

GENERAL STAFF POSITION DESCRIPTION: MISTING SITE (ICS-204 Form)

Position: Cooling Site General Staff	Unit: Community Services Branch
<p>Work Location:</p> <ol style="list-style-type: none"> 1. Mt Scott Park, SE 72nd Ave & Harold St (Mt Scott) https://www.signupgenius.com/go/2108heatmtscott 2. Lents Park, SE 92nd Ave and Holgate Blvd (Lents) https://www.signupgenius.com/go/20f0d4cafa923a7fc1-misting6 3. Glenhaven Park, NE 82nd Ave & NE Siskiyou St (Roseway/Madison South) https://www.signupgenius.com/go/2108heatglenhaven 4. Knott Park, 11456 NE Knott St (Parkrose Heights) https://www.signupgenius.com/go/2108heatknott 5. Harney Park, SE 67th Ave and Harney St (Brentwood-Darlington) https://www.signupgenius.com/go/20f0d4cafa923a7fc1-misting7 6. East Portland Community Center, 740 SE 106th Avenue (Mill Park) https://www.signupgenius.com/go/20f0d4cafa923a7fc1-misting8 	
Shifts: 1000-1400, 1400-1700, 1800-2200	
<p>City Volunteer Coordinator: Jeremy Van Keuren 503-936-4701 or Glenn Devitt 503-312-0591 net@portlandoregon.gov</p> <p>City Logistics Chief: Kevin Shanders 503-703-3469 kevin.shanders@portlandoregon.gov</p> <p>Portland Parks & Recreation points of contact:</p> <ul style="list-style-type: none"> ● Lents, Knott, & East Portland CC: Scott Domine, scott.domine@portlandoregon.gov, 503-823-8674 ● Glenhaven Park: Mike Grosso, mike.grosso@portlandoregon.gov, 503-823-8709 ● Harney & Mt. Scott Park: Heather McKillip, heather.mckillip@portlandoregon.gov, 503-823-8650 ● Parks Rangers: 503-823-1637 	
<p>Unit Overview: The Community Services Branch, in alignment with Emergency Support Function (ESF) #6, is responsible for coordinating staff at mass care and sheltering operations during an emergency hot weather response.</p> <p>Position Responsibilities: The general staff position performs a variety of roles necessary to run a misting center established by the City of Portland, or its partners. This position is supervised by a remote PBEM staff member and may include the following roles according to staffs' abilities: greeting guests of the station, monitoring functionality of the equipment and reporting any problems, safety monitoring, providing public information about open cooling centers, and participating in site set-up and tear-down. The specific roles depend on the shift. Staff might be rotated through roles during each of their shifts.</p> <p>Working Environment</p> <ol style="list-style-type: none"> 1. This location will be outdoors in a public park, usually located in shade. 	

2. Physical distancing, maintaining 6 feet of separation from others, should be practiced among both guests and staff.
3. At outdoor facilities operated by the City of Portland, staff are required to wear appropriate facial coverings at all times to reduce the risk of COVID-19 transmission, regardless of the staff's vaccination status.
4. To limit the spread of COVID-19 and its variants, it will be suggested that all guests wear masks when not in the stream of mist. However this might not be possible for some guests due to other medical conditions.
5. We will not check the vaccine status of anyone at the misting site, either guest or volunteer.
6. Guests at outdoor misting sites will not have undergone a "Wellness Check" or symptom screening. Guests and staff should follow appropriate precautions, consistent with public health recommendations for all people during the COVID-19 pandemic.
7. PBEM will make every attempt to ensure misting stations are staffed sufficiently to appropriately handle the facility capacity. If you feel that staffing levels are not appropriate to maintain operations notify the PBEM Point of Contact immediately. The facility should not be left unattended if at all possible, to discourage damage or theft of equipment.
8. Assignment may include bending, walking, standing for extended periods, and carrying less than 20 pounds (hose, spraying equipment, shade canopy, etc.).
9. Guests might have chronic illnesses and/or injuries.
10. 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.
11. Pets may be present (potential allergens, fleas).
12. Street noise and the noise caused by outdoor park maintenance equipment 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 a notebook, in case written communication is needed with other staff and guests.
13. Meals, snacks, and beverages will not be provided at the site. Bottled water will be provided if feasible.

Ethics & Philosophy

1. Be patient, kind, and a good listener.
2. Practice compassion, acceptance, and mutual respect.
3. Create welcoming spaces and interrupt oppression.
 - a. Ensure the identity of the individual has no effect on the services we provide
4. Use supportive, person-first language and body language. Please be mindful of how your behavior can escalate or de-escalate any situation. Individuals visiting the site should be referred to as **Guests**.
5. Carry out the Vision, Mission, Values and Goals of the City of Portland – View [graphic](#) or [text](#).
6. Utilize the Racial and Equity Toolkit (RET) when planning, developing or evaluating a policy, program or decision - More information [here](#).

