



# THIS IS A TEST



## Discussion Guide



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## Acknowledgements

This is a TEST POD Edition was created at the request of the Peoria City/County Health Department (Illinois) staff to assist with training and exercising point of dispensing (POD) plans.

Lauren Finklea, health scientist within CDC's Division of State and Local Readiness, created all game concepts, rules, and mechanics. CDC Creative Services created all art.

We would like to thank all staff who tested this game and all corresponding components and documents.

### Did we miss something?

We will routinely update the rulebook as we receive feedback. If you have a question on the content or note something confusing, please let us know.

Contact [testgame@cdc.gov](mailto:testgame@cdc.gov).



## About This is a TEST

The Centers for Disease Control and Prevention (CDC) designed [This is a TEST](#) (Training and Exercise Simulation Tool) to train emergency preparedness and response partners for various roles and responsibilities faced when responding to any incident. *TEST* is a collaborative game that bridges the gap between discussion and operational exercises. It uses narrative-based problems to foster teamwork, discuss resource management, and aid in understanding specific roles and responsibilities during an emergency.

*TEST* may be used as a training and exercise tool depending on the needs of the jurisdiction. *TEST* is aligned with adult learning principles and FEMA's [Homeland Security Exercise and Evaluation Program \(HSEEP\)](#) exercise design. Facilitators can modify objectives and gameplay to meet training and exercise requirements. Evaluation should align with HSEEP principles.

## About This Discussion Guide

This discussion guide accompanies [This is a TEST POD \(point of dispensing\) Edition](#). Questions may be used without the game during other discussion-based exercises such as tabletops.

The purpose of these questions is to help each facilitator guide the conversations of the players at their table. Facilitators should promote questions that help answer “why” or “why not” for all decisions and facilitate group discussion by all players.

## Intended Audience

Staff from public health, emergency management, hospitals, volunteer organizations, and others who would be involved in setting up or operating a POD.

### Technical Assistance

For technical assistance with *This is a TEST POD Edition*:

- Email [testgame@cdc.gov](mailto:testgame@cdc.gov).
- Submit a Technical Assistance Request through the Online Technical Resource and Assistance Center (On-TRAC) at <https://www.cdc.gov/readiness/php/resources/on-trac.html>.
- Reach out to your Public Health Emergency Preparedness (PHEP) program jurisdictional representative, or CDC's Division of State and Local Readiness (DSLRL) project officer or health department liaison officer (HDLNO).



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## How to Use This Guide

This discussion guide is meant to be used by facilitators following gameplay. Facilitators should ask tables to identify injects to discuss further. Depending on the time allotted for table discussion and follow-on large group discussion and report out, the number of inject cards may vary. A good starting place is two to five injects.

While the questions provided are not exhaustive, it is meant to drive dialogue and spark conversation. Facilitators are welcome to add their own questions to this guide.

Facilitators could ask players to choose injects that:

- Provided difficulty within the game.
- Had content that is not currently in jurisdiction plans.
- The group found difficult to choose the best option.

### Note to Facilitators

*Discussion questions are meant to guide players through potential gap identification within their plans and think through “what-ifs.” For some questions, there are no “right” or “wrong” answers.*

The full list of inject cards can be found in the [linked document](#). Each inject has a number on the bottom right of each card. This number corresponds to inject specific discussion questions.



## Discussion Questions by Inject Number

Injects and accompanying discussion questions are provided in the format below.

*Example*

**Inject Number. Inject Title**

Narrative Text

✓ Discussion Questions

### 1. Interpreter Assistance

A group of meeple enters the POD where they have limited-to-no hearing ability.

- ✓ What are your plans for assisting those who may need American Sign Language services?
- ✓ What are your plans for assisting those who may have other language needs?
- ✓ Do you have access to medical translators?

### 2. Stomach Bug or Novel Virus

Several meeple are showing up to the POD complaining of nausea and vomiting.

- ✓ What plans and training are in place to help staff identify critical medical needs versus stomach or other common illnesses?
- ✓ What infection control measures do you have in place?

