

POSITION DESCRIPTION: PIC (Person In Charge) (ICS-204 Form)

Position: Person in Charge (PIC)	Section: Emergency Support Function (ESF) #6
Position Supervisor: ESF-6 Sheltering Lead (503-988-8937)	
Work Location: Severe Weather Shelter or Disaster Resource Center (DRC)	
Shifts: See Sign Up Genius links	
24 Hour Point of Contact Onsite: [24 Hour Shelter Phone - Site Specific]	

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

Position Responsibilities: The Person in Charge (PIC) position is responsible for the coordination of operations during an assigned shift. The PIC coordinates all staff assigned to the site during each shift, supporting each in their role and identifying additional resources necessary for the team to be successful.

Working Environment:

Site- and shift- specific information will be provided in 'Know Before You Go' email from eoc.adminsection@multco.us ahead of each shift.

1. This location will provide adequate ventilation and hand hygiene supplies
2. We will monitor capacity during the days we are open and determine if additional action is needed.
3. Make every attempt to ensure this site is staffed sufficiently to appropriately handle the guest capacity. If you feel that staffing levels are not appropriate to maintain operations - notify the ESF-6 Sheltering Lead.
4. Assignment may include bending, sweeping/mopping/emptying trash, walking, standing for extended periods, and carrying less than 20 pounds (groceries/paper goods, sleeping pads, bins and other needed supplies).
5. Some guests may have chronic illnesses, and/or injuries and/or be experiencing ongoing mental health or substance use challenges.
 - a. For physical health concerns - if the Medical Specialist position is staffed and on site, please consult them. If they are not onsite and it is an emergency, contact 911.
 - b. For support with behavioral health or substance use challenges - if Behavioral Staff are onsite, please consult them. **Call 503-988-4888 for the Multnomah County Behavioral Health Call Center (saved in PIC 24 hour phone).**
6. Pets may be present (potential allergens, fleas).
7. Be aware that loud discussion can escalate situations because of the need to talk over the sound.
 - a. Staff can also carry around a notebook, in case written communication is needed with other staff and guests.
8. Meals, snacks, and beverages will be provided as appropriate.
9. Personal Protective Equipment including face masks, nitrile gloves, puncture-resistant gloves, and fluid-impermeable gowns will be available.
10. Masks are not required for staff or guests but will be provided and all are welcome to wear them.

Ethics & Philosophy

1. Be patient, kind, and a good listener.
2. Create welcoming spaces and interrupt oppression.
 - a. Ensure the identity of the individual has no effect on the services we provide
1. Use supportive, person-first language. Please be mindful of how your body language and behavior can escalate or de-escalate a situation. Individuals staying in the shelter are referred to as **guests**.
3. Use compassion, acceptance, and mutual respect.

Understanding [Vision, Mission, Values and Goals of Multnomah County](#)

Understanding [Core Concepts of Assertive Engagement](#) for working with guests and other staff

Understanding of [Equity Lens](#) and how to use it when planning, developing or evaluating a policy, program or decisions

Understanding how to inclusively [Lead with Race](#) for all operations and activities and applying a racial equity framework

Qualifications

1. Experience as General Staff in a Multnomah County operated Disaster Resource Center.
2. Preference for background working with individuals who are experiencing homelessness
3. Familiarity with Street Roots ([resource guide](#)) and 2-1-1 Info (211 [website here](#))
4. Other information, including a Training Guide can be found on the Multnomah County Disaster Resource Center [webpage](#).

Required
Disaster Resource Center Online Videos (Approximately 3 hours)
Naloxone Training - "Opioid Overdose" (30-45 minutes)
Emotional & Psychological First Aid Training (Approximately 6 hours)
Bloodborne Pathogens Workday Training for Emergency Shelters (annually for County shelter staff)
Bloodborne Pathogens for Emergency Shelters (for non-County shelter staff) (30 minutes)
Experience working in a shelter, leading or shadowing leadership OR experience in a leadership position
Recommended
Basic Adult First Aid/CPR/AED Training
De-Escalation Training from Joint Office of Homeless Services (3-4 hours)
Food Handlers Permit - (could take up to 3 hours, includes fee of \$10)
PIC Training - Interactive Virtual Course (fill out this PIC interest form to receive more details)

Note, essential position documents can typically be found on site for review.

Safety Messages: Please review closely these steps to promote safety for all people in the shelter.

