

COOLING CENTER: GENERAL STAFF POSITION DESCRIPTION (ICS-204 Form)

Position: Cooling Site General Staff	Unit: Community Services Branch
Work Location: Charles Jordan Community Center, 9009 N Foss (Portsmouth) The Portland Building, 1120 SW 5th (Downtown) St. Johns Community Center, 8427 N Central St (St. Johns)	
Shifts: 1000-1430, 1400-1830, 1800-2200	
PBEM point of contact: Glenn C. Devitt, 503.312.0591 (phone/text)	
<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 cooling center established by the City of Portland, or its partners. This position is supervised by a trained Person in Charge (PIC) and may include the following roles according to staffs' abilities: reception, monitoring a food and beverage station, bathroom attendant, supplies and inventory management, monitoring the sitting/sleeping area, safety monitoring, and participating in site set-up and tear-down. The specific roles depend on the type of cooling site that is being operated. 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 provide adequate ventilation and hand hygiene supplies 2. Physical distancing, maintaining 6 feet of separation from others, should be practiced among both guests and staff. 3. In indoor 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. 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. 5. To limit the spread of COVID-19 and its variants, all guests will be required to mask. However this might not be possible for some Guests due to other medical conditions. 6. We will not check the vaccine status of anyone in the cooling center, either guest or volunteer. 7. Guests at indoor cooling sites will have undergone a "Wellness Check" or symptom screening. (Please see General Position Duties for more information.) Though guests staying at this location are not currently reporting the experience of symptoms related to COVID-19, guests and staff should follow appropriate precautions, consistent with public health recommendations for all people during the COVID-19 pandemic. 8. PBEM will 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 PIC immediately. You may call the PBEM Point of Contact if necessary. 9. Staff might be released early based on the number of guests, at the discretion of the PIC. 10. 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). 11. Guests might have chronic illnesses and/or injuries. 	

12. 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.
13. Pets may be present (potential allergens, fleas).
14. 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 a notebook, in case written communication is needed with other staff and guests.
15. Meals, snacks, and beverages will be provided at the shelter for guests and staff as appropriate.

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 staying in the shelter 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. Staff should follow Multnomah County's [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](#).
 - 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 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](#) that staff 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 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.
 - i. If any guests or staff do not have their own mask or face covering, please provide them.
- 2. Review and be familiar with the current Incident Action Plan (IAP), specifically the Safety 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 should bring concerns about an individuals' health or injuries to the Person in Charge (PIC). If Medical Reserve Corps staff are on site, the PIC should consult them. If they are not onsite and it is an emergency, contact 911.
- 5. Do not accept, serve, or permit to be served, 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](#).
 - d. Always wear gloves when touching sharps and carefully dispose of them in a sharps container.
- 7. If any emergency occurs, contact 911 as appropriate, and notify the cooling center Person in Charge.
 - 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. In winter 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, unless released early at the discretion of the PIC.**
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 Person in Charge (PIC) of any concerns as soon as they are discovered.
4. If your shift opens or closes the site, assist the PIC in setting up or securing the location.
5. Check in with your IPC 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). This is important for your own safety.
6. 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.

7. Maintain overall responsibility for the management of a cooling site during assigned shifts, including the physical facility and human resources.
 - a. The PIC should arrange for two Staff to walk the perimeter of the facility every 30 minutes for fire safety.
8. Attend the incoming, and outgoing, shift briefing with PIC. 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 Safety Message, above
 - vi. Review cleaning policies/processes, if applicable
 - vii. 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 PIC as needed.
11. Call 911 if needed, and report the incident to the PIC.
12. If you encounter a security issue during your shift, notify the PIC and submit a [City of Portland Security Incident Report](#).
13. Notify the PIC if you observe any low supply inventory.
14. Support the equitable distribution of supplies for guests.
15. Inform the PIC if any property damage is observed.
16. 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.
17. Incorporate [MultCo COVID-19 guidance for shelter settings](#) when making decisions in relation to shelter operations, activities, and maneuvering around the shelter.
18. Assist in set-up, and tear-down the space:
 - a. Set-up the shelter space during the first daily shift, following guidance provided by the PIC (if needed).
 - b. Tear-down the shelter space during the final daily shift, following guidance provided by PIC (if needed).

General Staff Assignments

1. **Greeter**
 - a. Review greeter script with the PIC, and ask for support if a guest asks a question to which you do not know the answer.
 - b. Greet and welcome guests as they arrive at the facility. Chat with them while maintaining appropriate physical distance. Do not reveal personal details about yourself.
 - c. Support Wellness Checks for guests arriving at the shelter using this City of Portland [Health Assessment Survey](#):
 - i. Each guest should be asked to self-monitor for symptoms of COVID-19
 - ii. If a guest cannot determine/articulate if they are feverish, please take temperature using the following guidelines:
 1. Guest should be given a procedural mask prior to staff coming within 6' of distance
 2. Staff should wear a procedural mask, gloves and goggles

3. This should be very brief and then staff and guest should resume 6' of physical distance
- iii. If a guest answers yes to experiencing ANY symptoms related to COVID-19 AND that these are NEW (not experienced due to a chronic condition) symptoms, contact the PIC to initiate a voluntary isolation.
- d. Escort guests to an appropriate location for their stay
 - i. Guests are given one spot per person
 - ii. Share hours of operation and other scheduled activities (wake-up time & shelter closure time)
 - iii. Review any rules with guests specific to the site
 - iv. Maintain regular population tracking via the following tally sheet.
 - v. Provide site population to the PIC when requested
- e. Distribute kits including hygiene items to Guests, as needed
- 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, smoking, and vaping are not allowed indoors.
- 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 PIC.
- 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, if applicable.
- 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 (creamers, 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 PIC.
- c. Remind staff and guests of the need for physical distancing in all areas of the shelter.

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 Mental Health Call Center 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 (Public Information Officers).
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 the PIC and/or 911 as appropriate.
8. If you need to call off your shift, please notify the ESF-6 Group Supervisor 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 during the shift briefing.

Software Required

- No software is required in this position.

Training Requirements (approximately 35 minutes)

1. Watch the NET (Neighborhood Emergency Team) [warming shelter training video](#) (10:02).
2. Watch two Multnomah County training videos:
 - a. Values and Guiding Principles: <https://youtu.be/b3HvNe7iMqw> (9:47)
 - b. Trauma-Informed Care: <https://youtu.be/Fh2DBI8YaU0> (7:28)
3. [Online naloxone training](#)
4. Optionally, watch the Multnomah County [Disaster Resource Center Staff training videos](#).
 - a. For more comprehensive training, there 18 videos cover topics such as "Trauma Informed Care", "Cultural Considerations" and "Behavioral Health".
5. Food Handlers Permit

- a. Please inform the Recruitment staff and/or your PIC 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).
6. Please review the guidance on this [COVID-19 guidance for Shelter Settings](#)

Demobilization Questions

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

In addition the following questions might be asked of you following your demobilization from the Cooling Site/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 cooling site.
 - 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 cooling site.
 - 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 cooling site guests?
- Describe your experience performing the dormitory role at the cooling site.
 - What aspects of the dormitory role were effective in providing guests a safe and comfortable environment at the cooling site?
 - What aspects of the dormitory role could be improved or adjusted in the future to better meet the needs of cooling site Guests?

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