### 3./4. Miscommunications with Mayor/ Misleading News Coverage

*(Inject 3)* The mayor misunderstood a press briefing and pushed out messaging that meeple in some unaffected areas should go to your POD.

*(Inject 4)* The local news outlet has directed everyone to go to your POD, including those who were not impacted.

- ✓ How are your political leaders involved with your planning?
- ✓ Do you have three- to five-minute long briefing documents available for political leaders?
- ✓ What communications plans are currently in place to handle misinformation?
- ✓ How can you engage the media prior to this event to establish a relationship?
- ✓ What types of messages will you use to reach the unaffected population asking them to stay home?
- ✓ How will you handle those arriving from unaffected areas?

### 5. Family Emergency

A staff member reports a family emergency and must leave their shift early.

- ✓ What plans do you have in place to replace staff member(s)?
- ✓ What could be included in your plans if your POD has no replacement staff?



## 6. Staff Shelter

Some staff have homes in the affected area and are unable to return home.

- ✓ Where would staff be housed to still be able to come to work?
- ✓ How would you address the needs of their families? Are there nearby shelters for other family members living in the affected area?

## 7. Allergic Reaction

A few patients are complaining of throat tightness and shortness of breath.

- ✓ What are your procedures for triaging and treating signs of allergic reaction?
- ✓ Are there medical staff at the POD to help manage these situations?
- ✓ What type of medical staff may be needed and with what type of experience?

## 8. Population Experiencing Homeless

Many meeple experiencing homelessness were in the affected area and are on their way to your POD. In addition to medicine, they will need food and shelter.

- ✓ What are your policies and procedures for providing POD access to populations experiencing homelessness and others who may not be able to arrive in their own vehicles?
- ✓ What are the additional considerations for shelters and registration challenges for individuals who identify as homeless in your POD?
- ✓ What social services are located in your POD to help individuals?

## 9. Vaccine Left Out

Staff notice a batch of vaccines left out in an unrefrigerated and unsecured area.

- ✓ What decisions would you make on deciding whether the vaccines are still usable?
- ✓ Who would you contact the health department for assistance or guidance?
- ✓ What procedures would you put in place to prevent this from happening again?

## 10. Mental Health Crisis

Several meeple are coming to your POD showing signs of mental and emotional distress.

- ✓ What resources are available in your community that can assist with mental health counseling?
- ✓ Does your staff have training in psychological first aid? If not, what resources can you offer them?
- ✓ What are common signs you can train your staff on to identify those that may be having a mental health crisis?





## 11. Data Sharing and HIPPA

Many meeple are questioning how you will protect their information provided at registration.

- ✓ What are your current registration processes?
- ✓ How will you ensure that HIPAA is maintained?
- ✓ What methods will you employ for data retention in the long-term?
- ✓ Can you explain your data retention process to people arriving at your POD?

## 12. Undocumented Meeples

Several meeple are showing up to your POD with no documentation or identification.

- ✓ How will you register these individuals?
- ✓ What does your jurisdiction consider the bare minimum information to be collected from these individuals?
- ✓ How will you ensure that these individuals receive care and are accounted for in a way that does not risk their safety?
- ✓ How will you make sure they are contacted and arrive at the POD without fear of any repercussions?

## 13. No Appointment

Several meeple are showing up with no appointment. Your POD has been busy and there are lines.

- ✓ What procedures are in place for individuals who arrive without appointments?
- ✓ How will you prioritize individuals who have appointments?

## 14. More Pills

Meeple are showing up requesting more pills than on their head of household form.

- ✓ How will you address when individuals request additional medication?
- ✓ What might be the reason they are asking for additional pills and how will that be addressed?

## 15. Inclement Weather

Severe weather has created a situation where it is unsafe to have meeple waiting outside.

- ✓ What plans and procedures do you have in place for inclement weather?
- ✓ Are there alternative sites you can send people, service animals, and pets? How will you get them there?
- ✓ Does your POD facility have enough space to have all stations within the POD? If not, what are your plans?



- ✓ Does your POD have a storm shelter that can house large numbers of people? Is there one nearby? If so, how would you get them all to the storm shelter?

