



REGIONAL SHELTER PLAN TEMPLATE

9/18/2012

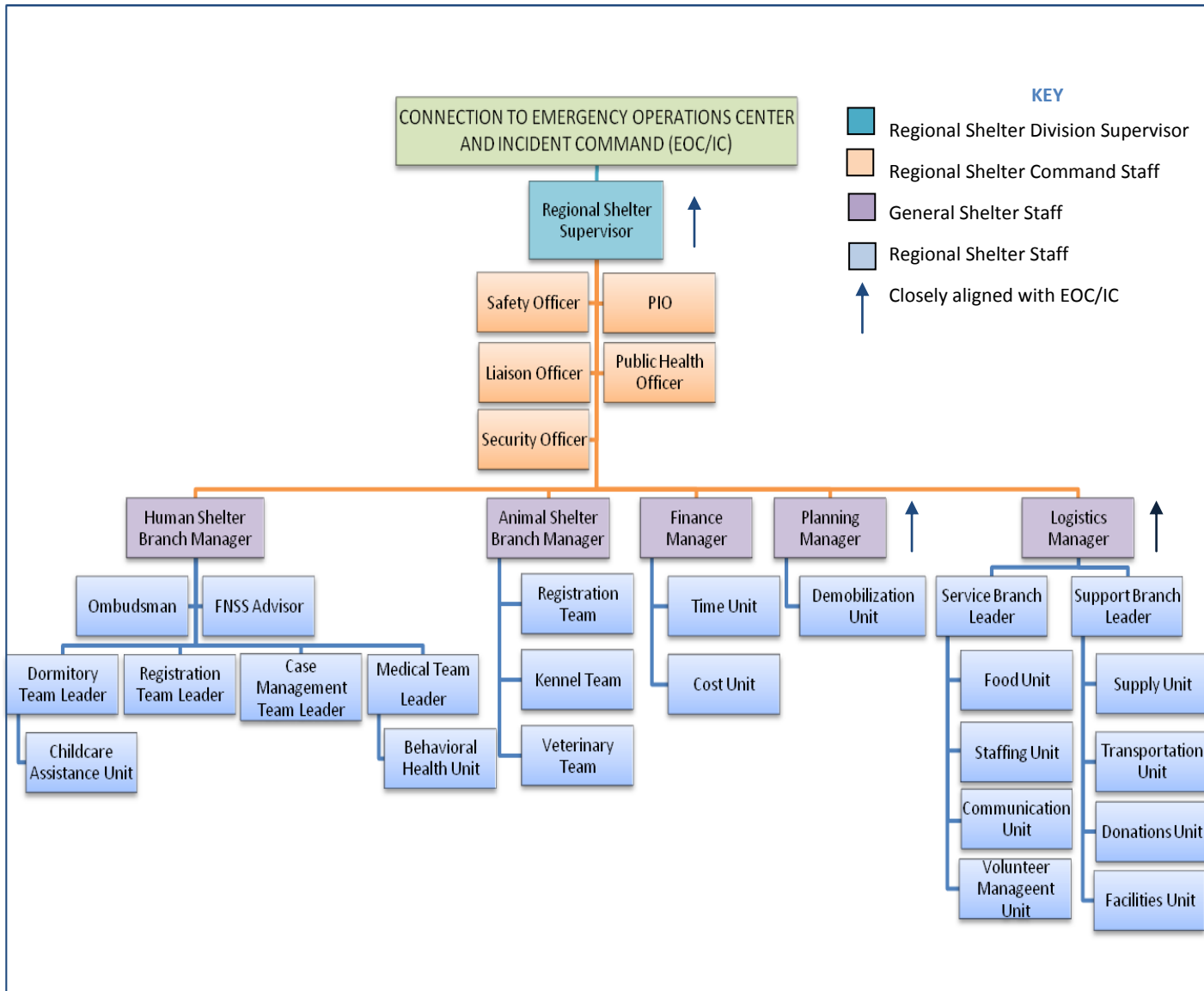
Job Action Sheets

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The Western Regional Homeland Security Advisory Council (www.wrhsac.org) and the Regional 1 Public Health Coalitions provided funding and support for this project.

REGIONAL SHELTER INCIDENT COMMAND OPERATIONS HIERARCHY



Regional Shelter Job Action Sheet

Operations: Common Required Response

2012

Be Aware of the Following

- Chain of Command: Know your supervisor and who you supervise
- Safety First: Be aware of staff and public safety. If in doubt call for help
- Media/Social Media: Have permission before talking to the press/media or posting information
- Behavioral Health: Take care of yourself, your co-workers and shelter clients. Be aware of staff burnout

Complete Required Forms

- Activity Logs: Track event/action taken and submit at shift change
- Resources: Provide all Resource Requests to the Logistics Section
- Job Action Sheets: Provide information for actions specific to your position

Initial Response

- Always sign in and out with the Volunteer or Staffing Unit
- Wear proper identification at all times
- Attend/hold shelter supervisor briefings to receive: Situational Awareness, Job Action Sheet, Activity Logs and Resource Forms
- Review incident briefing forms, as well as all shelter policies, plans and procedures for your position
- Set-up your designated shelter operations area
- Request needed supplies or staff from Logistics
- Confirm set-up with your supervisor

Daily Shelter Operation Actions

- Hold or attend daily shift change briefings with Staff and collect Activity Logs
- Complete required Job Activity Logs for each shift
- Monitor for Shelter clients' safety at all times
- Monitor for staff burnout/safety at all times
- Provide shelter services to the best of your ability and within the scope of your training/credentials
- If in doubt or uncertain, ask for clarification or assistance

Closing the Shelter

- Hold/Attend shelter closing briefing by supervisor to receive cleaning and take down protocols
- Assist with the transition of shelter clients to their "new normal"
- Assist with demobilization and help take down and clean your operations area
- Confirm clean-up with supervisor
- Hold/Attend debriefing with staff if you are an officer, manager or team leader
- Participate in After Action Meetings
- Participate in the After Action Report process, including identification of areas for improvement and revision of Shelter Plan

Regional Shelter Job Action Sheet

Operations: Regional Shelter Supervisor

2012

Job Description	
<ul style="list-style-type: none"> ▪ Responsible for all aspects of shelter operations for the region ▪ Ensures the provision of all shelter services ▪ Ensures the health and safety of all staff and clients ▪ Authorizes all regional shelter expenditures after approval by the Incident Commander ▪ Collects and maintains all job Activity Logs and submits all reports for the sheltering response 	
Reports to	Contact Information
Incident Commander	
Supervises	
Shelter Public Information Officer (PIO)	
Shelter Safety Officer	
Shelter Security Officer (may report to Law Enforce.)	
Shelter Public Health Officer	
Shelter Liaison Officer	
Shelter Medical Advisor	
Shelter Branch Manager	
Animal Shelter Branch Manager	
Finance Manager (Requisitions, time, data tracking)	
Planning Manager (Situational Awareness; next Operational Period, Demobilization)	
Logistics Manager (Resources, supplies, staff)	
Partner Agencies	Contact Information
Western Mass MEMA	MEMA 24/7 call line 413.821.1500
MEMA State Emergency Operations Center	MEMA SEOC - (508) 820-2000 – ESF 6 (sheltering desk)
Department of Public Health (DPH)	MEMA 24/7 call line 413.821.1500 – ESF 8 (medical desk)
DPH Epidemiologist (Epi) on duty 24/7	617-983-6800
Department of Environmental Protection (DEP)	(888) 304-1133 Spill HotLine
County Sheriff's Department	
American Red Cross (ARC)	24 hour phone Pioneer Valley: 413-737-4306
Salvation Army	(617) 542-5420
Western Mass Medical Reserve Corps	www.wmmrc.org
Western Region Homeland Security Advisory	www.wrhsac.org
Boards of Health (BOH)	

Regional Shelter Job Action Sheet Operations: Regional Shelter Supervisor

2012

Forms, Protocols, and Other Resources

Item	Description/Notes	Quantity/Location
<input type="checkbox"/> Copy of Regional Shelter Plan with FORMS/LISTS/JAS		
<input type="checkbox"/> Regional Shelter Hierarchy	ICS Chart; posted chart showing ARC/ICS roles	
<input type="checkbox"/> Job Action Sheets for all positions (JAS)	In Forms Section of Shelter Plan	At Least 2 copies
<input type="checkbox"/> ARC Shelter Kit		
<input type="checkbox"/> Regional Shelter SOP (SOP)		
<input type="checkbox"/> Facility Opening/Closing Assessment Form (FORM)	In Forms Section of Shelter Plan	
<input type="checkbox"/> Resource Request ICS 308 (FORM)	In Forms Section of Shelter Plan	2 per JAS
<input type="checkbox"/> Activity Log ICS 214 (FORM)	In Forms Section of Shelter Plan	
<input type="checkbox"/> Staffing Guidelines (LIST)	Resource Section of Shelter Plan	
<input type="checkbox"/> Supply Guidelines (LIST)	Resource Section of Shelter Plan	
<input type="checkbox"/> Cot Cleaning Guide (LIST)	Resource Section of Shelter Plan	
<input type="checkbox"/> Client Registration Forms (FORM)	Forms Section of Shelter Plan	
<input type="checkbox"/> Sign In/Out Time Sheets (FORM)	Forms Section of Shelter Plan	
<input type="checkbox"/> Incident Report Forms (FORM)	Accidents and Complaints – Forms Section of Plan	
<input type="checkbox"/> Equipment Recommendations	Radio, cell phone, laptop with internet	

Initial Planning Actions

- Plan for regional shelters with the Incident Command/EOC
- Designate and activate Command Staff positions as needed:
- Review if available the ARC Assessment of the Regional Shelter Facility to determine capacity and resources
(Note: 10-15% of the impacted population can be expected to use a Regional Shelter)

Initial Response

- Conduct shelter facility walk-through (Shelter Assessment Form) as available:
 - Facility Manager/Representative
 - Inspector of Buildings
 - Fire Inspector
 - Public Health Officer/Environmental Health Inspector
 - Logistic Manager
 - ARC Representative
 - Universal Design/FNSS Advisor
- Check in Staff as they arrive and distribute Job Action Sheets (JAS)
- Hold Initial Staff Briefing and distribute Activity Logs, Resource Request Forms

Regional Shelter Job Action Sheet

Operations: Regional Shelter Supervisor

2012

- Supervise shelter set-up or delegates to the Shelter Branch Manager
 - Manager/Security/Communications Area
 - Registration Area
 - Logistics and Supplies/Donations Management Area
 - Food Preparation/Service Area
 - Dormitory Area
 - Child Care Assistance Area
 - Recreation Area
 - Medical Care Area/Quiet Area
 - Staff Break Area
 - Service Animal Care Area (Pets should be in a nearby Pet Shelter)
 - Isolation and Quarantine Area (may be used as temporary Security Area)

Confirm shelter set-up and approve opening

Obtain approval for all shelter expenditures from the Incident Command/EOC

Ensure continuous communications with the Incident Command/EOC

Daily Shelter Operations

Monitor Staff for “burn-out” and inappropriate behavior. Report concerns to Supervisor and Medical Unit

- Hold shift change briefings with Staff and collect Activity Logs:
 - Situational updates
 - Collect/Distribute Forms: JAS; Activity Logs; Medical Logs; Client Count; Expense Sheets, Inspections, etc.
 - Emphasize the importance of documenting everything, especially injuries and complaints
 - Sign in/out Staff
 - Discuss needs or concerns for the next shift
 - Create update for the IC

Ensure shelters operate safely and efficiently and address issues as they arise

Monitor the shelter capacity with the Human and Animal Shelter Branch Managers

Ensure the safe and efficient transition of shelter clients back to their homes or their new normal

Ensure planning for the next operational periods

Shelter Closing

Receive closing orders from Incident Command/EOC

Work with Communications and PIO to ensure that the Public is aware of the shelter closing status

Regional Shelter Job Action Sheet

Operations: Regional Shelter Supervisor

2012

- Shelter Closing Check List:
 - Determine a plan for the debriefing of shelter workers
 - Can they be of assistance with another sheltering operation?
 - Make sure to capture all staff rosters so that workers can receive recognition
 - Prepare list of voluntary organizations, vendors and other partners to be thanked and recognized – give list to **Regional Shelter Authority**
 - Pack excess supplies as they become unnecessary
 - Determine where the supplies need to go and begin the shipping process as soon as possible
 - Update the supply inventory
 - All shelter staff should work to clean and return the shelter to its original condition as the shelter population decreases
 - Return all moved furniture
 - Remove all signage
 - Hold staff debriefing (see below)
 - Begin preparing narrative for shelter operations
 - Include Activity Logs, financial forms and other documentation collected at the shelter debriefing
 - Update the National Shelter System to reflect the shelter closing
- Assist with clean up and equipment return
 - Refresh (clean and sanitize facility and equipment)
 - Repair (if practical)
 - Restore (if able, otherwise replace)
 - Return (borrowed equipment)
 - Replace
 - Remove (trash and broken equipment)
- Conduct facility closing walk-through with Representative (Opening/Closing Assessment Form)
 - Shelter Facility Manager/Representative
 - Inspector of Buildings
 - Public Health Officer/Inspector
- Hold final Staff De-briefing and collect forms
 - Turn in all Forms, Logs, Inspections, Assessments, and other Shelter Forms and Documents
 - Hot Wash: What went well; what needs improvement
 - After Action Process and Report
 - Review and revise Regional Shelter Plan
- Collect all Forms as record of shelter actions
 - Job Activity Logs
 - Time Sheets
 - Expense Sheets
 - Environmental and Building Assessments/Reports
 - Staff Check-in Sheets
 - Complaints and Investigation Reports
 - Medical Logs and Reports
 - Client Registration Logs
 - Resource Request Forms and Inventories
- Work with Finance Officer as needed to ensure that invoices and reimbursement forms are completed
- Participate in the After Action Report process, including identification of areas for improvement

Regional Shelter Job Action Sheet

Operations: Regional Shelter Safety Officer

2012

Job Description		
<ul style="list-style-type: none"> ▪ Ensures the health and safety of all shelter Staff and clients by monitoring the fire and building safety code compliance ▪ Monitors all operations for life safety issues 		
Reports to	Contact Information	
Regional Shelter Supervisor		
Supervises		
Safety Staff		
Partner Agencies	Contact Information	
Mass State Police		
Sheriff's Department		
Local Law Enforcement		
Local Fire Departments		
Local Building and Health Departments		
Forms, Protocols, and Other Resources		
Item	Description/Notes	Quantity/Location
<input type="checkbox"/> Regional Shelter Hierarchy Chart		
<input type="checkbox"/> Job Action Sheet (JAS)		
<input type="checkbox"/> Activity Log (FORM)		
<input type="checkbox"/> Resource Request ICS 308 (FORM)		
<input type="checkbox"/> Assessment and Inspection Check Lists (LIST)	Forms Section of Shelter Plan	3 each
<input type="checkbox"/> Incident Report Forms (FORM)	Forms Section of Shelter Plan	1 each
<input type="checkbox"/> Equipment Recommendations	Radio, cell phone, laptop with internet, flashlights Signage, caution tape, masking & duct tape, markers	3 each
Initial Planning Actions		
<input type="checkbox"/> Plan for a regional shelter operation with the Regional Shelter Supervisor or Incident Command/EOC		
<input type="checkbox"/> Appoint Staff as needed		
Initial Response		
<input type="checkbox"/> Conduct shelter facility walk-through with Facility Manager/Representative (Shelter Assessment Form)		
<input type="checkbox"/> Hold Initial Staff Briefing and distribute Activity Logs, Resource Request Forms		

Regional Shelter Job Action Sheet

Operations: Regional Shelter Safety Officer

2012

- | |
|--|
| <input type="checkbox"/> Determine the extent of Safety Needs for the Operations by reviewing shelter facility and layout <ul style="list-style-type: none"> ○ Mark all fire extinguishers and AED ○ Ensure that staff knows where they are located. Current inspection tags and charge levels should be verified during the pre-occupancy inspection. ○ Address life safety issues for the facility during the pre-occupancy inspection. Document all repairs and actions. ○ Make sure all exits are clearly marked. ○ Limit the number of entrances and exits to control who enters and exits the facility. Unused doors should be secured. "Work with the fire marshal to make sure restricted entrances/exits are not used. ○ In the case of hurricane, tornado or high winds, make sure that doors and windows remain closed, since the structural building codes are created with the presumption that doors and windows are closed. Failure to follow these procedures can cause a building to fail and suffer structural damage, even if it is built to storm shelter standards. |
| <input type="checkbox"/> Conduct Safety Check of facility with Fire, Health and Building Inspectors |
| <input type="checkbox"/> Post Shelter safety signs and warnings |
| <input type="checkbox"/> Confirm shelter set-up with Regional Shelter Supervisor, Shelter Manager or IC |
| Daily Shelter Operations |
| <input type="checkbox"/> Monitor Staff for "burn-out" and inappropriate behavior. Report concerns to Supervisor and Medical Unit |
| <input type="checkbox"/> Hold shift change briefings with Staff and collect Activity Logs: <ul style="list-style-type: none"> ○ Situational updates ○ Collect/Distribute Forms: JAS; Activity Logs; Medical Logs; Client Count; Expense Sheets, Inspections, etc. ○ Emphasize the importance of documenting everything, especially injuries and complaints ○ Sign in/out Staff ○ Discuss needs or concerns for the next shift ○ Create update for the Supervisor/IC |
| <input type="checkbox"/> Monitor Shelter Operations for Safety |
| <input type="checkbox"/> Address Safety Issues as they arise |
| <input type="checkbox"/> Inspect Shelter entrances and exits every shift change |
| Shelter Closing |
| <input type="checkbox"/> Monitor shelter demobilization for safety |
| <input type="checkbox"/> Address shelter safety issues as needed |
| <input type="checkbox"/> Remove and store shelter safety signage and safety equipment |
| <input type="checkbox"/> Assist with clean up and equipment return <ul style="list-style-type: none"> ○ Refresh (Clean and sanitize facility and equipment) ○ Repair (if practical) ○ Restore (if able, otherwise replace) ○ Return (borrowed equipment) ○ Replace ○ Remove (trash and broken equipment) |
| <input type="checkbox"/> Conduct facility closing walk-through with Regional Shelter Manager Facility Manager/Representative |
| <input type="checkbox"/> Turn in all logs to supervisor |
| <input type="checkbox"/> Participate in the After Action Report process, including identification of areas for improvement |

Job Description		
<ul style="list-style-type: none"> ▪ Ensures all public information has been approved by the Incident Commander (IC) ▪ Briefs and supports the Incidence Spokesperson ▪ Determines the most effective communication methods with the public, including those with functional/access needs ▪ Works with Media to provide risk communication services to the public about the regional human and animal shelters ▪ Monitors media outlets for rumors and information needs; works with Media to ensure correct information/messages ▪ Works closely with other regional and local shelters, IC, and EOC to ensure that messages are coordinated and relevant ▪ Coordinates Agency outreach messages with the Liaison Officer ▪ Works with IC, EOC, Shelter Supervisor/Manager, Communications, Security to facilitate the visits of dignitaries 		
Reports to	Contact Information	
Regional Shelter Supervisor		
Supervises		
PIO Staff		
Partner Agencies	Contact Information	
MEMA	MEMA SEOC - (508) 820-2000 – ESF 6 (sheltering desk)	
Local Municipal PIO		
Hospital PIO		
DPH and MEMA PIO		
ARC PIO		
Mass 2-1-1		
Mass 5-1-1		
Local Media/Social Media		
Interpreter Strike Team		
Forms, Protocols, and Other Resources		
Item	Description/Notes	Quantity/Location
<input type="checkbox"/> Regional Shelter Hierarchy Chart		
<input type="checkbox"/> Job Action Sheet (JAS)		
<input type="checkbox"/> Activity Log (FORM)		
<input type="checkbox"/> Resource Request ICS 308 (FORM)		
<input type="checkbox"/> Region 1 PIO Standard Operating Guide (SOG)	Region 1 Public Health Coalitions	
<input type="checkbox"/> Shelter PIO Message Templates (FORM)		
<input type="checkbox"/> Shelter Message Templates (PIO)	Resource Section	
<input type="checkbox"/> Media Contact Lists, including FNSS media		
<input type="checkbox"/> Communications Equipment Recommendations	Resource Section Regional Shelter Plan	
<input type="checkbox"/> Minimum Equipment Recommendations	Multiple phone lines, radios, smartphone, laptop with internet, printer, TV, fax, printer, copier, files, pens/paper, markers	1 each

Initial Planning Actions

- Plan for a regional shelter operation Public Information with the Regional Shelter Supervisor or Incident Command/EOC
- Review Region 1 PIO Standard Operating Guide (SOG)
- Appoint Staff as needed:
 - Incident Public Information Officer (PIO)
 - Incident Spokesperson
 - Subject Matter Experts (SME)
 - Receptionist: man phones and answer questions
- Set up PIO Joint Information Center (JIC) – Responders ONLY
 - Secure/safe location
 - Tables, Chairs, lighting, HVAC
 - Paper, pens/pencils, white boards, note pads, etc.
 - Food, water, sanitation
 - Communications Equipment (in/out private phone line , cell, HAM, radios, power cords, microphone, camera, video,)
 - Media Connections (TV, Radio, Internet, Smartphone, wireless router)
 - Computer, printer, fax, scanner, copier, supplies, cords
- Set up Media Information Center (separate from JIC) for press briefings
 - Food, water, HVAC, lighting and sanitation
 - Telephones, internet, cell service
 - Tables and chairs
 - Security to check press credentials and maintain order

Initial Response

- Hold Initial Staff Briefing and distribute Activity Logs, Resource Request Forms
- Establish communications with Regional Shelter Supervisor/Manager IC/EOC
- Establish communications with other PIO, EOC, Liaison Officers, MEMA PIO
- Report Shelter Opening to ESF 6 Desk at MEMA and to MASS 2-1-1
- Coordinate all Risk Communications/Public Information.
NOTE: All messages must be approved by Regional Shelter Supervisor/Incident Command/EOC before release
- Initial Press Release: Situational Awareness update
 - Who is in charge
 - What is being done to address the emergency (current status)
 - Sympathy for victims
 - Am I at risk: take these protective actions
 - Sources of more information
- Risk Communication Messages:
 - Evacuate/Don't evacuate
 - How to safely shelter in place (always the first option)
 - Disease and injury prevention
 - Hospitals are at capacity?. Seek medical advice only if you have a life threatening emergency or these symptoms.....
 - Sources of safe food and water & Points of Mass Distribution for bulk water and food
 - Boil, Do Not Use or Do Not Drink orders
 - Filtering and Disinfection procedures
 - Risk of using perishable, contaminated, compromised food and water

- Positive Messages:
 - Take these protective precautions/actions...
 - Check on your neighbors...
 - Shelter in place safely...
 - Shelter will open soon...

