line for the Loaders to grab and put into vehicles.

Step 4. Set up loading points

a. Arrange distribution supplies in a manner that is easy to grab and load into vehicles.
b. Assign Loaders to each loading point, including someone to interact with the driver and others to load supplies into the vehicle.
c. The Loading Team Leader oversees operation of the Loaders and tracks supply levels and restock needs.

Step 5. Staff Area

a. Set up an area for CPOD staff to rest and take breaks. This are should have adequate shelter from weather (protection from rain, shade from heat, heaters for warmth, etc.).

Opening the CPOD

Step 1. Assemble CPOD staff.

a. All staff must sign in and out on the Daily Activity Report form.
b. Staff should arrive at least half an hour before the CPOD is scheduled to open. Staff who are assisting with site set up should arrive at least an hour before the CPOD is scheduled to open.
c. Provide a safety briefing to staff at the beginning of each shift
d. Verify staff roles and supervisors of each.

Step 2. Complete the Setting Up the CPOD Checklist (page 19).

a. The CPOD Manager should make sure each step of this checklist is completed prior to opening the CPOD to the public.

CPOD Operations

Step 1. Traffic Controller (TC) 1 waves in vehicles into the designated route.

Step 2. TC 2 is positioned at the entrance to the Vehicle Line, where all vehicles entering the Vehicle Line can see them. TC 2 signals the vehicles to stop in each loading point.

Step 3. Once all vehicles in the Vehicle Line have come to a complete stop, the loaders may begin loading supplies into the vehicle. Supplies should typically be placed in the trunk of the vehicle unless the driver requests something else. One loader should be available to talk to the driver to tell them to stay in their vehicle, unlock their trunk, and answer any quick questions.

Step 4. Once the Loaders load the supplies into each vehicle, they step out of the Vehicle Line and raise their hands into the air to signal that they are clear.

Step 5. TC 2 verifies that all Loaders are clear of the Vehicle Line, and then directs the vehicles to exit the CPOD.

Step 6. If needed, TC 3 is positioned at the CPOD exit to help vehicles reenter traffic. TC 3 can also count vehicles, if needed.

Step 7. Once all vehicles have cleared the CPOD site, TC 1 can direct more vehicles to enter.

Step 8. The next set of vehicles enters the Vehicle Line and the process repeats.

Closing the CPOD Site

End of Operational Period

Step 1. Inform any public who had to be turned away (either due to lack of supplies or arriving after CPOD site is closed) when and where the next CPOD will be open. Post signage indicating when and where the next CPOD will be open. If that information is not known, post signage indicating how the public can get updates and information.

Step 2. If supplies can be pre-staged for easy set up the next operational period, do so.

Step 3. Secure CPOD supplies if there will not be staff present.

Step 4. Inform the OEM or EOC of any logistical needs, including site-support, restocking supplies, or similar concerns.

Step 5. Remove signage directing public to the CPOD. If possible, place a sign that informs the public when and where the CPOD will re-open.

Step 6. File all forms for that operational period into the filing box.

Demobilizing the CPOD

Step 1. Record and note all damage to equipment, host facility, and any notable incident, accidents, or injuries that occurred at the CPOD.

Step 2. Return all documentation to the OEM or EOC Planning Section for records retention.

Step 3. Return CPOD Kit materials to container, report any items that need to be replaced to the OEM.

Resources

CPOD Staffing

Staffing requirements will depend on the size and nature of both the incident and the CPOD.

17 staff members are able to support a minimally staffed CPOD with three loading sites to accommodate up to 3 vehicles at a time. If the commodities that are designated for distribution are lightweight or fairly minimal, only two loading team members may be necessary per loading site.

Position	Staff Needed	Notes
Safety Officer	1	
Security	1	Additional Support may be needed
Support Team Leader	1	
Support Team Members	3	
Loading Team Leader	1	
Loading Team Members	9	3 per loading site
Total	**17**	

Table 1 – Staffing needs for a CPOD

CPOD Supplies

CPOD Kit

Most CPOD supplies can be stored and maintained in CPOD kits. These kits can be maintained on-site at CPOD locations, but should be stored in such a way that they can be transported to other potential CPOD sites as needed. Some kit items may need to be kept separately from the container to save space.

