

POSITION DESCRIPTION: PIC (Person In Charge) (ICS-204 Form)

Position: Person in Charge (PIC)	Section: Emergency Support Function (ESF) #6
Position Supervisor: ESF-6 Sheltering Lead (503-988-8937)	
Work Location: Severe Winter Weather - As Assigned	
Shifts: See Sign Up Genius links	
24 Hour Point of Contact Onsite:	
<p>Unit Overview: The Emergency Support Function (ESF) #6 is responsible for coordinating all mass care and sheltering operations during a Multnomah County emergency response.</p> <p>Position Responsibilities: The Person in Charge (PIC) position (also known as Disaster Resource Center (DRC) Coordinator) is responsible for the management of operations during an assigned shift. The PIC manages all staff assigned to the site during each shift, supporting each in their role and identifying additional resources necessary for the team to be successful.</p> <p>Working Environment:</p>	
Parking Information	See below for Maps (include PBOT snow plow route map)
Public Transportation Information	
Accessibility Considerations (entrance, bathrooms, service areas)	
Staff Area/other Considerations (Breakroom Fridge/microwave/secure room)	
<ol style="list-style-type: none"> 1. This location will provide adequate ventilation and hand hygiene supplies 2. We will monitor capacity during the days we are open and determine if additional action is needed. 3. Make every attempt to ensure this site is staffed sufficiently to appropriately handle the guest capacity. If you feel that staffing levels are not appropriate to maintain operations - notify the Person In Charge. 4. Assignment may include bending, sweeping/mopping/emptying trash, walking, standing for extended periods, and carrying less than 20 pounds (groceries/paper goods, sleeping pads, bins and other needed supplies). 5. Guests may have chronic illnesses and/or injuries. 6. Some guests may have chronic illnesses, and/or injuries and/or be experiencing ongoing mental health or substance use challenges. <ol style="list-style-type: none"> a. For physical health concerns - if Medical Reserve Corps staff are on site, please consult them. If they are not onsite and it is an emergency, contact 911. b. For support with behavioral health or substance use challenges - if Behavioral Staff are onsite, please consult them. If they are not onsite ... 7. Pets may be present (potential allergens, fleas). 8. Be aware that loud discussion can escalate situations because of the need to talk over the sound. <ol style="list-style-type: none"> a. Staff can also carry around a notebook, in case written communication is needed with other staff and guests. 9. Meals, snacks, and beverages will be provided as appropriate. 	

Working Environment - COVID-19 Precautions

1. To limit the spread of COVID-19 and its variants, all guests will be required to mask. Masks will be worn throughout the stay. Staff must mask indoors regardless of vaccine status.
2. Staff and guests should follow the [COVID-19 guidance for shelter settings](#):
 - a. **We are not currently screening guests or staff for COVID-19 symptoms before they enter the site. If a guest reports to staff that they are experiencing symptoms of COVID-19, please call the Referral Specialist with Behavioral Health Division at 503-318-9262 to initiate the VIMO referral process.**
 - b. Staff with symptoms such as a cough, shortness of breath or difficulty breathing, muscle aches, headache, chills, or fever should stay home. See [CDC's list of COVID-19 symptoms \(link is external\)](#).
 - c. Staff should wash or sanitize hands frequently, and try not to touch their faces.
 - d. Staff should wear gloves when touching personal belongings of guests.
 - e. Follow the [CDC recommendations \(link is external\)](#) for when to end isolation after being out sick.
 - f. The State of Oregon provides detailed [Statewide Mask, Face Shield, Face Covering Guidance](#).
 - i. Face coverings are required in Oregon for everyone 5 and older, in all indoor public spaces and also outdoors when you cannot keep 6 feet from others.
 - ii. The state's mandate acknowledges that some people can request an accommodation due to health conditions, age, or differential ability.
- iii. If any guests or staff do not have their own mask or face covering, please provide them.
- iv. Recommend staff be under 65 and without medical conditions that cause increased vulnerability for severe COVID-19 disease per CDC

Ethics & Philosophy

1. Be patient, kind, and a good listener.
2. Create welcoming spaces and interrupt oppression.
 - a. Ensure the identity of the individual has no effect on the services we provide
3. Use supportive, person first language and body language. Please be mindful of how your behavior can escalate or de-escalate any situation. Individuals staying in the shelter should be referred to as **guests**.
4. Use compassion, acceptance, and mutual respect.

