

ASSIGNMENT LIST (ICS-Form 204): GENERAL STAFF

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| ASSIGNMENT LIST | OERS #: 2020-1975 |
| INCIDENT NAME: 2020 Wildfire Response | |
| DATES: September 10th - September 12th | |
| SHIFT TIMES: 6:00am – 2:30pm ; 2:00pm - 10:30pm; 10:00pm - 6:30am | |
| WORKING ENVIRONMENT <ol style="list-style-type: none">1. Physical distancing, maintaining 6 feet of separation from others as much as possible, should be practiced among both guests and staff.2. If a guest causes you concern for their health or well being, please contact the Shift Lead or Site Manager.3. Every attempt is being made to ensure that shelters are staffed sufficiently to appropriately handle the capacity of the facility. If you feel that staffing levels are not appropriate to maintain operations - contact your site manager.4. Shelters are indoors, dry, and have air conditioning/heating.5. 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).6. Brief periods of being outside; current weather conditions can be found at https://www.weather.gov/pqr/7. Population served may have chronic illnesses and/or injuries.8. Some guests may be experiencing mental health or substance use challenges that are ongoing. This may be a cause of distress for them. Please read the entire SAFETY MESSAGE below.9. Pets may be present (potential allergens, fleas).10. Meals, snacks and beverages will be provided at the shelter. | |
| ETHICS/PHILOSOPHY: <ol style="list-style-type: none">1. Be patient, kind, and a good listener.2. Create welcoming spaces and interrupt oppression.<ol style="list-style-type: none">a. Ensure the identity of the individual has no effect on the services we provide3. Person first language<ol style="list-style-type: none">a. Respectfully placing the person before the circumstance. People should be referred to as guests.4. Use compassion, acceptance, and mutual respect.5. Carry out the Vision, Mission, Values and Goals of Multnomah County - View here6. Use Assertive Engagement approach in working with guests and other staff - More information here7. Utilize A Home for Everyone's Racial Equity Lens when planning, developing or evaluating a policy, program or decision - More information here | |

8. Deliver services in a Culturally Responsive and/or Culturally Specific manner - Multnomah County guidance found [here](#)

QUALIFICATIONS

1. Recommend staff be under 65 and without medical conditions that cause increased vulnerability for severe COVID-19 disease per CDC
2. The capability to arrive safely at the facility
3. Warm clothing and closed toe, sturdy shoes
4. Review prior to arrival:
<https://multco.us/novel-coronavirus-covid-19/covid-19-guidance-congregate-and-shelter-settings>
5. Staff may find the following training and experience helpful:
 - a. Watch all 18 Online [Disaster Resource Center Staff training videos](#), Covering topics such as “Trauma Informed Care”, “Cultural Considerations” and “Behavioral Health”.
 - b. Refer to [Emergency Operations Center Worker Information](#) as someone working in an emergency operation.
 - c. Emotional and Psychological First Aid
 - d. Familiarity with Street Roots ([resource guide](#)) and 2-1-1 Info - Website [here](#)
 - e. Experience working in sheltering environments
 - f. Training in: de-escalation, conflict management, mediation, and basic first aid
 - g. Food Handlers Permit, please let your SDS Lead know if you have obtained a Food Handlers Permit. Study guide:
<http://public.health.oregon.gov/HealthyEnvironments/FoodSafety/Documents/fhmanual.pdf> Website to take test: <https://www.orfoodhandlers.com/eMain.aspx> and pay fee (\$10, valid for three years).

SAFETY MESSAGE

1. [Review and familiarize with the ICS208](#)
2. Ensure that guests and fellow staff follow physical distancing guidance. Extended contact should be conducted at a 6’ distance or farther if possible.
3. Events that may lead to conflict:
 - a. Any loud or escalating noise inside or around the shelter
 - 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
4. Please do not accept or serve home prepared foods.
5. Please wear appropriate Personal Protective Equipment (PPE) and wash your hands frequently.
6. During general clean up be mindful of sharps:
 - a. Wear nitrile gloves underneath puncture resistant gloves when emptying trash
 - b. As much as possible, empty trash frequently so that bag is not completely full and difficult to pick up
 - c. If sharps incident occurs, follow Sharps Protocol found [here](#)

7. **If any emergency occurs, contact 911 as appropriate, and notify the Shift Lead. Document your observations and role related to the incident.**

SOCIAL DISTANCING SHELTER DUTIES:

1. Arrive on time, stay for the duration of your shift.
2. Check in with your Shift Lead or Site Manager (listed above).
3. Sign in and out (check in with your Shift Lead prior to leaving the shelter, even for brief periods of time)
4. Obtain and use your personal protective equipment:
 - a. Face coverings should be utilized when in the presence of others, these are available on site for staff who need them.
 - b. Masks should be utilized when interacting with guests who are showing symptoms.
 - c. Please keep at least one pair of nitrile gloves with you in case they are needed (keep at least two pairs of nitrile gloves with you at all times).
5. Problem solve as issues arise and elevate issues to the Site Manager as needed.
6. Activate medical response as needed:
 - a. Call 911 if needed, and follow Incident Reporting and Protocol - Found [here](#)
 - b. If you have a medical question, please call Medical staff at Central Voluntary Isolation Motel (503) 896-0861 or East Voluntary Isolation Motel (503) 956-1308
If you're in need of further support call the Public Health Advisor at (503) 988-0274.
7. Track all incidents in the shift log.
8. Attend the briefing during Shift Change led by Shift Lead or Site Manager. This briefing is important and will include:
 - a. Introductions and additions to special instructions
 - b. Schedule (for example transport time, meal times – if applicable, etc)
 - c. An opportunity to ask any questions you may have
 - d. Shift Lead will provide daily Assignments and Tasks
9. 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.
10. Maintain situational awareness. Notify the Shift Lead or Site Manager of any concerns as soon as they are discovered.
11. Use supportive, person first language and body language. Please be mindful of how your behavior can escalate or de-escalate any situation.
12. Support the cleaning and/or sanitizing of common areas and other general cleaning.
13. Welcome and orient new guests:
 - a. Ensure guests have a place to lay down and a space for themselves
 - b. Ensure new guests receive a Welcome Packet
14. Notify the Shift Lead if you observe that any supplies are running low.
15. Support the equitable distribution of supplies for guests.
16. Practice active listening with guests and provide resources when needed.
17. Inform Shift Leads or Site Managers if any property damage is observed.
18. Assist as needed in de-escalating any problems that may arise, notify the Shift Lead of any concerns as soon as they are discovered.