- Shelter opening announcement:
 - When/where
 - Who should go to the shelter: individuals who can care for themselves, or bring a caregiver
 - Who should NOT go to the shelter: individuals with serious medical conditions, drug withdrawal,
 - Safe routes or provided transportation
 - Universal accommodation and functional needs will be addressed for daily living
 - Items to not bring to the shelter: weapons, alcohol, illegal drugs, farm animals, valuables
 - What to bring to a shelter: prescriptions and medications, special food, clothing, blankets, personal care items, toys,
 - How to secure your home before leaving:
 - Lock/Don't lock houses
 - Post notices on house for responders regarding pets, hazards, occupancy
 - Turn off utilities (gas, water, electric main, etc.)
 - Secure and drain house water pipes if appropriate
 - Pets, farm animals care options... (let loose, cage outside with food and water, find caregiver, find shelter)

- Pet Shelter Location Information and what to bring with your pet:
 - Immunization Records and medications
 - Leash
 - Cage
 - Pet food and pet care items and toys

- Distribution: Radio, newspapers, websites, Mass211, Town/City Halls, Reverse 911, Posters, Social Media, Multiple languages
Update frequently, volunteer and donation opportunities

- Monitor all media outlets, including social media for rumors and information

Daily Shelter Operations

- Monitor Staff for “burn-out” and inappropriate behavior. Report concerns to Supervisor and Medical Unit

- Hold shift change briefings with Staff and collect Activity Logs:
 - Situational updates
 - Collect/Distribute Forms: JAS; Activity Logs; Medical Logs; Client Count; Expense Sheets, Inspections, etc.
 - Emphasize the importance of documenting everything, especially injuries and complaints
 - Sign in/out Staff
 - Discuss needs or concerns for the next shift
 - Create update for the Supervisor/IC

- Monitor all media outlets for information, misinformation, gaps, etc.

- Provide daily shelter updates to the IC, EOC, Incident Spokesperson, Public (as approved by the IC)

- Act as Shelter Spokesperson, if so designated by IC

- Work with IC/Manager/Security/Behavioral Health/Communications to prepare and facilitate visits by dignitaries
 - Notify all relevant Shelter Staff of the visit, their roles and likely presence of Media
 - Ensure that Security is ready and has extra Staff for the visit
 - Schedule extra PIO Staff to work with the Media and dignitary support staff
 - Arrange for a welcoming committee, guide, reception area and photo opportunities with Shelter Staff and Clients
 - Ensure that Medical is prepared and local hospitals are notified of the impending visit

- Provide Situational Awareness information to Shelter Manager for posting
- Work with the Media to ensure that public messages are first, accurate, coordinated, credible, timely, sympathetic

Shelter Closing

- Develop Shelter closing announcements
- Distribute Closing information
- Continue to monitor all Media
- Assist with clean up and equipment return
- Turn in all logs to supervisor
- Participate in the After Action Report process, including identification of areas for improvement

Regional Shelter Job Action Sheet

Operations: Regional Shelter Liaison Officer

2012

Job Description		
<ul style="list-style-type: none"> ▪ Provides coordination between Incident Command and partners, agencies and organizations involved in response/recovery ▪ Coordinates with PIO to ensure consistent, coordinated situational awareness and messages 		
Reports to	Contact Information	
Regional Shelter Supervisor		
Supervises		
Liaison Staff		
Partner Agencies	Contact Information	
Mass Department of Public Health – 24/7	(617) 983-6800 EPI on call	
District Health Officer – Charlie Kaniecki	(617) 839.3237 Charlie.Kaniecki@state.ma.us	
Mass Dept. of Mental Health – RaeAnn Frenette	(617) 626.8145 RaeAnn.Frenette@state.ma.us	
DEP 24/7 Spill Hot Line	(888) 304-1133	
MEMA 24/7 Line	(413) 821-1500 (Western office)	
Mass State Police or County Sheriff's Dept.		
Forms, Protocols, and Other Resources		
Item	Description/Notes	Quantity/Location
<input type="checkbox"/> Regional Shelter Hierarchy Chart		
<input type="checkbox"/> Job Action Sheet (JAS)		
<input type="checkbox"/> Agency Contact List (LIST)		
<input type="checkbox"/> Activity Log (FORM)		
<input type="checkbox"/> Minimum Equipment Recommendations	smartphone, laptop with internet, radio, pen/paper	1 each
Initial Planning Actions		
<input type="checkbox"/> Plan for a regional shelter operation Public Information with the Regional Shelter Supervisor or Incident Command/EOC		
<input type="checkbox"/> Appoint Staff as needed		
Initial Response		
<input type="checkbox"/> Hold Initial Staff Briefing and distribute Activity Logs, Resource Request Forms		
<input type="checkbox"/> Establish communications with Regional Shelter Supervisor/Manager IC/EOC and partner agencies and organizations		
Daily Shelter Operations		
<input type="checkbox"/> Monitor Staff for “burn-out” and inappropriate behavior. Report concerns to Supervisor and Medical Unit		
<input type="checkbox"/> Hold shift change briefings with Staff and collect Activity Logs: <ul style="list-style-type: none"> ○ Situational updates ○ Collect/Distribute Forms: JAS; Activity Logs; Medical Logs; Client Count; Expense Sheets, Inspections, etc. ○ Emphasize the importance of documenting everything, especially injuries and complaints ○ Sign in/out Staff ○ Discuss needs or concerns for the next shift ○ Create update for the Supervisor/IC 		
<input type="checkbox"/> Maintain continuous situational awareness with partner agencies and organizations		

Regional Shelter Job Action Sheet
Operations: Regional Shelter Liaison Officer

2012

Provide daily shelter updates to the Regional Shelter Supervisor/Manager, IC, EOC, PIO

Shelter Closing

Maintain continuous situational awareness with partner agencies and organizations and distribute closing information

Assist with clean up and equipment return

Turn in all logs to supervisor

Participate in the After Action Report process, including identification of areas for improvement

Regional Shelter Job Action Sheet

Operations: Regional Public Health Officer

2012

Job Description		
	<ul style="list-style-type: none"> ▪ Sanitation: Ensures the environmental health/safety of the shelter occupants: indoor air, drinking water, food, sanitation 	
	<ul style="list-style-type: none"> ▪ Diseases: Works closely with the local Boards of Health (BOH), Department of Public Health (DPH) and the Centers for Disease Control and Prevention (CDC) to monitor, prevent and control injuries and disease outbreaks 	
	<ul style="list-style-type: none"> ▪ Hazardous Wastes/Materials: Works closely with Department of Environmental Protection (DEP) to mitigate and manage exposures to hazardous materials, solid and medical wastes, contaminated air and water, etc. 	
	<ul style="list-style-type: none"> ▪ Housing: Works closely with the Fire and Building Inspectors to ensure safe and sanitary housing 	
	<ul style="list-style-type: none"> ▪ Outbreaks: In coordination with BOH and DPH, issues isolation and quarantine orders to prevent or mitigate outbreaks 	
	<ul style="list-style-type: none"> ▪ Medical: Works with BOH, DPH and medical providers to ensure prevention, vaccination and medical treatment 	
	<ul style="list-style-type: none"> ▪ FNSS: Works with partner agencies to ensure that individual functional needs are being addressed 	
Reports to	Contact Information	
Regional Shelter Supervisor		
Supervises		
Inspectors and Staff		
Partner Agencies	Contact Information	
Mass Department of Public Health – 24/7	(617) 983-6800 EPI on call	
District Health Officer – Charlie Kaniecki	(617) 839.3237 Charlie.Kaniecki@state.ma.us	
Mass Dept. of Mental Health – RaeAnn Frenette	(617) 626.8145 RaeAnn.Frenette@state.ma.us	
DEP 24/7 Spill Hot Line	(888) 304-1133	
MEMA 24/7 Line	(413) 821-1500 (Western office)	
Local Public Health Agents and Directors		
Forms, Protocols, and Other Resources		
Item	Description/Notes	Quantity/Location
<input type="checkbox"/> Regional Shelter Hierarchy Chart		
<input type="checkbox"/> Job Action Sheet (JAS)		
<input type="checkbox"/> Contact List (LIST)		
<input type="checkbox"/> Activity Log (FORM)		
<input type="checkbox"/> Resource Request ICS 308 (FORM)		
<input type="checkbox"/> Food/Water Standard Operating Guide (SOG)	Region 1 Public Health Coalitions SOG series	
<input type="checkbox"/> Food Inspection Form (FORM)		2/day
<input type="checkbox"/> Shelter Environmental Health Inspection (FORM)		1/day
<input type="checkbox"/> Public Health Officer Inspection Kit	(BOH Officers may already have one)	

Regional Shelter Job Action Sheet

Operations: Regional Public Health Officer

2012

<input type="checkbox"/> Minimum Equipment Recommendations	Smartphone, flashlight, thermometer, alcohol wipes, tape measure, hand sanitizer, disposable gloves, N95 mask, clipboard/pen, markers, masking tape, Sanitizer Test Strips, Electrical Outlet Tester,	1 each
Initial Planning Actions		
<input type="checkbox"/> Plan for a regional shelter operation health and safety with the Regional Shelter Supervisor or Incident Command/EOC		
<input type="checkbox"/> Appoint Staff as needed (work with regional public health agents to monitor shelter health and safety)		
<input type="checkbox"/> Participate in the initial Shelter walk-through/assessment (FORM)		
<input type="checkbox"/> Obtain or assemble an Environmental Health Inspection Kit to be stored at the Shelter		
<input type="checkbox"/> Work with food area Person In Charge (PIC) to set-up of Shelter Food prep and service areas		
<input type="checkbox"/> Establish connections with BOH, DPH, DEP		
<input type="checkbox"/> Establish connections with local Hospitals and Medical Providers to monitor for disease outbreaks		
Initial Response		
<input type="checkbox"/> Conduct Final Pre-Opening Shelter Inspection (FORM)		
<input type="checkbox"/> Hold Initial Staff Briefing and distribute Activity Logs, Resource Request Forms and Sanitation and Food Guides		
<input type="checkbox"/> Closely monitor initial food prep and service at shelter		
Daily Shelter Operations		
<input type="checkbox"/> Monitor Staff for “burn-out” and inappropriate behavior. Report concerns to Supervisor and Medical Unit		
<input type="checkbox"/> Hold shift change briefings with Staff and collect Activity Logs: <ul style="list-style-type: none"> ○ Situation updates ○ Collect/Distribute Forms: JAS; Activity Logs; Medical Logs; Client Count; Expense Sheets, Inspections, etc. ○ Emphasize the importance of documenting everything, especially injuries and complaints ○ Sign in/out Staff ○ Discuss needs or concerns for the next shift ○ Create update for the Supervisor/IC 		
<input type="checkbox"/> Begin Health and Safety inspections within 24 – 48 hours of shelter set-up		
<input type="checkbox"/> File all inspection forms with the Regional Shelter Manager/Supervisor and BOH		
<input type="checkbox"/> Monitor daily Public Health and Safety status		
<input type="checkbox"/> Conduct daily Food and Environmental Health Inspections (FORM – twice daily for large shelters)		
<input type="checkbox"/> Monitor for disease outbreaks (MAVEN and local medical providers)		
<input type="checkbox"/> Work with Shelter Staff to ensure FNSS needs in shelter are being addressed		
<input type="checkbox"/> Work with the BOH to take protective actions/issue orders to protect the Public Health and safety		
Shelter Closing		
<input type="checkbox"/> Coordinate with BOH and DPH on shelter closing		
<input type="checkbox"/> Continue to monitor Public Health public health and safety, including disease surveillance		
<input type="checkbox"/> Assist with placement of shelter clients to their new normal		
<input type="checkbox"/> Lift any orders as appropriate		

Regional Shelter Job Action Sheet
Operations: Regional Public Health Officer

2012

- Assist with clean up and equipment return
 - Refresh (Clean and sanitize facility and equipment)
 - Repair (if practical)
 - Restore (if able, otherwise replace)
 - Return (borrowed equipment)
 - Replace
 - Remove (trash and broken equipment)
- Turn in all logs to Supervisor
- Participate in the After Action Report process, including identification of areas for improvement

Regional Shelter Job Action Sheet

Operations: Regional Shelter Security Officer

2012

Job Description		
<ul style="list-style-type: none"> ▪ Ensures the security of all shelter Staff and clients by monitoring the Shelter Facility and parking lot security 		
<ul style="list-style-type: none"> ▪ Works with Law Enforcement, Fire and Volunteers to provide security for regional shelters 		
<ul style="list-style-type: none"> ▪ Provides Staff for monitoring shelter entrances, exits, parking, traffic 		
<ul style="list-style-type: none"> ▪ Monitoring for potential conflicts 		
<ul style="list-style-type: none"> ▪ Enforces shelter rules and policies to ensure Staff and Client safety and security. Prohibition on <ul style="list-style-type: none"> ○ Guns and weapons ○ Tobacco ○ Alcohol or illegal drugs ○ Unacceptable actions or activities that endanger the health or safety of the Staff or Clients 		
<ul style="list-style-type: none"> ▪ Establishes and operates a security holding area if needed 		
<ul style="list-style-type: none"> ▪ Supervises CORI/SORI checks of all staff and volunteers 		
Reports to	Contact Information	
Regional Shelter Supervisor		
Supervises		
Security Staff		
Partner Agencies	Contact Information	
Mass State Police		
Sheriff's Department		
Local Law Enforcement		
Local Fire Departments		
Forms, Protocols, and Other Resources		
Item	Description/Notes	Quantity/Location
<input type="checkbox"/> Regional Shelter Hierarchy Chart		
<input type="checkbox"/> Job Action Sheet (JAS)		
<input type="checkbox"/> Activity Log (FORM)		
<input type="checkbox"/> Assessment and Inspection Check Lists (LIST)	Forms Section of Shelter Plan	3 each
<input type="checkbox"/> Incident Report Forms (FORM)	Forms Section of Shelter Plan	
<input type="checkbox"/> Equipment Recommendations	Barriers, radios, cell phone, flashlight, signage, caution tape, masking & duct tape, markers	1 each
Initial Planning Actions		
<input type="checkbox"/> Plan for a regional shelter operation with the Regional Shelter Supervisor or Incident Command/EOC		
<input type="checkbox"/> Appoint and supervise Staff as needed		
<input type="checkbox"/> Coordinates with local Law Enforcement (LE) and Fire to provide Security Staff volunteers		
Initial Response		
<input type="checkbox"/> Shelter facility walk-through with Facility Manager & Safety Officer to identify security issues and mitigation strategies		
<input type="checkbox"/> Contact local LE to arrange for monitoring of facility		

Regional Shelter Job Action Sheet

Operations: Regional Shelter Security Officer

2012

- Check and establish building security, entrances, exits and parking
- Work with Safety Officer to identify security issues and mitigate
- Hold Initial Staff Briefing and distribute Activity Logs, Resource Request Forms and Security Rules List
- Identify and set up secure holding area and procedures if needed
- Conduct Safety Check of facility with Safety Officer and Fire, Health and Building Inspectors
- Post Shelter security signs and warnings
- Confirm shelter set-up with Regional Shelter Supervisor, Shelter Manager or IC

Daily Shelter Operations

- Monitor Staff for “burn-out” and inappropriate behavior. Report concerns to Supervisor and Medical Unit
- Hold shift change briefings with Staff and collect Activity Logs:
 - Situational updates
 - Collect/Distribute Forms: JAS; Activity Logs; Medical Logs; Client Count; Expense Sheets, Inspections, etc.
 - Emphasize the importance of documenting everything, especially injuries and complaints
 - Sign in/out Staff
 - Discuss needs or concerns for the next shift
 - Create update for the Supervisor/IC
- Monitor Shelter Operations for Security and address issues as they arise
- Registration Policies:
 - No person will be turned away because of legal status
 - Sex Offenders are required to register with LE/Shelter Security
 - All staff and clients are expected to conduct themselves in a civil manner
 - All bags and persons are subject to security checks and screenings
 - Shelter staff is not responsible for valuables
- Conduct registration bag checks and security screenings as needed.
- Coordinate with local Law Enforcement (LE)
- Monitor Security Holding Area if needed
 - Area is temporary holding area until LE can come
 - Area should be secure and empty of potential weapons such as furniture
 - Area should be continuously monitored when in use
- Security Policies:
 - Call 9-1-1 in the event of any physical altercations, contact, violence, significant disturbance or threat
 - Shelter Clients and Staff are responsible for their personal items
 - Report suspicious activity to LE

Shelter Closing

- Monitor shelter demobilization for security and address issues as needed
- Assist with transition of shelter clients to their new normal
- Remove and store shelter security signage and equipment

- Assist with clean up and equipment return
 - Refresh (Clean and sanitize facility and equipment)
 - Repair (if practical)
 - Restore (if able, otherwise replace)
 - Return (borrowed equipment)
 - Replace
 - Remove (trash and broken equipment)
- Turn in all logs to supervisor
- Participate in the After Action Report process, including identification of areas for improvement

Regional Shelter Job Action Sheet

Operations: Regional Shelter Branch Manager

2012

Job Description		
<ul style="list-style-type: none"> ▪ Responsible for all aspects of a shelter operation ▪ Ensures the provision of all shelter services at a regional shelter ▪ Ensures the health and safety of all regional shelter staff and clients ▪ Authorizes all regional shelter expenditures for final approval by the Regional Shelter Supervisor or Incident Commander ▪ Collects and maintains all job Activity Logs and submits all reports for the sheltering response 		
Reports to	Contact Information	
Regional Shelter Supervisor		
Supervises		
Ombudsman		
FNSS Advisor		
Dormitory Team Leader		
Registration Team Leader		
Case Management Team Leader		
Medical Team Leader		
Partner Agencies	Contact Information	
American Red Cross (ARC)		
Salvation Army		
Medical Reserve Corps	www.wmmrc.org	
Board of Health		
Forms, Protocols, and Other Resources		
Item	Description/Notes	Quantity/Location
<input type="checkbox"/> Regional Shelter Hierarchy	ICS Chart; posted chart showing ARC/ICS roles	
<input type="checkbox"/> Job Action Sheets for all positions (JAS)	In Forms Section of Shelter Plan	At Least 2 copies
<input type="checkbox"/> ARC Shelter Kit		
<input type="checkbox"/> Regional Shelter SOP (SOP)		
<input type="checkbox"/> Facility Opening/Closing Assessment Form (FORM)	In Forms Section of Shelter Plan	
<input type="checkbox"/> Activity Log (FORM)	In Forms Section of Shelter Plan	
<input type="checkbox"/> Resource Request ICS 308 (FORM)		
<input type="checkbox"/> Staffing Guidelines (LIST)	Resource Section of Shelter Plan	
<input type="checkbox"/> Supply Guidelines (LIST)	Resource Section of Shelter Plan	
<input type="checkbox"/> Shelter Signs		
<input type="checkbox"/> Shelter Policies		
<input type="checkbox"/> Cot Cleaning Guide (LIST)	Resource Section of Shelter Plan	
<input type="checkbox"/> Client Registration Forms (FORM)	Forms Section of Shelter Plan	
<input type="checkbox"/> Sign In/Out Time Sheets (FORM)	Forms Section of Shelter Plan	
<input type="checkbox"/> Incident Report Forms (FORM)	Accidents and Complaints – Forms Section of Plan	

Regional Shelter Job Action Sheet

Operations: Regional Shelter Branch Manager

2012

<input type="checkbox"/> Minimum Equipment Recommendations	Radio, cell phone, laptop with internet	
Initial Planning Actions		
<input type="checkbox"/> Plan for regional shelters with the Regional Shelter Supervisor or Incident Command/EOC		
<input type="checkbox"/> Designate and activate Staff positions as needed:		
<input type="checkbox"/> Review if available the ARC Assessment of the Regional Shelter Facility to determine capacity and resources Note: 10% of the impacted population can be expected to use a Regional Shelter		
Initial Response		
<input type="checkbox"/> Conduct shelter facility walk-through (Shelter Assessment Form) as available: <ul style="list-style-type: none"> <input type="checkbox"/> Facility Manager/Representative <input type="checkbox"/> Inspector of Buildings <input type="checkbox"/> Fire Inspector <input type="checkbox"/> Public Health Officer/Inspector <input type="checkbox"/> Logistic Manager <input type="checkbox"/> ARC Representative 		
<input type="checkbox"/> Check in Staff as they arrive and distribute Job Action Sheets (JAS)		
<input type="checkbox"/> Hold Initial Staff Briefing and distribute Activity Logs, Resource Request Forms		
<input type="checkbox"/> Supervise shelter set-up <ul style="list-style-type: none"> <input type="checkbox"/> Manager/Security/Communications Area <input type="checkbox"/> Registration Area <input type="checkbox"/> Logistics and Supplies/Donations Management Area <input type="checkbox"/> Food Preparation/Service Area <input type="checkbox"/> Dormitory Area <input type="checkbox"/> Child Care Assistance Area <input type="checkbox"/> Recreation Area <input type="checkbox"/> Medical Care Area/Quiet Area <input type="checkbox"/> Staff Break Area <input type="checkbox"/> Service Animal Care Area (Pets should be in a nearby Pet Shelter) <input type="checkbox"/> Isolation and Quarantine Area (may be used as temporary Security Area) <input type="checkbox"/> Shelter Signs posted 		
<input type="checkbox"/> Confirm shelter set-up and approve opening		
<input type="checkbox"/> Obtain approval for all shelter expenditures from the Regional Shelter Supervisor or Incident Command/EOC		
Daily Shelter Operations		
<input type="checkbox"/> Monitor Staff for “burn-out” and inappropriate behavior. Report concerns to Supervisor and Medical Unit		
<input type="checkbox"/> Hold shift change briefings with Staff and collect Activity Logs: <ul style="list-style-type: none"> <input type="checkbox"/> Situational updates <input type="checkbox"/> Collect/Distribute Forms: JAS; Activity Logs; Medical Logs; Client Count; Expense Sheets, Inspections, etc. <input type="checkbox"/> Emphasize the importance of documenting everything, especially injuries and complaints <input type="checkbox"/> Sign in/out Staff <input type="checkbox"/> Discuss needs or concerns for the next shift <input type="checkbox"/> Create update for the Supervisor/IC 		
<input type="checkbox"/> Ensure continuous communications with the Regional Shelter Supervisor or Incident Command/EOC		
<input type="checkbox"/> Ensure shelters operate safely and efficiently and address needs as they arise		

Regional Shelter Job Action Sheet

Operations: Regional Shelter Branch Manager

2012

- Monitor the shelter capacity with the Human and Animal Shelter Branch Managers
- Ensure the safe and efficient transition of shelter clients back to their homes or their new normal
- Ensure planning for the next operational periods

Shelter Closing

- Receive closing orders from Incident Command/EOC
- Coordinate closing announcement with Shelter Supervisor, Public Information Officer, Communications
- Shelter Closing Check List:
 - Determine a plan for the debriefing of shelter workers
 - Can they be of assistance with another sheltering operation?
 - Make sure to capture all staff rosters so that workers can receive recognition
 - Prepare list of voluntary organizations, vendors and other partners to be thanked and recognized
 - Pack excess supplies as they become unnecessary
 - Determine where the supplies need to go and begin the shipping process as soon as possible
 - Update the supply inventory
 - All shelter staff should work to clean and return the shelter to its original condition as the shelter closes
 - Return all moved furniture
 - Remove all signage
 - Begin preparing narrative for shelter operations
 - Include Activity Logs, financial forms and other documentation collected at the shelter debriefing
 - Update the National Shelter System to reflect the shelter closing
- Assist with clean up and equipment return
 - Refresh (Clean and sanitize facility and equipment)
 - Repair (if practical)
 - Restore (if able, otherwise replace)
 - Return (borrowed equipment)
 - Replace
 - Remove (trash and broken equipment)
- Conduct facility closing walk-through with Representative (Opening/Closing Assessment Form)
 - Shelter Facility Manager/Representative
 - Inspector of Buildings
 - Public Health Officer/Inspector
- Hold final Staff De-briefing and collect forms
 - Turn in all Forms, Logs, Inspections, Assessments, and other Shelter Forms and Documents
 - Hot Wash: What went well; what needs improvement
 - After Action Process and Report
 - Review and revise Regional Shelter Plan

Collect all Forms as record of shelter actions

- Activity Logs
- Time Sheets
- Expense Sheets
- Resource Requests and Inventories
- Environmental and Building Assessments/Reports
- Staff Check-in Sheets
- Complaints and Investigation Reports
- Medical Logs and Reports
- Client Registration Logs

Work with Finance Officer as needed to ensure that invoices and reimbursement forms are completed

Participate in the After Action Report process, including identification of areas that need improvement

Regional Shelter Job Action Sheet

Operations: Regional Shelter FNSS Advisor

2012

Job Description		
<ul style="list-style-type: none"> ▪ Works with partner agencies to ensure that individual daily functional needs are being addressed ▪ Works to ensure dietary, limited mobility, limited hearing, languages, etc. needs , including ADA compliance, are met ▪ Works with Shelter Branch Supervisor, Logistics Manager and Ombudsman to ensure that shelter set-up and supplies meet access and functional needs 		
Reports to	Contact Information	
Shelter Branch Manager		
Supervises		
Functional Needs Services Support (FNSS) Staff		
Interpreter Strike Team		
Partner Agencies	Contact Information	
Mass Department of Public Health – 24/7	(617) 983-6800 EPI on call	
District Health Officer – Charlie Kaniecki	(617) 839.3237 Charlie.Kaniecki@state.ma.us	
Mass Dept. of Mental Health – RaeAnn Frenette	(617) 626.8145 RaeAnn.Frenette@state.ma.us	
Massachusetts Registry of Interpreters for the Deaf		
Interpreter Strike Team		
Local Long Term Care (LTC) Facilities		
Forms, Protocols, and Other Resources		
Item	Description/Notes	Quantity/Location
<input type="checkbox"/> Regional Shelter Hierarchy Chart		
<input type="checkbox"/> Job Action Sheet (JAS)		
<input type="checkbox"/> Contact List (LIST)		
<input type="checkbox"/> Activity Log (FORM)		
<input type="checkbox"/> Resource Request ICS 308 (FORM)		
<input type="checkbox"/> Mass Care Functional Needs Intake Form (FORM)		
<input type="checkbox"/> FNSS Assistance Request Form (FORM)		
<input type="checkbox"/> Shelter Confidentiality Agreement (FORM)		
<input type="checkbox"/> FNSS Diet Sample Menus (LIST)		
<input type="checkbox"/> Minimum Equipment Recommendations	Phone, Pens/Pencils, Folders	1 each
Initial Planning Actions		
<input type="checkbox"/> Plan for a regional shelter operation health and safety with the Regional Shelter Branch Manager or Incident Command/EOC		
<input type="checkbox"/> Appoint Staff as needed		
<input type="checkbox"/> Review FNSS Shelter policies and procedures		

Regional Shelter Job Action Sheet

Operations: Regional Shelter FNSS Advisor

2012

- Participate in the initial Shelter walk-through/assessment (FORM) to identify FNSS and Universal Design Issues:
 - o Minimum 20 s.f. per person
 - o Ramps, smooth floors, wide doorways;
 - o Aisles at least 32-36" wide and marked with tape
 - o Signs (pictograms, multiple languages, large print, simple fonts, etc.)
 - o Handicapped toilet, sink, shower; Adequate lighting
 - o Chairs with arms; Handicapped (high and wide) cots; Space for walkers and wheelchairs
 - o Quiet area for Autism, elderly, small children
 - o Special Diets such as allergies, low salt, gluten free, nuts, low fat, vegetarian, etc.

