

**OPERATIONS FLOW OF SNS/RSS Facility**

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<b>SNS REQUESTED</b>	ONG opens site; removes all unnecessary equipment
	Security is set up at RSS site – ONG, OSHP
	ONG assures that all material handling equipment is on site
	ONG lays out prepared floor plan using Comatex Sheets or layout tape
	ONG sets up RSS command center – tables, chairs, phone lines, confirm electrical power
	ONG prepares site for ODH arrival – facilitate ODH staff entry to site
	All appropriate staff is contacted

<b>COMMAND CENTER</b>	All IT equipment is set up and working condition is verified
	All communications equipment is set-up and verified
	Warehouse software is initialized

<b>INVENTORY</b>	IWS is set up with inventory guns and Wireless access points are established
	CDC Pipe file is received and loaded
	Pick files / POD and hospital kits are reviewed, created and printed for pick crews
	IC Teams will use inventory guns to pull inventory
	3 teams with 1 inventory RF gun per team will consist of at least 1 of the following: 1 RF gun operator 1 puller 1 dolly/pallet builder They will need to have 1 dolly or pallet jack and pallet per team to assist in moving the picked items to pallet build
	Once order is pulled it will be moved to the QA/QC and pallet building area of the warehouse

<b>QUALITY ASSURANCE / QUALITY CONTROL (QA/QC)</b>	Responsible for verifying Pallet inventory for item description and quantity
	Responsible for verifying Pallet destination
	After verification of inventory and quantity; applies label to pallet. Label will identify

	ID/order #
	Packing ticket and thumb drive are shrink wrapped with KIT
	Pallets are organized for shipment
	Pallets are moved to transport staging area

<b>PALLET BUILD</b>	Responsible for coordinating with transportation for Pallet build based on mode of transportation
	Responsible for verifying Pallet destination
	Verify packing ticket is attached to pallets
	Verify destination labels are attached
	Pallets are reorganized for shipment

<b>SHIPPING/RECEIVING STAGING AREA</b>	Pallets are organized for shipment according to RDN location
	First Pallets being shipped to RDN will contain RDN GO KITS which will contain necessary IT and radio supplies ***NEED CHECK LIST***
	1 <sup>st</sup> Pallet off of truck should contain RDN GO KIT
	RDN GO KIT will be powered up and Pallet inventory will be loaded.
	Access database/excel spread sheet will be used to track Pallet shipments received from RSS to RDN to PODS/Treatment centers

<b>MANAGED INVENTORY SHIPMENTS RECEIPT</b>	4-5 people located in the command center will in enter orders received from the ODH DOC for PODS/Treatment Center deliveries
	Pick teams will process orders as stated above
	If items requested are missing, Pallets/KITS will continue to be built and back orders will be placed
	Back ordered items will ship upon arrival to RSS warehouse

## ANNEX H

### RECEIPT, STORE, AND STAGE (RSS) WAREHOUSE

- I. **PURPOSE:** This annex defines the process and procedures to receive, store, stage, and distribute the Strategic National Stockpile (SNS) in Ohio. The effectiveness of RSS warehouse operations will significantly determine the speed with which treatment centers, dispensing clinics, and eventually the public receives protective medicines and supplies.
- II. **POLICY:** The responsibilities and procedures described herein are in effect immediately upon the state of Ohio requesting deployment of the SNS.
- III. **OVERVIEW:** The Central RSS warehouse functions as the central receiving warehouse for all SNS shipments into the state of Ohio. This includes the initial 12-hr Push Package and Managed Inventory. The Ohio Department of Health (ODH) designated SNS signatory will sign for and accept responsibility for all SNS materials shipped to the RSS warehouse.

Designated Signatory is as follows:

State Epidemiologist, Dr. Forrest Smith

SNS Coordinator, RSS Manager Mark A. Keeler

RSS Manager backup, Bill Robbins

RSS Manager tertiary, Rebecca Sandholdt

RSS Operations Chief, Ryan Morrison

Once signed for, the Receiving Task Force will assume control and unload the SNS materials from the trucks and stage them in the receiving holding area.

#### **Receiving**

The Receiving Task Force will then conduct a receiving inspection of SNS materials for general serviceability and condition of contents, climate control standards, to verify quantities, and ensure the accuracy of accompanying paperwork.

#### **Inventory Control**

Once the receiving inspection is complete, the Inventory Control Group Supervisor will enter the new SNS material into the Central RSS warehouse inventory tracking database. The Receiving Strike team will then move the SNS material from the receiving holding area to the SNS main storage area where it will be ready for use.

