

Emergency Warming/Cooling Shelter Work During Extreme Weather FAQ

Revised 12/22/2021

When the Portland metropolitan area is experiencing a severe weather emergency (e.g. snow or ice storm, severe heat), at certain thresholds the City and County start operating cooling or warming shelters for our community members who need a safe space. When the Mayor declares an emergency, they may authorize City employees to support shelter operations for compensation. City employee assistance is crucial for the shelters to work because we don't have enough volunteers to staff them. It is also a way that we act on our shared values as public servants and show our commitment to communities hardest hit by emergencies and disasters.

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What opportunities are there?

For people that are open to working in a shelter, there are two main roles: General Staff and Person in Charge (PIC). Both require watching pre-recorded virtual training beforehand. The PIC role requires additional training and supervisory experience. These staff assist with guest reception, monitoring a food/beverage station, monitoring bathrooms, supplies and inventory management, cleaning, and general safety monitoring. There are also opportunities to help with set up and demobilization.

For people that are more comfortable in a support role, there are opportunities to make supply deliveries, drive guests or staff to shelters, or work remotely in support of the City's Emergency Coordination Center (ECC).

For all of these roles, you must get approval from your supervisor. All training time and deployment time (both straight and overtime) can be covered by coding your time to the City's emergency expense internal order: [MF00120010](#).

What does being a driver entail?

Ground transportation is a critical lifeline for severe weather emergency response. When Multnomah County receives several inches of snow, freezing rain or other inclement winter weather, transportation becomes a limiting factor in the City/County response as well as in keeping essential functions across many sectors working. Emergency management is responsible for assisting with transportation of supplies, shelter participants, shelter staff and volunteers, and other essential staff either through coordination of partner resources, or direct assistance.

Being a driver entails safe operation of a City vehicle in inclement weather (using traction control devices in severe winter weather), providing good customer service when transporting staff, volunteers, and participants, and assisting with loading/unloading of supplies when transporting cargo.

Review the [ICS 204 Work Assignment](#) for a complete overview of duties, qualifications and more.

What if I'm not comfortable driving in snow?

If you don't feel safe, don't do it! But if you're considering it: the vehicles provided will be equipped with traction devices (snow tires/chains/tire socks) and many will also have AWD or 4WD. Most of the routes will be plowed. We can pre-stage the vehicle at your home before a storm, so that you won't have to drive a personal vehicle in the snow to get to the work vehicle. In addition, we will share online training videos, and opportunities to take in-person "snow/ice" driving classes with instructors.

What vehicle would I be driving?

All City staff would be driving a City vehicle, such as an SUV or cargo/passenger van.

How do I sign up to be a driver?

To add yourself to the driver pool or ask questions, contact PBEM Operations Coordinator/ECC Ground Support Lead Tigger Subotnick: tigger.subotnick@portlandoregon.gov.

What kinds of roles are needed for the Emergency Coordination Center?

For the 2021-2022 winter season, PBEM needs assistance in the following roles:

- **Safety Officer:** responsible for ensuring ECC and response staff are properly safeguarded from the hazards of the incident and ensure all safety functions are executed in support of the

incident. See the draft [ICS 204 Work Assignment](#) for a complete overview of duties, qualifications and more.

- **Logistics Chief/Deputy Chief:** The Logistics Section Chief is responsible for providing support to facilities and procuring services and supplies to support the incident. The Deputy Chief supports the Logistics Chief and may stand in for the Chief when they are unavailable. The Chief and Deputy Chief may divide areas of responsibility.
- **Planning Situation Unit:** responsible for coordinating the production of Situation Status Reports shared with responders, City leadership, and stakeholders at regular intervals to support informed decision-making.

How do I sign up to work in the Emergency Coordination Center?

To add yourself as an interested ECC Responder or ask questions, contact PBEM Operations Coordinator/ECC Planning Chief Angela Carkner: Angela.Carkner@portlandoregon.gov.

How do I work at a severe weather shelter?

1. Review the Disaster Resources Center (DRC) webpage at [Disaster Resource Centers | Multnomah County \(multco.us\)](#).
2. Get approval from your supervisor to work in a shelter and take training in advance. Training may take up to 3.5 hours.
3. Fill out this form, which will tell you what your required training is based on the role you are interested in filling: <https://app.smartsheet.com/b/form/12321548970849b3857137b817feecebe>
 - a. Review the Position Descriptions for the different roles: [General Staff](#), [Person In Charge](#), [Feeding](#), [Shelter Setup](#), [Demobilization](#)
 - b. Take the base required training for the role – you can also review that in detail in this [Training Guide](#).
4. Code your time spent training to the City's emergency expense internal order. See [instructions on how to code your time](#) below.
5. Wait for a Citywide email that announce a severe winter weather emergency declaration and will contain links to sign up for shifts.
6. Once you get the email, sign up for the shifts that you want to work, and if they interfere with your normal working hours, make sure they have been approved by your supervisor.
7. After you work, ensure you code your time worked correctly, see [instructions on how to code your time](#) below.