Logistical Box			
❑	Work Gloves – 18	❑	Sticky Notes
❑	First Aid Kit	❑	Hammer
❑	Notebooks (5x8)	❑	Duct Tape
❑	Scissors	❑	Mechanical Pencils
❑	Pop Up Safety Cones – 16	❑	Ear plugs – 50
❑	Slow / Stop signs – 2	❑	Whistles – 12
❑	Wooden Stakes for Signs – 24	❑	Tarp
❑	Tape Measure	❑	Permanent Marker
❑	Collapsible trash can	❑	
Safety Vests – High Visibility marking preferred			
❑	Blue Vests (For Support Staff) – 2	❑	Orange Vests – 10
❑	Yellow Vests – 20	❑	
Signage			
❑	Directional signage (parking lot, nearby intersection)	❑	Blank paper/Signs for specific needs
Administrative File Box			
❑	Supply sheets	❑	Registration forms
❑	Operational checklists	❑	

Table 2 - CPOD Kit Inventory

Additional CPOD Resources

Additional resources may be needed for CPOD operations depending on the CPOD size and location as well as the type and amount of supplies to be distributed to the community. Additional resources may include things like:

- Additional traffic control (flags, stop signs, cones, etc.).
- Additional signage directing the public to the CPOD or advertising the CPOD location(s) throughout Kirkland.
- Additional security staffing.
- Pallet jack or fork lift with trained operator.
- Trucks for delivering and loading distribution supplies.
- Staff and volunteer supplies (food, refreshments, portable restrooms, hygiene supplies, etc.)
- Office supplies (pens, paper, notebooks, etc.)

Administration

Training and Exercise

The CPOD is designed to utilize just-in-time training for most, if not all, staff positions. The CPOD Manager will utilize the Appendix A: CPOD Just-In-Time Operations Training Script to orient CPOD staff to the CPOD operations and their duties.

FEMA course IS-26: Guide to Points of Distribution is available online and can be used to train and orient staff or volunteers to working at a CPOD.

The OEM will train City staff as CPOD Managers to oversee CPOD operations prior to implementing this plan.

The CPOD function may be exercised as part of an EOC exercise or as a standalone exercise. If the CPOD is not activated for community support, the CPOD should be exercised at least once every 5 years.

Revision Process

The CPOD guide will be reviewed and updated as appropriate by the OEM after each activation of a CPOD in Kirkland. If the guide is not utilized, it will be reviewed and updated at least once every 5 years.

References

City of Kirkland Comprehensive Emergency Management Plan (CEMP)

FEMA Independent Study Course IS-26: Guide to Points of Distribution

FEMA Distribution Management Plan Guide, August 2019

Appendix A: CPOD Just-In-Time Operations Training Script

****The CPOD Manager or their designee will read this script at the beginning of the Operational Period to all CPOD staff, and to new staff as they enter the CPOD site for their shift. Be sure to include specific details regarding the CPOD site, highlighted in yellow below. ****

CPOD Script Introduction

Thank you for working at this Commodity Point of Distribution, also called a CPOD. This CPOD delivers supplies to our community. Today we will be handing out [SUPPLIES] to community members who drive through this site. We will be serving up to [XX] vehicles at a time.

The CPOD is being supported by the City. The CPOD Manager is [NAME].

I am going to describe the general layout of the CPOD, the traffic pattern of vehicles, how we will staff the CPOD, and how the CPOD works. Then we will assign positions and get set up. There will be time for questions at the end.

CPOD Layout

****It is helpful for this section to show a diagram of the CPOD site layout. A printed version should be included in the CPOD Kit, as well as in the CPOD Manual Binder.****

The CPOD has three lanes, and each lane has a different function.

The Vehicle Lane is where vehicles drive through to pick up supplies. Traffic cones are used to mark the vehicle lane.

The Loading Lane will have [XX] vehicle loading stations **point these out to CPOD staff**, one for each parking spot where vehicles will stop for supplies. There should be equal amounts of supplies at each station.

The Supply Lane is where incoming supplies will be kept, sorted, and distributed to each loading station. It is the furthest away from the Vehicle Lane.

Vehicle Traffic Pattern

Vehicles will enter the CPOD site at _____.

Vehicles will exit the CPOD at _____.

If a line of vehicles forms, the line pattern will be _____.

There will be traffic controllers who are in charge of directing vehicles through the CPOD. I will talk about all the positions and duties in a minute.