- Identify and address any FNSS issues as soon as practical with Shelter Manager

Initial Response

- Conduct Final Pre-Opening Shelter inspection with Regional Shelter Branch Manager or IC
- Contact partner agencies to assist with any FNSS needs
- Hold Initial Staff Briefing and distribute Activity Logs, Resource Request Forms and Shelter Information and Rules List
- Provide Registration Team with FNSS Intake Form (FORM)
- Provide Registration Team with Confidentiality Agreement (FORM)

Daily Shelter Operations

- Monitor Staff for "burn-out" and inappropriate behavior. Report concerns to Supervisor and Medical Unit
- Hold shift change briefings with Staff and collect Activity Logs:
 - o Situational updates
 - o Collect/Distribute Forms: JAS; Activity Logs; Medical Logs; Client Count; Expense Sheets, Inspections, etc.
 - o Emphasize the importance of documenting everything, especially injuries and complaints
 - o Sign in/out Staff
 - o Discuss needs or concerns for the next shift
 - o Create update for the Supervisor/IC
- Track all FNSS issues and requests (FORM)
- Work to resolve FNSS issues and log how they were resolved (FORM)
- Assist with the transition out of the shelter of clients who have functional or support needs

Shelter Closing

- Coordinate with DPH and Shelter Branch Manager on shelter closing
- Continue to assist clients with FNSS needs to transfer to their new normal
- Continue to track all FNSS issues and requests (FORM)
- Assist with clean up and equipment return
 - o Refresh (Clean and sanitize facility and equipment)
 - o Repair (if practical)
 - o Restore (if able, otherwise replace)
 - o Return (borrowed equipment)
 - o Replace
 - o Remove (trash and broken equipment)
- Turn in all logs to Supervisor
- Participate in the After Action Report process, including identification of areas for improvement

Regional Shelter Job Action Sheet

Operations: Regional Shelter Ombudsman

2012

Job Description		
<ul style="list-style-type: none"> ▪ Works with Shelter Staff, shelter Clients and FNSS Advisor to ensure that shelter Clients needs are being addressed ▪ Serves as a liaison between shelter Staff and shelter Clients 		
<ul style="list-style-type: none"> ▪ Acts as a an advocate and spokesperson for shelter Clients for Shelter Clients 		
Reports to	Contact Information	
Shelter Branch Manager		
Supervises		
Shelter Client Volunteers		
Partner Agencies	Contact Information	
Mass Department of Public Health – 24/7	(617) 983-6800 EPI on call	
District Health Officer – Charlie Kaniecki	(617) 839.3237 Charlie.Kaniecki@state.ma.us	
Mass Dept. of Mental Health – RaeAnn Frenette	(617) 626.8145 RaeAnn.Frenette@state.ma.us	
Massachusetts Registry of Interpreters for the Deaf		
Interpreter Strike Team		
Social Service Agencies		
Forms, Protocols, and Other Resources		
Item	Description/Notes	Quantity/Location
<input type="checkbox"/> Regional Shelter Hierarchy Chart		
<input type="checkbox"/> Job Action Sheet (JAS)		
<input type="checkbox"/> Contact List (LIST)		
<input type="checkbox"/> Activity Log (FORM)		
<input type="checkbox"/> Resource Request ICS 308 (FORM)		
<input type="checkbox"/> Mass Care Functional Needs Intake Form (FORM)		
<input type="checkbox"/> FNSS Assistance Request Form (FORM)		
<input type="checkbox"/> Shelter Confidentiality Agreement (FORM)		
<input type="checkbox"/> FNSS Diet Sample Menus (LIST)		
<input type="checkbox"/> Minimum Equipment Recommendations	Phone, Pens/Pencils, Folders	1 each
Initial Planning Actions		
<input type="checkbox"/> Assist with planning for a regional shelter operation		
<input type="checkbox"/> Appoint Staff and Shelter Client Volunteers as needed to help with Shelter planning		
<input type="checkbox"/> Review Shelter policies and procedures		
<input type="checkbox"/> Identify and address any Shelter Client issues as soon as possible		
Initial Response		
<input type="checkbox"/> Greet Shelter Clients as they arrive and help them get settled		
<input type="checkbox"/> Act as liaison between Shelter Staff and Shelter Clients to ensure a smooth transition to the Shelter		
<input type="checkbox"/> Ensure accurate and timely responses to Shelter Client and Shelter Staff communications		

Daily Shelter Operations

- Greet Shelter Clients and note any concerns or issues that impact the health and safety of the Shelter Clients
- Work to resolve any Shelter Client/Shelter Staff related issues or concerns and log how they were resolved (FORM)
- Organize and integrate Shelter Clients into Shelter support teams to assist with daily operations of the Shelter
- Monitor Shelter Client Volunteers for inappropriate behavior. Report concerns to Supervisor and Medical Unit
- Attend/hold shift change briefings with Staff and collect Activity Logs:
 - Situational updates
 - Collect/Distribute Forms: JAS; Activity Logs; Medical Logs; Client Count; Expense Sheets, Inspections, etc.
 - Emphasize the importance of documenting everything, especially injuries and complaints
 - Sign in/out Staff
 - Discuss needs or concerns for the next shift
 - Create update for the Supervisor/IC
- Track all issues and requests (FORM)
- Assist with the transition out of Clients out of the shelter

Shelter Closing

- Coordinate with Shelter Branch Manager on shelter closing
- Continue to assist Clients to transfer to their new normal: previous housing, new housing, temporary housing, care facility
- Continue to track all FNSS issues and requests (FORM)
- Assist with clean up and equipment return
 - Refresh (Clean and sanitize facility and equipment)
 - Repair (if practical)
 - Restore (if able, otherwise replace)
 - Return (borrowed equipment)
 - Replace
 - Remove (trash and broken equipment)
- Turn in all logs to Supervisor
- Participate in the After Action Report process, including identification of areas for improvement

Regional Shelter Job Action Sheet

Operations: Regional Shelter Dormitory Team Leader

2012

Job Description		
<ul style="list-style-type: none"> ▪ Provide adequate dormitory services to regional shelter clients ▪ Works with partner agencies to ensure that individual sheltering needs are met ▪ Provide coordination and assistance to parents to provide age appropriate child care activities 		
Reports to	Contact Information	
Shelter Branch Manager		
Supervises		
Childcare Assistance Unit Staff		
Partner Agencies	Contact Information	
Local Schools		
Local Day Care		
Local Hotels/Motels		
Local Social Service Agencies		
American Red Cross		
Forms, Protocols, and Other Resources		
Item	Description/Notes	Quantity/Location
<input type="checkbox"/> Regional Shelter Hierarchy Chart		
<input type="checkbox"/> Job Action Sheet (JAS)		
<input type="checkbox"/> Activity Log (FORM)		
<input type="checkbox"/> Resource Request ICS 308 (FORM)		
<input type="checkbox"/> Shelter Information and Rules (LIST)	Post in Shelter	
<input type="checkbox"/> Childcare Registration (FORM)		
<input type="checkbox"/> Minimum Dormitory Equipment Recommendations	Cots or floor mats, blankets, cribs,	1 each client
<input type="checkbox"/> Minimum Childcare Equipment Recommendations	Simple toys, cards, TV,	Selection
<input type="checkbox"/> Dormitory Information, Rules and Routines		
Initial Planning Actions		
<input type="checkbox"/> Plan for a regional shelter dormitory operation with the Regional Shelter Branch Manager or Incident Command/EOC		
<input type="checkbox"/> Review dormitory policies and procedures		
<input type="checkbox"/> Contact Partner Agencies to assist with Operations		
<input type="checkbox"/> Determine Staffing and Supply needs, complete Resource Request Form (ICS 308) and send to Logistics		
<input type="checkbox"/> Set and post Dormitory Rules (See Attached LIST)		
Initial Response		
<input type="checkbox"/> Conduct Final Pre-Opening Shelter inspection with Regional Shelter Branch Manager or IC		
<input type="checkbox"/> Appoint Childcare Assistance Unit Leader		
<input type="checkbox"/> Appoint Staff (Volunteers) as needed		
<input type="checkbox"/> Hold Initial Staff Briefing and distribute Activity Logs, Resource Request Forms and Dormitory Rules List		

<input type="checkbox"/> Oversee and assist with Dormitory and Childcare Assistance area set-up <ul style="list-style-type: none"> <input type="checkbox"/> Minimum 20 sf. per person <input type="checkbox"/> 3 ft. between cots <input type="checkbox"/> Allow families to form groups with extra space <input type="checkbox"/> Dormitory Area is restricted to clients and is quiet zone
<input type="checkbox"/> Confirm Staffing and Resource Requests with Logistics
<input type="checkbox"/> Confirm Set-up with Shelter Branch Manager or Regional Shelter Supervisor/IC/EOC
Daily Shelter Operations
<input type="checkbox"/> Determine staffing schedule with Planning Manager and Shelter Branch Manager
<input type="checkbox"/> Monitor Staff for “burn-out” and inappropriate behavior. Report concerns to Supervisor and Medical Unit
<input type="checkbox"/> Hold shift change briefings with Staff and collect Activity Logs: <ul style="list-style-type: none"> <input type="checkbox"/> Situational updates <input type="checkbox"/> Collect/Distribute Forms: JAS; Activity Logs; Medical Logs; Client Count; Expense Sheets, Inspections, etc. <input type="checkbox"/> Emphasize the importance of documenting everything, especially injuries and complaints <input type="checkbox"/> Sign in/out Staff <input type="checkbox"/> Discuss needs or concerns for the next shift <input type="checkbox"/> Create update for the Supervisor/IC
<input type="checkbox"/> Oversee Dormitory and Childcare Assistance Areas (Note: parents are responsible for the children at all times.)
<input type="checkbox"/> Set up FNSS cots only as needed to ensure that there cots available for FNSS clients as they arrive
<input type="checkbox"/> Maintain quiet and low light hours as posted for the Dormitory Area
Shelter Closing
<input type="checkbox"/> Coordinate with Shelter Branch Manager on shelter closing
<input type="checkbox"/> Hold shelter closing briefing with Dormitory and Childcare Staff
<input type="checkbox"/> Assist with transition of Shelter clients to their new normal as needed
<input type="checkbox"/> Assist with demobilization, clean-up and equipment return in Dormitory Area, including cot cleaning <ul style="list-style-type: none"> <input type="checkbox"/> Refresh (Clean and sanitize facility and cots) <input type="checkbox"/> Repair (if practical) <input type="checkbox"/> Restore (if able, otherwise replace) <input type="checkbox"/> Return (borrowed equipment) <input type="checkbox"/> Replace (pillows and blankets) <input type="checkbox"/> Remove (trash and broken equipment)
<input type="checkbox"/> Turn in all logs to Supervisor
<input type="checkbox"/> Participate in the After Action Report process, including identification of areas for improvement

Regional Shelter Job Action Sheet

Operations: Regional Shelter Childcare Assistance

2012

Job Description

- Assist parents in providing age appropriate child care services in the regional shelter
- Help ensure parents are able to provide their children with a safe environment while in the shelter

Reports to

Shelter Dormitory Team Leader

Contact Information

Supervises

Childcare Assistance Unit Staff

Partner Agencies

Local Schools

Local Day Care

Local Faith Community

Contact Information

Forms, Protocols, and Other Resources

	Item	Description/Notes	Quantity/Location
<input type="checkbox"/>	Regional Shelter Hierarchy Chart		
<input type="checkbox"/>	Job Action Sheet (JAS)		
<input type="checkbox"/>	Childcare Registration (FORM)		
<input type="checkbox"/>	Activity Log (FORM)		
<input type="checkbox"/>	Minimum Childcare Equipment Recommendations	Simple toys, cards, TV	Selection
<input type="checkbox"/>	Other Equipment	Playpens, cribs, tables, chairs, paper/markers, games, toys, craft materials, paper towels, Nerf balls,	5 playpens, 2 tables, 10 chairs,

Initial Planning Actions

- Plan for a regional shelter childcare assistance operation with the Regional Dormitory Team Leader
- Contact Partner Agencies to assist with Operations
- Determine Staffing and Supply needs, complete Resource Request Form (ICS 308) and send to Logistics
- Review childcare policies and procedures:**
 - Staff should provide safe, pleasant, age appropriate resources for parents to run a child friendly activities area.
 - When children are present, at least two adults are to be present at all times. No child should be left alone with one adult who is not their parent, guardian or caregiver.
 - A child should never be alone in the shelter. They must be accompanied to all parts of the regional shelter.
 - The children area should be free from significant physical hazards and/or structural barriers.
 - The environment should be secure and separated from other parts of the regional shelter.
 - The area should be close to restrooms.
 - All staff members must be at least 18 years of age. Supervisors should be at least 21 years of age.

- Procedures for sign in and sign out:**
- Parents/guardians must sign child in and out, on Childcare Registration Form (FORM)
 - When placing their child or children in this area parents, guardians or caregivers are required to stay on-site or designate a responsible adult child care proxy to be responsible for their child who is on-site at all times.
 - Children can only be released to the parent, guardian, caregiver or designee listed on the registration form.
 - The parents, guardians or caregivers are responsible for identifying any special needs for the child/children (food allergies, behavioral issues, medications, etc.)

Initial Response

- Set-up Childcare Assistance Area
- Confirm Set-up with Dormitory Team Leader
- Appoint Staff (Volunteers) as needed
- Hold Initial Staff Briefing and distribute Activity Logs, Resource Request Forms and Childcare Rules
- Confirm Staffing and Resource Requests with Logistics

Daily Shelter Operations

- Determine staffing schedule with Planning Manager and Dormitory Team Leader
- Monitor Staff for "burn-out" and inappropriate behavior. Report concerns to Supervisor and Medical Unit
- Hold shift change briefings with Staff and collect Activity Logs:
 - Situational updates
 - Collect/Distribute Forms: JAS; Activity Logs; Medical Logs; Client Count; Expense Sheets, Inspections, etc.
 - Emphasize the importance of documenting everything, especially injuries and complaints
 - Sign in/out Staff
 - Discuss needs or concerns for the next shift
 - Create update for the Supervisor/IC
- Recruit parents to lead/provide childcare activities
- Oversee Childcare Assistance Areas (Note: parents are responsible for the children at all times.)
- Oversight of child sign-in and sign-out in Childcare Assistance Area
- Monitor for child safety and security
- Assist parents with marinating order in the Childcare Assistance Area

Shelter Closing

- Coordinate with Dormitory Team Leader on shelter closing
- Hold shelter closing briefing with Childcare Staff
- Assist with transition of Shelter clients to their new normal as needed
- Assist with clean up and equipment return
 - Refresh (Clean and sanitize facility and equipment)
 - Repair (if practical)
 - Restore (if able, otherwise replace)
 - Return (borrowed equipment)
 - Replace
 - Remove (trash and broken equipment)
- Turn in all logs to Supervisor
- Participate in the After Action Report process, including identification of areas for improvement

Regional Shelter Job Action Sheet

Operations: Regional Shelter Registration Team Leader

2012

Job Description		
<ul style="list-style-type: none"> ▪ Responsible for tracking each shelter occupant, including shelter Clients ▪ Oversight of all shelter in-take, check-in, registration, check-out and exit procedures and logs ▪ Monitor regional shelter capacity ▪ Refer shelter registrants to FNSS Advisor, Medical Team, Animal Shelter Team, Security as appropriate ▪ Distribute and work with Ombudsman to explain/implement shelter information, policies and procedures 		
Reports to	Contact Information	
Shelter Branch Manager		
Supervises		
Registration Staff		
Partner Agencies	Contact Information	
American Red Cross		
Forms, Protocols, and Other Resources		
Item	Description/Notes	Quantity/Location
<input type="checkbox"/> Regional Shelter Hierarchy Chart		
<input type="checkbox"/> Job Action Sheet (JAS)		
<input type="checkbox"/> Activity Log (FORM)		
<input type="checkbox"/> Resource Request ICS 308 (FORM)		
<input type="checkbox"/> Registration (FORM)		
<input type="checkbox"/> FNSS Registration (FORM)		
<input type="checkbox"/> Confidentiality Agreement (FORM)		
<input type="checkbox"/> Sign-in and Sign- Log (FORM)		
<input type="checkbox"/> Minimum Equipment	Paper, pens/pencils, forms, registration signs	
<input type="checkbox"/> Other Equipment/Supplies Recommendations	Desks, chairs, clipboards, folders, clips, signboards, camera/charger, caution tape, markers,	
Initial Planning Actions		
<input type="checkbox"/> Plan for a regional shelter registration operation with the Regional Shelter Branch Manager or Incident Command/EOC		
<input type="checkbox"/> Review shelter registration policies and procedures		
<input type="checkbox"/> Contact Partner Agencies to assist with Operations		
<input type="checkbox"/> Determine Staffing and Supply needs, complete Resource Request Form (ICS 308) and send to Logistics		
<input type="checkbox"/> Registration Policies: <ul style="list-style-type: none"> ○ Everyone must sign in and out ○ Shelter Registration form should be used for all Shelter Clients ○ Shelter Clients must sign in and out every time and are asked to indicate if they are permanently signing out ○ Make sure dates/times are always noted 		
Initial Response		
<input type="checkbox"/> Conduct Final Pre-Opening Shelter inspection with Regional Shelter Branch Manager or IC		

- Appoint Registration Staff (Volunteers) as needed
- Hold Initial Staff Briefing and distribute Activity Logs, Resource Request Forms and Shelter Information and Rules List
- Confirm Staffing and Resource Requests with Logistics
- Confirm Set-up with Shelter Branch Manager or Regional Shelter Supervisor/IC/EOC

Daily Shelter Operations

- Determine staffing schedule with Planning Manager and Shelter Branch Manager
- Monitor Staff for “burn-out” and inappropriate behavior. Report concerns to Supervisor and Medical Unit
- Hold shift change briefings with Staff and collect Activity Logs:
 - o Situational updates
 - o Collect/Distribute Forms: JAS; Activity Logs; Medical Logs; Client Count; Expense Sheets, Inspections, etc.
 - o Emphasize the importance of documenting everything, especially injuries and complaints
 - o Sign in/out Staff
 - o Discuss needs or concerns for the next shift
 - o Create update for the Supervisor/IC

- Acceptable Registration Identification (original documents preferred)
 - o Driver’s license
 - o State issued photo ID
 - o School ID
 - o Valid Passport or other Federal photo ID
- Unacceptable Registration identification (may be waived in emergencies)
 - o Social Security Card
 - o Credit Card
 - o Birth Certificate
 - o Expired Passport
 - o Yearbook
 - o Physical description

Shelter Closing

- Coordinate with Shelter Branch Manager on shelter closing
- Hold shelter closing briefing with Dormitory and Childcare Staff
- Assist with transition of Shelter clients to their new normal as needed
- Assist with clean up and equipment return
 - o Refresh (Clean and sanitize facility and equipment)
 - o Repair (if practical)
 - o Restore (if able, otherwise replace)
 - o Return (borrowed equipment)
 - o Replace
 - o Remove (trash and broken equipment)
- Turn in all logs to Supervisor
- Participate in the After Action Report process, including identification of areas for improvement

Job Description	
<ul style="list-style-type: none"> ▪ Outreach: Works with PIO to provide outreach messages/information about available services ▪ Case Tracking: Creates Client Case Files and tracking system , documenting continuity of care and discharge ▪ Point of Contact: Time Limited partnership providing Case Management for a Shelter Client and his/her family ▪ Assessment: Works with Registration and Medical Teams to assess disaster-caused unmet needs ▪ Plan: works with Client to create a goal-oriented, self-sufficiency disaster recovery Plan with steps for achieving recovery ▪ Advocate: Responsible for advocating, coordinating, managing, tracking and monitoring shelter Client Plan and progress ▪ Service Coordination: Works with Shelter Teams and agencies to provide needed services: medical, transportation, childcare, legal and social services, mental health , material goods, financial assistance or employment ▪ Confidentiality: Maintains client confidentiality and works to obtain permission to share information 	
Reports to	Contact Information
Shelter Branch Manager	
Supervises	
Case Management Staff	
Partner Agencies	Contact Information
American Red Cross	
Salvation Army	
Public Information Officers and Media	
Community Based Organizations	
Massachusetts Office of Disability (MOD)	http://www.mass.gov/mod , (617) 727-7440
FEMA/Disaster Case Management Program Teams	
Council on Aging	
Veterans Administration	
Refugee and Immigrant Health	
Department of Mental Health	617-626-8000
Department of Social Services	
MassMatch	617-204-3600
Department of Developmental Services	617-727-5608
Disability Law Center	617-723-8455
Faith Community	
State Commission for the Blind	800-392-6450
State Commission for the Deaf and Hard of Hearing	617-740-1600
Long Term Care Providers	
Local and State Agencies who provide food stamp, supplemental income assistance, housing vouchers	