Understanding Vision, Mission, Values and Goals of Multnomah County
Understanding Core Concepts of Assertive Engagement for working with guests and other staff
Understanding of Equity Lens and how to use it when planning, developing or evaluating a policy, program or decisions
Understanding how to inclusively Lead with Race for all operations and activities and applying a racial equity framework

Qualifications

1. Preference for background working with individuals who are experiencing homelessness
2. Familiarity with Street Roots ([resource guide](#)) and 2-1-1 Info (211 [website here](#))
3. Other information, including a Training Guide can be found on the Multnomah County Disaster Resource Center [webpage](#).

Required
Disaster Resource Center Online Videos (Available on Workday for County staff)
Nalaxone Training (30-45 minutes, external link)

[Emotional & Psychological First Aid Training](#) (Approx 6 hours to complete, free and online)

Experience working in a shelter, leading or shadowing leadership OR experience in a leadership position

Recommended

Basic Adult First Aid/CPR/AED Training

Disaster Resource Center Coordinator Training
(Currently unavailable, scheduled courses can be found on [Multnomah County Disaster Resource Center](#) webpage)

[De-Escalation Training](#) available from Joint Office of Homeless Services (Approximately 3-4 hours, knowledge check being developed)

[Food Handlers Permit](#) - (could take up to 3 hours, includes fee of \$10)

Safety Message

1. Events that may lead to conflict:
 - a. Any loud or escalating noise inside or around the facility
 - b. Touching a guest or a guest's items without permission - NEVER attempt to restrain or physically engage with a guest
 - c. Surprising a guest from behind
 - d. Waking a guest abruptly
2. Do not accept or serve home-prepared foods.
3. During general clean-up be mindful of sharp objects:
 - a. Wear nitrile gloves underneath **puncture resistant gloves** when emptying trash
 - i. If you are unable to find puncture resistant gloves, request these from ESF-6 Sheltering Lead immediately
 - b. Empty trash frequently so that bags are not completely full and difficult to pick up.
 - c. If an incident occurs with a sharp object, follow the Sharps Protocol found [here](#).
4. Sharps containers should be checked regularly to identify any signs of tampering or if they are getting "full".
 - a. If you need to replace a sharps container, notify the ESF-6 Sheltering Lead
5. If any emergency occurs, contact 911 as appropriate, and notify the ESF-6 Sheltering Lead.
 - a. Bring a flashlight when greeting first responders.
 - b. Guide responders into the space to guest.
 - c. Document your observations and role related to the incident.
6. Call 911 if needed, and follow Incident Reporting and Protocol - Found [here](#)
7. Ensure safety protocols are followed:
 - a. Work with staff members throughout each shift to provide friendly reminders that they should either take a break to wash their hands or use hand sanitizer regularly.
 - b. Work throughout each shift to ensure there are enough COVID-19 specific supplies - masks, hand sanitizer or soap at handwashing stations, Anti-Bacterial wipes or Cleaning Spray with paper towels available at each station, Nitrile Gloves
 - i. If there is a shortage of supplies, request additional resources by contacting the ESF-6 Lead
 - c. Help monitor areas in the site where people may gather and provide friendly reminders about social distancing.
- d. Work throughout each shift to provide friendly reminders that surfaces and frequently touched items/areas are cleaned regularly.