Qualifications

1. Preference for background working with individuals who are unhoused, in crisis, living with mental health and/or substance use challenges
2. Per CDC guidelines, preference that staff be under 65 and without medical conditions that cause increased vulnerability for severe COVID-19 disease
3. Preference for experience working in sheltering environments
4. Preference for training in Mental Health First Aid, de-escalation, conflict management, mediation, and basic first aid
5. Viewing of the [Working at Severe Weather Shelters training video](#).
6. The capability to arrange safe travel to and from the facility.
7. Familiarity with 2-1-1 Info (211 [website here](#))

Safety Message

1. The State of Oregon provides detailed [Statewide Mask, Face Shield, Face Covering Guidance](#). Face coverings are strongly recommended in most Oregon counties for everyone 5 and older, in all indoor public spaces and **also outdoors when you cannot keep 6 feet from others**. The state's guidance acknowledges that some people can request an accommodation due to health conditions, age, or differential ability.
2. Events that may lead to conflict:
 - a. Any loud or escalating noise inside or around the site
 - 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
3. This population can encounter significant health issues. Volunteers should bring concerns about an individuals' health or injuries to the Parks Point of Contact (POC). If they are not onsite and it is an emergency, contact 911.
4. If any emergency occurs, contact 911 as appropriate, and notify the POC.
 - a. Guide responders into the space to patient.
 - b. Document your observations and role related to the incident.
5. Oregon OSHA has a [temporary rule in place](#) for people working outdoors in high heat (beginning above 80 degrees Fahrenheit).
 - a. Please review this [OR-OSHA Heat Stress Prevention Video](#) before your shift.
 - b. The coordinating agency will provide misting site staff with accommodation in alignment with the OSHA requirements
6. Oregon OSHA also has a [temporary rule in place](#) for people working outdoors in unhealthy air caused by wildfire smoke (beginning above [100 AQI](#)).
 - a. Please review this [OR-OSHA Wildfire Smoke Online Course](#) before your shift.
 - b. The coordinating agency will provide misting site staff with accommodation in alignment with the OSHA requirements.

General Staff Duties

1. **Arrive on time and stay for the duration of your shift, unless released early at the discretion of the Point of Contact (POC).**
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 POC of any concerns as soon as they are discovered.
4. Check in with your Point of Contact if leaving during your shift, even if for brief periods of time. This is important for your own safety.
5. Obtain and use your personal protective equipment (PPE):
 - a. Masks should be utilized at all times indoors, and when in the presence of others outdoors. 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 a misting station during assigned shifts, including the physical facility and human resources.
7. Ensure that the needs of the guests are being met
8. Problem solve as issues arise and elevate issues to the POC as needed.
9. Call 911 if needed, and report the incident to the POC.
10. If you encounter a security issue during your shift, notify the POC and submit an online [City of Portland Security Incident Report](#).
11. Notify the POC if you observe any low supply inventory.
12. Support the equitable distribution of supplies for guests.
13. Inform the POC if any property damage is observed.
14. 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.
15. Incorporate [MultCo COVID-19 guidance for shelter settings](#) when making decisions in relation to site operations, activities, and maneuvering around the site.
16. Assist in set-up, and tear-down the space:
 - a. Set-up the station during the first daily shift, following documentation provided (if needed).
 - b. Tear-down the station during the final daily shift, following guidance provided (if needed).

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 POC 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 Mental Health Call Center 503-988-4888

4. Do not offer to help guests outside of the site setting (personal gifts, rides in your car, stays on your couch, etc.)
5. If you need to call off your shift, please notify the POC by telephone or text.

Equipment & Supply Needed

- Appropriate PPE - Mask needed
- Personal go-kit, but no more than you can carry or secure in your vehicle. Do not leave your possessions unattended at the site.
- Please bring a cellular phone for communication with co-workers or 911 during the shift.
 - Phone numbers should be exchanged at the beginning of the shift.

Software Required

- No software is required in this position.

Training Requirements (approximately 35 minutes)

1. Receive training for misting site setup and take down on-site from PBEM or other City staff.

Demobilization Questions

NET (Neighborhood Emergency Team) volunteers should complete the online [Deployment Debriefing Survey](#).

Other volunteers are invited to send feedback to net@portlandoregon.gov following your demobilization from the Misting Site. 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.

Considerations might include:

- Describe your onboarding experience into a shelter general staff role.
 - What aspects of the onboarding process helped you be successful in the 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 interacting with guests at the misting site.
- Describe your sense of personal safety while at the misting site.

<p>Prepared By: Glenn C. Devitt</p>	<p>Date: 2021.08.08 Revised: 2021.08.13 1440</p>
<p>Approved By: Katy Wolf, Operations Chief</p>	<p>Date: 2021.08.13 1442</p>