Forms, Protocols, and Other Resources

Item	Description/Notes	Quantity/Location
<input type="checkbox"/> Regional Shelter Hierarchy Chart		
<input type="checkbox"/> Job Action Sheet (JAS)		
<input type="checkbox"/> Activity Log (FORM)		
<input type="checkbox"/> Resource Request ICS 308 (FORM)		
<input type="checkbox"/> Case Management FORM		
<input type="checkbox"/> FNSS Registration (FORM)		
<input type="checkbox"/> Confidentiality Agreement (FORM)		
<input type="checkbox"/> Client Information Release (FORM)		
<input type="checkbox"/> Client Liability Release (FORM)		
<input type="checkbox"/> Client Media Release (FORM)		
<input type="checkbox"/> Sign-in and Sign- Log (FORM)		
<input type="checkbox"/> Minimum Equipment	Paper, pens/pencils, FORMS, registration signs	
<input type="checkbox"/> Other Equipment/Supplies Recommendations	Desks, chairs, clipboards, folders, clips, signboards, camera/charger, caution tape, markers,	

Initial Planning Actions

- Plan for a regional shelter Case Management operation with the Regional Shelter Branch Manager or Incident Command/EOC
- Review shelter Case Management Policies, Plans and FORMS
- Contact Partner Agencies to assist with Case Management
- Determine Staffing and Supply needs, complete Resource Request Form (ICS 308) and send to Logistics
- Establish Staffing Policies and Procedures: (General policies listed on the Common Required Response Actions JAS
 - Schedule Staff breaks every 3-4 hours
 - All Staff must have current CORI/SORI
 - Non-affiliated or credentialed staff will be paired with a Mentor at all times
 - Maximum 12 hour shifts, 7 days in a row; with minimum 1 day break
- Case Management Policies:
 - Everyone is entitled to confidentiality
 - Everyone is entitled to respect
 - All Clients are expected to work individually towards self-reliance and self-advocacy
 - Client needs may be triaged based on risk factors and wait time
 - Duplication of benefits/services will be avoided
 - Peer supervision and assistance will be used to ensure quality assurance
 - Shelter Case Management/Information Release FORMS must be used/signed for each Client seeking other services
 - Clients may have to meet eligibility requirements to qualify for some services
 - Any ineligible Client will be referred to local non-profit agencies as available
 - All relevant laws and ethical practices will be adhered to

Initial Response

- Work with Shelter Manager to establish a private Client interview center in with secure file storage

<input type="checkbox"/> Designate Case Management Staff (Volunteers) as needed <ul style="list-style-type: none"> ○ Staff and volunteers with mental health and social service experience/training preferred. ○ Staff training in Behavioral First Aid
<input type="checkbox"/> Hold Initial Staff Briefing and distribute Activity Logs, Resource Request Forms and Shelter Information and Rules List
<input type="checkbox"/> Confirm Staffing and Resource Requests with Logistics
<input type="checkbox"/> Confirm Set-up with Shelter Branch Manager or Regional Shelter Supervisor/IC/EOC
Daily Shelter Operations
<input type="checkbox"/> Determine staffing schedule with Planning Manager and Shelter Branch Manager
<input type="checkbox"/> Monitor Staff for “burn-out” and inappropriate behavior. Report concerns to Supervisor and Medical Unit
<input type="checkbox"/> Hold shift change briefings with Staff and collect Activity Logs: <ul style="list-style-type: none"> ○ Situational updates ○ Collect/Distribute Forms: JAS; Activity Logs; Medical Logs; Client Count; Expense Sheets, Inspections, etc. ○ Emphasize the importance of documenting everything, especially injuries and complaints ○ Sign in/out Staff ○ Discuss needs or concerns for the next shift ○ Create update for the Supervisor/IC
<input type="checkbox"/> Case Management Procedures: <ul style="list-style-type: none"> ○ Establish strict confidentiality systems for all Client files and information ○ Establish a Client Case Management File ○ Register the Client in the Case Management Tracking System ○ Document all services for possible reimbursement and follow-up ○ Create a goal-oriented, self-sufficiency, individual Client Disaster Recovery Plan with specific steps and time frames ○ Ensure that each Client receiving services signs appropriate Release FORMS if other agencies share information ○ Complete a Client Case Management Assessment and Tracking FORM for each Client ○ Make daily reports to Shelter Manager/IC on caseloads and outcomes. ○ Conduct outreach to inform potential Clients of Case Management Services ○ Document all actions ○ Accept shelter Client referrals from registration, medical, walk-ins, Boards of Health, EMD, etc. ○ Contact relevant service agencies to coordinate services ○ Maintain contact with the Client to ensure the he/she completes his/her recover steps in a timely manner ○ Advocate for Clients and direct assistance as appropriate ○ Ensure that Clients are discharge to a safe environment ○ Ensure the Clients are connected to Recovery resources and Agencies ○ Complete Case Management File and transfer to next relevant agency or close file.
Shelter Closing
<input type="checkbox"/> Coordinate with Shelter Branch Manager on shelter closing
<input type="checkbox"/> Hold shelter closing briefing with Dormitory and Childcare Staff
<input type="checkbox"/> Assist with transition of Shelter clients to their new normal as needed
<input type="checkbox"/> Transfer Client Case files to ongoing Case Workers as appropriate

- Assist with clean up and equipment return
 - Refresh (Clean and sanitize facility and equipment)
 - Repair (if practical)
 - Restore (if able, otherwise replace)
 - Return (borrowed equipment);
 - Replace;
 - Remove (trash and broken equipment)
- Turn in all logs to Supervisor
- Participate in the After Action Report process, including identification of areas for improvement

Job Description			
<ul style="list-style-type: none"> ▪ Provide low risk, outpatient medical care ▪ Triage, refer and transport high risk or at risk individuals with complex medical needs to standard medical providers ▪ Work with Medical Advisor to coordinate standing orders ▪ Oversight of all on-site medical staff, including the Behavioral Health Team and Medical Reserve Corps volunteers 			
Reports to	Contact Information		
Regional Shelter Branch Manager			
Supervises			
Medical Staff			
Behavioral Health Team			
Medical Reserve Corps Volunteers			
Partner Agencies	Contact Information		
Mass Department of Public Health – 24/7	(617) 983-6800 EPI on call		
District Health Officer – Charlie Kaniecki	(617) 839.3237 Charlie.Kaniecki@state.ma.us		
Mass Dept. of Mental Health – RaeAnn Frenette	(617) 626.8145 RaeAnn.Frenette@state.ma.us		
Local hospitals and medical providers			
Medical Reserve Corps			
Forms, Protocols, and Other Resources			
	Item	Description/Notes	Quantity/Location
<input type="checkbox"/>	Regional Shelter Hierarchy Chart		
<input type="checkbox"/>	Job Action Sheet (JAS)		
<input type="checkbox"/>	Contact List (LIST)		
<input type="checkbox"/>	Activity Log (FORM)		
<input type="checkbox"/>	Resource Request ICS 308 (FORM)		
<input type="checkbox"/>	Medical Log (FORM)		
<input type="checkbox"/>	Shelter Medical and Referral Record (FORM)		
<input type="checkbox"/>	Consumable Medical Supplies (LIST)		
<input type="checkbox"/>	Durable Medical Equipment (LIST)		
<input type="checkbox"/>	ARC Disaster Health Services Protocols (Resource)		
<input type="checkbox"/>	Minimum Equipment Recommendations	PPE, Phone, First Aid Kit, flashlight, gloves, sanitizer, sharps container, medical waste bag, AED, refrig.	1 each
Initial Planning Actions			
<input type="checkbox"/>	Plan for a regional shelter medical support operation with the Regional Shelter Branch Manager or Incident Command/EOC		
<input type="checkbox"/>	Determine medical staff needs, equipment and resources based on shelter occupants' needs		
<input type="checkbox"/>	Appoint Staff as needed: Activate Medical Team and Behavioral Health Units		
<input type="checkbox"/>	Activate Medical Teams and Behavioral Health Units		

Connect with Shelter Medical Advisor for standing orders and medical advice

Establish connections with BOH, DPH, DEP

Establish connections with local Hospitals and Medical Providers to monitor for disease outbreaks

Initial Response

Set up secure, separate, quiet Medical Areas, including secure refrigeration for medical supplies and medications

Hold Initial Staff Briefing and distribute Activity Logs, Resource Request Forms, Medical Log Forms, Policies and Procedures

Identify and be ready to activate a remote Isolation and Quarantine Area

Confirm set-up with Shelter Branch Director and opening time

Institute Medical Data Tracking System

Begin operations and triage

Daily Shelter Operations

Monitor Staff for “burn-out” and inappropriate behavior. Report concerns to Supervisor and Medical Unit

Hold shift change briefings with Staff and collect Activity Logs:

- Situational updates
- Collect/Distribute Forms: JAS; Activity Logs; Medical Logs; Client Count; Expense Sheets, Inspections, etc.
- Emphasize the importance of documenting everything, especially injuries and complaints
- Sign in/out Staff
- Discuss needs or concerns for the next shift
- Create update for the Supervisor/IC

Triage:

- Immediate decontamination for chemical, biological or radiological
- Immediate medical care to stabilize
- Medical transport to hospital, clinic or long term care (LTC)

Connect clients with pharmaceutical resources

Maintain medical consumables such as batteries, diapers, oxygen, first aid kits,

Provide access to Durable Medical Equipment: wheel chairs, walkers, canes, oxygen machines,

Provide oversight of all shelter medical services, staff, equipment and medical supplies

- At each shift assess the ability of the Medical Team to safely provide medical services and care
- Assess, triage and treat as appropriate the medical needs of the shelter occupants
- Evaluate each client’s past medical history and pre-existing conditions that may have been exacerbated by the emergency or occupancy in the shelter
- Immediately refer any medical needs that require a higher level of care to Medical Providers or Long Term Care
- Arrange appropriate transportation to other medical and community resources for further evaluation or care
- Assist Clients in understanding how the disaster impacted their health and well-being
- Document everything in accordance with HIPPA guidelines to ensure client confidentiality

Monitor and complete the Health Record FORM daily and report status to Shelter Manager

Monitor for Mass Care population health and injuries

Monitor for Disease Outbreaks:

- Waterborne: Typhoid, cholera, dysentery, infectious hepatitis, giardia, cryptosporidium, etc.
- Foodborne: hepatitis A, salmonella, listeria, campylobacter,
- Airborne/Droplets: measles, flu, etc.
- Screening/sampling for contamination and communicable diseases to prevent outbreaks

Refer individuals with health needs to appropriate agencies

- Document number and types of health needs addressed
- Document numbers of individuals using medical services
- Document medical care provided
- Document disposition of shelter clients given care

Work with Shelter Staff to ensure FNSS medical needs in shelter are being addressed

Work with BOH to ensure that public health and safety

Shelter Closing

Hold Shelter closing briefing with Medical Team and Behavioral Health Unit

Continue to monitor Health and Medical status

Assist with placement of shelter clients to outside medical services or return to their pre-incident medical setting

Hold Staff De-briefing meeting and collect all reports and Activity Logs

Establish registries for long-term monitoring of exposed individuals

Assist with clean up and equipment return

- Refresh (Clean and sanitize facility and equipment)
- Repair (if practical)
- Restore (if able, otherwise replace)
- Return (borrowed equipment)
- Replace
- Remove (trash and broken equipment)

Turn in all logs to Supervisor

Participate in the After Action Report process, including identification of areas for improvement

Regional Shelter Job Action Sheet

Operations: Regional Shelter Behavioral Health Unit

2012

Job Description		
<ul style="list-style-type: none"> ▪ Provide behavioral health first aid and emergency mental health support to shelter clients and staff ▪ Make client and staff mental health referrals ▪ Monitor for Staff burnout 		
Reports to	Contact Information	
Medical Team Leader		
Supervises		
Behavioral Health Team		
Partner Agencies	Contact Information	
Mass Dept. of Mental Health – RaeAnn Frenette	(617) 626.8145 RaeAnn.Frenette@state.ma.us	
Faith Community		
Mental Health Response Teams		
Mental Health Providers		
Medical Reserve Corps		
Forms, Protocols, and Other Resources		
Item	Description/Notes	Quantity/Location
<input type="checkbox"/> Regional Shelter Hierarchy Chart		
<input type="checkbox"/> Job Action Sheet (JAS)		
<input type="checkbox"/> Contact List (LIST)		
<input type="checkbox"/> Activity Log (FORM)		
<input type="checkbox"/> Resource Request ICS 308 (FORM)		
<input type="checkbox"/> Medical Log (FORM)		
<input type="checkbox"/> Shelter Medical and Referral Record (FORM)		
<input type="checkbox"/> Minimum Equipment Recommendations	Phone, tissues, pen/paper	1 each
Initial Planning Actions		
<input type="checkbox"/> Plan for regional shelter behavioral health support with the Medical Team Leader		
<input type="checkbox"/> Determine behavioral health first aid staff, equipment and resource needs based on shelter occupants' needs		
<input type="checkbox"/> Appoint Staff as needed		
<input type="checkbox"/> Review Health Service Protocols		
Initial Response		
<input type="checkbox"/> Set up separate, quiet Behavioral Health Area		
<input type="checkbox"/> Hold Initial Staff Briefing and distribute Activity Logs, Resource Request Forms, Medical Log Forms, Policies and Procedures		
<input type="checkbox"/> Confirm set-up with Shelter Medical Team Leader opening time		
<input type="checkbox"/> Begin operations		

Daily Shelter Operations

- Monitor Staff for “burn-out” and inappropriate behavior. Report concerns to Supervisor and Medical Unit
- Hold shift change briefings with Staff and collect Activity Logs:
 - Situational updates
 - Collect/Distribute Forms: JAS; Activity Logs; Medical Logs; Client Count; Expense Sheets, Inspections, etc.
 - Emphasize the importance of documenting everything, especially injuries and complaints
 - Sign in/out Staff
 - Discuss needs or concerns for the next shift
 - Create update for the Supervisor/IC
- Provide basic behavioral and mental health services as needed:
 - Perform mental health screening/informal assessment and triage
 - Provide emotional care and support
 - Provide crisis intervention
 - Educate shelter staff and clients about emotional recovery and effective coping techniques
 - Make referrals for additional mental health services and/or follow-up
 - Document all services and referrals using the Health Record FORM
- Provide Awareness Training for Staff and Clients on Critical Incident Stress:
 - Stress is a normal reaction to an emergency
 - Everyone is susceptible to burnout
 - Encourage Staff to only work a maximum of 12 hours per day, 7 days in a row then 2 days break
 - Take time to eat healthy food, drink plenty of water and rest
 - Be aware that drugs, tobacco and alcohol will not help them to rest or wind-down
 - Walking, playing and socializing are the most effective stress reducers
 - Health and Safety is everyone’s responsibility
- Monitor and complete the Health Record FORM daily and report status to Medical Team Leader
- Work with Shelter Staff to ensure FNSS behavioral health needs in shelter are being addressed

Shelter Closing

- Hold Shelter closing briefing with Medical Team and Behavioral Health Unit
- Continue to monitor Health and Medical status
- Assist with placement of shelter clients to outside mental health services
- Hold Staff De-briefing meeting and collect all reports and Activity Logs
- Assist with clean up and equipment return
 - Refresh (Clean and sanitize facility and equipment)
 - Repair (if practical)
 - Restore (if able, otherwise replace)
 - Return (borrowed equipment)
 - Replace
 - Remove (trash and broken equipment)
- Turn in all logs to Supervisor
- Participate in the After Action Report process, including identification of areas for improvement

Regional Shelter Job Action Sheet

Operations: Regional Animal Shelter Branch Manager

2012

Job Description		
		<ul style="list-style-type: none"> ▪ Responsible for all aspects of animal shelter operation ▪ Ensures the provision of animal sheltering services for service animal and pet owners ▪ Ensures the health and safety of all shelter pets ▪ Provide isolation or quarantine areas for pets if needed ▪ Authorizes all animal shelter expenditures for final approval by the Regional Shelter Supervisor or Incident Commander ▪ Monitors and reports on animal shelter capacity and needs ▪ Collects and maintains all job Activity Logs and submits all reports for the sheltering response
Reports to	Contact Information	
Regional Shelter Supervisor		
Supervises		
Animal Registration Team		
Kennel Team		
Veterinarian Team		
DART Team Volunteers		
Partner Agencies	Contact Information	
SPCA		
Animal Shelters		
Medical Reserve Corps/DART	www.wmmrc.org	
SMART		
Animal Control Officers		
Forms, Protocols, and Other Resources		
Item	Description/Notes	Quantity/Location
<input type="checkbox"/> Regional Shelter Hierarchy	ICS Chart; posted chart showing ARC/ICS roles	
<input type="checkbox"/> Job Action Sheets (JAS)	In Forms Section of Shelter Plan	At Least 2 copies
<input type="checkbox"/> DART Shelter Team Contacts (LIST)	www.wrhsac.org to access	
<input type="checkbox"/> Regional DART Shelter SOP (SOP)		
<input type="checkbox"/> Activity Log (FORM)	In Forms Section of Shelter Plan	
<input type="checkbox"/> Resource Request ICS 308 (FORM)		
<input type="checkbox"/> Animal Shelter Guidelines (Resources)		
<input type="checkbox"/> Pet Check-in/out Forms (FORM)	Forms Section of Shelter Plan	
<input type="checkbox"/> Volunteer Sign In/Out Time Sheets (FORM)	Forms Section of Shelter Plan	
<input type="checkbox"/> Incident Report Forms (FORM)	Accidents and Complaints – Forms Section of Plan	
<input type="checkbox"/> Minimum Equipment Recommendations	Radio, cell phone, cages, water bowls, leashes, flashlights, pens/paper	
Initial Planning Actions		
<input type="checkbox"/> Review Animal Shelter Plans, Policies and Procedures		

Regional Shelter Job Action Sheet

Operations: Regional Animal Shelter Branch Manager

2012

- Plan for Kenneling of Pets and Service animals for a regional shelter
- Designate and activate Staff positions as needed
- Review if available the DART Assessment of the Regional Animal Shelter Facility to determine capacity and resources
Note: many evacuees will have service animals or pets

Initial Response

- Conduct animal shelter facility walk-through with Animal Shelter Branch Manager and DART Team Leader if available
- Check in Staff as they arrive and distribute Job Action Sheets (JAS)
- Hold Initial Staff Briefing with DART staff to review shelter needs and distribute Activity Logs, Resource Request FORMS
 - NOTE: Animal Shelter Staff assist pet owners in caring for their own animals
 - Staff are not expected to help care for dangerous or sick animals
- Supervise and assist with animal shelter set-up area:
 - Registration Area
 - Cages
 - Food Preparation Area
 - Animal Medical Care Area
 - Staff Break Area
 - Communications Area
 - Animal Caging Areas
 - Animal Exercise Areas
 - Animal Toilet Areas
 - Donations Management Area
- Confirm animal shelter set-up with Regional Shelter Supervisor and approve opening
- Obtain approval for all animal shelter expenditures from the Regional Shelter Supervisor or Incident Command/EOC

Daily Shelter Operations

- Monitor Staff for “burn-out” and inappropriate behavior. Report concerns to Supervisor and Medical Unit
- Hold shift change briefings with Staff and collect Activity Logs:
 - Situational updates
 - Collect/Distribute Forms: JAS; Activity Logs; Medical Logs; Client Count; Expense Sheets, Inspections, etc.
 - Emphasize the importance of documenting everything, especially injuries and complaints
 - Sign in/out Staff
 - Discuss needs or concerns for the next shift
 - Create update for the Supervisor/IC
- Ensure continuous communications with the Regional Shelter Supervisor or Incident Command/EOC
- Assist pet owners in caring for their pets
- Ensure animal shelter operates safely and efficiently and address needs as they arise
- Monitor the shelter capacity and needs
- Ensure the safe and efficient transition of owners and their pets back to their new normal
- Ensure planning for the next operational periods

Shelter Closing

- Receive closing orders from Incident Command/EOC

- Shelter Closing Check List:
 - Determine a plan for the debriefing of shelter workers
 - Can they be of assistance with another sheltering operation?
 - Make sure to capture all staff rosters so that workers can receive recognition
 - Prepare list of voluntary organizations, vendors and other partners to be thanked and recognized
 - Pack excess supplies as they become unnecessary
 - Determine where the supplies need to go and begin the shipping process as soon as possible
 - Update the supply inventory
 - All shelter staff should work to clean and return the shelter to its original condition as the shelter closes
 - Return all moved furniture
 - Remove all signage
 - Begin preparing narrative for shelter operations
 - Include Activity Logs, financial forms and other documentation collected at the shelter debriefing

Ensure that all animals are returned to owners, caretakers or animal facility

Coordinate closing announcement with Public Information Officer

- Supervise and assist with facility cleaning and repair
 - Refresh (Clean and sanitize facility and equipment)
 - Repair (if practical)
 - Restore (if able, otherwise replace)
 - Return (borrowed equipment)
 - Replace
 - Remove (trash and broken equipment)

- Conduct facility closing walk-through with Representative (Opening/Closing Assessment Form)
 - Shelter Facility Manager/Representative
 - Inspector of Buildings
 - Public Health Officer/Inspector

- Hold final Staff De-briefing and collect forms
 - Turn in all Forms, Logs, Inspections, Assessments, and other Shelter Forms and Documents
 - Hot Wash: What went well; what needs improvement
 - After Action Process and Report
 - Review and revise Regional Shelter Plan

- Collect all Forms as record of shelter actions
 - Activity Logs
 - Time Sheets
 - Expense Sheets
 - Resource Requests and Inventories
 - Environmental and Building Assessments/Reports
 - Staff Check-in Sheets
 - Complaints and Investigation Reports

Work with Finance Officer as needed to ensure that invoices and reimbursement forms are completed

Participate in the After Action Report process, including identification of areas that need improvement

Regional Shelter Job Action Sheet

Operations: Regional Animal Shelter Registration Team

2012

Job Description		
<ul style="list-style-type: none"> ▪ Ensures all pet and owner information is recorded 		
<ul style="list-style-type: none"> ▪ Completes a pet care FORM 		
<ul style="list-style-type: none"> ▪ Responsible for animal in-take, registration, ownership tracking and check-out 		
<ul style="list-style-type: none"> ▪ Works with Veterinary Team to conduct triage and prioritize animal needs at intake 		
<ul style="list-style-type: none"> ▪ Works with animal Owners and Shelter Staff to document, track and provide animal needs 		
Reports to	Contact Information	
Animal Shelter Branch Manager		
Supervises		
Animal Registration Team		
Partner Agencies	Contact Information	
SPCA		
Animal Shelters		
Medical Reserve Corps/DART	www.wmmrc.org	
SMART		
Animal Control Officers		
Forms, Protocols, and Other Resources		
Item	Description/Notes	Quantity/Location
<input type="checkbox"/> Regional Shelter Hierarchy	ICS Chart; posted chart showing ARC/ICS roles	
<input type="checkbox"/> Job Action Sheets (JAS)	In Forms Section of Shelter Plan	At Least 2 copies
<input type="checkbox"/> DART Shelter Team Contacts (LIST)	www.wrhsac.org to access	
<input type="checkbox"/> Regional DART Shelter SOP (SOP)		
<input type="checkbox"/> Activity Log (FORM)	In Forms Section of Shelter Plan	
<input type="checkbox"/> Resource Request ICS 308 (FORM)		
<input type="checkbox"/> Animal Shelter Guidelines (Resources)		
<input type="checkbox"/> Pet Check-in/out Forms (FORM)	Forms Section of Shelter Plan	
<input type="checkbox"/> Pet Care FORM		
<input type="checkbox"/> Volunteer Sign In/Out Time Sheets (FORM)	Forms Section of Shelter Plan	
<input type="checkbox"/> Incident Report Forms (FORM)	Accidents and Complaints – Forms Section of Plan	
<input type="checkbox"/> Minimum Equipment Recommendations	Phone, pens/paper, files, table, chairs, tags, camera	
Initial Planning Actions		
<input type="checkbox"/> Plan for registration area for Pets and Service animals for a regional shelter		
<input type="checkbox"/> Designate and activate Staff positions as needed		
<input type="checkbox"/> Review Animal Shelter Plans, Policies and Procedures. Note: many Shelter Clients/evacuees will have service animals/pets		
Initial Response		
<input type="checkbox"/> Set up animal Registration Area and check-in and out process		