Where will the shelters be located?

Shelters locations will be opened based on need and are located across the county. When the signups are released, the address for each shelter will be listed. Please only sign up for shelters that you are confident that you will be able to get to during adverse weather. Generally, the closer to your home, the better.

Can I bring my child or other dependent to the shelter?

No. Working at the shelter carries the same rules as a regular work shift. No children, visitors, or pets are allowed.

Are there supplies at the shelter?

Yes, there are will be supply boxes at each shelter.

What do I do if I can't make my shift?

Please only sign up for shifts that you are confident that you are able to make. That said, we realize things happen. If for some reason you are unable to make your shift, canceling your shift in Signup Genius is just the first step. A phone call is required to notify the shelter coordinator that they need to provide coverage. Please call the number listed on the Signup Genius page as soon as possible.

What are the COVID safety protocols at these shelters?

The shelter sites will use the current guidance from the Tri-County Health Officer regarding physical distancing, mask or face coverings and screening.

All shelter staff, contracted staff and volunteers are required to be vaccinated or go through an approved exemption process with the City of Portland or Multnomah County. (For more info: [Vendor and Volunteer Vaccine Requirements](#)). People with an approved exemption are required to wear a KN95 or N95 mask. All shelter staff are required to wear face coverings.

Guests are highly encouraged to get vaccinated (this is not a requirement for entry) against COVID-19, are required to wear a mask or face covering and practice physical distancing and proper hand hygiene. A referral process for Voluntary Isolation Motel (VIMO) placement will be messaged to staff for guests in need.

Staff and guests will not be required to undergo COVID-19 testing prior to entering shelter sites; based on need for multiple sites and staffing shortages, universal testing is not operationally feasible.

Why is this training requirement for General Staff longer than last year's?

The full video series for Multnomah County's Disaster Resource Centers is 3 hours in length. Last year, we only asked that staff watch two videos, or about 15 minutes. In feedback from the summer heatwave shelter activations, some staff expressed feeling overwhelmed or undertrained. The requirement to watch the full series helps ensure staff have adequate training and feel comfortable signing up for shifts. In addition, the Nalaxone training ensures staff understand the life-saving value of administering this overdose drug, even if they never need to use it or don't feel comfortable administering it themselves. In addition to the required trainings, optional Q&A sessions and additional training opportunities increase our staff and volunteer's knowledge and readiness to work in shelters during emergencies.

What is Nalaxone? Am I liable if I administer Nalaxone?

Nalaxone (Narcan) is a life-saving drug administered to people at risk of death from opioid overdose. Administering it will not harm the patient, it can only save a life if they are at risk of overdose. Narcan is administered as a nasal spray. People that administer it should be trained on engaging the patient and checking their status, talking to the patient before administering it, and how to administer it. If you don't feel comfortable doing this, a trained Person in Charge or other trained shelter staff can.

What is my risk if I work at a shelter?

Paid employees are covered by the City's worker's compensation program. Training ensures that you are more equipped to do your assigned roles. People that work in shelters must be vaccinated and wear face coverings, or have an approved exception from the City of Portland or Multnomah County, and wear an N95 fitted mask. Guests are not required to be vaccinated, but must wear face coverings. Guests who display COVID-like symptoms may be screened and assisted with an alternative placement.

What support is offered to shelter workers?

There are many ways for shelter workers to find support. Shelters are managed by a Person In Charge, who must have previous experience working at a shelter, and/or have supervisory experience. They have off-site support from a Shelter Lead who works for Multnomah County or the City of Portland. Shelter workers will have opportunities to attend Q&A sessions prior to working in a shelter, and Listening Sessions after shelter deployment. Behavioral Health staff will be available in shelters periodically to provide support to both guests and staff.

The required training for a General Staff Feeding position includes a food handler's permit, which has a cost. Will the City pay for that?

Yes. If you have a P-card, you can pay with your P-card and code your cost to the City's emergency expense internal order: **MF00120010**. You could also submit a reimbursement request to your Finance department, and indicate the cost can be charged to the City's emergency expense internal order. Talk to your bureau finance department if you have questions about how to request a reimbursement.

What if I want to work but don't have transportation?

Transportation will not be provided and is the responsibility of the worker. Often shifts are available during wintery conditions when public transit is limited. Please prepare in advance of inclement weather to ensure you have access to reliable transportation (traction devices, and/or 4-wheel or all-wheel drive).

Do I get overtime for supporting at a Warming/Cooling Shelter?

Represented employees: FLSA covered and FLSA exempt employees will receive overtime for any hours worked outside of their schedule per their collective bargaining agreement.

