

ESF6: GENERAL STAFF POSITION DESCRIPTION (ICS-204 Form)

Position: Shelter General Staff	Section: Emergency Support Function (ESF) - #6
Position Supervisor: DRC Coordinator	
Work Location: "Arbor Lodge" 1952 N Lombard St, Portland, OR 97217	
Shifts: 9AM-5:30PM; 5PM-1:30AM; 1AM-9:30AM	
24 Hour Shelter Contact: 971-666-2885	ESF-6 Group Supervisor: Jenny Carver (503) 260-8709

Unit Overview: The Emergency Support Function (ESF) #6 is responsible for coordinating all mass care and sheltering operations during a Multnomah County emergency response.

Position Responsibilities: The general staff position performs a variety of roles necessary to run a Disaster Resource Center (DRC) established by Multnomah County, or its partners. This position is supervised by a DRC Coordinator and may include the following roles: Reception, monitoring a Food and Beverage station, bathroom attendant, supplies and inventory management, monitoring the Sleeping Area, Safety Monitoring and participating in site set-up and tear-down. The specific roles depend on the type of DRC that is being operated, and staff will be rotated through roles during each of their shifts.

Working Environment

1. This location will provide adequate ventilation and hand hygiene supplies
2. Physical distancing, maintaining 6 feet of separation from others, will be provided as much as possible with a "no turn away policy" given the severe threat to health from heat.
3. All guests will be asked to mask as soon as they are cool enough to tolerate it. Staff must mask indoors regardless of vaccine status.
4. We will not be checking the vaccine status of anyone in the shelter- guest or volunteer.
5. We will monitor capacity during the days we are open and determine if additional action is needed.
6. Make every attempt to ensure shelters are staffed sufficiently to appropriately handle the facility capacity. If you feel that staffing levels are not appropriate to maintain operations - notify the ESF 6 Group Supervisor.
7. 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).
8. Guests may have chronic illnesses and/or injuries.
9. Some guests may be experiencing ongoing mental health or substance use challenges. This may be a cause of distress for them. Please read the SAFETY MESSAGE below for guidance in this topic.
10. Pets may be present (potential allergens, fleas).
11. Street noise and the noise caused by an onsite generator/heating system is something to consider when speaking with guests. Be aware that loud discussion can escalate situations because of the need to talk over the sound.
 - a. Staff can also carry around a notebook, in case written communication is needed with other staff and guests.
12. Meals, snacks, and beverages will be provided at the shelter as appropriate.

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.
5. Carry out the Vision, Mission, Values and Goals of Multnomah County - View [here](#)
6. Use Assertive Engagement approach in working with guests and other staff - More information [here](#)
7. 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. Preference for background working with individuals who are unhoused, in crisis, living with mental health and/or substance use challenges
2. Recommend staff be under 65 and without medical conditions that cause increased vulnerability for severe COVID-19 disease per CDC
3. The capability to arrive safely at the facility
4. Emotional and Psychological First Aid
5. Familiarity with Street Roots ([resource guide](#)) and 2-1-1 Info (211 [website here](#))
6. Experience working in sheltering environments
7. Training in de-escalation, conflict management, mediation, and basic first aid

Safety Message

1. Staff should follow this [COVID-19 guidance for shelter settings](#):
 - a. 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\(link is external\)](#).
 - b. Staff should wash or sanitize hands frequently, and try not to touch their faces.
 - c. Staff should wear face coverings, unless an accommodation for people with disabilities or another exemption applies.
 - d. Staff should wear gloves when touching personal belongings of guests.
 - e. Staff and volunteers at high risk of severe COVID-19 (those who are older or have underlying health conditions) should not be designated as caregivers for sick clients
 - f. The [CDC recommends \(link is external\)](#) that employees and volunteers who have been out sick (regardless of whether they were tested for COVID-19 or not) should only return to work when:
 - i. 24-hours have passed with no fever—without the use of medicine to reduce fever, **and**
 - ii. Other symptoms have improved, **and**
 - iii. At least 10 days have passed since symptoms first appeared.
 - g. The State of Oregon provides detailed [Statewide Mask, Face Shield, Face Covering Guidance](#). 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. The state's mandate acknowledges that some people can request an accommodation due to health conditions, age, or differential ability.