1. More information can be found in the [Safety and Emergency Response Handbook](#)
2. If there is an emergency or if you feel it is needed, any emergency occurs, contact 911 as appropriate, and notify the ESF-6 Sheltering Lead after addressing the immediate need.
 1. If responders are on their way:
 - i. Make a plan to meet responders at the door.
 - ii. Bring a flashlight, if needed.
 - iii. Guide them to the person who needs attention when greeting first responders.
 - iv. Guide responders into the space to guest.
 2. Document your observations and role related to the incident.

3. Once the situation has passed:
 - i. Notify the ESF-6 Sheltering Lead.
 - ii. Write down immediate observations about what happened.
 - iii. Reference [Safety and Emergency Response Handbook](#) and follow Incident Reporting and Protocol - Found [here](#).
 - iv. Request help from the Shadow PIC or other staff with incident reporting when needed.

De-escalation:

3. Support Behavioral Health, and other staff in de-escalation as needed.
 1. Find a [handout of de-escalation suggestions](#) linked here, and in the "PIC Binder."
4. Events that may lead to conflict:
 1. Any loud or escalating noise inside or around the facility
 2. Touching a guest or a guest's items without permission - do not attempt to restrain or physically engage with a guest
 3. Surprising a guest from behind
 4. Waking a guest abruptly

Food Safety:

5. Do not accept or serve home-prepared foods.
6. If there are extra meals more than 2 hours after a meal has been delivered, and no refrigerated storage onsite, contact ESF-6 Sheltering Lead to identify options for redistribution.
 1. Meals must be disposed of 4 hours after preparation.

Cleaning Safety:

7. Maintain a clean space:
 1. Monitor inventory of hand sanitizer, cleaning supplies.
 2. Follow all manufacturer's instructions when using cleaning supplies and protective equipment.
 3. Provide reminders for staff to regularly clean/disinfect high-touch areas and surfaces.
 4. Sweep, wipe, or mop up non-biohazard spills and messes in your area promptly.
 - i. For biohazards, staff alert the PIC.
 - ii. If trained, using appropriate PPE, contain and cordon the affected area.
 - iii. For significant messes, notify ESF-6 Lead to request contractor cleaning.
8. Handle guests' belongings, discarded clothes and blankets, or other unidentified materials, with puncture resistant gloves and reference the [Exposure Control Plan](#).
9. During general clean-up be mindful of sharp objects. If an incident occurs with a sharp object, follow the [Exposure Control Plan](#) pg.7 and contact [the 24-7 Nurse Triage Care Line](#).
 1. Empty trash frequently, when half full, so bags are not completely full and difficult to pick up.
 - i. Wear nitrile gloves underneath **puncture resistant gloves** when emptying trash.
 - ii. If you are unable to find puncture resistant gloves, request these from ESF-6 Sheltering Lead immediately.
 - iii. There are tools available (e.g., tongs) to pick up items.
10. Sharps containers should be checked regularly to identify signs of tampering or if they are getting full.
 1. If you need to replace a sharps container, notify the ESF-6 Sheltering Lead so they can be gathered and replaced.

Personal Hygiene:

11. Work with staff members throughout each shift to provide friendly reminders that they should either take a break to wash their hands or use hand sanitizer regularly.
 1. Ensure staff are using appropriate PPE, washing hands regularly, and reporting incidents appropriately and in a timely manner.
 2. If there is a shortage of supplies, request additional resources by contacting the ESF-6 Lead.

Restroom Safety:

12. Do not allow smoking in the restroom area - direct guests to the designated smoking areas.
13. Limit individuals to five (5) minutes in the bathroom (people may be waiting, life safety of guest inside).
 1. If individuals are answering every few minutes - life safety is addressed.
 2. If individuals are waiting in line - be increasingly insistent on getting guests out of the restroom.

3. If needed, provide a LOT of notice you are entering an individual restroom (single-user or stall).
 - i. ONLY enter if you believe it is a life safety emergency.
 - ii. Provide privacy and call for additional staffing, at least two (2) to be present in the area with you prior to attempting entry – one (1) staffer needs to be the Person in Charge.