#### **Receiving**

The Data Entry area will be the focal point for processing all orders received at the Central RSS warehouse. Once the Operations Chief and his team have verified receipt of shipment the CDC pipe file will be loaded into the Inventory Warehouse System by the Data Entry Lead. From this system pick tickets will be created based off of orders received from Points of Dispensing (PODS) and treatment centers.

Inventory Control Task Forces (IC TF) will receive the orders on the warehouse floor and will begin to pull orders. IC TF will be divided up into 3 groups of 3. They will consist of 1 Radio Frequency gun operator, 1 puller and 1 pallet/dolly builder. As the items are pulled and placed on a pallet/dolly the RF

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on a pallet/dolly the RF gun operator will scan each item. Once an order has been completely pulled, it will be moved to the pallet build/quality assurance area.

### Pallet build/Quality Control-Quality Assurance

At the pallet build/quality control quality assurance area staff will verify that the correct item description, lot number (if applicable) and proper quantities have been pulled. Stickers will be issued from the "quality area" and placed on the pallets.

At this point the pallets will be rebuilt for proper vehicle transport configuration. All shipping documents will be affixed to the pallets along with the inventory thumb drive that will be uploaded into the local inventory software. The pallets will be moved from this area to the Transport/Staging area.

### TRANSPORTATION/STAGING

The Transport/Staging area will notify Ohio State highway patrol of shipping destination, time and mode of transport.

The transport/staging area will notify drivers and prepare all bill of lading documents. The Transport/Staging area will communicate all deliveries to the RSS Information Liaison. The Information Liaison will communicate shipping information to the RDNs. The information will consist of pallet quantity, time of arrival and mode of transportation. The delivery drivers will verify the load, sign the shipping documents, and assume custody of the shipment.

When the SNS shipment reaches its delivery destination, it will be off-loaded by the Regional Distribution Node (RDN) personnel at their RDN. The delivery drivers will confirm all required shipping paperwork is signed by the RDN receiving authority, and the delivery drivers will return to the RSS warehouse with delivery receipt. Upon return to the RSS warehouse, the delivery drivers must turn-in the completed and signed shipping document into the Shipping Task Force.

IV. ORGANIZATION: The following process outlines the organizational structure, chain of custody, communications flow, floor layout and the direction and control required in support of the RSS warehouse. A flow chart is contained in Annex H, Appendix 1 (Central RSS Warehouse Direction and Control).

A. ODH Department Operations Center (DOC):

1. Responsible to the State Health Official and is normally located at the ODH's main office in Columbus, Ohio.
2. Maintains overall responsibility and management for the deployment of SNS materials to any and all locations in the state of Ohio.
3. Responsible as the sole agency for Command and Control of all SNS assets and materiel. Requests for SNS materiel will be approved by the ODH Department Operations Center for request fulfillment. Only the approved materiel, drugs and/or equipment, from the ODH Department Operations

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Center may be honored for fulfillment by the Central RSS and then moved to the Regional Distribution Node(s) for final delivery.

4. The Ohio Department of Health will authorize all shipments from either the Central RSS or any Regional Distribution Node(s) as well as any prioritizations.
5. Will confirm an operational Central RSS warehouse utilizing a pre-designated RSS manager and RSS warehouse staff to assigned SNS operations.
6. Will act as liaison to the RSS Manager/Information Liaison for all support requirements concerning the Central RSS warehouse.

B. The ODH Disaster Coordinator:

1. Reports to the Ohio Emergency Operations Center (Ohio EOC) normally located at the Ohio Emergency Operations Center (EOC/JDF) in Columbus, Ohio.
2. Will act as the liaison to and between the State EOC and the ODH Department Operations Center.

C. The Central RSS Site Commander (WAREHOUSE MANAGER):

1. Responsible to the State Health Official and is located at the designated Central RSS warehouse.
2. Will provide leadership to the Central RSS warehouse staff, and maintain overall responsibility for all RSS operations and the RSS warehouse.
3. Will formally accept custody of SNS materiel from the CDC and is the designated Ohio SNS signatory.
4. Will establish an RSS warehouse command post.
5. Will act as, or assign a designee, liaison to the ODH Department Operations Center, the Ohio Disaster Coordinator, and the CDC's Technical Advisory Response Unit (TARU) for RSS warehouse operations.
6. Will periodically coordinate situation reports (SITREP) through the RSS information liaison to the ODH Department Operations Center and/or ODH Disaster Coordinator on a regular basis.