## 16. Patient Injury

A few meeples have arrived at the POD with small open wounds that may require stitches.

- ✓ What protocols are in place to transfer injured people to hospitals?
- ✓ How will hospital staff receive potentially contaminated patients?
- ✓ Will EMS be available to assist? If not, what other transportation or assistance can be utilized?

## 17. Limited Workforce

Several staff have not shown up for work either due to inability or anxiety from the incident.

- ✓ Where can potential additional staffing be drawn from?
- ✓ Considering previous emergency response staffing shortages, what percent of staff will likely not be able to assist?
- ✓ How can you request additional support from state and federal programs?

## 18. Medication Education

Many meeples have questions about the medication and its potential side effects.

- ✓ What methods do your plans have in place to address concerns?
- ✓ Do your methods include other languages? If so, what languages and what method of translation are you utilizing?
- ✓ How will you ensure that available education materials are accessible to people with disabilities?

## 19. Alternative Medication

Some meeples have had previous issues with the medication being provided at the POD.

- ✓ How would you assist them with alternate medications that they could take in the POD? Does the POD carry these alternatives? If not, how will they receive these alternative medications and how would you record they received them?
- ✓ Would you send them to the personal physician for assistance? Why or why not?
- ✓ Would you call Incident Command/Health Department for help in addressing these individuals? Why or why not?

## 20. Wrong POD Location

Several meeples have arrived at your POD that should have been directed to a different site.



- ✓ Would you let them enter your POD and get the meds they need? What factors might this answer be dependent on?
- ✓ What would you do if they were willing to go to the correct POD but do not have transportation to get there?

## 21. Service Animal

A meeples has arrived with a miniature horse as their service animal.

- ✓ How would address having a small horse going through the POD? How would you address other service animals?
- ✓ What other considerations might you need to take with someone with a service animal?

## 22. Drive-Thru POD

The EOC has decided that your sites should add a drive-thru option to your POD.

- ✓ What plans do you have for a drive-thru POD?
- ✓ What methods would you employ to effectively communicate to the public that you now are offering both a walk-in and drive-thru POD?

## 23./24. Relocation to High-Risk Areas/ No Transportation to POD

*(Inject 23)* High-risk populations are unable to access your POD site.

*(Inject 24)* Several nearby housing communities have meeples that lack transportation to get to your POD.

- ✓ What plans do you have to provide transportation services to high-risk populations to and from your current POD site, or to relocate your POD near them to provide them easier access?
- ✓ What plans are in place for providing accessible transportation services?
- ✓ How will you ensure that transportation services are accessible?
- ✓ Discuss plans for arranging shuttle services between nearby housing communities that lack significant transportation means and your current POD location.

## 25. MOBILE VACCINE BUS

The mayor has decided that mobile vaccine buses will be deployed to targeted areas to increase medicine uptake.

- ✓ How will you work with your public information officer (PIO) to share this important information with your community at large?
- ✓ What kind of “mobile security” do you have?
- ✓ Do you have a mobile vaccine bus that is equipped with the correct storage for vaccines?



## 26. Pre-Registration

To alleviate long lines, you are offered a pre-registration system that will need to be promoted in the community.

- ✓ Who might be some of your major “stakeholders/partners” in making this new pre-registration system a success?
- ✓ How will you address those without technology access or are have difficulty using the technology?
- ✓ Will it be translated into other languages be 508 compliant, and fully accessible?

## 27. Fire Alarm

A fire alarm is going off but there are no obvious sources of fire or smoke.

- ✓ What does your evacuation plan look like?
- ✓ Do you have one single evacuation meeting point?
- ✓ How do you keep track of everyone entering the POD and make certain no one is left behind?

## 28. Car Break Down

A car has broken down blocking the exit of the POD parking lot.

- ✓ What provisions do you have for wrecker services being on-site in case urgent road services are needed to keep your POD running smoothly?
- ✓ What are other alternative to move vehicles out of the way of POD operations?
- ✓ What type of training does your on-site POD security team have that might assist them in handling this type of situation?