Biohazard:

14. In the event of any exposure to potentially biohazardous material, direct the person who has been exposed to contact the [24-7 Nurse Triage Care Line](#).
15. All shelter staff alert the PIC about potential biohazards. Keep in mind:
 - a. Staff who have not completed the required Bloodborne Pathogen training do not interact with potential biohazards.
 - b. For sharps found in the shelter, tools are available to handle and move sharps into containers.
 - c. In the event that blood or other potentially infectious material (OPIM) are observed on surfaces, alert the affected area should be cordoned off.
 - d. PICs initiate the process to clean the affected area and request contractor support if needed.
16. Handle guests' belongings, discarded clothes and blankets, or other unidentified materials, with puncture resistant gloves and reference the [handout](#) from the BBP training.
17. Multnomah County Workplace Security or their contracted staff may be available at the shelter. They have instructions for what they are or are not responsible for onsite. Security officers operate in a support role to the PIC, where encounters escalate to a level the PIC is no longer comfortable addressing, or becomes violent, security officers will assume the lead role in resolution. **PICs should invite security staff to any shift briefings, review the weapons processes at that time, and rely on Security for support with:**
 - a. Safety Monitoring duties
 - b. De-escalation support as needed. Security can intervene when there are physical altercations.
 - c. Conversations with guests regarding weapons
 - d. **Storage of weapons is the responsibility of Security-**
 - i. Weapons should be stored in nonvisible locations whenever possible.
 - ii. If Security is not onsite to collect weapons, guests are expected to leave any weapons outside of the shelter.
 - iii. Weapons are returned at closing. If they are not claimed, security collects them.
 - iv. If weapons are collected at locations where we do not provide security, security does not pick up or dispose of them.
 - e. Incident management/reporting

This is not an inclusive list. Please see [Security Expectations](#).

General Position Duties

1. Familiarize yourself with the facility. This will help you provide directions to guests and assist with any cleanup or other tasks that may come up during your shift. **Review the Red Book guide to the facility**
2. Refer to the [PIC Master Checklist](#) as needed for guidance.
 - a. Note that the checklist covers setup to demobilization of Severe Weather Shelters - you will not complete the entire checklist during your shift.
3. Report immediately to ESF-6 Sheltering Lead:
 - a. Any urgent supply needs
 - b. Staff or guest injuries or health concerns
4. Set up signs: 2 outside "Emergency Shelter" sandwich boards, "welcome" at reception, safe space signs on main dorm walls, bathroom checker warning inside each stall door & bathroom wall.
 - a. Follow [Guide to Setting Up Signs](#).
5. Sign in and out (prior to leaving the site, even for brief periods of time).
6. Obtain and use your personal protective equipment (PPE):
 - a. Please keep at least one pair of nitrile gloves with you in case they are needed.
7. Maintain overall responsibility for the coordination of the site during assigned shifts, including the physical facility and human resources.
 - a. Ensure that staff are checking all interior areas of the facility regularly to ensure safety.