D. The RSS Warehouse Team: This team is comprised of three entities, the RSS Command Staff, the RSS General Staff, and the RSS Repackaging Team.

1. The RSS Command Staff. Reports to the RSS Site Commander and is comprised of:
  - a. The CDC TARU;

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- b. The RSS Information Liaison;
- c. The Finance Chief;
- d. The Planning Chief;
- e. The Operations Chief;
- f. The Logistics Chief;
- g. The ONG Branch Director;
- h. Any Liaison Staff
- i. The Safety Officer.

2. The RSS General Staff. Reports to the designated person in the RSS Organizational Chart and is comprised of:

- a. Resource Unit Leader;
- b. Demobilization Unit Leader;
- c. Situation Unit Leader;
- d. Service Branch Director;
- e. Communications/IT Unit;
- f. Food/Lodging Unit;
- g. Inventory Control Group Supervisors;
- h. Inventory Control Task Forces;
- i. Data Entry Lead;
- j. Data Entry Strike Team;
- k. Data Entry Forms (Single Resource);
- l. Time Unit Leader;
- m. Personnel Time Recorder;
- n. Shipping/Receiving Lead;
- o. Receiving Task Forces;
- p. Shipping Task Forces;

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- q. Quality Assurance Lead;
- r. QA Task Forces;
- s. Transportation Lead;
- t. Mapping/Routing Task Force and;
- u. Transportation Tracking Strike Team.

3. The RSS Repackaging Team. Reports to the RSS Site Commander and is comprised of:

- a. The Repackaging Liaison;
- b. The Repackaging Supervisor Leads;
- c. The tablet-counting machine staff;
- d. The volumetric devise staff; and
- e. The label and packaging staff.

V. **RESPONSIBILITIES:** The RSS Warehouse Team job checklists located in RSS Personnel Job Action Sheet folder contains the job descriptions, and desired skill sets, and outlines the duties, responsibilities and checklists for each RSS Warehouse Team position. These job specific checklists identify each RSS warehouse position and are intended to be used as a guide to assist each member of the RSS Warehouse Team as they perform their assigned duties. These checklists are in no way intended to be all inclusive of every detail of the operation, and the RSS Warehouse Team members are encouraged to share information to ensure a smooth flow of operations.

VI. **PERSONNEL REQUIREMENTS:** The following tables indicate the personnel requirements for the RSS warehouse team and the RSS Repackaging team.

A. The Central RSS Warehouse Team

<b>Members of RSS Personnel</b>	<b>Number of Staff per shift (8-12hrs)</b>
RSS Site Commander	1
RSS Information Liaison	1
Liaison Staff	Several
Safety Officer	1
Planning Chief	1
Resource Unit Leader	1 (responsibility falls to Planning Chief if not activated)
Demobilization Unit Leader	1 (responsibility falls to Planning Chief if not activated)
Situation Unit Leader	1 (responsibility falls to Planning Chief if not activated)

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Logistics Chief	1
Service Branch Director	1 (responsibility falls to Logistics Chief if not activated)
Communications/IT Unit	3
Food/Lodging Unit	1
Operations Chief	1
IC Group Supervisor	2
IC TF	Minimum 3 teams of 3: maximum 7 teams of 3
Data Entry Lead	1
Data Entry Strike Team	1 team of 3
Data Entry Forms (SR)	1
Finance Chief	1
Time Unit Leader	1 (responsibility falls to Finance Chief if not activated)
Personnel Time Recorder	1 (responsibility falls to Logistics Chief if not activated)
ONG Branch Director	1
Shipping/Receiving Lead	1
Receiving Task Force	2 teams of 3
Shipping Task Force	2 teams of 3
QA Lead	1
QA Task Force	3 Teams of 3
Transportation Lead	1
Mapping Routing Task Force	2
Transportation ST	3

- \* Total number of personnel required to run one 24-hour shift = 63
- \* Total number of personnel required to run two 12-hour shifts = 126
- \* Total number of personnel required to run three 8-hour shifts = 189

**B. The RSS Repackaging Team**

<b>RSS Repackaging Team Position</b>	<b>Number of Personnel Required per shift</b>
Repackaging Liaison	1
Repackaging Supervisor Leads	3
Tablet-counting machine staff	50
Volumetric device staff	50
Label and packing staff	50

- \* Total number of personnel required to run one 24-hour shift = 154
- \* Total number of personnel required to run two 12-hour shifts = 308

VII. WAREHOUSE REQUIREMENTS: The following requirements are for the optimum Central RSS facility and are to be used as a guide in facility selection. The Central RSS facility selected should match these criteria as closely as possible.