Regional Shelter Job Action Sheet

Operations: Regional Animal Shelter Registration Team

2012

- Check in Staff as they arrive and distribute Job Action Sheets (JAS)
- Attend/hold Initial Staff Briefing with DART staff to review shelter needs and distribute Activity Logs, Resource Request FORMS
 - NOTE: Animal Shelter Staff assist pet owners in caring for their own animals
 - Staff are not expected to help care for dangerous or sick animals

- Assist with animal shelter set-up area:
- Confirm animal registration set-up with Supervisor
- Obtain approval for all animal shelter expenditures from Supervisor

Daily Shelter Operations

- Register Pets:
 - Complete a Pet Registration FORM and Pet Care FORM
 - Check for Pet immunization records
 - Ensure that all pets are labeled/tagged/photographed if possible
 - Triage and monitor pets for health or behavioral problems
 - Offer the pet water if appropriate
 - Ask Pet owners for leashes, cages, food, medications, toys, etc.
 - Label pet food and pet supplies and store near pet
- Monitor Staff for “burn-out” and inappropriate behavior. Report concerns to Supervisor and Medical Unit
- Hold shift change briefings with Staff and collect Activity Logs:
 - Situational updates
 - Collect/Distribute Forms: JAS; Activity Logs; Medical Logs; Client Count; Expense Sheets, Inspections, etc.
 - Emphasize the importance of documenting everything, especially injuries and complaints
 - Sign in/out Staff
 - Discuss needs or concerns for the next shift
 - Create update for the Supervisor/IC
- Assist pet owners in caring for their pets
- Ensure animal shelter operates safely and efficiently and address needs as they arise
- Monitor the shelter capacity and needs
- Ensure the safe and efficient transition of owners and their pets back to their new normal
- Ensure planning for the next operational periods

Shelter Closing

- Assist with Pet Shelter closing
- Shelter Closing Check List:
 - Pack excess supplies as they become unnecessary and ship to other locations
 - Refresh (Clean and sanitize facility and equipment)
 - Repair (if practical)
 - Restore (if able, otherwise replace)
 - Return (borrowed equipment)
 - Replace
 - Remove (trash and broken equipment)
 - Turn-in Activity Logs, financial forms and other documentation
- Document the transfer of animals to owners, caretakers or animal facilities
- Participate in the After Action Report process, including identification of areas that need improvement

Regional Shelter Job Action Sheet

Operations: Regional Shelter Kennel Team

2012

Job Description		
<ul style="list-style-type: none"> ▪ Responsible for animal care including, water, food exercise and sanitation ▪ Responsible for supplies storage area 		
Reports to	Contact Information	
Regional Animal Shelter Branch Manager		
Supervises		
Kennel Team Volunteers		
Partner Agencies	Contact Information	
Local Animal Service Organizations		
DART/SMART		
Forms, Protocols, and Other Resources		
Item	Description/Notes	Quantity/Location
<input type="checkbox"/> Regional Shelter Hierarchy	ICS Chart; posted chart showing ARC/ICS roles	
<input type="checkbox"/> Job Action Sheets (JAS)	In Forms Section of Shelter Plan	At Least 2 copies
<input type="checkbox"/> DART Shelter Team Contacts (LIST)	www.wrhsac.org to access	
<input type="checkbox"/> Regional DART Shelter SOP (SOP)		
<input type="checkbox"/> Regional DART Shelter Supply (LIST)		
<input type="checkbox"/> Activity Log (FORM)	In Forms Section of Shelter Plan	
<input type="checkbox"/> Resource Request ICS 308 (FORM)		
<input type="checkbox"/> Animal Shelter Guidelines (Resources)		
<input type="checkbox"/> Pet Check-in/out Forms (FORM)	Forms Section of Shelter Plan	
<input type="checkbox"/> Volunteer Sign In/Out Time Sheets (FORM)	Forms Section of Shelter Plan	
<input type="checkbox"/> Incident Report Forms (FORM)	Accidents and Complaints – Forms Section of Plan	
<input type="checkbox"/> Minimum Equipment Recommendations	Radio, cell phone, cages, water bowls, leashes, flashlights, pens/paper, camera, tags, markers	
Initial Planning Actions		
<input type="checkbox"/> Plan for regional animal shelter Kennel Area with the Regional Animal Shelter Branch Manager		
<input type="checkbox"/> Designate and activate Staff positions as needed		
<input type="checkbox"/> Review if available the DART Assessment of the Regional Animal Shelter Facility to determine capacity and resources Note: many evacuees will have service animals or pets		
Initial Response		
<input type="checkbox"/> Check in Staff as they arrive and distribute Job Action Sheets (JAS)		
<input type="checkbox"/> Hold Initial Staff Briefing with DART staff to review shelter needs and distribute Activity Logs, Resource Request FORMS <ul style="list-style-type: none"> ○ NOTE: Animal Shelter Staff assist pet owners in caring for their own animals ○ Staff are not expected to help care for dangerous or sick animals 		
<input type="checkbox"/> Review Animal Shelter Guidelines and Kennel Protocols (Resources)		
<input type="checkbox"/> Supervise and assist with set-up of Shelter Kennel Area		

Regional Shelter Job Action Sheet

Operations: Regional Shelter Kennel Team

2012

- Assist with Supply Storage and Food Prep Areas
- Confirm shelter Kennel set-up with Animal Shelter Branch Manager and set opening time
- Obtain approval for all animal shelter expenditures from the Animal Shelter Branch Manager
- Confirm set-up with Animal Shelter Branch Manager

Daily Shelter Operations

- Monitor Staff for “burn-out” and inappropriate behavior. Report concerns to Supervisor and Medical Unit
- Hold shift change briefings with Staff and collect Activity Logs:
 - Situational updates
 - Collect/Distribute Forms: JAS; Activity Logs; Medical Logs; Client Count; Expense Sheets, Inspections, etc.
 - Emphasize the importance of documenting everything, especially injuries and complaints
 - Sign in/out Staff
 - Discuss needs or concerns for the next shift
 - Create update for the Supervisor/IC
- Ensure that a Pet Registration and Animal Care Sheet is completed for each animal
- Ensure that every animal is tagged, labeled and photographed
- Provide Kennel and Storage/Food Staff to assist Pet Owners in caring for their pets
- Ensure continuous communications with the Animal Shelter Branch Manager
- Ensure animal kennel operates safely and efficiently and address needs as they arise
- Monitor the kennel capacity and needs
- Ensure the safe and efficient transition of owners and their pets back to their new normal or shelter
- Ensure planning for the next operational periods

Shelter Closing

- Receive closing orders from Incident Command/EOC
- Kennel Closing Check List:
 - Determine if volunteers can work at another animal shelter
 - Pack excess supplies as they become unnecessary
 - Determine where the supplies need to go and begin the shipping process as soon as possible
 - Update the supply inventory
 - Clean and return the shelter to its original condition as the shelter closes
 - Return all moved furniture and remove signage
 - Dispose of all wastes and Clean and Sanitize
- Ensure that all animals are returned to owners, caretakers or animal facility
- Hold final Staff De-briefing and collect forms
 - Turn in all Forms, Logs, Inspections, Assessments, and other Shelter Forms and Documents
 - Hot Wash: What went well; what needs improvement as well as After Action Process and Report
 - Review and revise Regional Shelter Plan
- Work with Finance Officer as needed to ensure that invoices and reimbursement forms are completed

- Assist with clean up and equipment return
 - Refresh (Clean and sanitize facility and equipment)
 - Repair (if practical)
 - Restore (if able, otherwise replace)
 - Return (borrowed equipment)
 - Replace
 - Remove (trash and broken equipment)
- Participate in the After Action Report process, including identification of areas that need improvement

Regional Shelter Job Action Sheet

Operations: Regional Shelter Veterinary Team

2012

Job Description		
<ul style="list-style-type: none"> ▪ Provide basic medical services for pets in regional animal shelter 		
Reports to	Contact Information	
Regional Animal Shelter Branch Manager		
Supervises		
Veterinary Team Volunteers		
Partner Agencies	Contact Information	
Local Veterinarians		
DART/SMART		
Animal Control Officers		
Forms, Protocols, and Other Resources		
Item	Description/Notes	Quantity/Location
<input type="checkbox"/> Regional Shelter Hierarchy	ICS Chart; posted chart showing ARC/ICS roles	
<input type="checkbox"/> Job Action Sheets (JAS)	In Forms Section of Shelter Plan	At Least 2 copies
<input type="checkbox"/> Activity Log (FORM)	In Forms Section of Shelter Plan	
<input type="checkbox"/> Resource Request ICS 308 (FORM)		
<input type="checkbox"/> Volunteer Sign In/Out Time Sheets (FORM)	Forms Section of Shelter Plan	
<input type="checkbox"/> Incident Report Forms (FORM)	Accidents and Complaints – Forms Section of Plan	
<input type="checkbox"/> Minimum Equipment Recommendations	Cell phone and veterinarian medical kit	
Initial Planning Actions		
<input type="checkbox"/> Plan for regional animal shelter Veterinarian Service Area with the Regional Animal Shelter Branch Manager		
<input type="checkbox"/> Designate and activate Staff positions as needed		
Initial Response		
<input type="checkbox"/> Check in Staff as they arrive and distribute Job Action Sheets (JAS)		
<input type="checkbox"/> Set-up Veterinary Service Area		
<input type="checkbox"/> Review Animal Shelter Guidelines and Veterinary Protocols (Resources)		
<input type="checkbox"/> Confirm shelter Veterinary set-up with Animal Shelter Branch Manager and set opening time		
<input type="checkbox"/> Obtain approval for all animal shelter expenditures from the Animal Shelter Branch Manager		
<input type="checkbox"/> Confirm set-up with Animal Shelter Branch Manager		
Daily Shelter Operations		
<input type="checkbox"/> Monitor Staff for “burn-out” and inappropriate behavior. Report concerns to Supervisor and Medical Unit		

Regional Shelter Job Action Sheet

Operations: Regional Shelter Veterinary Team

2012

- Hold shift change briefings with Staff and collect Activity Logs:
 - Situational updates
 - Collect/Distribute Forms: JAS; Activity Logs; Medical Logs; Client Count; Expense Sheets, Inspections, etc.
 - Emphasize the importance of documenting everything, especially injuries and complaints
 - Sign in/out Staff
 - Discuss needs or concerns for the next shift
 - Create update for the Supervisor/IC

- Review and update an Animal Care Sheet for each animal

- Ensure continuous communications with the Animal Shelter Branch Manager

- Ensure the safe and efficient transition of owners and their pets back to their new normal or another shelter

- Ensure planning for the next operational periods

Shelter Closing

- Receive closing orders from Incident Command/EOC

- Kennel Closing Check List:

- Determine if volunteers can work at another animal shelter
- Pack excess supplies as they become unnecessary
- Determine where the supplies need to go and begin the shipping process as soon as possible
- Update the supply inventory
- Clean and return the shelter to its original condition as the shelter closes
- Return all moved furniture
- Remove all signage
- Clean and Sanitize
- Dispose of all wastes

- Ensure that all animals are returned to owners, caretakers or animal facility

- Assist with clean up and equipment return

- Refresh (Clean and sanitize facility and equipment)
- Repair (if practical)
- Restore (if able, otherwise replace)
- Return (borrowed equipment)
- Replace
- Remove (trash and broken equipment)

- Hold final Staff De-briefing and collect forms

- Turn in all Forms, Logs, Inspections, Assessments, and other Shelter Forms and Documents
- Hot Wash: What went well; what needs improvement
- After Action Process and Report
- Review and revise Regional Shelter Plan

- Work with Finance Officer as needed to ensure that invoices and reimbursement forms are completed

- Participate in the After Action Report process, including identification of areas that need improvement

Regional Shelter Job Action Sheet

Operations: Regional Shelter Finance Manager

2012

Job Description		
	<ul style="list-style-type: none"> ▪ Keeps track of all expenses and required financial paperwork associated with regional shelter operations ▪ Works closely with IC Finance Section Chief and the fiduciary of the Regional Shelter Authority ▪ Collect and track all resource requests and purchase orders after approval by the IC ▪ Collect and track all time logs, including volunteer time to be used as FEMA/State matching funds ▪ Collect and track all other data and reports for the sheltering response ▪ Work with Donations Unit to receive and track monetary donations 	
Reports to	Contact Information	
Regional Shelter Supervisor		
Supervises		
Time Unit		
Cost Unit		
Partner Agencies	Contact Information	
Municipal Finance Officers		
Local Businesses		
State Finance Officers		
Voluntary Agencies		
Responder Groups and Agencies		
Forms, Protocols, and Other Resources		
Item	Description/Notes	Quantity/Location
<input type="checkbox"/> Regional Shelter Hierarchy	ICS Chart; posted chart showing ARC/ICS roles	
<input type="checkbox"/> Job Action Sheets (JAS)	In Forms Section of Shelter Plan	At Least 2 copies
<input type="checkbox"/> Activity Log (FORM)	In Forms Section of Shelter Plan	
<input type="checkbox"/> Resource Request ICS 308 (FORM)		
<input type="checkbox"/> Sign In/Out Time Sheets (FORM)	Forms Section of Shelter Plan	
<input type="checkbox"/> Expense Tracking Form (FORMS)		
<input type="checkbox"/> Regional Shelter Authority Invoice Form (FORMS)		
<input type="checkbox"/> Shelter Time Log Table		
<input type="checkbox"/> Equipment Recommendations	Phone, laptop with EXCEL and internet, printer, files, Fiduciary checkbook and/or credit card	
Initial Planning Actions		
<input type="checkbox"/>	Review financial tracking and approval protocols with the Shelter Supervisor and Incident Command/EOC	
<input type="checkbox"/>	Designate and activate Staff positions as needed:	
<input type="checkbox"/>	Create a expense and time tracking data base that: <ul style="list-style-type: none"> ○ Identifies the expense, vendor and date ○ Indicates who authorized the expense ○ Allocates expenses by Municipality 	

Regional Shelter Job Action Sheet

Operations: Regional Shelter Finance Manager

2012

Initial Response

- Establish a working Finance/Data Center Location
- Check in Staff as they arrive and distribute Job Action Sheets (JAS)
- Hold Initial Staff Briefing
- Confirm set-up with Regional Shelter Supervisor

Daily Shelter Operations

- Ensure continuous communications with the Regional Shelter Supervisor or Incident Command/EOC
- Monitor Staff for “burn-out” and inappropriate behavior. Report concerns to Supervisor and Medical Unit
- Hold shift change briefings with Staff and collect Activity Logs:
 - Situational updates
 - Collect/Distribute Forms: JAS; Activity Logs; Medical Logs; Client Count; Expense Sheets, Inspections, etc.
 - Emphasize the importance of documenting everything, especially injuries and complaints
 - Sign in/out Staff
 - Discuss needs or concerns for the next shift
 - Create update for the Supervisor/IC
- Ensure that all expenses have by preapproved by the Regional Shelter Supervisor and IC/EOC
- Cost Unit oversees the monitoring and documenting of all expenses with the Logistics Manager
- Keep the Regional Shelter Authority informed of all shelter expenditures
- Time Unit collects and monitors all documents and Action Logs, Time sheets, Volunteer Time and Donations
- Work with Donations Unit to receive and track monetary donations
- Collects, collates and reports on all data/reports generated during the Shelter Operations
- Ensure planning for the next operational periods

Shelter Closing

- Receive closing orders from Incident Command/EOC
- Brief Staff on closing and forms collections
 - Turn in all Forms, Logs, Inspections, Assessments, and other Shelter Forms and Documents
 - Hot Wash: What went well; what needs improvement
 - After Action Process and Report
 - Review and revise Regional Shelter Plan
- Assist with clean up and equipment return
 - Refresh (Clean and sanitize facility and equipment)
 - Repair (if practical)
 - Restore (if able, otherwise replace)
 - Return (borrowed equipment)
 - Replace
 - Remove (trash and broken equipment)
- Participate in the After Action Report process, including identification of areas that need improvement

Regional Shelter Job Action Sheet

Operations: Regional Shelter Cost Unit

2012

Job Description		
<ul style="list-style-type: none"> ▪ Keeps track of all regional Shelter expenses ▪ Coordinates purchases with Logistics Manager ▪ Ensures that all purchase orders have been approval by the IC 		
Reports to	Contact Information	
Regional Shelter Finance Manager		
Supervises		
Cost Unit Staff		
Partner Agencies	Contact Information	
Municipal Finance Officers		
Forms, Protocols, and Other Resources		
Item	Description/Notes	Quantity/Location
<input type="checkbox"/> Regional Shelter Hierarchy	ICS Chart; posted chart showing ARC/ICS roles	
<input type="checkbox"/> Job Action Sheets (JAS)	In Forms Section of Shelter Plan	At Least 2 copies
<input type="checkbox"/> Activity Log (FORM)	In Forms Section of Shelter Plan	
<input type="checkbox"/> Resource Request ICS 308 (FORM)		
<input type="checkbox"/> Sign In/Out Time Sheets (FORM)	Forms Section of Shelter Plan	
<input type="checkbox"/> Expense Tracking Form (FORMS)		
<input type="checkbox"/> Regional Shelter Authority Invoice Form (FORMS)		
<input type="checkbox"/> Shelter Time Log Table		
<input type="checkbox"/> Equipment Recommendations	Phone, laptop with EXCEL and internet, printer, files, Fiduciary checkbook and/or credit card	
Initial Planning Actions		
<input type="checkbox"/> Review financial tracking and approval protocols with the Shelter Supervisor and Incident Command/EOC		
<input type="checkbox"/> Coordinate all purchases with the Regional Shelter Authority as it must approve of all expenses as it has the final authority to spend regional shelter funds		
<input type="checkbox"/> Create estimates of funds that may be needed for the shelter operation. Estimate \$25/person/day of operations.		
<input type="checkbox"/> Plan on tracking all expenses. Bottom half of Resource Request Form has space for tracking expenses		
<input type="checkbox"/> Designate and activate Staff positions as needed:		
<input type="checkbox"/> Designate and activate Staff positions as needed:		
<input type="checkbox"/> Create a expense and time tracking data base that: <ul style="list-style-type: none"> ○ Tracks all employee and volunteer hours, including their agency or affiliation and the work performed ○ Identifies the expense, vendor and date ○ Indicates who authorized the expense ○ Allocates expenses by Municipality ○ Notes time/date of IC approval ○ Shows signature of the approving individual from the Regional Shelter Authority 		

Regional Shelter Job Action Sheet

Operations: Regional Shelter Cost Unit

2012

Initial Response

- Assist with establishing a working Finance/Data Center Location
- Confirm Center set-up with Finance Manager
- Check in Staff as they arrive and distribute Job Action Sheets (JAS)
- Hold Initial Staff Briefing
- Confirm set-up with Finance Manager

Daily Shelter Operations

- Ensure continuous communications with Shelter Finance Manager
- Monitor Staff for “burn-out” and inappropriate behavior. Report concerns to Supervisor and Medical Unit
- Hold shift change briefings with Staff and collect Activity Logs:
 - Situational updates
 - Collect/Distribute Forms: JAS; Activity Logs; Medical Logs; Client Count; Expense Sheets, Inspections, etc.
 - Emphasize the importance of documenting everything, especially injuries and complaints
 - Sign in/out Staff
 - Discuss needs or concerns for the next shift
 - Create update for the Supervisor/IC
- Ensure that all expenses have by preapproved by the Regional Shelter Supervisor and IC/EOC
- Cost Unit oversees the monitoring and documenting of all shelter expenses with the Logistics Manager
- Keep the Regional Shelter Authority informed of all shelter expenditures
- Ensure planning for the next operational periods

Shelter Closing

- Receive closing orders from Incident Command/EOC
- Brief Staff on closing and forms collections
 - Turn in all Forms, Logs, Inspections, Assessments, and other Shelter Forms and Documents
 - Hot Wash: What went well; what needs improvement
 - After Action Process and Report
 - Review and revise Regional Shelter Plan
- Assist with clean up and equipment return
 - Refresh (Clean and sanitize facility and equipment)
 - Repair (if practical)
 - Restore (if able, otherwise replace)
 - Return (borrowed equipment)
 - Replace
 - Remove (trash and broken equipment)
- Create expense summary
- Seek reimbursement from outside sources as appropriate
- Participate in the After Action Report process, including identification of areas that need improvement

Regional Shelter Job Action Sheet

Operations: Regional Shelter Time Unit

2012

Job Description		
<ul style="list-style-type: none"> ▪ Keeps track of all data and paperwork associated with regional shelter operations ▪ Collect and track all time logs, including volunteer time to be used as FEMA/State matching funds ▪ Collect and track all other data and reports for the sheltering response, except financial data 		
Reports to	Contact Information	
Regional Shelter Finance Manager		
Supervises		
Time Unit Staff		
Partner Agencies	Contact Information	
Local Business		
Voluntary Agencies		
Responder Groups and Agencies		
Forms, Protocols, and Other Resources		
Item	Description/Notes	Quantity/Location
<input type="checkbox"/> Regional Shelter Hierarchy	ICS Chart; posted chart showing ARC/ICS roles	
<input type="checkbox"/> Job Action Sheets (JAS)	In Forms Section of Shelter Plan	At Least 2 copies
<input type="checkbox"/> Activity Log (FORM)	In Forms Section of Shelter Plan	
<input type="checkbox"/> Resource Request ICS 308 (FORM)		
<input type="checkbox"/> Sign In/Out Time Sheets (FORM)	Forms Section of Shelter Plan	
<input type="checkbox"/> Expense Tracking Form (FORMS)		
<input type="checkbox"/> Shelter Time Log Table		
<input type="checkbox"/> Equipment Recommendations	Phone, laptop with EXCEL and internet, printer, files,	
Initial Planning Actions		
<input type="checkbox"/> Review data tracking protocols with the Finance Manager		
<input type="checkbox"/> Designate and activate Staff positions as needed:		
<input type="checkbox"/> Review Regional Shelter Plans		
<input type="checkbox"/> Create a time, volunteer and donation tracking data base that: <ul style="list-style-type: none"> ○ Identifies the volunteer ○ Indicates date and time served ○ Shows job function ○ Notes any donations or in-kind services ○ Allocates donations or volunteer time by Municipality 		
Initial Response		
<input type="checkbox"/> Establish a working Finance/Data Center Location		
<input type="checkbox"/> Check in Staff as they arrive and distribute Job Action Sheets (JAS)		
<input type="checkbox"/> Hold Initial Staff Briefing		
<input type="checkbox"/> Confirm set-up with Finance Manager		