- i. If any guests or staff do not have their own mask or face covering, please provide them.
2. Review and familiarize with the current Incident Action Plan, specifically the Medical Plan (ICS-208 Form).
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. This population often experiences significant health issues. General Staff may come to you with concerns about an individuals' health or injuries. If Medical Reserve Corps staff are on site, please consult them. If they are not onsite and it is an emergency, contact 911.
5. Do not accept or serve home-prepared foods.
6. During general clean-up be mindful of sharp objects:
 - a. Wear nitrile gloves underneath puncture resistant gloves when emptying trash
 - 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](#).
7. If any emergency occurs, contact 911 as appropriate, and notify the DRC Coordinator.
 - a. Bring a flashlight when greeting first responders.
 - b. Guide responders into the space to patient.
 - c. Document your observations and role related to the incident.
8. No-slip traction devices for outdoor shoes/boots can be helpful, conditions outside the facility may be slippery.

General Position Duties

1. Arrive on time and stay for the duration of your shift.
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. Maintain situational awareness. Notify the DRC Coordinator of any concerns as soon as they are discovered.
4. If needed, unlock, and lock-up, the arbor lodge location. Instructions include:
 - a. Access the site through the parking lot lock on Denver Street, that requires a combination (0558)
 - b. Open parking lot fencing to allow other staff access.
 - c. Access the key lockbox by facilities main entrance - code is 0558
 - d. The larger key is used for the two sliding doors
 - i. Automatic door can be turned on from inside - do so to minimize touching surfaces
 - e. The smaller/rounder key is used for the roll-up door.
 - i. Roll up the door to white mark on the right inside track, lock in place there.
 - ii. Universal - works for all other doors that need a key (including the garbage area)
5. Check in with your DRC Coordinator prior to leaving the shelter, even for brief periods of time. Remember to Sign in and out (prior to leaving the shelter, even for brief periods of time)
6. 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.
7. Maintain overall responsibility for the management of a DRC/shelter 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.
8. Attend the incoming, and outgoing, shift briefing with the DRC Coordinator. The shift briefing should cover the following:
 - a. Incoming
 - i. Personal introductions for familiarity with co-workers,
 - ii. Develop a contact list with current phone numbers of staff.
 - iii. Provide any operational or site updates,
 - iv. Provide any concerns or critical information from previous shifts,
 - v. Review cleaning policies/processes, if applicable.
 - vi. Save time for questions from staff.
 - 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.
 9. Ensure that the needs of the guests are being met
 10. Problem-solve as issues arise and elevate issues to the DRC Coordinator as needed.
 11. Call 911 if needed, and follow Incident Reporting and Protocol - Found [here](#)
 12. Notify the DRC Coordinator if you observe any low supply inventory.
 13. Support the equitable distribution of supplies for guests.
 14. Inform the DRC Coordinator if any property damage is observed.
 15. 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.
 16. Incorporate [MultCo COVID-19 guidance for shelter settings](#) when making decisions in relation to shelter operations, activities, and maneuvering around the shelter.
 17. Assist in set-up, and tear-down the space:
 - a. Set-up the shelter space during the first evening shift, following guidance provided by DRC Coordinator (if needed).
 - b. Tear-down the shelter space during the final morning shift, following guidance provided by DRC Coordinator (if needed).

General Staff Assignments

1. **Greeter**
 - a. Review greeter script with DRC Coordinator, ask for support if a guest asks a question you do not know the answer to.
 - b. Greet and welcome guests as they arrive at the facility. Chat with them while maintaining appropriate physical distance.
 - c. Escort guests to their dormitory site for the evening.
 - i. Guests are given one spot per person
 - ii. Share hours of operation and other scheduled activities (wake-up time & shelter AM closure time)
 - iii. Review any rules with guests specific to the site.
 - d. Maintain regular population tracking to provide site population to the DRC Coordinator when requested.
 - e. Distribute gear kit items to guests, as needed.
 - i. Gear kit items include a tent, sleeping bag, hygiene items, etc.
 - f. Find help for guests that need assistance
 - g. Ensure reception table is staffed at all times
 - h. Remind staff and guests of the need for physical distancing in the reception area.

- i. Monitor for safety in the reception area

2. **Sleeping Area Monitor/Roamer**

- a. Perform a walk-through of your assigned area on a regular basis, at a minimum every 30 minutes.
 - i. Walk the physical space
 - ii. Help answer questions and address concerns that are raised.
 - iii. Monitor for fires – fires are not allowed.
- b. Perform a walk-through of any stairwells in your assigned area on a regular basis, at a minimum every 30 minutes.
- c. Provide any general concerns or questions to the DRC Coordinator.
- d. Remind staff and guests of the need for physical distancing in all areas of the shelter.