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- A. Adequate floor space: The RSS warehouse have at least 35,000 square feet to combine and accommodate storage, staging, office space, and repackaging operations as follows:
1. 8000 sq feet for storage;
  2. 3000 sq feet for staging;
  3. 2000 sq feet for office space; and
  4. 10,000 sq feet for repackaging (if required). – [REDACTED]
  5. 20,000 sq feet for Vendor Managed Inventory (VMI)
- B. Temperature/Humidity Control: The U.S. Pharmacopoeia defines this temperature as “the usual and customary working environment of 20°C to 25°C (68°F-77°F) that allows for brief deviations between 15°C and 30°C (59°F-86°F) that are experienced in pharmacies, hospitals, and warehouses”.
1. The RSS warehouse must be able to maintain SNS materiel at a controlled room temperature to ensure the potency of the pharmaceuticals. If deviations occur in the main warehouse for unreasonable amount of time, [REDACTED] has fans and portable cooling units [REDACTED] to address the problem and conform to guidelines.
  2. All other phases of SNS operations (e.g., in transit, at distribution centers, treatment centers, and dispensing centers) will adhere to temperature controls.
- C. Electrical power: The RSS warehouse will have a continuous supply of 110-volts AC, 60 HZ power to run computers, lights, heating/air conditioning, refrigeration containers, etc. In the event of a power failure, portable generators will be used which are located on site.
1. One portable generator will be supplied by the CDC and accompany the SNS.
  2. A minimum of four additional portable generators (110-volts AC, 60 HZ ) are able to provide emergency electrical power to ensure the Central RSS warehouse’s continued operation during power failures.
  3. A transportable generator trailer is on site to provide full recovery to the RSS facility.
- D. Secure storage area: A secure storage area is required for controlled substances contained in the SNS. A 12-hour Push Package contains three controlled substances: [REDACTED] These substances will be shipped to the RSS warehouse in two hardened, Drug Enforcement Administration (DEA) approved cargo containers that will occupy approximately 18 cubic feet of space. [REDACTED] takes up one cubic foot of that space and [REDACTED] occupy the remainder. You must normally

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store [REDACTED] (a class-II substance) in a safe or vault that meets strict security specifications. You must store [REDACTED] class-IV substances) in locked drug cabinets. One of the following options will be used for the secured storage of controlled substances:

1. Leave drugs in the specialized and DEA approved cargo containers;
2. Use local law enforcement to provide security;
3. Use a police evidence locker, portable lock box, or security cage; or
4. Use other safe or vault facilities that meet DEA standards (e.g., pharmacies, hospitals, trauma centers, methadone clinics, or wholesale drug distributors).

E. Perimeter fencing: Permanent or temporary perimeter security fencing will define the RSS physical barrier and help keep unauthorized persons away from the site. Ohio National Guard also perform roving patrols of the perimeter to conform with the facilities Security Forces procedures.

VIII. SUPPORT EQUIPMENT: The primary source that will be used to fulfill the equipment requirements to support the RSS warehouse will be the [REDACTED]. The alternate source to fulfill equipment requirements will be activated by the ONG and coordinated through their internal resources. Annex H, Appendix 3 (RSS Warehouse Equipment Requirements) contains equipment listings of material needed to sustain RSS warehouse operations. Listed below are some general equipment considerations which are located on the RSS sites:

#### A. Materiel Handling Equipment:

1. Loading Docks: Loading docks (portable) are convenient for downloading and uploading trucks and are stationed at the Ohio RSS.
  - a. Loading docks are unavailable at the Ohio RSS facilities, delivery trucks will be downloaded with forklifts. Estimated download time will take approximately 15 minutes per trailer. Two forklifts are assigned to unload each delivery truck.
2. Forklifts: Forklifts are available (up to 10,000K) on-site with refueling and recharging capabilities.
3. Delivery Trucks: A fleet of trucks ranging from pick-up style trucks and assorted [REDACTED] fleet vehicles to 48 foot tractor trailer rig are on site to transport SNS material from the RSS warehouse out to the Regional Distribution Nodes. All delivery vehicles will have the ability to transport SNS materiel, while in transit, and protect against natural elements as well as visual contact.
4. Aircraft: [REDACTED] as well as rotary aircraft have been assigned to support Ohio SNS. These will be considered as a means of delivering SNS materiel as needed.