- b. Ensure all requirements of the site's Conditional Use Permit are being met.
 - i. Exterior perimeter walks are only required if there is a specific reason to be concerned about potential exterior fires next to the facility.
- 8. Host incoming and outgoing shift briefings with General Staff. Shift briefings should cover the following:
 - a. Incoming
 - i. Initiate personal introductions for familiarity with co-workers.
 - ii. Ensure that all Staff have the PIC phone number.
 - iii. Provide any operational or site updates.
 - iv. Provide any safety messages or critical information.
 - v. Review cleaning policies/processes.
 - vi. Ensure all staff have assignments. Ask about BBP training, First Aid/CPR Training; who will be part of "Naloxone" team; if anyone can be Feeding Lead, or work the Resource Table. Distribute laminated general staff "checklists" (found in PIC box) for staff to review and refer to during shifts.
 - vii. Save time for questions from staff.
 - b. Outgoing
 - i. Review the shift to obtain information that should be shared with incoming/future shifts.
 - ii. Ensure any concerns or questions are addressed from shift operations.
 - iii. Save time for questions from staff.
- 9. Provide supervision and administrative support for staff, delegate assignments to staff and rotate general staff positions on a regular basis.
 - a. Reception, Food and Beverage, Sleeping Area, Safety monitoring, Bathroom Monitor, Supplies, Resource Table
 - b. You are empowered to make decisions to ensure operations continue and that guests and staff are safe.
- 10. Host an incoming shift [briefing](#) with the next PIC and ask for a briefing with the outgoing PIC when you arrive. Cover at least the following information:
 - a. If you haven't been to the site, ask for a walkthrough
 - i. Utilize completed "Opening Checklist" (found in Document box)
 - b. Ask about any safety considerations you should know about.
 - c. Review any inventory concerns (supplies that are running low) and/or resource requests that have been submitted.
- 11. Ensure that the needs of the guests are being met.
- 12. Institute a Sign In/Out policy.
 - a. Collect completed [Guest Sign In/ Out](#) and [Staff Sign In/Out](#) sheets and ensure they are kept in a secure location
- 13. Establish a shift log (e.g., provided notebook).
 - a. Track all incidents and other important information in the shift log.
- 14. Headcounts should be gathered every few hours. Provide headcounts as requested:
 - a. Use guest sign in/out sheets for an accurate tally of the number of guests currently signed in.
 - b. If overnight, reconcile the guest sign in/out sheet with the dormitory map (utilized beds)
 - c. Between the hours of 7PM - 7AM, Headcounts should be provided to 2-1-1 to monitor capacity every 2 hours or when there is a significant change - using [this process](#)
- 15. If a guest is in need of a ride, use 211 to call for a ride by using the "Backdoor" phone number (saved in the PIC phone). (For urgent requests, try ESF-6. See [Passenger Transportation Unit \(PTU\) Guide](#).) Be prepared to relay the following information:
 - a. Passenger name(s)
 - b. Passenger's destination
 - c. Physical description of the passenger and/or location where transportation unit can connect with them
 - d. If the rider has children, pets, or any unusually large or heavy items to be transported
 - e. If the rider uses a walker, scooter or wheelchair, or has any other access or health needs that transportation staff should be aware of.
 - f. You can contact ESF6 Leads for emergency requests or to move guests between shelters.

16. Meals should be delivered to each Location for breakfast, lunch and dinner within the agreed upon meal delivery times. Appropriate meal times include:
 - a. Breakfast service - 6 to 8AM
 - b. Lunch service - 11AM to 1PM
 - c. Dinner service - 6 to 8PM
17. If a meal is not delivered within 30 minutes of expected mealtime, notify the ESF-6 Sheltering Lead (contact information listed above).
18. Maintain situational awareness. Direct and/or support the cleaning and/or sanitizing of common areas and other general cleaning.
19. When pets are on site, staff should be aware of the [Pet Inclement Weather-Shelter Guide](#).
20. Support the equitable distribution of supplies for guests following [Distribution Guidance](#)
21. Work in a team environment with other staff and a variety of outreach workers, first responders, volunteers, and others who may come to the site to provide assistance.
22. Coordinate the setup and demobilization of the space (as needed):
 - a. Start or continue to the site during the first shift, following the setup portion of the PIC Master Checklist.
 - b. Begin demobilization of the site during the final shift, following the demobilization section of the PIC Master Checklist

Special Instructions

1. Bring snacks and drink plenty of fluids.
2. You may need to be outside and/or work with cleaning products (including bleach solution) during your shift, please dress accordingly. Close toed shoes are required. Some additional recommendations:
 - a. Comfortable clothing that allows for movement
 - b. Durable clothing that you don't mind getting dirty
 - c. Layers (for example, short sleeves with a jacket)
 - d. Staff can dress in ways that correspond with your preferences (e.g. gender or cultural identity).
3. It is important to talk to someone regarding any response related to stress. Some tips to limit stress:
 - a. Take steps to promote your own physical and emotional healing by healthy eating, rest, exercise, and relaxation.
 - b. Talk with someone about your feelings - anger, sorrow, and other emotions - even if it is difficult.
 - c. Call the **Multnomah County Behavioral Health Call Center** 503-988-4888
4. Maintain appropriate boundaries with guests,
 - a. do not offer to help guests outside of the facility setting (personal gifts, rides in your car, stays on your couch, etc.)
 - b. Intimate (sexual) relationships with guests are not allowed
5. Respect the privacy of other staff and guests - **unless it is a safety issue**, then report it to the ESF6 Sheltering Lead (if it is an emergency, call 911)
6. Photography is not allowed unless coordinated through Communications (Public Information Officer).

Equipment & Supply Needed

- Cellular phone

Directions and Parking Information (include photos of entrance, Google map):

Site- and shift- specific information will be provided in 'Know Before You Go' email from eoc.adminsection@multco.us ahead of each shift.

Prepared By: Renee Curtis

Date: 12/10/24