Daily Shelter Operations

- Ensure continuous communications with the Regional Shelter Finance Manager
- Monitor Staff for “burn-out” and inappropriate behavior. Report concerns to Supervisor and Medical Unit
- Hold shift change briefings with Staff and collect Activity Logs:
 - Situational updates
 - Collect/Distribute Forms: JAS; Activity Logs; Medical Logs; Client Count; Expense Sheets, Inspections, etc.
 - Emphasize the importance of documenting everything, especially injuries and complaints
 - Sign in/out Staff
 - Discuss needs or concerns for the next shift
 - Create update for the Supervisor/IC
- Time Unit oversees the monitoring and documenting of all data except expenses
- Time Unit collects and monitors all documents and Action Logs, Time sheets, Volunteer Time and Donations
- Ensure planning for the next operational periods

Shelter Closing

- Receive closing orders from Incident Command/EOC
- Brief Staff on closing and forms collections
 - Turn in all Forms, Logs, Inspections, Assessments, and other Shelter Forms and Documents
 - Hot Wash: What went well; what needs improvement
 - After Action Process and Report
 - Review and revise Regional Shelter Plan
- Assist with clean up and equipment return
 - Refresh (Clean and sanitize facility and equipment)
 - Repair (if practical)
 - Restore (if able, otherwise replace)
 - Return (borrowed equipment)
 - Replace
 - Remove (trash and broken equipment)
- Participate in the After Action Report process, including identification of areas that need improvement

Regional Shelter Job Action Sheet

Operations: Regional Shelter Planning Manager

2012

Job Description		
<ul style="list-style-type: none"> ▪ Responsible for planning for next Operational or 24 hour Period - Incident Action Plan 		
<ul style="list-style-type: none"> ▪ Responsible for maintaining Situational Awareness at all times and providing updates to IC and Staff 		
<ul style="list-style-type: none"> ▪ Responsible for estimating, projecting and coordinating shifts, anticipated resource requests, staffing needs 		
<ul style="list-style-type: none"> ▪ Provides resource estimates to Logistics for procurement 		
<ul style="list-style-type: none"> ▪ Responsible for Demobilization planning which begins on opening day of shelter operations 		
Reports to	Contact Information	
Regional Shelter Supervisor		
Supervises		
Planning Staff		
Demobilization Unit (if appointed)		
Partner Agencies	Contact Information	
Municipal Finance Officers		
Local Businesses		
State Finance Officers		
Voluntary Agencies		
Responder Groups and Agencies		
Forms, Protocols, and Other Resources		
Item	Description/Notes	Quantity/Location
<input type="checkbox"/> Regional Shelter Hierarchy	ICS Chart; posted chart showing ARC/ICS roles	
<input type="checkbox"/> Job Action Sheets (JAS)	In Forms Section of Shelter Plan	At Least 2 copies
<input type="checkbox"/> Activity Log (FORM)	In Forms Section of Shelter Plan	
<input type="checkbox"/> Resource Request ICS 308 (FORM)		
<input type="checkbox"/> Sign In/Out Time Sheets (FORM)	Forms Section of Shelter Plan	
<input type="checkbox"/> Incident Action Plan (FORM)		
<input type="checkbox"/> Demobilization Plan Check List (FORM)		
<input type="checkbox"/> Demobilization Check Out (FORM) – ICS 221		
<input type="checkbox"/> Equipment Recommendations	Phone, laptop, radio, internet, printer, files,	
<input type="checkbox"/> Demobilization Equipment Recommendations	Signage, Bullhorn, Garbage bags, Information Packets	
Initial Planning Actions		
<input type="checkbox"/> Obtain briefing on Situational Awareness from Shelter Supervisor or Incident Command/EOC		
<input type="checkbox"/> Designate and activate Staff positions as needed:		
<input type="checkbox"/> Assess adequacy of current resources		
Initial Response		
<input type="checkbox"/> Establish a working Planning Section Location		
<input type="checkbox"/> Check in Staff as they arrive and distribute Job Action Sheets (JAS)		

Regional Shelter Job Action Sheet

Operations: Regional Shelter Planning Manager

2012

Hold Initial Staff Briefing

Confirm set-up with Regional Shelter Supervisor

Daily Shelter Operations

Maintain Situational Awareness. Use runner/observers if necessary

Establish communications with the PIO

Determine Shelter Resource and Staffing needs beyond the first 24 hours

Develop an Incident Action Plan for the next 24 hours or next Operational Period

Ensure continuous communications with the Regional Shelter Supervisor or Incident Command/EOC

Monitor Staff for "burn-out" and inappropriate behavior. Report concerns to Supervisor and Medical Unit

Hold shift change briefings with Staff and collect Activity Logs:

- Situational updates
- Collect/Distribute Forms: JAS; Activity Logs; Medical Logs; Client Count; Expense Sheets, Inspections, etc.
- Emphasize the importance of documenting everything, especially injuries and complaints
- Sign in/out Staff
- Discuss needs or concerns for the next shift
- Create update for the Supervisor/IC

Demobilization planning occurs at least once during each 24 hour period

- Assess resource needs by working with Supervisors/Managers and lists from Logistics and Finance
- Identify excess resources that can be returned or de-activated
- Obtain signatures on ICS Form 221 from Section Chiefs/Supervisors/Agencies before releasing un-needed resources
- Estimate the projected timing of shelter closing
- Work with Regional Shelter Supervisor and Command Staff to create a DRAFT Demobilization Plan
- Work with PIO to create Public Information/ Media Management Plan
- Work with EOC/ EMD, IC, Shelter Supervisor to finalize Demobilization Plan once Shelter closing date identified
- Update all Section Chiefs on Demobilization Plan status

Ensure planning for the next operational periods

Shelter Closing

Receive closing orders from Incident Command/EOC

Brief Staff on closing and forms collections

- Turn in all Forms, Logs, Inspections, Assessments, and other Shelter Forms and Documents
- Hot Wash: What went well; what needs improvement
- After Action Process and Report
- Review and revise Regional Shelter Plan

Assist with clean up and equipment return

- Refresh (Clean and sanitize facility and equipment)
- Repair (if practical)
- Restore (if able, otherwise replace)
- Return (borrowed equipment)
- Replace
- Remove (trash and broken equipment)

Participate in the After Action Report process, including identification of areas that need improvement

Regional Shelter Job Action Sheet

Operations: Regional Shelter Logistics Manager

2012

Job Description		
	<ul style="list-style-type: none"> ▪ Oversight of the Service Branch Team <ul style="list-style-type: none"> ○ Food Unit ○ Staffing Unit ○ Volunteer Management Unit ○ Communications Unit 	
	<ul style="list-style-type: none"> ▪ Oversight of Support Branch Team <ul style="list-style-type: none"> ○ Supply Unit ○ Transportation Unit ○ Donations Unit ○ Facilities Unit 	
	<ul style="list-style-type: none"> ▪ Collects and manages all resource requests for goods and services for the shelters 	
	<ul style="list-style-type: none"> ▪ Coordinates procurement of goods and services for all regional shelters 	
	<ul style="list-style-type: none"> ▪ Coordinates and fills Shelter Staffing requests except Security requests which are directed to the Security Officer 	
	<ul style="list-style-type: none"> ▪ Coordinate all communication resources, both internal and external for the shelters 	
	<ul style="list-style-type: none"> ▪ Responsible for returning all equipment and supplies 	
Reports to	Contact Information	
Regional Shelter Supervisor		
Supervises		
Service Branch Team Leader		
Support Branch Team Leader		
Partner Agencies	Contact Information	
MEMA		
Salvation Army (feeding)		
American Red Cross (feeding, dormitory)		
Western Region Homeland Security Advisory	www.wrhsac.org	
Medical Reserve Corps	www.wmmrc.org	
Voluntary Agencies		
Faith Community		
Local Businesses		
Forms, Protocols, and Other Resources		
Item	Description/Notes	Quantity/Location
<input type="checkbox"/> Regional Shelter Hierarchy	ICS Chart; posted chart showing ARC/ICS roles	
<input type="checkbox"/> Job Action Sheets (JAS)	FORMS Section of Shelter Plan	At Least 2 copies
<input type="checkbox"/> Activity Log (FORM)	FORMS Section of Shelter Plan	
<input type="checkbox"/> Resource Request ICS 308 (FORM)	FORMS Section of Shelter Plan	
<input type="checkbox"/> Staffing Needs List (LIST)	LIST Section of Shelter Plan	
<input type="checkbox"/> Supply List (LIST)	LIST Section of Shelter Plan	

Regional Shelter Job Action Sheet

Operations: Regional Shelter Logistics Manager

2012

<input type="checkbox"/> Sign In/Out Time Sheets (FORM)	FORMS Section of Shelter Plan	
<input type="checkbox"/> Equipment Recommendations	Phone, laptop, radio, internet, printer, files,	
Initial Planning Actions		
<input type="checkbox"/> Obtain briefing on Situational Awareness from Shelter Supervisor or Incident Command/EOC		
<input type="checkbox"/> Designate and activate Staff positions as needed		
<input type="checkbox"/> Establish communications with Planning, Regional Shelter Supervisor, Manager, EOC to identify resource needs		
Initial Response		
<input type="checkbox"/> Establish a Logistics Center with office space for processing requests		
<input type="checkbox"/> Check in Staff as they arrive and distribute Job Action Sheets (JAS)		
<input type="checkbox"/> Hold Initial Staff Briefing		
<input type="checkbox"/> Determine immediate shelter needs with Shelter Manager/Supervisor/IC/EOC		
<input type="checkbox"/> Assist with setting up Shelter		
<input type="checkbox"/> Activate Service Branch Units as needed and provide oversight: <ul style="list-style-type: none"> ○ Food Service: food delivery, food prep, food service, clean up. Requires a Knowledgeable Person In-charge (PIC) ○ Staffing: staff for all aspects of the shelter response ○ Volunteer Management: recruiting, credentialing and training of volunteers <ul style="list-style-type: none"> ● Area: Volunteer check-in, processing and training area ○ Communications: internal and external shelter staff communications, signage and interpretation services; external communication options for shelter residents. For extended shelter operations, may have to coordinate with US Postal Service. 		
<input type="checkbox"/> Activate Support Branch Units as needed and provide oversight: <ul style="list-style-type: none"> ○ Supply: goods <ul style="list-style-type: none"> ● Area for Storage, Shipping/Receiving ○ Transportation: to and from shelter and client requests as able ○ Donations: goods, services and money <ul style="list-style-type: none"> ● Area for Receiving/shipping, sorting, storage (may need refrigeration for food supplies) ○ Facilities: in coordination with the facilities owner/operator <ul style="list-style-type: none"> ● Area for Facilities cleaning and maintenance service area 		
<input type="checkbox"/> Establish communications with Finance Manager to coordinate procurement of goods and services		
<input type="checkbox"/> Resource Request Protocols: <ul style="list-style-type: none"> ○ Resource Request Form received ○ Determine in resource is currently available by checking with Support Branch Leader/Supply Unit ○ Distribute/deliver as available ○ If not available, through MEMA or as a donation, work with Finance Manager/Cost Unit to coordinate purchase ○ Update the Resource Inventory List (maintained by Support Branch Manager/Supply Unit) 		
<input type="checkbox"/> Confirm set-up with Regional Shelter Supervisor		
Daily Shelter Operations		
<input type="checkbox"/> Maintain Situational Awareness and communications with Operations/EOC. Use runner/observers if necessary		
<input type="checkbox"/> Ensure continuous communications with the Regional Shelter Supervisor or Incident Command/EOC		
<input type="checkbox"/> Coordinate procurement of goods and services with Finance Manager		
<input type="checkbox"/> Receive and address resource and service requests		

- Determine daily and next Operational Period Resource and Staffing needs for the shelters
- Monitor Staff for “burn-out” and inappropriate behavior. Report concerns to Supervisor and Medical Unit
- Hold shift change briefings with Staff and collect Activity Logs:
 - Situational updates
 - Collect/Distribute Forms: JAS; Activity Logs; Medical Logs; Client Count; Expense Sheets, Inspections, etc.
 - Emphasize the importance of documenting everything, especially injuries and complaints
 - Sign in/out Staff
 - Discuss needs or concerns for the next shift
 - Create update for the Supervisor/IC
- Ensure planning for the next operational periods

Shelter Closing

- Receive closing orders from Incident Command/EOC
- Create a Closing/Demobilization Plan
 - Include a list of voluntary agencies and individuals to be thanked
 - Pack excess supplies as they become unnecessary
 - Ship extra supplies to other shelters, return or donate
- Brief Staff on closing and forms collections
 - Turn in all Forms, Logs, Inspections, Assessments, and other Shelter Forms and Documents
 - Hot Wash: What went well; what needs improvement
 - After Action Process and Report
 - Review and revise Regional Shelter Plan
- Assist with clean up and equipment return
 - Refresh (Clean and sanitize facility and equipment)
 - Repair (if practical)
 - Restore (if able, otherwise replace)
 - Return (borrowed equipment)
 - Replace
 - Remove (trash and broken equipment)
- Participate in the After Action Report process, including identification of areas that need improvement

Regional Shelter Job Action Sheet

Operations: Regional Shelter Service Branch Leader

2012

Job Description		
<ul style="list-style-type: none"> ▪ Responsible for coordinating the delivery of safe and adequate food to all shelters, including animal shelters ▪ Responsible for coordinating Staffing requests at shelters, including shelter security ▪ Coordinates Shelter Volunteer recruitment, credentialing and training ▪ Responsible for coordinating communications for the shelters occupants and shelter staff 		
Reports to	Contact Information	
Regional Shelter Logistics Manager		
Supervises		
Service Branch Team <ul style="list-style-type: none"> ○ Food Unit ○ Staffing Unit ○ Volunteer Management ○ Communications Unit 		
Partner Agencies	Contact Information	
MEMA		
Salvation Army (feeding)		
American Red Cross (feeding, dormitory)		
Western Region Homeland Security Advisory	www.wrhsac.org	
Medical Reserve Corps	www.wmmrc.org	
Voluntary Agencies		
Faith Community		
Local Businesses		
Forms, Protocols, and Other Resources		
Item	Description/Notes	Quantity/Location
<input type="checkbox"/> Regional Shelter Hierarchy	ICS Chart; posted chart showing ARC/ICS roles	
<input type="checkbox"/> Job Action Sheets (JAS)	Forms Section of Shelter Plan	At Least 2 copies
<input type="checkbox"/> Activity Log (FORM)	Forms Section of Shelter Plan	
<input type="checkbox"/> Resource Request ICS 308 (FORM)	Forms Section of Shelter Plan	
<input type="checkbox"/> Staffing Needs List (LIST)		
<input type="checkbox"/> Supply List (LIST)		
<input type="checkbox"/> Sign In/Out Time Sheets (FORM)	Forms Section of Shelter Plan	
<input type="checkbox"/> Equipment Recommendations	Phone, laptop, radio, internet, printer, files, copier	
Initial Planning Actions		
<input type="checkbox"/> Obtain briefing on Situational Awareness from Shelter Supervisor or Incident Command/EOC		
<input type="checkbox"/> Designate and activate Staff positions as needed		
<input type="checkbox"/> Establish communications with Logistics Manager, Support Branch Leader, MEMA		
Initial Response		

Regional Shelter Job Action Sheet

Operations: Regional Shelter Service Branch Leader

2012

- Establish a work station in the Logistics Center location
- Check in Staff as they arrive and distribute Job Action Sheets (JAS)
- Hold Initial Staff Briefing
- Receive immediate shelter needs requests from Shelter Manager/Supervisor/IC/EOC
- Assist with setting up Shelter
- Establish communications with Finance Manager to coordinate procurement of goods and services
- Activate Service Branch Units as needed and provide oversight:
 - Food Service: Food delivery, food prep, food service, clean up. Requires a Knowledgeable Person In-charge
 - Staffing: Requires a long list of volunteers and professionals to meet staffing needs of large, extended operations
 - Volunteer Management: recruiting, credentialing, and training of volunteers
 - Communications: internal and external shelter staff communications, signage and interpretation services; external communication options for shelter residents. For extended shelter operations, may have to coordinate with US Postal Service.
- Resource Request Protocols:
 - Resource Request Form received
 - Determine in resource is currently available by checking with Support Branch Leader/Supply Unit
 - Distribute/deliver as available
 - If not available, through MEMA or as a donation, work with Finance Manager/Cost Unit to coordinate purchase
 - Update the Resource Inventory List (maintained by Support Branch Manager/Supply Unit)
- Confirm set-up with Logistics Manager

Daily Shelter Operations

- Maintain Situational Awareness and communications with Operations/EOC. Use runner/observers if necessary
- Ensure continuous communications with the Logistics Manager
- Coordinate procurement of goods and services with Finance Manager
- Receive and address resource and service requests
- Determine daily and next Operational Period Resource and Staffing needs for the shelters
- Monitor Staff for “burn-out” and inappropriate behavior. Report concerns to Supervisor and Medical Unit
- Hold shift change briefings with Staff and collect Activity Logs:
 - Situational updates
 - Collect/Distribute Forms: JAS; Activity Logs; Medical Logs; Client Count; Expense Sheets, Inspections, etc.
 - Emphasize the importance of documenting everything, especially injuries and complaints
 - Sign in/out Staff
 - Discuss needs or concerns for the next shift
 - Create update for the Supervisor/IC
- Ensure planning for the next operational periods

Shelter Closing

- Receive closing orders from Logistics Manager
- Brief Staff on closing and forms collections
 - Turn in all Forms, Logs, Inspections, Assessments, and other Shelter Forms and Documents
 - Hot Wash: What went well; what needs improvement
 - After Action Process and Report
 - Review and revise Regional Shelter Plan

- Work with Planning to create a Closing/Demobilization Plan
 - Include a list of voluntary agencies and individuals to be thanked
 - Pack excess supplies as they become unnecessary
 - Ship extra supplies to other shelters, return or donate
- Assist with clean up and equipment return
 - Refresh (Clean and sanitize facility and equipment)
 - Repair (if practical)
 - Restore (if able, otherwise replace)
 - Return (borrowed equipment)
 - Replace
 - Remove (trash and broken equipment)
- Participate in the After Action Report process, including identification of areas that need improvement

Regional Shelter Job Action Sheet

Operations: Regional Shelter Food Unit

2012

Job Description		
<ul style="list-style-type: none"> ▪ Responsible for coordinating and delivery of safe and adequate food to all shelters, including animal shelters ▪ Responsible for obtaining, storing, preparing, feeding, distribution and clean-up ▪ Determine the feeding schedule based on resources and needs ▪ Ensure that there is a knowledgeable Person-in-Charge(PIC) of food operations ▪ Work with Public Health to provide daily food safety inspections 		
Reports to	Contact Information	
Regional Shelter Service Branch Leader		
Supervises		
Food Unit Staff		
Partner Agencies	Contact Information	
MEMA		
Salvation Army (feeding)		
American Red Cross (feeding, dormitory)		
Medical Reserve Corps	www.wmmrc.org	
Voluntary Agencies		
Faith Community		
Local Restaurants and Caterers		
Forms, Protocols, and Other Resources		
Item	Description/Notes	Quantity /Location
<input type="checkbox"/> Regional Shelter Hierarchy	ICS Chart; posted chart showing ARC/ICS roles	
<input type="checkbox"/> Job Action Sheets (JAS)	Forms Section of Shelter Plan	At Least 2 copies
<input type="checkbox"/> Activity Log (FORM)	Forms Section of Shelter Plan	
<input type="checkbox"/> Resource Request ICS 308 (FORM)	Forms Section of Shelter Plan	
<input type="checkbox"/> Staffing Needs List (LIST)		
<input type="checkbox"/> Supply List (LIST)		
<input type="checkbox"/> Shelter Menus (Resources)		
<input type="checkbox"/> Food Unit Recommended Equipment (LIST)		
<input type="checkbox"/> (ARC form F5266) FORM		
<input type="checkbox"/> Sign In/Out Time Sheets (FORM)	Forms Section of Shelter Plan	
<input type="checkbox"/> Minimum Equipment Recommendations	Phone, refrigerator, stove/microwave, instant read thermometer, non-latex gloves, sanitizer tablets, paper towels, paper plates, plastic utensils, paper cups, trash bags,	
Initial Planning Actions		
<input type="checkbox"/> Obtain briefing on Situational Awareness from Shelter Supervisor or Incident Command/EOC		
<input type="checkbox"/> Designate and activate Staff positions as needed		

Establish communications with Logistics Manager, Support Branch Leader

Determine Types of Food Service:

- Pre-prepared, packaged meals
- Contract with catering service
- Church or community group using a knowledgeable Person-in-Charge in a certified and licensed kitchen
- Permitted/licensed mobile Kitchen (Red Cross, Salvation Army)
- Volunteers with a knowledgeable Person-in-Charge operating the Shelter as a Temporary Food Establishment

Establish Food Unit Policies:

- Maintain a clean, professional appearance and attitude
- Post Meal and snack times (Menus if you can are always appreciated by Shelter clients and Staff)
- Provide beverages and snacks at all hours if possible
- NO donated food from non-commercial/unknown sources
- ALWAYS follow safe food handling procedures
- ELIMINATE cross contamination of raw and ready-to-eat foods
- Keep it clean and sanitary at all times
- Hot foods are hot and cold foods are cold
- Note time food leaves temperature control
- Keep accurate count of all meals and snacks served each day (ARC FORM F5266)
- General Public not allowed in the Food Prep Area
- Try to accommodate special diets. Coordinate special needs with FNSS Advisor
- No food/drinks in the Dormitory Area
- Wash, rinse and sanitize (sanitizing tablets or chlorine drops) all utensils and food work services
- Collect and dispose of all wastes at least three times per day
- Anyone who needs food is served
- Food distribution is responsive, transparent and equitable
- More than 10% food waste means meals portions need to be adjusted smaller
- When in doubt, throw it out
- Potentially Hazardous Foods (PHF) outside of temperature control must be thrown out after 4 hours
- Consider cultural, ethnic, religious, and dietary needs within 36 hours of shelter opening

Meal Standards:

- 2000 calories/per day
- 8 oz. by volume entrée
- 6 oz. by volume side dishes
- 6 oz. by volume desert

Post feeding schedule based on available resources and needs. (confirm with Shelter Manager)

- Meals (7-8; 12-1:00; 5-6:30)
- Snacks (self-serve, ready-to-eat, whole fruits and vegetables, crackers, popcorn, granola bars, cookies, etc.)

Food Area Requirements

- Person in Charge (PIC) must have a current food safety certification
- Good lighting and ventilation are a must, especially when cooking
- Control access to Food preparation/storage areas
- Food Prep Area: clean and sanitize often (10% bleach)
- Refrigeration (or generators, dry ice)
- Hand-wash station a MUST + use of disposable gloves (non-latex)

- Safe Food Handling Practices:
 - Food holding: log time/temperatures
 - Hot/cold food holding: above 140 F./ below 40 F.
 - Re-heat ONCE in 2 hours to 165 F.
 - Discard food after 4 hours
 - Food Storage: secure and off the floor if possible
 - Safe Ice/Drinks (treat drink tubs with 1 tsp. bleach/5-8 gallons)
 - Reduced menus; offer fewer potentially hazardous foods (items that need refrigeration)
 - Meal plans that meet dietary/cultural needs within 36 hrs.
 - Hand and ware washing protocols posted
 - Sanitation and cleanliness (sanitizer – 10% bleach solution)
 - Disposables/gloves (non-latex)
 - Solid Waste management (trash, garbage, medical waste)
 - Food Embargoes/Fitness of Food
 - Discard Potentially Hazardous Food(PHF) after 4 hours @40 F
 - Sorting, condemnation, disposal
 - Donations of Food: must meet Safe Food Standards
 - Potable Water Supplies
 - Monitor for contamination: chemical, bacterial, radiation, viral, particulate matter
 - Boil and other water use orders
 - Bulk water must be from an approved source

Initial Response

- Establish a beverage and snack center of ready-to-eat, room temperature foods as soon as possible
- Establish a Food Unit work station in the Logistics Center location
- Check in Staff as they arrive and distribute Job Action Sheets (JAS)
- Hold Initial Staff Briefing
- Train Staff on each Shift on Safe Food Handling:
 - Proper Handwashing
 - Gloves
 - Proper Hot and Cold Holding
 - Proper Sanitation
 - Proper Serving (Set up the utensils so the public can grab the handles. Use long handled serving spoons)
- Receive immediate shelter food requests from Shelter Manager/Supervisor/IC/EOC
- Establish communications with Finance Manager to coordinate procurement of goods and services
- Set up Shelter Food Service Area with provisions for
 - A dedicated, labeled Hand washing Station (warm water, pump soap and paper towels)
 - Sanitation protocols and supplies
 - Food log to show time food left temperature control
 - Hot and Cold Holding (below 40 and above 140 degrees F.)
 - Food preparation (wash and glove)
 - Food service (disposable utensils preferred)
 - Clean-up, sanitize and waste disposal

- Resource Request Protocols:
 - Resource Request Form received
 - Determine in resource is currently available by checking with Support Branch Leader/Supply Unit
 - Distribute/deliver as available
 - If not available, through MEMA or as a donation, work with Finance Manager/Cost Unit to coordinate purchase
 - Update the Resource Inventory List (maintained by Support Branch Manager/Supply Unit)

- Confirm set-up with Service Branch Leader

Daily Shelter Operations

- Maintain Situational Awareness and communications with Operations/EOC. Use runner/observers if necessary
- Ensure continuous communications with the Logistics Manager
- Coordinate procurement of goods and services with Finance Manager
- Prepare and serve meals and snacks
- Accommodate special diets as able
- Maintain a safe food environment
- Monitor Staff for “burn-out” and inappropriate behavior. Report concerns to Supervisor and Medical Unit
- Hold shift change briefings with Staff and collect Activity Logs:
 - Situational updates
 - Collect/Distribute Forms: JAS; Activity Logs; Medical Logs; Client Count; Expense Sheets, Inspections, etc.
 - Emphasize the importance of documenting everything, especially injuries and complaints
 - Sign in/out Staff
 - Discuss needs or concerns for the next shift
 - Create update for the Supervisor/IC
- Determine daily and next Operational Period Resource and Staffing needs for the shelters

Shelter Closing

- Receive closing orders from Logistics Manager
- Brief Staff on closing and forms collections
 - Turn in all Forms, Logs, Inspections, Assessments, and other Shelter Forms and Documents
 - Hot Wash: What went well; what needs improvement
 - After Action Process and Report
 - Review and revise Regional Shelter Plan
- Create a Closing/Demobilization Plan
 - Include a list of voluntary agencies and individuals to be thanked
 - Pack excess supplies as they become unnecessary
 - Ship extra supplies to other shelters, return or donate
- Assist with clean up and equipment return
 - Refresh (Clean and sanitize facility and equipment)
 - Repair (if practical)
 - Restore (if able, otherwise replace)
 - Return (borrowed equipment); Replace
 - Remove (trash and broken equipment)
- Participate in the After Action Report process, including identification of areas that need improvement

Regional Shelter Job Action Sheet

Operations: Regional Shelter Staffing Unit

2012

Job Description		
<ul style="list-style-type: none"> ▪ Responsible for finding and coordinating enough Staff for all Shelter Positions ▪ Responsible for providing Staff support services ▪ Responsible for monitoring for Staff burnout ▪ Coordinates with Volunteer Manager/Ombudsman/Agencies to obtain Shelter Volunteers 		
Reports to	Contact Information	
Regional Shelter Service Branch Leader		
Supervises		
Staff Unit Staff		
Partner Agencies	Contact Information	
Medical Reserve Corps	www.wmmrc.org	
Voluntary Organizations (VOAD)		
Faith Community		
Local Businesses		
Forms, Protocols, and Other Resources		
Item	Description/Notes	Quantity/Location
<input type="checkbox"/> Regional Shelter Hierarchy	ICS Chart; posted chart showing ARC/ICS roles	
<input type="checkbox"/> Job Action Sheets (JAS)	Forms Section of Shelter Plan	At Least 2 copies
<input type="checkbox"/> Activity Log (FORM)	Forms Section of Shelter Plan	
<input type="checkbox"/> Resource Request ICS 308 (FORM)	Forms Section of Shelter Plan	
<input type="checkbox"/> Just-In-Time Training Tools (Resources)	www.wmmrc.org ; www.wmrhsac.org	
<input type="checkbox"/> Volunteer Screening Tool (Resources)		
<input type="checkbox"/> Volunteer Registration FORM		
<input type="checkbox"/> Sign In/Out Time Sheets (FORM)	Forms Section of Shelter Plan	
<input type="checkbox"/> Equipment Recommendations	Phone, laptop, internet, printer, files, name tags, markers, signage, copier	
Initial Planning Actions		
<input type="checkbox"/> Obtain briefing on Situational Awareness from Shelter Supervisor or Incident Command/EOC		
<input type="checkbox"/> Designate and activate Staff positions as needed		
<input type="checkbox"/> Establish communications with Service Branch Leader and Logistics Manager		
<input type="checkbox"/> Review Staff check-in, credentialing, and screening procedures		
<input type="checkbox"/> Create a database to record all Staff and Volunteer hours		
<input type="checkbox"/> Establish Staffing Policies and Procedures: (General policies listed on the Common Required Response Actions JAS) <ul style="list-style-type: none"> ○ Schedule Staff breaks every 3-4 hours ○ All Staff must have current CORI/SORI ○ Non-affiliated or credentialed staff will be paired with a Mentor at all times ○ Maximum 12 hour shifts, 7 days in a row; with minimum 1 day break ○ Shelter Clients are encouraged to volunteer and take a role in daily living activities at the shelter 		

- Review available Just-In-Time Training materials (Medical Reserve Corps, ARC, WRHSAC):
 - Review the emergency and impact on shelter clients and their stress/needs and special considerations
 - Review the Regional Shelter Hierarchy Chart and Chain of Command
 - Review Job Action Sheets and Roles and Responsibilities
 - Provide copies of the Resource Request FORM and Activity Log FORM
 - Review Volunteer expectations
 - Remind Volunteers that this is an emergency situation and things are expected to go wrong
 - Reinforce the importance of Volunteers to the emergency response and the service they are providing
 - Emphasize the importance of documenting everything that happens
 - Remind Volunteers to ask if they are in doubt about their ability to perform their Job Assignments

- Review Volunteer Management Policies and Procedures:
 - All Volunteers must complete a Volunteer FORM, provide a reference and show a government photo ID
 - Medical Volunteers must be affiliated or have their professional licenses verified before serving as Medical Volunteer
 - Volunteers should always act within their training and experience. If not comfortable with an assignment, ask.
 - Affiliated Volunteers who have proper credentials receive assignments immediately
 - Un-affiliated or Volunteers who have not be verified will be partnered with a credentialed Volunteer at all times
 - Volunteers should be affiliated or have a current CORI/SORI to work in any occupied Shelter Area near children/youth
 - Volunteers who handle funds should be directly supervised

Initial Response

- Establish a work station in the Logistics Center location
- Check in Staff as they arrive and distribute Job Action Sheets (JAS)
- Hold Initial Staff Briefing
- Receive immediate shelter staff requests from Logistics Manager
- Set up Staff Check-in Area at Shelter (maybe the same check-in station as the Volunteer Check-in)
- Resource Request Protocols:
 - Resource Request Form received
 - Determine in resource is currently available by checking with Support Branch Leader/Supply Unit
 - Distribute/deliver as available
 - If not available, through MEMA or as a donation, work with Finance Manager/Cost Unit to coordinate purchase
 - Update the Resource Inventory List (maintained by Support Branch Manager/Supply Unit)
- Confirm set-up with Logistics Manager

Daily Shelter Operations

- Maintain Situational Awareness and communications with Operations/EOC. Use runner/observers if necessary
- Ensure continuous communications with the Logistics Manager
- Coordinate procurement of goods and services with Finance Manager
- Determine daily and next Operational Period Resource and Staffing needs for the shelters
- Check Volunteers in and out and provide JAS and orientation training
- Monitor for Staff Burnout and inappropriate behavior
 - Avoid working 2 consecutive shifts or 7 days without at least one full day off
 - Report problems to Supervisor and Medical Unit

- Hold shift change briefings with Staff and collect Activity Logs:
 - Situational updates
 - Collect/Distribute Forms: JAS; Activity Logs; Medical Logs; Client Count; Expense Sheets, Inspections, etc.
 - Emphasize the importance of documenting everything, especially injuries and complaints
 - Sign in/out Staff
 - Discuss needs or concerns for the next shift
 - Create update for the Supervisor/IC

- Ensure planning for the next operational periods

Shelter Closing

- Receive closing orders from Logistics Manager

- Brief Staff on closing and forms collections
 - Turn in all Forms, Logs, Inspections, Assessments, and other Shelter Forms and Documents
 - Hot Wash: What went well; what needs improvement
 - After Action Process and Report
 - Review and revise Regional Shelter Plan

- Create a Closing/Demobilization Plan
 - Include a list of voluntary agencies and individuals to be thanked
 - Pack excess supplies as they become unnecessary
 - Ship extra supplies to other shelters, return or donate

- Assist with clean up and equipment return
 - Refresh (Clean and sanitize facility and equipment)
 - Repair (if practical)
 - Restore (if able, otherwise replace)
 - Return (borrowed equipment)
 - Replace
 - Remove (trash and broken equipment)

- Participate in the After Action Report process, including identification of areas that need improvement

Job Description

- Responsible for finding enough Volunteers to adequately staff the Shelter
- Responsible for Shelter Volunteer recruitment, credentialing/screening and training
- Works with Ombudsman, Staffing Unit and Shelter Manager to recruit shelter Clients to assist with daily living activities
- Work with Shelter PIO to notify the Public regarding sheltering needs, including volunteers

Reports to

Regional Shelter Service Branch Leader

Contact Information

Supervises

Volunteer Management Staff

Partner Agencies

Contact Information

Medical Reserve Corps

www.wmmrc.org

Voluntary Agencies

Faith Community

Local Businesses

Forms, Protocols, and Other Resources

Item	Description/Notes	Quantity/Location
<input type="checkbox"/> Regional Shelter Hierarchy	ICS Chart; posted chart showing ARC/ICS roles	
<input type="checkbox"/> Job Action Sheets (JAS)	Forms Section of Shelter Plan	At Least 2 copies
<input type="checkbox"/> Activity Log (FORM)	Forms Section of Shelter Plan	
<input type="checkbox"/> Resource Request ICS 308 (FORM)	Forms Section of Shelter Plan	
<input type="checkbox"/> Just-In-Time Training Tools (Resources)	www.wmmrc.org ; www.wmrhsac.org	
<input type="checkbox"/> Volunteer Screening Tool (Resources)		
<input type="checkbox"/> Volunteer Registration FORM		
<input type="checkbox"/> Sign In/Out Time Sheets (FORM)	Forms Section of Shelter Plan	
<input type="checkbox"/> Equipment Recommendations	Phone, laptop, internet, printer, files, name tags, markers, signage, copier	

Initial Planning Actions

- Obtain briefing on Situational Awareness from Shelter Supervisor or Incident Command/EOC
- Designate and activate Staff positions as needed
- Establish communications with Service Branch Leader and Logistics Manager
- Establish contact with Shelter PIO to alert the Public to the need for Shelter Volunteers

- Review available Just-In-Time Training materials (Medical Reserve Corps, ARC, WRHSAC):
 - Review the emergency and impact on shelter clients and their stress/needs and special considerations
 - Review the Regional Shelter Hierarchy Chart and Chain of Command
 - Review Job Action Sheets and Roles and Responsibilities
 - Provide copies of the Resource Request FORM and Activity Log FORM
 - Review Volunteer expectations
 - Remind Volunteers that this is an emergency situation and things are expected to go wrong
 - Reinforce the importance of Volunteers to the emergency response and the service they are providing
 - Emphasize the importance of documenting everything that happens
 - Remind Volunteers to ask if they are in doubt about their ability to perform their Job Assignments

- Review Volunteer Management Policies and Procedures:
 - All Volunteers must complete a Volunteer FORM, provide a reference and show a government photo ID
 - Medical Volunteers must be affiliated or have their professional licenses verified before serving as a Medical Volunteer
 - Volunteers should always work within their training and experience
 - Affiliated Volunteers who have proper credentials receive assignments immediately
 - Un-affiliated or Volunteers who have not be verified will be partnered with a credentialed Volunteer at all times
 - Volunteers should be affiliated or have a current CORI/SORI to work in any occupied Shelter Area near children/youth
 - Volunteers who handle funds should be directly supervised

Initial Response

- Establish a work station in the Logistics Center location
- Check in Staff as they arrive and distribute Job Action Sheets (JAS)
- Hold Initial Staff Briefing
- Receive immediate shelter volunteer requests from Logistics Manager
- Set up Volunteer Check-in Area at Shelter
- Resource Request Protocols:
 - Resource Request Form received
 - Determine in resource is currently available by checking with Support Branch Leader/Supply Unit
 - Distribute/deliver as available
 - If not available, through MEMA or as a donation, work with Finance Manager/Cost Unit to coordinate purchase
 - Update the Resource Inventory List (maintained by Support Branch Manager/Supply Unit)
- Confirm set-up with Logistics Manager

Daily Shelter Operations

- Maintain Situational Awareness and communications with Operations/EOC. Use runner/observers if necessary
- Ensure continuous communications with the Logistics Manager
- Coordinate procurement of goods and services with Finance Manager
- Determine daily and next Operational Period Resource and Staffing needs for the shelters
- Check Volunteers in and Out and provide JAS and orientation training
- Monitor Staff for “burn-out” and inappropriate behavior. Report concerns to Supervisor and Medical Unit

- Hold shift change briefings with Staff and collect Activity Logs:
 - Situational updates
 - Collect/Distribute Forms: JAS; Activity Logs; Medical Logs; Client Count; Expense Sheets, Inspections, etc.
 - Emphasize the importance of documenting everything, especially injuries and complaints
 - Sign in/out Staff
 - Discuss needs or concerns for the next shift
 - Create update for the Supervisor/IC

- Ensure planning for the next operational periods

Shelter Closing

- Receive closing orders from Logistics Manager

- Brief Staff on closing and forms collections
 - Turn in all Forms, Logs, Inspections, Assessments, and other Shelter Forms and Documents
 - Hot Wash: What went well; what needs improvement
 - After Action Process and Report
 - Review and revise Regional Shelter Plan

- Create a Closing/Demobilization Plan
 - Include a list of voluntary agencies and individuals to be thanked
 - Pack excess supplies as they become unnecessary
 - Ship extra supplies to other shelters, return or donate

- Assist with clean up and equipment return
 - Refresh (Clean and sanitize facility and equipment)
 - Repair (if practical)
 - Restore (if able, otherwise replace)
 - Return (borrowed equipment)
 - Replace
 - Remove (trash and broken equipment)

- Participate in the After Action Report process, including identification of areas that need improvement

Job Description		
<ul style="list-style-type: none"> ▪ Responsible for providing and coordinating all Shelter communications both internal and external, including: <ul style="list-style-type: none"> ○ Telephones ○ Cell Phones ○ Radios ○ Fax ○ Internet ○ Runners ○ Signage ○ Media feeds ○ Postal Service during prolonged activations 		
<ul style="list-style-type: none"> ▪ Responsible for providing daily shelter communications for Shelter Clients, including telephone, internet, mail 		
<ul style="list-style-type: none"> ▪ Responsible for maintaining communications with the IC/EOC 		
<ul style="list-style-type: none"> ▪ Maintains or coordinates maintenance of all communications equipment and services 		
Reports to	Contact Information	
Regional Shelter Service Branch Leader		
Supervises		
Communications Unit		
Partner Agencies	Contact Information	
Telephone and Wireless Providers		
Law Enforcement		
Fire Departments		
HAM radio operators		
US Postal Service		
Volunteer Organizations Active in Disasters (VOAD)		
Forms, Protocols, and Other Resources		
Item	Description/Notes	Quantity/Location
<input type="checkbox"/> Regional Shelter Hierarchy	ICS Chart; posted chart showing ARC/ICS roles	
<input type="checkbox"/> Job Action Sheets (JAS)	Forms Section of Shelter Plan	At Least 2 copies
<input type="checkbox"/> Activity Log (FORM)	Forms Section of Shelter Plan	
<input type="checkbox"/> Incident Message Log (FORM)		
<input type="checkbox"/> Incident Communications Log (FORM)		
<input type="checkbox"/> Resource Request ICS 308 (FORM)	Forms Section of Shelter Plan	
<input type="checkbox"/> Staffing Needs List (LIST)		
<input type="checkbox"/> Supply List (LIST)		
<input type="checkbox"/> Sign In/Out Time Sheets (FORM)	Forms Section of Shelter Plan	
<input type="checkbox"/> Telephone directories and Contact Lists		
<input type="checkbox"/> Equipment Recommendations	Phone, laptop, radio, internet, printer, files, copier, sat phone, HAM radio, cell phone, camera, bull horn	

Initial Planning Actions

- Obtain briefing on Situational Awareness from Supervisor
- Designate and activate Staff positions as needed
- Establish or maintain communications with Supervisor and EOC/IC

Initial Response

- Establish a work station in the Shelter Command Post, Security Station or Logistics Center
- Document all key activities and decisions in an Activity Log FORM
- Review and update the Incident Communications Log FORM
- Check in Staff as they arrive and distribute Job Action Sheets (JAS)
- Inventory and assess all available communications equipment
- Hold Initial Staff Briefing
- Determine or verify all radio channels assigned for the response
- Distribute hand held radios
- Conduct radio checks on all portables
- Receive immediate shelter needs requests from Shelter Manager/Supervisor/IC/EOC
- Assist with setting up Shelter
- Establish communications with Finance Manager to coordinate procurement of goods and services
- Confirm set-up with Supervisor

Daily Shelter Operations

- Maintain Situational Awareness and communications with Operations/EOC. Use runner/observers if necessary
- Provide and maintain both internal and external communications systems for the Shelter
- Receive and address communications requests
- Support the IC/Shelter Manager/PIO/Security before, during and after visits by high level dignitaries
- As directed by the IC/Shelter Manager/PIO/Security provide Media support
- Document all key activities and decisions in an Activity Log FORM
- Document all messages on Incident Message FORM and provide a copy to the Data Unit
- Determine daily and next Operational Period Resource and Staffing needs for the operations
- Monitor Staff for "burn-out" and inappropriate behavior. Report concerns to Supervisor and Medical Unit
- Hold shift change briefings with Staff and collect Activity Logs:
 - o Situational updates
 - o Collect/Distribute Forms: JAS; Activity Logs; Medical Logs; Client Count; Expense Sheets, Inspections, etc.
 - o Emphasize the importance of documenting everything, especially injuries and complaints
 - o Sign in/out Staff
 - o Discuss needs or concerns for the next shift
 - o Create update for the Supervisor/IC
- Ensure planning for the next operational periods
- Re-assign Staff that are not needed
- Re-assign equipment that is not needed

Shelter Closing

- Receive closing orders from Supervisor
- Brief Staff on closing and forms collections
 - Turn in all Forms, Logs, Inspections, Assessments, and other Shelter Forms and Documents
 - Hot Wash: What went well; what needs improvement
 - After Action Process and Report
 - Review and revise Regional Shelter Plan
- Create a Closing/Demobilization Plan
 - Include a list of voluntary agencies and individuals to be thanked
 - Pack excess supplies as they become unnecessary
 - Ship extra supplies to other shelters, return or donate
- Assist with clean up and equipment return
 - Refresh (Clean and sanitize facility and equipment)
 - Repair (if practical)
 - Restore (if able, otherwise replace)
 - Return (borrowed equipment)
 - Replace
 - Remove (trash and broken equipment)
- Participate in the After Action Report process, including identification of areas that need improvement

Regional Shelter Job Action Sheet

Operations: Regional Shelter Support Branch Leader

2012

Job Description		
<ul style="list-style-type: none"> ▪ Responsible for providing goods for the sheltering operation ▪ Responsible for all services that support the shelter operation (except food service) ▪ Responsible for coordinating shelter facility maintenance ▪ Responsible for arranging transportation to and from shelters ▪ Responsible for donations management 		
Reports to	Contact Information	
Regional Shelter Logistics Manager		
Supervises		
Support Branch Team <ul style="list-style-type: none"> ○ Supply Unit ○ Facilities Unit ○ Transportation Unit ○ Donations Unit 		
Partner Agencies	Contact Information	
MEMA		
American Red Cross		
Western Region Homeland Security Advisory	www.wrhsac.org	
Voluntary Agencies		
Faith Community		
Local Businesses		
Forms, Protocols, and Other Resources		
Item	Description/Notes	Quantity /Location
<input type="checkbox"/> Regional Shelter Hierarchy	ICS Chart; posted chart showing ARC/ICS roles	
<input type="checkbox"/> Job Action Sheets (JAS)	FORMS Section of Shelter Plan	At Least 2 copies
<input type="checkbox"/> Activity Log (FORM)	FORMS Section of Shelter Plan	
<input type="checkbox"/> Resource Request ICS 308 (FORM)	FORMS Section of Shelter Plan	
<input type="checkbox"/> Staffing Needs List (LIST)	LIST Section of Shelter Plan	
<input type="checkbox"/> Supply List (LIST)	LIST Section of Shelter Plan	
<input type="checkbox"/> Inventory List (LIST)	LIST Section of Shelter Plan	
<input type="checkbox"/> Sign In/Out Time Sheets (FORM)	FORMS Section of Shelter Plan	
<input type="checkbox"/> Equipment Recommendations	Phone, laptop, radio, internet, printer, files, copier	
Initial Planning Actions		
<input type="checkbox"/> Obtain briefing on Situational Awareness from Shelter Supervisor or Incident Command/EOC		
<input type="checkbox"/> Designate and activate Staff positions as needed		
<input type="checkbox"/> Establish communications with Planning, Regional Shelter Supervisor, Manager, Service Branch, EOC to identify resource needs		

Regional Shelter Job Action Sheet

Operations: Regional Shelter Support Branch Leader

2012

Initial Response

- Establish a work station in the Logistics Center location
- Check in Staff as they arrive and distribute Job Action Sheets (JAS)
- Hold Initial Staff Briefing
- Determine immediate shelter needs with Shelter Manager/Supervisor/IC/EOC
- Assist with setting up Shelter
- Establish communications with Finance Manager to coordinate procurement of goods and services
- Responsible for Support Branch Units:
 - Supply: goods
 - Area for Storage, Shipping/Receiving
 - Transportation: to and from shelter and client requests as able
 - Donations: goods, services and money
 - Area for Receiving/shipping, sorting, storage (may need refrigeration for food supplies)
 - Facilities: in coordination with the facilities owner/operator
 - Area for Facilities cleaning and maintenance service
- Resource Request Protocols:
 - Resource Request Form received
 - Determine in resource is currently available by checking with Support Branch Leader/Supply Unit
 - Distribute/deliver as available
 - If not available, through MEMA or as a donation, work with Finance Manager/Cost Unit to coordinate purchase
 - Update the Resource Inventory List (maintained by Support Branch Manager/Supply Unit)
- Confirm set-up with Logistics Manager

Daily Shelter Operations

- Maintain Situational Awareness and communications with Operations/EOC. Use runner/observers if necessary
- Ensure continuous communications with the Regional Shelter Supervisor or Incident Command/EOC
- Coordinate procurement of goods and services with Finance Manager
- Receive and address resource and service requests
- Determine daily and next Operational Period Resource and Staffing needs for the shelters
- Monitor Staff for "burn-out" and inappropriate behavior. Report concerns to Supervisor and Medical Unit
- Hold shift change briefings with Staff and collect Activity Logs:
 - Situational updates
 - Collect/Distribute Forms: JAS; Activity Logs; Medical Logs; Client Count; Expense Sheets, Inspections, etc.
 - Emphasize the importance of documenting everything, especially injuries and complaints
 - Sign in/out Staff
 - Discuss needs or concerns for the next shift
 - Create update for the Supervisor/IC
- Ensure planning for the next operational periods

Shelter Closing

- Receive closing orders from Incident Command/EOC

- Create a Closing/Demobilization Plan
 - Include a list of voluntary agencies and individuals to be thanked
 - Pack excess supplies as they become unnecessary
 - Ship extra supplies to other shelters, return or donate
- Brief Staff on closing and forms collections
 - Turn in all Forms, Logs, Inspections, Assessments, and other Shelter Forms and Documents
 - Hot Wash: What went well; what needs improvement
 - After Action Process and Report
 - Review and revise Regional Shelter Plan
- Assist with clean up and equipment return
 - Refresh (Clean and sanitize facility and equipment)
 - Repair (if practical)
 - Restore (if able, otherwise replace)
 - Return (borrowed equipment)
 - Replace
 - Remove (trash and broken equipment)
- Participate in the After Action Report process, including identification of areas that need improvement

Regional Shelter Job Action Sheet

Operations: Regional Shelter Supply Unit

2012

Job Description		
<ul style="list-style-type: none"> ▪ Responsible for providing all supplies for the sheltering operations ▪ Responsible for establishing space for supply shipping/receiving, processing and storage ▪ Responsible for acquiring, tracking, receiving, processing and delivering supplies ▪ Responsible for real time maintenance of the Resource Inventory Tracking FORM ▪ Coordinates all purchases with Finance Manager and Cost Unit 		
Reports to	Contact Information	
Regional Shelter Support Branch Leader		
Supervises		
Supply Unit Staff		
Partner Agencies	Contact Information	
MEMA		
American Red Cross		
Western Region Homeland Security Advisory	www.wrhsac.org	
Voluntary Agencies		
Faith Community		
Local Businesses		
Forms, Protocols, and Other Resources		
Item	Description/Notes	Quantity/Location
<input type="checkbox"/> Regional Shelter Hierarchy	ICS Chart; posted chart showing ARC/ICS roles	
<input type="checkbox"/> Job Action Sheets (JAS)	FORMS Section of Shelter Plan	At Least 2 copies
<input type="checkbox"/> Activity Log (FORM)	FORMS Section of Shelter Plan	
<input type="checkbox"/> Resource Request ICS 308 (FORM)	FORMS Section of Shelter Plan	
<input type="checkbox"/> Supply List (LIST)	LIST Section of Shelter Plan	
<input type="checkbox"/> Resource Inventory Tracking (FORM)	FORMS Section of Shelter Plan	
<input type="checkbox"/> Sign In/Out Time Sheets (FORM)	FORMS Section of Shelter Plan	
<input type="checkbox"/> Equipment Recommendations	Phone, laptop, radio, internet, printer, files, copier	
Initial Planning Actions		
<input type="checkbox"/> Obtain briefing on Situational Awareness from Shelter Supervisor or Incident Command/EOC		
<input type="checkbox"/> Designate and activate Staff positions as needed		
<input type="checkbox"/> Establish communications with Planning, Regional Shelter Supervisor, Manager, Service Branch, EOC to identify resource needs		
Initial Response		
<input type="checkbox"/> Establish a work station in the Logistics Center location		
<input type="checkbox"/> Check in Staff as they arrive and distribute Job Action Sheets (JAS)		
<input type="checkbox"/> Hold Initial Staff Briefing		
<input type="checkbox"/> Determine immediate shelter needs with Shelter Manager/Supervisor/IC/EOC		

Regional Shelter Job Action Sheet

Operations: Regional Shelter Supply Unit

2012

- Check/Create an inventory of existing/available regional shelter supplies and identify gaps
- Assist with setting up Shelter
- Establish communications with Finance Manager to coordinate procurement of goods and services
- Establish communications with the Logistics Manager to access regional, state and national shelter resources
- Set up an area for receiving, sorting, storage and shipping of supplies
- Resource Request Protocols:
 - Resource Request Form received
 - Determine if resource is currently available
 - Distribute/deliver as available
 - If not available, through MEMA or as a donation, work with Finance Manager/Cost Unit to coordinate purchase
 - Update the Resource Inventory Tracking FORM

- Confirm set-up with Support Branch Leader

Daily Shelter Operations

- Maintain Situational Awareness and communications with Operations/EOC. Use runner/observers if necessary
- Ensure continuous communications with the Regional Shelter Supervisor or Incident Command/EOC
- Coordinate procurement of goods and services with Finance Manager
- Receive and distribute resource, supplies and service requests and
- Update and maintain the shelter Supply Inventory LIST
- Determine daily and next Operational Period Resource and Staffing needs for the shelters
- Monitor Staff for “burn-out” and inappropriate behavior. Report concerns to Supervisor and Medical Unit
- Hold shift change briefings with Staff and collect Activity Logs:
 - Situational updates
 - Collect/Distribute Forms: JAS; Activity Logs; Medical Logs; Client Count; Expense Sheets, Inspections, etc.
 - Emphasize the importance of documenting everything, especially injuries and complaints
 - Sign in/out Staff
 - Discuss needs or concerns for the next shift
 - Create update for the Supervisor/IC

Shelter Closing

- Receive closing orders from Incident Command/EOC
- Create a Closing/Demobilization Plan
 - Include a list of voluntary agencies and individuals to be thanked
 - Pack excess supplies as they become unnecessary
 - Coordinate with Logistics to return supplies
 - Ship extra supplies to other shelters, return or donate
 - Take-down and clean Supply Unit Area
- Brief Staff on closing and forms collections
 - Turn in all Forms, Logs, Inspections, Assessments, and other Shelter Forms and Documents
 - Hot Wash: What went well; what needs improvement
 - After Action Process and Report
 - Review and revise Regional Shelter Plan
- Participate in the After Action Report process, including identification of areas that need improvement

Regional Shelter Job Action Sheet

Operations: Regional Shelter Transportation Unit

2012

Job Description

- Responsible for traffic control and safety around regional shelter facility
- Coordinates the transportation needs of shelter residents to and from the regional shelter
- Coordinates Functional Needs transportation services
- Coordinates evacuation transportation
- Provides a vehicle staging area
- Coordinates all purchases with Finance Manager and Cost Unit

Reports to

Regional Shelter Support Branch Leader

Contact Information

Supervises

Transportation Unit Staff

Partner Agencies

Contact Information

Regional Transportation Authorities

Private Transportation Organizations

Bus Companies

Elder Van Services

Voluntary Agencies

Faith Community

Forms, Protocols, and Other Resources

Item	Description/Notes	Quantity/Location
<input type="checkbox"/> Regional Shelter Hierarchy	ICS Chart; posted chart showing ARC/ICS roles	
<input type="checkbox"/> Job Action Sheets (JAS)	FORMS Section of Shelter Plan	At Least 2 copies
<input type="checkbox"/> Activity Log (FORM)	FORMS Section of Shelter Plan	
<input type="checkbox"/> Resource Request ICS 308 (FORM)	FORMS Section of Shelter Plan	
<input type="checkbox"/> Supply List (LIST)	LIST Section of Shelter Plan	
<input type="checkbox"/> Resource Inventory Tracking (FORM)	FORMS Section of Shelter Plan	
<input type="checkbox"/> Sign In/Out Time Sheets (FORM)	FORMS Section of Shelter Plan	
<input type="checkbox"/> Equipment Recommendations	Phone, laptop, radio, internet, printer, files, copier	

Initial Planning Actions

- Obtain briefing on Situational Awareness from Shelter Supervisor or Incident Command/EOC
- Designate and activate Staff positions as needed
- Establish communications with Planning, Support Branch, Regional Shelter Supervisor/IC/EOC to identify transportation needs

Initial Response

- Establish a work station in the Logistics Center location
- Check in Staff as they arrive and distribute Job Action Sheets (JAS)
- Hold Initial Staff Briefing

Regional Shelter Job Action Sheet

Operations: Regional Shelter Transportation Unit

2012

- Determine immediate transportation needs with Support Branch Leader, Regional Shelter Supervisor/IC/EOC
- Consider and address parking issues such lighting, signage, safety, barriers
- Check/Create an inventory of existing/available transportation options
- Assist with setting up traffic control at the Shelter
- Establish communications with Finance Manager to coordinate procurement of goods and services
- Establish communications with the Logistics Manager to access regional, state and national transportation resources
- Set up an vehicle staging area
- Check on the continued availability of fuel for vehicles (both diesel and gasoline)
- Resource Request Protocols:
 - Resource Request Form received
 - Determine if transportation resource is currently available
 - Distribute/deliver/provide as available
 - If not available, through MEMA or as a donation, work with Finance Manager/Cost Unit to coordinate purchase
 - Update the Transportation Resource Inventory Tracking FORM
- Confirm set-up with Support Branch Leader

Daily Shelter Operations

- Maintain Situational Awareness and communications with Operations/EOC. Use runner/observers if necessary
- Ensure continuous communications with the Regional Shelter Supervisor or Incident Command/EOC
- Coordinate procurement of goods and services with Finance Manager
- Receive and address transportation service requests:
 - Coordinate with cabs, cabulances, vans, buses, private autos
 - Suggest safe walking or biking routes
 - Wheelchair options
- Receive and distribute supplies
- Update and maintain the shelter Supply Inventory LIST
- Determine daily and next Operational Period Resource and Staffing needs for the shelters
- Monitor Staff for “burn-out” and inappropriate behavior. Report concerns to Supervisor and Medical Unit
- Hold shift change briefings with Staff and collect Activity Logs:
 - Situational updates
 - Collect/Distribute Forms: JAS; Activity Logs; Medical Logs; Client Count; Expense Sheets, Inspections, etc.
 - Emphasize the importance of documenting everything, especially injuries and complaints
 - Sign in/out Staff
 - Discuss needs or concerns for the next shift
 - Create update for the Supervisor/IC
- Ensure planning for the next operational periods

Shelter Closing

- Receive closing orders from Incident Command/EOC

Regional Shelter Job Action Sheet
Operations: Regional Shelter Transportation Unit

2012

- Create a Closing/Demobilization Plan
 - Include a list of voluntary agencies and individuals to be thanked
 - Pack excess supplies as they become unnecessary
 - Coordinate with Logistics to return supplies
 - Ship extra supplies to other shelters, return or donate
 - Take-down and clean Supply Unit Area
- Brief Staff on closing and forms collections
 - Turn in all Forms, Logs, Inspections, Assessments, and other Shelter Forms and Documents
 - Hot Wash: What went well; what needs improvement
 - After Action Process and Report
 - Review and revise Regional Shelter Plan
- Assist with clean up and equipment return
 - Refresh (Clean and sanitize facility and equipment)
 - Repair (if practical)
 - Restore (if able, otherwise replace)
 - Return (borrowed equipment)
 - Replace
 - Remove (trash and broken equipment)
- Participate in the After Action Report process, including identification of areas that need improvement

Regional Shelter Job Action Sheet

Operations: Regional Shelter Donations Unit

2012

Job Description

- Responsible for management and tracking of all donations (goods, services and money) for the regional Shelter
- Ensure that donations do not become the emergency
- Work closely with the Supply Unit to distribute and re-distribute donations of goods and services
- Work closely with Finance Manager to receive and track monetary donations
- Work with Shelter PIO to notify the Public regarding sheltering needs, including volunteers, goods, services and money
- Responsible for acknowledging all donations

Reports to

Regional Shelter Support Branch Leader

Contact Information

Supervises

Donations Management Staff

Partner Agencies

Contact Information

Municipal Finance Officers

American Red Cross

Medical Reserve Corps

Voluntary Agencies

Goodwill

Food Bank

Forms, Protocols, and Other Resources

Item	Description/Notes	Quantity/Location
<input type="checkbox"/> Regional Shelter Hierarchy	ICS Chart; posted chart showing ARC/ICS roles	
<input type="checkbox"/> Job Action Sheets (JAS)	FORMS Section of Shelter Plan	At Least 2 copies
<input type="checkbox"/> Activity Log (FORM)	FORMS Section of Shelter Plan	
<input type="checkbox"/> Resource Request ICS 308 (FORM)	FORMS Section of Shelter Plan	
<input type="checkbox"/> Donations Tracking FORM		
<input type="checkbox"/> Sign In/Out Time Sheets (FORM)	FORMS Section of Shelter Plan	
<input type="checkbox"/> Equipment Recommendations	Phone, laptop, radio, internet, printer, files, copier, hand truck, van or truck, garbage bags,	

Initial Planning Actions

- Obtain briefing on Situational Awareness from Shelter Supervisor or Incident Command/EOC
- Designate and activate Staff positions as needed

Regional Shelter Job Action Sheet

Operations: Regional Shelter Donations Unit

2012

- Donations Protocols:
 - Need: Must meet an identified need
 - Known Sources: Food and Drink MUST come from an approved/known source
 - Bulk Supplies: In order to provide an equitable distribution of supplies, attempt to only accept products donated in quantities large enough to support the needs of all or most of the impacted population.
 - Packaging: whenever possible, product should be received on pallets and shrink-wrapped to facilitate sorting and ensure fast, equitable distribution.
 - Condition: only accept products that are in good condition and that are not expired. Be careful accepting used items because it is difficult to ensure the quality.
 - Appropriateness: do not accept products that are not familiar to the affected population or products that are not appropriate due to cultural or religious considerations. Certain items can be inappropriate for particular climates as well.
 - Money is always the easiest donation to accept.

- Establish communications with Planning, Regional Shelter Supervisor, PIO, to identify and report shelter resource needs

Initial Response

- Establish a work station in the Logistics Center location
- Establish a receiving, sorting and storage area for donations
- Check in Staff as they arrive and distribute Job Action Sheets (JAS)
- Hold Initial Staff Briefing
- Work with Supply Unit and Shelter Supervisor/Manager to identify what donations are a priority
- Work with PIO to post messages to the Public on how and where to donate and what donations are NOT needed
- Assist with setting up Shelter
- Establish communications with Finance Manager to coordinate monetary donations
- Work with Supply Unit to establish an area for Receiving/shipping, sorting, storage (may need refrigeration for food supplies)
- Resource Request Protocols:
 - Resource Request Form received
 - Determine if resource is currently available by checking with Support Branch Leader/Supply Unit
 - Distribute/deliver as available
 - If not available, through MEMA or as a donation, work with Finance Manager/Cost Unit to coordinate purchase
 - Update the Resource Inventory List (maintained by Support Branch Manager/Supply Unit)
- Confirm set-up with Logistics Manager
- Begin accepting donations

Daily Shelter Operations

- Maintain Situational Awareness and communications with Operations/EOC. Use runner/observers if necessary
- Ensure continuous communications with the Support Branch Director or Logistics Manager
- Update Donations Inventory List and track all donations with Supply Unit
- Continue to receive donation priority lists and coordinate with PIO on Public messages regarding donations
- Continue to work with Finance Manager to accept and track monetary donations
- Work with Supply Unit to re-donate supplies that are not needed
- Determine daily and next Operational Period Resource and Staffing needs for the shelters
- Monitor Staff for "burn-out" and inappropriate behavior. Report concerns to Supervisor and Medical Unit

Regional Shelter Job Action Sheet

Operations: Regional Shelter Donations Unit

2012

- Hold shift change briefings with Staff and collect Activity Logs:
 - Situational updates
 - Collect/Distribute Forms: JAS; Activity Logs; Medical Logs; Client Count; Expense Sheets, Inspections, etc.
 - Emphasize the importance of documenting everything, especially injuries and complaints
 - Sign in/out Staff
 - Discuss needs or concerns for the next shift
 - Create update for the Supervisor/IC

- Ensure planning for the next operational periods

Shelter Closing

- Receive closing orders from Incident Command/EOC

- Create a Closing/Demobilization Plan
 - Continue to accept money and any needed supplies or services
 - Create a list of voluntary agencies and individuals to be thanked
 - Pack excess supplies as they become unnecessary
 - Ship extra supplies to other shelters, return or re-donate
 - Take-down and clean up Donations Unit areas

- Assist with clean up and equipment return
 - Refresh (Clean and sanitize facility and equipment)
 - Repair (if practical)
 - Restore (if able, otherwise replace)
 - Return (borrowed equipment)
 - Replace
 - Remove (trash and broken equipment)

- Brief Staff on closing and forms collections
 - Turn in all Forms, Logs, Inspections, Assessments, and other Shelter Forms and Documents
 - Hot Wash: What went well; what needs improvement
 - After Action Process and Report
 - Review and revise Regional Shelter Plan

- Participate in the After Action Report process, including identification of areas that need improvement

Regional Shelter Job Action Sheet

Operations: Regional Shelter Donations Unit

2012

Job Description

- Responsible for coordinating shelter facility cleaning and maintenance
- Responsible for coordinating solid waste disposal
- Responsible for coordinating showers and laundry facilities
- Maintain contact and coordination with Facilities owner/manager

Reports to

Regional Shelter Support Branch Leader

Contact Information

Supervises

Facilities Unit Staff

Partner Agencies

Contact Information

Voluntary Agencies

Local Cleaning Services

Solid Waste Disposal Services

Laundry services

Plumbers, electricians, carpenters, repairmen

Forms, Protocols, and Other Resources

Item	Description/Notes	Quantity/Location
<input type="checkbox"/> Regional Shelter Hierarchy	ICS Chart; posted chart showing ARC/ICS roles	
<input type="checkbox"/> Job Action Sheets (JAS)	FORMS Section of Shelter Plan	At Least 2 copies
<input type="checkbox"/> Activity Log (FORM)	FORMS Section of Shelter Plan	
<input type="checkbox"/> Resource Request ICS 308 (FORM)	FORMS Section of Shelter Plan	
<input type="checkbox"/> Supply List (LIST)	LIST Section of Shelter Plan	
<input type="checkbox"/> Cot Cleaning Guidelines (Resources)		
<input type="checkbox"/> Facility Opening/Closing Assessment (FORM)		
<input type="checkbox"/> Sign In/Out Time Sheets (FORM)	FORMS Section of Shelter Plan	
<input type="checkbox"/> Equipment Recommendations	Trash bags, mops, sanitizer, soap, cleaning rags, rubber gloves, vacuum, paper towels, brushes, broom, buckets, dust pan,	

Initial Planning Actions

- Obtain briefing on Situational Awareness from Shelter Supervisor or Incident Command/EOC
- Designate and activate Staff positions as needed
- Establish communications with Planning, Regional Shelter Supervisor, Manager, Service Branch, EOC to identify resource needs
- Participate in Shelter facility walk-through with Regional Shelter Supervisor and Facilities Manager using the Facility Opening/Closing Assessment Form

Initial Response

- Establish a work station in the Logistics Center location
- Check in Staff as they arrive and distribute Job Action Sheets (JAS)

Regional Shelter Job Action Sheet

Operations: Regional Shelter Donations Unit

2012

<input type="checkbox"/> Hold Initial Staff Briefing
<input type="checkbox"/> Determine immediate shelter facility needs with Shelter Manager/Supervisor/IC/EOC
<input type="checkbox"/> Assist with setting up Shelter
<input type="checkbox"/> Establish communications with Finance Manager to coordinate procurement of goods and services
<input type="checkbox"/> Plan for: <ul style="list-style-type: none"> <input type="checkbox"/> Potable Water <input type="checkbox"/> Sanitary Waste disposal <input type="checkbox"/> Power Supply and backup power <input type="checkbox"/> Telephones and internet <input type="checkbox"/> Shelter Cleaning Service <input type="checkbox"/> Shelter waste disposal <input type="checkbox"/> Showers, if needed <input type="checkbox"/> Laundry, if needed
<input type="checkbox"/> Resource Request Protocols: <ul style="list-style-type: none"> <input type="checkbox"/> Resource Request Form received <input type="checkbox"/> Determine in resource is currently available by checking with Support Branch Leader/Supply Unit <input type="checkbox"/> Distribute/deliver as available <input type="checkbox"/> If not available, through MEMA or as a donation, work with Finance Manager/Cost Unit to coordinate purchase <input type="checkbox"/> Update the Resource Inventory List (maintained by Support Branch Manager/Supply Unit)
<input type="checkbox"/> Confirm set-up with Logistics Manager
Daily Shelter Operations
<input type="checkbox"/> Maintain Situational Awareness and communications with Operations/EOC. Use runner/observers if necessary
<input type="checkbox"/> Ensure continuous communications with the Regional Shelter Supervisor or Incident Command/EOC
<input type="checkbox"/> Coordinate procurement of goods and services with Finance Manager
<input type="checkbox"/> Receive and address Shelter Facility requests such as: <ul style="list-style-type: none"> <input type="checkbox"/> Spills (Spill kit on –site) <input type="checkbox"/> Trash (Remove at least 3 times per day) <input type="checkbox"/> Repairs (Contractor contact information) <input type="checkbox"/> Bathroom Conditions (need servicing at least 3 times per day)
<input type="checkbox"/> Determine daily and next Operational Period Resource and Staffing needs for the shelters
<input type="checkbox"/> Monitor Staff for “burn-out” and inappropriate behavior. Report concerns to Supervisor and Medical Unit
<input type="checkbox"/> Hold shift change briefings with Staff and collect Activity Logs: <ul style="list-style-type: none"> <input type="checkbox"/> Situational updates <input type="checkbox"/> Collect/Distribute Forms: JAS; Activity Logs; Medical Logs; Client Count; Expense Sheets, Inspections, etc. <input type="checkbox"/> Emphasize the importance of documenting everything, especially injuries and complaints <input type="checkbox"/> Sign in/out Staff <input type="checkbox"/> Discuss needs or concerns for the next shift <input type="checkbox"/> Create update for the Supervisor/IC
<input type="checkbox"/> Ensure planning for the next operational periods
Shelter Closing
<input type="checkbox"/> Receive closing orders from Incident Command/EOC

Regional Shelter Job Action Sheet

Operations: Regional Shelter Donations Unit

2012

- Create a Closing/Demobilization Plan
 - Include a list of voluntary agencies and individuals to be thanked
 - Pack excess supplies as they become unnecessary
 - Ship extra supplies to other shelters, return or donate
- Brief Staff on closing and forms collections
 - Turn in all Forms, Logs, Inspections, Assessments, and other Shelter Forms and Documents
 - Hot Wash: What went well; what needs improvement
 - After Action Process and Report
 - Review and revise Regional Shelter Plan
- Assist with clean up and equipment return
 - Refresh (Clean and sanitize facility and equipment)
 - Repair (if practical)
 - Restore (if able, otherwise replace)
 - Return (borrowed equipment)
 - Replace
 - Remove (trash and broken equipment)
- Participate in the After Action Report process, including identification of areas that need improvement