3. **Food and Beverage**

- a. Maintain regular supply of available hot and cold beverages.
- b. Display snacks and distribute meals (if provided) at appropriate times.
 - i. Display snack descriptions and ingredients, when applicable.
- c. Ensure that guests are maintaining physical distancing while eating and accessing meals and snacks.
- d. Setup distribution of food and beverages, with associated items (creamer, stirrers, sugar, etc.) in the designated area to ensure guests are taking what they touch.
- e. Staff in the dining area should follow proper food safety guidance.
- f. Monitor for safety in the snack and beverage area.
- g. Remind staff and guests of the need for physical distancing in all areas of the shelter.

4. **Bathroom Monitor**

- a. Do not allow smoking in the restroom area - direct guests to the designated smoking areas
- b. Limit individuals to five (5) minutes in the bathroom (people may be waiting, life safety of guest inside)
 - i. If individuals are answering every few minutes - life safety is addressed
 - ii. If individuals are waiting in line - become increasingly insistent on getting guests out of the restrooms.
 - iii. If needed, provide a LOT of notice that you are entering the restroom
 - 1. ONLY enter if you believe it is a life safety emergency
 - 2. Provide privacy and call for additional staffing, at least two (2) to be present in the area with you prior to attempting entry – one (1) staffer needs to be the coordinator.
- c. Remind staff and guests of the need for physical distancing in all areas of the shelter.

Special Instructions

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- 1. Bring snacks and drink plenty of fluids.
- 2. Remain calm, use supportive language and non-threatening body language. Remember you have a team and support. Reach out to the ESF #6 Group Supervisor with any questions.
- 3. It is important to talk to someone regarding any response related 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. Do not offer to help guests outside of the shelter setting (personal gifts, rides in your car, stays on your couch, etc.)
5. Photography is not allowed in the shelter unless coordinated through the PIOs.
6. Intimate (sexual) relationships with guests are not allowed
7. 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.
8. If you need to call off your shift, please notify the ESF-6 Group Supervisor
9. Chromebook & hotspot use - the following step-by-step process includes pictures to help DRC/shelter staff connect the computer equipment to the mobile hotspot/wifi device ([Link](#)).
10. iPhone screen unlock code is 123456 (which is also taped on the device)
11. iPad Translator Device video instructions are [here](#).

Equipment & Supply Needed

- Appropriate PPE - Mask needed
- Personal go-kit
- Please bring a cellular phone for communication with co-workers during the shift.

Training Requirements

1. [Online naloxone training](#)
2. Watch the Multnomah County [Disaster Resource Center Staff training videos](#).
 - a. These 18 videos cover topics such as "Trauma Informed Care", "Cultural Considerations" and "Behavioral Health".
3. Refer to the [Emergency Operations Center Worker Information](#) as someone working in an emergency operation.
4. Food Handlers Permit
 - a. Please inform the Recruitment staff and/or your Shift Lead if you have obtained a Food Handlers Permit. A [study guide](#) can be found using the link.
 - b. [Website to take test](#) and pay fee (\$10, valid for three years).
5. Please review the guidance on this [COVID-19 guidance for Shelter Settings](#)

Demobilization Questions

The following questions will be asked of you following your demobilization from the Disaster Resource Center/Shelter Team. Your comments/feedback will help identify aspects of this work that are working well and should continue, and aspects that can be improved to make this Unit more effective in the future. Questions include:

- Describe your onboarding experience into a shelter general staff role.
 - What aspects of the onboarding process helped you be successful in the shelter general staff role?

- What aspects of the onboarding process could be improved or adjusted to assist future general staff be successful in their role?
- Describe your experience performing the reception role at the DRC/shelter.
 - What aspects of the reception role were effective in welcoming and recording the current guest population?
 - What aspects of the reception role could be improved or adjusted to better meet the needs of incoming/outgoing guests?
- Describe your experience performing the Food & Beverage role at the DRC/shelter.
 - What aspects of the food and beverage role were successful in providing meals/snacks to guests?
 - What aspects of the food and beverage role could be improved or adjusted to better meet the needs of DRC/shelter guests?
- Describe your experience performing the dormitory role at the DRC/shelter.
 - What aspects of the dormitory role were effective in providing guests a safe and comfortable environment at the DRC/shelter?
 - What aspects of the dormitory role could be improved or adjusted in the future to better meet the needs of DRC/shelter guests?
- *[other components of shelter operations we would like regular feedback on?]*

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