19. Work in a team environment with other staff and a variety of outreach workers, first responders, volunteers, and others who may come to the shelter to provide assistance.
20. Practice good physical distancing and best practices like frequent hand washing, disinfecting, not touching one's face, and ensuring guests with worsening coughs are transported to hotel shelter space for testing (see SAFETY MESSAGE).
21. Incorporate [MultCo COVID-19 guidance for shelter settings](#) when making decisions in relation to shelter operations, activities, and maneuvering around the shelter (ie; think about the way that the least number of people will touch an object).
22. Familiarize with and refer to [Motel Shelter Referral Protocol](#) sections: Stage 1, Stage 2, and Stage 3 for guidance on coming into contact with a symptomatic guest and determining the need to relocate the guest.

SDS GENERAL STAFF SPECIFIC ASSIGNMENTS -

1. Reception

- a. Familiarize yourself with the facility in order to provide directions for guests.
- b. Find help for guests that need assistance
- c. Ensure Reception table is staffed at all times
- d. Identify new guests and provide Welcome Packet
- e. Ensure that guests are maintaining physical distancing in the Reception area.
- f. Monitoring for safety in the Reception area

2. Food and Beverage

- a. Maintain regular supply of available hot and cold beverages. decaf, regular coffee, and hot water.
- b. Distribute creamer, sugar, stirrers, and cups as needed.
- c. Display snacks and distribute meals at appropriate times.
 - i. Display snack descriptions and ingredients on snack table
- d. Ensure that guests are maintaining physical distancing while eating and accessing meals and snacks
- e. Setup distribution of food and other items in dining area to ensure that guests are taking what they touch
- f. Guests should be served meals before staff, in case more food needs to be ordered
- g. Staff in the dining area should ensure proper food safety guidance by ensuring food is not left unrefrigerated or served for more than four hours. Please document the following times to ensure proper food safety guidance:
 - i. Time of Delivery of Meals
 - ii. Time that all guests have received their meals for mealtime
- h. Within three hours of the delivery time, please work with Logistics Liaison to ensure food is delivered to another site or refrigerated.
- i. Monitoring for safety in the dining area

3. Sleeping Area

- a. Receive guests from reception and help them find a sleeping area
- b. Give guests two blankets
- c. Welcome guests and chat with them while maintaining good social distancing practices
- d. Remind guests about the rules for the area you are monitoring (some spaces are for women, or quiet, etc)

- e. Remain vigilant and whenever possible address situations before they escalate. Consider re-assigning beds if necessary.
- f. Monitoring for safety in the sleeping area

4. Safety Monitoring (may be part of another specific assignment):

- a. Work with fellow staff members, Shift Lead and Site Manager 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 with fellow staff members, Shift Lead and Site Manager throughout each shift to ensure there are enough COVID-19 specific supplies - hand sanitizer or soap at handwashing stations, Anti Bacterial wipes or Cleaning Spray with paper towels available at each station, Nitrile Gloves
- c. If there is a shortage of supplies, report to Shift Lead to work with Logistics Liaison
- d. Help to monitor areas in the shelter where people may gather and provide friendly reminders about social distancing.
- e. Work with fellow staff members, Shift Lead and Site Manager throughout each shift to provide friendly reminders that surfaces and frequently touched items/ areas are wiped down regularly

SPECIAL INSTRUCTIONS

- 1. Bring your cell phone and charger (headset recommended) - keep on your person
- 2. Bring snacks and drink plenty of fluids.
- 3. Remain calm, use supportive language and non-threatening body language. Remember you have a team and support. Reach out to your Shift Lead if needed.
- 4. It is important to talk to someone regarding any response related stress. The following are tips to limit stress:
 - a. Discuss with your Site Manager the specific role that you are assigned and obtain clarity.
 - b. Take steps to promote your own physical and emotional healing by healthy eating, rest, exercise, and relaxation.
 - c. Talk with someone about your feelings - anger, sorrow, and other emotions - even though it may be difficult.
 - d. Call the Multnomah County Crisis Line 503-988-4888
- 5. Do not offer to help guests outside of the shelter setting (personal gifts, rides in your car, stays on your couch, etc.)
- 6. If a media source contacts you, please direct them to your Shift Lead
- 7. Photos are not allowed in the unless coordinated through the PIOs, and approved by your Site Manager
- 8. Intimate (sexual) relationships with guests are not allowed
- 9. Keep what you see and hear private. Don't share personal stories, gossip, or other details that you may see or hear - ***Unless*** - it is a safety issue, then report it immediately to 911 and/or your Site Manager as appropriate.
- 10. If you need to call off your shift, please call the Shift Leader 24 hour Phone.

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| Robert Quinn, MCEM | APPROVED BY: | DATE/TIME 09.10.2020/1600 |
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