## 29. Unregistered Volunteers

Several meeples have arrived at your POD saying they want to volunteer and assist. They are not currently registered with any agency.

- ✓ What is your policy for addressing unregistered and unplanned volunteers that may show up at your POD?

## 30. Misplaced Paperwork

Paperwork from several meeples has been misplaced and not entered into the system.

- ✓ How would you contact and track those that have gone through and left your POD, but their paperwork has been misplaced and not entered into the system?
- ✓ What kind of registration/documentation process do you have in place to drastically limit the possibility of misplacing paperwork on people that pass through your POD?



### 31. Traffic Jam

Cars are getting backed up in the parking lot to where meeples cannot leave the POD or park to enter.

- ✓ How could you coordinate with law enforcement to assist?
- ✓ Do you have another parking area where people could park and walk to the POD?
- ✓ Do you have shuttles available for those who need mobility accommodations?
- ✓ Are there areas identified where roads would be blocked or people would be rerouted?

### 32. Lactation Space Needed

A meeples requires privacy for breastfeeding their baby.

- ✓ Do you have a pre-set-up spot for breastfeeding and/or for staff with pumping needs?
- ✓ Where could pumped breast milk be stored?
- ✓ How would you set up an area to address these needs?

### 33. Lost Network Connection

The internet connection has been lost. Forms and Registration will not process anyone next round unless you find a backup router or use paper forms.

- ✓ What will you use for registration?
- ✓ If using electronic data collection:
  - Do you have back up paper forms?
  - Are there alternative ways to establish a network connection on-site or have offline data collection?
- ✓ Is there a way to print forms on demand or will you have them available ahead of time?
- ✓ How will you store the paper versions, so they do not get misplaced? What would be the plan/protocol to enter the information into the system electronically once the connection is available?

### 34. Short Circuit

A circuit has tripped resulting in several outlets unable to power vaccine storage.

- ✓ What are your alternative plans for powering stations at the POD?
- ✓ Are there staff within your ICS structure that can assist with power or electrical issues?
- ✓ If you cannot get power to the vaccine storage, what are the alternatives to maintain proper storage temperatures?



### 35. Limited Water Supply

The water main to the facility has been damaged and there is limited water.

- ✓ How do your plans address loss of water?
- ✓ Do you have alternative sites identified?

### 36./39. Government Funding/State Support

(Inject 36) Your POD has received additional governmental aid.

(Inject 39) Your POD has received additional state support.

- ✓ How will you utilize additional funding?
- ✓ What do you anticipate the restrictions to be?

### 37. Limited Translation Assistance

A family has arrived with limited ability to speak or understand English. No one on staff can speak their natural language. They do have a small child who can speak some English.

- ✓ Do you have translation services or translated materials for your POD?
- ✓ What languages do you offer translation at your POD?
- ✓ Do you have a way to request a translator for your POD?
- ✓ Would you use a regular translator or a medical translator?

### 38. SNS Delivery

Your POD has received additional aid.

- ✓ Do you have plans to incorporate the additional medication?
- ✓ How would you store it?

### 40. Reallocation of Resources

Neighboring POD has fewer people to process and send staff to assist with registration.

- ✓ What is your process to incorporate new staff?
- ✓ What Just-In-Time training do you have for the new staff?

### 41. Staff Lunch Break

Boxed lunches arrive for staff.

- ✓ What are your plans for lunch staff?
- ✓ Do you have storage for the boxed lunches for staff that may not be able to get them until later?



## 42. Temporary Assistance

Lines are decreasing at Triage. Forms and registration may request assistance from the staff at Triage.

- ✓ Are triage staff trained to assist with forms and registration?
- ✓ How would you provide Just-In-Time training for them?

## 43./44. Trip Over Wires/ Slip and Fall

(Inject 43) The staff has been tripping over wires at the Forms and Registration station.

(Inject 44) Water has begun building up in the restrooms and has caused a slip hazard.

- ✓ What procedures are in place to ensure slip and trip hazards are monitored and eliminated?

## 45. Fight in Line

A fight has broken out in lines at your POD. Choose a staff member to break up the fight.