Non-Represented employees: FLSA covered employees will receive overtime for any hours worked over forty (40) in an FLSA week. Exempt employees are not eligible for overtime.

Per HRAR 4.11 Inclement Weather, the Mayor may approve an exception providing overtime for FLSA exempt Non-Represented employees working at a shelter for hours worked outside their normal schedule. When the Mayor makes this declaration, it will clearly state the applicable dates that overtime is authorized for hours worked outside the planned work schedule.

Employees must notify their supervisor of the hours they worked at or supporting a shelter beyond their regular shift. Shelter sites will have sign in sheets for both staff and guests, which may be used to verify hours worked.

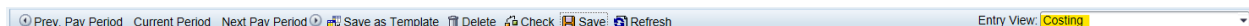
How will an employee's time be billed and coded for working at a Warming/Cooling Shelter during their regularly scheduled shift?

Most employees will enter OHWP (zero HWP) for hours worked at or supporting a shelter. Depending on their employee group or subgroup, positive time entry employees may use different attendance types to indicate time worked during their regularly scheduled shift. Casual employees will use OZCA (zero ZCA). Working Retirees will use OZPR (zero ZPR). Regular employees who are positive time entry will use OHWP. If there are questions, employees should consult with their timekeeper. An employee can see their Employee Group/Sub-group on ESS:

Pers. Sub Area Non Rep **Emp. Group/sub-group** Regular / FT Exempt, Negative

All employees will need to bill hours worked in the shelter to the City's emergency expense internal order **MF00120010** by entering this number on their timesheet in the receiving order column.

Employees will need to enter a receiving order number in their ESS timesheet on the same row as the hours worked. To make the column visible on the timesheet, click the Entry View drop down and select *Costing*:



▶	▶	▶	Rec. Order	▶	▶	Att./abs. type	Tot.	H...	Start	End
▶			MF00120010			OHWP	4	4.00	14:00	18:00

How will an employee's time be billed and coded for supporting a Warming/Cooling Shelter when overtime is approved?

Represented employees will enter OHWP (zero HWP) for hours worked at or supporting a shelter and bill those hours to the City's emergency expense internal order **MF00120010** per the direction above.

Non-represented positive pay employees and full-time covered employees will use the code 0XWP (zero XWP) for any hours worked outside their normal schedule. This is a forced overtime code that pays at time and a half.

The code 0EOT (zero EOT) will be entered for exempt Non-represented employees if they work overtime during a time when the Mayor approves overtime for Non-rep exempt employees. Overtime will be paid at 1.0 on a daily basis using the 0EOT code. Only actual hours worked outside of the employee's normal scheduled workday should be coded as 0EOT and will be paid as overtime.

Exempt employees are also able to flex their schedule within their work week per manager approval. In that case, please use the following flex codes:

Time worked = 1FLX (Flex Time Attendance)

Time taken off= FLEX (Flex Time Absence)

Scenario: A Non-represented FLSA exempt, negative pay employee normally works an 8-hour shift on Friday 7/30/2021 from 8:00am to 5:00pm with an hour lunch. They took 3 hours of vacation time from 2:00pm to 5:00pm. The employee worked 4 hours at the warming/cooling shelter from 5:00pm to 9:00pm. How will this employee code their time?

Answer: Their regularly scheduled shift will be coded as 0HWP with clock times 0830-1400. They will enter vacation time (AVAC) from 1400-1700. Another line will be entered on their timesheet with A/A type 0EOT with clock times 1700 – 2100. The 0EOT line may need to have a bureau-specific internal order number related to working at the warming/cooling shelter.

Rec. Order	Att./abs. type	Tot.	Hrs.	Start	End
	0HWP	4.5	4.50	08:30	14:00
	AVAC	3	3	14:00	17:00
MF00120010	0EOT	4	4	17:00	21:00

Who do we contact if there are questions about billing, time coding, approvals or other time/schedule related issues?

Employee overtime for working at or supporting a warming/cooling shelter will be paid by the City's emergency budget using the internal order identified above. For questions about billing, employees should contact their supervisor and/or bureau finance lead.

For questions about approvals or schedules employees should contact their supervisor.

For questions about time coding, employees should contact their bureau timekeeper.



BHR BUREAU OF
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Tom Rinehart, Chief Administrative Officer

Do I get additional pay for supporting at a Warming/Cooling Shelter?

Yes, after working at the warming/cooling shelter, enter all hours worked on your timesheet per the previous instruction. You will need to notify your bureau timekeeper of the hours worked at the shelter and ask them to add the additional 20% pay increase because the timekeeper will need to manually enter the 20% pay on your timesheet.

Other questions?

Send any other questions to Katy Wolf, PBEM Operations Manager: katy.wolf@portlandoregon.gov.