Up to [XX] vehicles will enter the CPOD at a time. They will enter at the same time, in a line, and one vehicle will stop at each loading station. Nobody is to being loading into any vehicle until all of the vehicles have come to a complete stop. Nobody should enter the Vehicle Lane while vehicles are moving.

Staffing the CPOD

**** If individuals have not already received their CPOD roles, assign them now.****

_____[NAME]_____ is the CPOD Manager. They are in charge of overall operations, and is the one who communicates needs.

- (If there is a Deputy CPOD Manager, introduce them as well).

_____[NAME]_____ is the Safety Officer. The Safety Officer's role is to keep CPOD staff and the public safe. The Safety Officer will deliver a safety briefing to all CPOD staff. The Safety Officer will also be monitoring the CPOD site and workers for any unsafe situations. If the Safety Officer asks you to do something, listen to them!

Now I will assign positions. Please make sure you take all necessary supplies with you to your assigned location.

- General Safety Officer
- Support Team Leader
- Traffic Controllers
    - Traffic Controller 1 (At CPOD Entrance)
    - Traffic Controller 2 (At front of Vehicle Lane)
    - Traffic Controller 3 (At CPOD Exit, counts vehicles)
- Loading Team Leader
- Loaders

CPOD Operations

This is how the CPOD will work.

1. Traffic Controller One will confirm that there are no vehicles in the CPOD, and the Vehicle Lane is clear of CPOD staff.
2. Traffic Controller One will give one long blast on their whistle, and will direct [XX] vehicles to enter the CPOD.
3. Traffic Controller Two will direct the vehicles forward in the Vehicle Lane and stop them so that there is one vehicle at each Loading Point.

    a. It is VERY IMPORTANT that no one is in the Vehicle Lane when vehicles are moving. There should be a wide gap between the Vehicle Line and the Supply Line to be loaded so that no one is close to moving vehicles when they are in the CPOD.
4. One of the Loading Team will instruct drivers to roll down their window. They will instruct drivers to stay in their vehicle, put it in park, and unlock their trunk, their doors, or roll down a window depending on the size of supplies being distributed.
5. AFTER ALL VEHICLES ARE IN PARK the loading teams will load the set number of supplies into the vehicles. The amount of supplies to be loaded today is _____.
6. It is important that we do not load extra supplies into vehicle, even if drivers ask. We are trying to get the most supplies out to the most number of people. If drivers need more supplies, instruct them to return the next day or whenever the CPOD is next open.
7. Once all the supplies are loaded into the vehicles, the loaders will step out of the Vehicle Lane completely and raise their right hand high in the air.
8. Traffic Controller Two will verify that all Loaders have their right hand in the air. Then, Traffic Controller Two will give one long blow on their whistle and motion vehicles forward out of the CPOD.
9. Traffic Controller Three will help vehicles reenter traffic after exiting the CPOD.
10. Once ALL VEHICLES are out of the CPOD, Traffic Controller One will begin the process again

General Reminders

- ALL LOADERS MUST RAISE THEIR HAND AFTER THEY ARE DONE LOADING.
    - This seems inconvenient, but it is the best way to visually make sure that EVERYONE is aware vehicles are about to be moving. Do not have one loader raise their hands for their whole loading team. This is for your safety, and it is a hard rule, absolutely no exceptions.
- If you need a break or you want to do a different task, talk to your Team Lead and they will coordinate with for you

Next Steps

1. Any questions?
2. Set up CPOD site
3. Place signage (no more than half an hour before opening to avoid lines)
4. Open the CPOD

Appendix B: CPOD Staff Safety Briefing Script

The Safety Officer will use this briefing list to brief all CPOD staff. CPOD staff will receive the safety briefing each operational period, even if they have staffed the CPOD previously.

- Follow all instructions and information from the CPOD Manager and your Leader while on site.
    - This location has been inspected for safety concerns and potential hazards. If you notice something unsafe, report it to your Leader right away.
    - Safety is your number one priority.
- Evacuation Instructions
    - If we need to evacuate the CPOD, we will meet at _____
    - The CPOD Manager or the Safety Officer will take the Activity Report sign in sheet and use it to account for staff during an evacuation.
- Staff Care
    - Share the location of snacks, water, restrooms, and rest areas for staff.
    - Remind staff to take regular breaks, stay hydrated, and take care of themselves.
- If you are injured or you see someone get hurt, inform your Leader right away.
    - A first aid kit is located at _____
    - The CPOD Manager will fill out an Accident Report Form in case of an accident.
- You must sign in and out of the CPOD on the Daily Activity Report
    - This is important in case we need to evacuate the CPOD or if there's an incident while we are here.
    - We are required to keep track of the hours that staff and volunteers work. Please do not forget to sign out when you leave!
- No one under the age of 18 is allowed to work at the CPOD site, regardless of parent or guardian signature or supervision.
- It's okay to feel overwhelmed, sad, angry, scared, or nervous during an incident.
    - Working at the CPOD and interacting with people who have been through an incident and need help has the potential to generate emotions, this is normal.
    - You are providing a valuable service to the community by helping distribute supplies.
    - If you feel overwhelmed or need a break, please inform your Leader and take care of yourself.
- Please attend any debriefing that may be conducted.
- General reminders:
    - In the event of an earthquake or aftershock, Drop, Cover, and Hold On. Do not try to run.
    - If an emergency happens at the CPOD site, the Safety Officer will call 9-1-1 or arrange assistance.
    - If we need additional security or resources, inform your Leader. All requests for assistance will be routed to the CPOD Manager.
    - Remember to Sign In when you arrive and Sign Out when you leave.
    - If you have any questions, please ask the Safety Officer or your Leader.

Appendix C: CPOD Forms

Printed copies of these forms are maintained in the CPOD Kit for incident use. Electronic copies are maintained by OEM. All completed forms should be turned into OEM documentation.

CPOD Site Setup Checklist

CPOD Manager:		Date:	
CPOD Location:		Time:	

	Step	Yes	No	Remarks
1.	Team members arrived			
2.	Site hazard assessment complete			
3.	Communications established with the City OEM/EOC			
4.	Inspect CPOD Kit			
5.	Determine the location of the Supply, Loading, and Vehicle lines			
6.	Establish the break area location			
7.	Set up traffic cones around the vehicle line			
8.	Confirm supply trucks can enter and exit			
9.	Conduct Operations Brief			
10.	Assign staffing positions			
11.	Distribute PPE			
12.	Conduct a safety briefing			
13.	Determine signage locations			
14.	Receive first supply			
15.	Put up signage			
16.	Open CPOD			

Other Remarks:

CPOD Manager Signature	

Daily Activity Report

STATE OF WASHINGTON
EMERGENCY WORKER DAILY ACTIVITY REPORT

County In Which Mission Took Place: _____ State Mission Number: _____

Mission Name: _____ Date From: _____ Date To: _____

Unit Name: _____

Unit Address: _____

	EMERGENCY WORKER NAME	CARD NO.	DATE TIME IN	DATE TIME OUT*	DATE TIME IN	DATE TIME OUT*	DATE TIME IN	DATE TIME OUT*	TOTAL HOURS	ROUND TRIP MILES
1										
2										
3										
4										
5										
6										
7										
8										
9										
10										
11										
12										
13										
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27										
28										
29										
30										

**** Actual Incident Check Out Time.***

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 in accordance with WAC 118-04-220:

_____ _____

Print Name and Title Signature and Date

EMD-078 (Rev. 01/15)

Daily Site Hazard Assessment Form

The CPOD Safety Office will complete this form at the beginning of each operational period.

Inspected By:		**Date:**	
CPOD Location:		**Time:**	

Training	**Yes**	**No**	**Comments**
Is each person assigned to a job within their capability?			
Did each person receive the safety briefing?			
Do people know how to use their personal protective equipment?			
Were safe lifting techniques reviewed?			
Environment	**Yes**	**No**	**Comments**
Are resources available to deal with weather conditions? (Drinking water, shade, heat?)			
Is the light level appropriate for a safe work environment?			
Housekeeping	**Yes**	**No**	**Comments**
Is the CPOD site clear of debris that may present a fall or trip hazard?			
Are materials properly stacked and spaced?			
Is the work area clear of fluid spills or leakage?			
Are aisles, passageways, and driving lanes clear of obstruction?			
Is the break area clean and sanitary? Are cleaning supplies available?			
Are the dumpsters provided being serviced regularly?			
Are the restrooms clean, sanitary, and restocked?			
Personal Protective Equipment (PPE)	**Yes**	**No**	**Comments**
Is required equipment provided and usable?			
Does equipment meet general operating requirements?			
Is staff compliant with PPE requirements? (gloves, safety vests, etc.)			

Material Handling and Storage	Yes	No	Comments
Is there safe clearance for all equipment through aisles and driving lanes?			
Are storage areas free of debris and tripping hazards?			
Are only trained operators operating forklifts or other heavy machinery?			
Vehicle Traffic	**Yes**	**No**	**Comments**
Are cones/signs placed to direct traffic?			
Is the vehicle lane clearly marked for both drivers and CPOD staff?			
Is pedestrian and vehicular traffic separated?			
Additional Comments or Concerns			

CPOD Safety Officer Signature:		**Date/Time:**	
CPOD Manager Signature:		**Date/Time:**	

Accident Form

❑ Property Damage ❑ Personal Injury
❑ Vehicle Damage ❑ Equipment Damage

CITY OF KIRKLAND
ACCIDENT REPORT FORM

I. GENERAL INFORMATION

Employee:
Job Title:
Department:

II. DESCRIPTION OF ACCIDENT

Date:	Time:
Location of Accident:	
Describe what happened: Include what the injured person(s) was doing; what equipment, if any, was involved; general conditions; protective equipment in use; safety precautions followed; etc.	
Description of injury (include part of body affected and name of the object or substance which directly injured the employee)	
Were others injured in the accident? ❑ Yes ❑ No If yes, please list and describe injury:	
Were any steps taken to correct or improve the situation at that time? ❑ Yes ❑ No If yes, what were they?	
Witnesses: List names, addresses and phone numbers.	

III. CAUSE OF ACCIDENT *(To be filled out with the Supervisor)*

Was the employee:	**Yes**	**No**	**N/A**
Placed in the right job?			
Properly trained for the job?			
Experienced for the job?			
Physically fit?			
In a safe position?			
Attentive to the job?			
Supplied with the proper tools?			
Properly Supervised / Accompanied?			
Was the tool / equipment:			
Right for the job?			
Working Properly?			

Was the tool / equipment:	**Yes**	**No**	**N/A**
Adjusted correctly?			
Properly guarded?			
In proper condition?			
Would the accident have occurred if a different tool or piece of equipment had been used?			
Was the employee using the proper personal protective equipment?			
Was the accident site:			
Equipped with the proper tools?			
Well lit?			
Congested?			
Noisy?			
Clear of fumes and smoke?			
Clean and Neat?			

Describe any other acts of commission or omission, or any other contributing factors to the accident (i.e. weather conditions):

Was there any time lost from work due to the accident? ❑ Yes ❑ No ❑ Unknown
If Yes, how much? _____

Is this report being filled out for precautionary reasons only? ❑ Yes ❑ No

Was a physician seen? ❑ Yes ❑No If yes, list name:

Was an L&I Report filled out? ❑Yes ❑ No If not, please explain:

If hospitalized, list name of hospital and address:

Was there any damage to a City vehicle? ❑ Yes ❑No
If yes, Vehicle Number: _____
If yes, was a vehicle damage report filled out? ❑ Yes ❑ No

Employee's Signature: _____ Date: _____

Supervisor's Signature: _____ Date: _____

Distribution: Original to Safety/Risk Analyst or Fire Department Safety Officer; Copy to Supervisor and Employee

CPOD Post-Activation Equipment Inventory

CPOD Post-Activation Equipment Inventory

Incident Name: _____ Completed By: _____ Date: _____

Item	Minimum Quantity Needed	End Inventory	Added Inventory *FOR OEM PURPOSES ONLY*
Container	1		
Work Gloves	12		
First Aid Kit	1		
Notebooks	1		
Scissors	2		
Pop Up Safety Cones	16		
Slow / Stop Signs	2		
Sticky Notes	4		
Hammer	2		
Duct Tape	2		
Mechanical Pencils	12		
Ear plugs	50		
Tape Measure	2		
Whistles	12		
Blue Vests	2		
Orange Vests	10		
Yellow Vests	20		
Face Masks	50		
Wooden Stakes	24		
Signs	Variable		
Trash Can	2		
Permanent Marker	2		
Tarp	1		

Please report and submit end inventory numbers to EOC/EM for documentation and replacement of materials

Appendix D: Potential CPOD Sites by Neighborhood

Potential CPOD sites were identified during the 2020 COVID-19 pandemic response to potentially hand out supplies to community members. A general best practice is to use a City-owned site to establish a CPOD, when possible.

Specific locations and plans are redacted for internal planning use only. Public will be notified of locations when an official CPOD site is opened.