General Position Duties

1. Following your shift, send to the General Staff that worked with you a "[Thank You](#)" message, provided by the ESF-6 Sheltering Lead or Admin Section team.
2. Familiarize yourself with the facility. This will help you provide directions to guests and assist with any cleanup or other tasks that may come up during your shift.
3. Report immediately to ESF-6 Sheltering Lead:
 - a. Any urgent supply needs
 - b. Staff injuries or health concerns
4. Sign in and out (prior to leaving the site, even for brief periods of time)
5. Obtain and use your personal protective equipment (PPE):
 - a. Masks should be utilized when in the presence of others. Extras are available on site for staff who need them.
 - b. Please keep at least one pair of nitrile gloves with you in case they are needed.
6. Maintain overall responsibility for the management of the site during assigned shifts, including the physical facility and human resources.
 - a. You should arrange for staff to walk the perimeter of the facility, accompanied by another staff member if needed, every 30 minutes for fire safety.
7. Host an incoming, and outgoing, shift briefing with General Staff. The shift briefing should cover the following:
 - a. Incoming
 - i. Personal introductions for familiarity with co-workers,
 - ii. Phone number for PIC
 - iii. Operational or site updates,
 - iv. Concerns or critical information from previous shifts,
 - v. Review cleaning policies/processes
 - b. Outgoing
 - i. Review the shift to obtain information that should be shared with incoming/future shifts,
 - ii. Ensure any concerns or questions are addressed from shift operations,
 - iii. Save time for questions from staff.
8. Provide supervision and administrative support for staff, delegate assignments to staff and rotate general staff positions on a regular basis
 - a. Reception, Food and Beverage, Sleeping Area, Safety monitoring, Bathroom Attendant
 - b. You are empowered to make decisions to ensure operations continue and that guests and staff are safe.
9. Host an incoming shift briefing with the next PIC and ask for a briefing with the outgoing PIC when you arrive. Cover at least the following information:
 - a. If you haven't been to the site, ask for a walkthrough
 - b. Ask about any safety considerations you should know about
 - c. Review any inventory concerns (supplies that are running low) and/or resource requests that have been submitted
10. Ensure that the needs of the guests are being met
11. Institute a Sign In/Out policy that maintains physical distancing and ensures individuals are utilizing their own utensils
 - a. Collect completed [Guest Sign In/ Out](#) and [Staff Sign In/Out](#) sheets and ensure they are kept in a secure location
12. Establish a shift log (a notebook works well for this)
 - a. Track all incidents and other important information in the shift log
13. Headcounts should be gathered every few hours: Provide headcounts as requested:
 - a. Utilize the guest sign in/out sheets for an accurate tally of the number of guests currently signed in
 - b. If overnight, reconcile the guest sign in/out sheet with the dormitory map (utilized beds)
 - c. Between the hours of 7PM - 7AM, Headcounts should be provided to 2-1-1 to monitor capacity every 2 hours or when there is a significant change - using [this process](#)

14. Meals should be delivered to each Location for breakfast, lunch and dinner within the agreed upon meal delivery times. Appropriate meal times include:
 - a. Breakfast service - 6 to 8AM
 - b. Lunch service - 11AM to 1PM
 - c. Dinner service - 6 to 8PM
- If a meal is not delivered within 30 minutes of expected mealtime, notify the ESF-6 Sheltering Lead (contact information listed above)
15. If there are extra meals more than 2 hours after a meal has been delivered, and no refrigerated storage onsite, contact ESF-6 Sheltering Lead to identify option for redistribution.
 16. Maintain situational awareness. Direct and/or support the cleaning and/or sanitizing of common areas and other general cleaning.
 17. Support the equitable distribution of supplies for guests.
 18. Work in a team environment with other staff and a variety of outreach workers, first responders, volunteers, and others who may come to the site to provide assistance.
 19. Coordinate the set-up, and tear-down the space (as needed):
 - a. Set-up the site during the first evening shift, following the set-up checklist.
 - b. Tear-down the site during the final morning shift, following the tear-down checklist.
 - i. Gather and clean sleep mats, cleaning includes ([cleaning guidance can be referenced here](#))

Special Instructions

1. Bring snacks and drink plenty of fluids.
2. You may need to be outside and/or work with cleaning products (including bleach solution) during your shift, please dress accordingly. Close toed shoes are required. Some additional recommendations:
 - a. Comfortable clothing that allows for movement
 - b. Durable clothing that you don't mind getting dirty
 - c. Layers (for example, short sleeves with a jacket)

Staff are permitted to dress in a way that corresponds with their gender identity and/or gender expression.

3. It is important to talk to someone regarding any response related to stress. The following are tips to limit stress:
 - a. Take steps to promote your own physical and emotional healing by healthy eating, rest, exercise, and relaxation.
 - b. Talk with someone about your feelings - anger, sorrow, and other emotions - even though it may be difficult.
 - c. Call the Multnomah County Crisis Line 503-988-4888
4. Maintain appropriate boundaries with guests,
 - a. do not offer to help guests outside of the facility setting (personal gifts, rides in your car, stays on your couch, etc.)
 - b. Intimate (sexual) relationships with guests are not allowed
5. Respect the privacy of other staff and guests - **unless it is a safety issue**, then report it to PIC (if it is an emergency, call 911)
6. Photography is not allowed in the site unless coordinated through Communications (Public Information Officer).

Equipment & Supply Needed

- Appropriate PPE - Mask needed
- Cellular phone and charger

Directions and Parking Information (include photos of entrance, Google map):

Prepared By: Jenny Carver

Date: 11.15.2021

Approved By:

Date:

