

ESF6: DRC COORDINATOR POSITION DESCRIPTION (ICS-204 Form)

Position: DRC Coordinator	Section: Emergency Support Function (ESF) #6
Position Supervisor: ESF-6 Group Supervisor	
Work Location: "Arbor Lodge" 1952 N Lombard St, Portland, OR 97217	
Shifts: 9AM-6PM; 5PM-2AM; 1AM-10AM	
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 Disaster Resource Center (DRC)/Shelter Coordinator position is responsible for the management of DRC/shelter operations during an assigned shift. The Coordinator manages all general and medical staff assigned to the site during each shift, supporting each in their role and identifying additional resources necessary for the team to be successful. The Coordinator position will perform the initial opening of a site, and be the final individual to secure a site upon leaving. During this event, two Coordinators will be assigned to each shift to provide an opportunity for training and support.

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. 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 a few minutes prior to shift and prepare to receive a briefing from the outgoing DRC Coordinator. You will also brief the incoming DRC Coordinator at the end of your shift.
2. 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)
3. 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.
4. Report immediately to ESF6 Group Supervisor:
 - a. If 911 is called (once the emergency has passed)
 - b. Any urgent supply needs
 - c. Staff injuries or health concerns
5. 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. 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. 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. Delegate assignments to staff and rotate general staff positions on a regular basis (minimum every two [2] hours)
 - a. Reception, Food and Beverage, Sleeping Area, Safety monitoring, Bathroom Attendant
10. Provide supervision and administrative support for the work of General Staff and any others within the shelter.
11. Ensure that the needs of the guests are being met
12. Institute a Sign In/Out policy that maintains social distancing and ensures employees are utilizing their own utensils

- a. Collect completed [Sign In/ Out sheets](#) and ensure they are kept in a secure location
 - b. Sign In/ Sign Out Sheets should have one identified space at the reception or front desk
 - c. Have a separate table or space for the Sign In/Sign Out Sheet that is away from any gathering space to minimize the number of people gathered
 - d. Ensure that the Sign In/ Sign Out sheet surface(s) is wiped down regularly
 - e. Please do not keep extra pens near the Sign In/ Sign Out sheets to discourage sharing
13. Establish a shift log
- a. Track all incidents in the [shift log](#)
14. Ensure General Staff have received a copy of the ICS-204 (Position Description) for their shift, they will be sent individually. (Print or share relevant position descriptions with Staff)
15. Prepare Daily Reports for ESF6 Group Supervisor. Reports will be given verbally, each morning following a Winter Weather Shelter activation, by 08:00 via phone.
- a. Daily Reports include:
 - i. Headcount (done the night before)
 - ii. Number of Staff per shift
 - iii. Any property damage that occurred during the shift
 - iv. Any other items of note such as: successes, concerns, unmet needs, non-urgent supply needs
16. Check in with the outgoing DRC Coordinators to hear issues or changes from the previous shifts.
17. Call 911 if needed, and follow Incident Reporting and Protocol - Found [here](#)
18. Support your staff, delegate appropriately. You are empowered to make decisions to ensure operations continue and that guests and staff are safe.
19. Problem solve as issues arise and elevate issues to the ESF6 Group Supervisor as needed.
20. Maintain situational awareness. Support the cleaning and/or sanitizing of common areas and other general cleaning.
21. Support the equitable distribution of supplies for guests.
22. 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.
23. Incorporate [MultCo COVID-19 guidance for shelter settings](#) when making decisions in relation to shelter operations, activities, and maneuvering around the shelter.
24. 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 Group Supervisor
 - c. Help monitor areas in the shelter 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.
25. Coordinate the set-up, and tear-down the space:
- a. Set-up the shelter space during the first evening shift, following the set-up checklist.
 - b. Tear-down the shelter space during the final morning shift, following the tear-down checklist.
 - i. Gather and clean sleep mats, cleaning includes ([cleaning guidance can be referenced here](#)):
 1. Prepare a bleach solution by mixing:
 - a. 5 tablespoons (1/3rd cup) of 5.25%–8.25% bleach per gallon of room temperature water or
 - b. 4 teaspoons of 5.25%–8.25% bleach per quart of room temperature water
 2. Bleach solutions will be effective for disinfection up to 24 hours.
 3. After the mixture is made, place in spray bottles and spray down both sides of mats after each use and wipe down with a dry cloth. You do not need to saturate

the material but need to ensure full coverage. Stand each mat on its side to air dry both sides before restacking mats for storage, this should only take 10 minutes or less if application is done properly.

4. Let the mat dry for 30-60 seconds.
5. Store the mats in designated locations.

Special Instructions

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.

Software Required

- Access to the Multnomah County Google Drive to complete:
 - Shift Log
 - Incident Reports
 - Resource Requests

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](#)

6. Familiarize yourself with how to notify 211 of bed counts on a regular basis. Use the link to access the process ([Link](#)).

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 shift lead role.
 - What aspects of the onboarding process helped you be successful in the shift lead role?
 - What aspects of the onboarding process could be improved or adjusted to assist future shift leads be successful in their role?
- Describe your experience performing facilitating the incoming shift briefing.
 - What aspects of the incoming shift brief do you believe were successful at preparing staff for their upcoming shift?
 - What aspects of the incoming shift brief could be adjusted or updated to improve future briefs?
- Describe your experience communicating and coordinating with the Emergency Support Function #6 role (or site manager)?
 - What aspects of communicating/coordinating with ESF #6 (or site manager) assisted shelter operations and supported your role as a shift lead?
 - What aspects of communicating/coordinating with ESF #6 (or site manager) could be improved during future shelter activations?

Prepared By: Jenny Carver

Date: 06/23/2021

Approved By: Erin Grahek

Date: 06/23/2021