- ✓ What types of security measures are in place for your POD?

## 46. Impatient Meeple

Lines are getting longer, and many meeples are getting rowdy and impatient.

- ✓ What communications have been developed to calm people in line?
- ✓ Are there maximum times that you want people to spend in your POD?
- ✓ How can you help alleviate these feelings? What can be done to speed up the process?

## 47./48. Request For More Information

EOC requests information from Health Communicator or Logistics about your POD.

- ✓ What are the data streams both to and from the POD?
- ✓ Who is likely to request information from the POD and what type of information?
- ✓ Can your data collection system run the data needed in real time or does it need a staff member to compute the data needed? If you need a staff member, are they located at the POD or somewhere else and do they have the time and ability to run data in real time?

## 49. Child Separated from Caretaker

Several young meeples cannot find their parents.

- ✓ What plans are in place for minors who have been separated from their caretakers?
- ✓ How will children be reunited with their caretaker?



## 50. Viral Video

Teens have been posting to social media about the long lines at your POD and talking about how unsafe it is.

- ✓ Is social media monitoring an activity currently in POD plans?
- ✓ Will people be asked not to post to social media while at the POD?
- ✓ How will you respond to the posts?
- ✓ Are there changes that can be made to address these concerns?

## 51. Fainting in Line

Someone in line has fainted for unknown reasons.

- ✓ What first aid do you have available on site at your POD?
- ✓ How will you triage who will go to the hospital?
- ✓ Do you have an ambulance on call to assist?

## 52. Low Blood Sugar

A meeple in line feels faint and has low blood sugar levels.

- ✓ What medicines are available for those who may have diabetes or other chronic medical conditions?
- ✓ What staff are available to aid those with medical needs?
- ✓ Are there snacks and drinks that could be provided?

## 53. Seasonal Virus

Meeples arriving have flu-like symptoms including fever and cough.

- ✓ What procedures are in place to isolate sick individuals?
- ✓ Are there measures or precautions that can be implemented to limit the spread of the virus?

## 54. Suspicious Behavior

Someone is walking around the parking lot and checking cars during POD operations that is not a staff member.

- ✓ What security procedures are in place to monitor the POD?
- ✓ Who and how will staff notify managers and security if there is suspicious behavior?

## 55. Quiet Space Needed

A child with an emotional disorder has become very anxious and overstimulated. Their guardian has asked for space to calm them down.





- ✓ What types of resources do you have available to assist with mental and behavioral health?
- ✓ What spaces do you have at the POD for individuals who need privacy?
- ✓ What other behavioral needs do you anticipate requiring additional staff and support?
- ✓ How will you assist neurodivergent individuals who arrive at your POD?



# Glossary of Terms

## Abbreviations

- ADA** Americans with Disabilities Act
- EMS** Emergency Medical Services
- IC** Incident Commander
- IE** Intake and Education
- HC** Health Communicator
- HCI** Health Communicator and Intake
- HOH** Head of Household
- LG** Logistics
- MD** Medical and Dispensing
- PC** Personnel Coordinator
- POD** Point of Dispensing
- SLE** Security and Law Enforcement
- SNS** Strategic National Stockpile
- SO** Safety Officer
- SOS** Safety Office/Security



## Key Terms and Definitions

**Access and functional needs (AFN)** – Includes individuals who need assistance due to any condition (temporary or permanent) that limits their ability to act. To have access and functional needs does not require that the individual have any kind of diagnosis or specific evaluation. Individuals having access and functional needs may include, but are not limited to, individuals with disabilities, older adults, and populations having limited English proficiency, limited access to transportation, and/or limited access to financial resources to prepare for, respond to, and recover from the emergency. (FEMA)

**Available Meeple Pool** – Collection of meeples that have not been put into play and are available to be drawn to be placed on the board.

**Griage** – Greeting station in a POD that performs preliminary triage (Greeting + Triage)

**Meeple** – small board-game piece, usually with a stylized human form.

**Phase** – Break up of stages or portions of a round that signify different portions of gameplay actions.

**Round** – Completion of all phases. In this game, there are six phases in a round.

