

POSITION DESCRIPTION: Shelter Setup - LEAD (ICS-204 Form)

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

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 Shelter Site Setup Lead is responsible for overseeing site setup during an assigned shift. The Lead manages all staff assigned to the site during their shift, supporting each in their role and identifying additional resources necessary for the team to be successful. Site setup may include organizing, cleaning and setup.

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.

Assignment will likely include bending, sweeping/mopping/emptying trash, walking, standing for extended periods, putting together cots, and carrying supplies and equipment, could be up to 40 pounds (groceries/paper goods, sleeping pads, bins and other needed supplies).

1. This position will have limited interaction with guests however, the following information may be helpful if guests arrive early.
 - a. Some guests may have chronic illnesses, and/or injuries and/or be experiencing ongoing mental health or substance use challenges.
 - i. For physical health concerns - if Medical Reserve Corps staff are on site, please consult them. If they are not onsite and it is an emergency, contact 911.
 - ii. 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**
 - b. Be aware loud discussion can escalate situations because of the need to talk over the sound.
2. Personal Protective Equipment including face masks, nitrile gloves, puncture-resistant gloves, and fluid-impermeable gowns will be available.
3. 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
3. Use supportive, person first language and body language. Please be mindful of how your behavior can escalate or de-escalate any situation. Individuals staying in the shelter should be referred to as **guests**.

4. Use compassion, acceptance, and mutual respect.

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 working in, setting up or demobilizing a shelter, leading or shadowing leadership OR experience in a leadership position
2. The capability to arrive safely at the facility.
3. The capability to lift up to 40 pounds.

Required

[Bloodborne Pathogens Workday Training for Emergency Shelters](#) (annually for County shelter staff)

[Bloodborne Pathogens for Emergency Shelters](#) (for non-County shelter staff) (30 minutes)

Safety Message

1. If any emergency occurs, contact 911 as appropriate, and notify the ESF6 Sheltering Lead.
 - a. Bring a flashlight when greeting first responders.
 - b. Guide responders into the space to guest.
 - c. Document your observations and role related to the incident.
2. Call 911 if needed, reference [Safety and Emergency Response Handbook](#) and follow Incident Reporting and Protocol - Found [here](#)

General Position Duties

1. Lead a team to set up the shelter space following guidance in Setup section of [PIC Master Checklist](#).
 - a. Site or response specific changes to be provided by the ESF6 Sheltering Lead.
 - b. For additional guidance contact the ESF6 Sheltering Lead.
2. Familiarize yourself with the facility, make a plan for site layout, and if possible draw plans to better guide Setup staff.
3. Report immediately to ESF-6 Sheltering Lead:
 - a. Any missing supplies or equipment
 - b. Staff injuries or health concerns
4. Sign in and out (prior to leaving the site, even for brief periods of time)
5. Obtain and use your personal protective equipment (PPE):
 - a. Keep at least one pair of nitrile gloves with you in case they are needed.
6. Maintain overall responsibility for the management of the site during setup, including the physical facility and human resources.
7. Host an incoming and outgoing shift briefing with Setup Staff. The shift briefing should cover:
 - a. Incoming
 - i. Personal introductions for familiarity with co-workers,
 - ii. Provide any operational or site updates,
 - iii. Provide any safety messages or critical information
 - iv. Review cleaning policies/processes
 - v. Ensure all staff have assignments

- vi. Save time for questions from staff
- b. Outgoing
 - i. Review the shift to obtain information to share with incoming opening shift,
 - ii. Ensure any staff concerns or questions are addressed,
 - iii. Save time for questions from staff.
- 8. Provide supervision and administrative support for staff and delegate assignments to staff. You are empowered to make decisions to ensure operations continue and that guests and staff are safe.
- 9. Host an incoming shift briefing with the opening Person in Charge (PIC). Cover the following:
 - a. Conduct a walkthrough
 - b. Share any safety considerations you should know about
 - c. Review any inventory concerns (supplies that were missing) and/or resource requests that have been submitted

Specific Position Duties:

1. Unload shelter trailer or box truck with shelter supplies and equipment - ask staff to organize supplies and keep track of anything that seems to be "running low"
2. Ensure each shelter site has sufficient signage using clear, kind, and accessible language
 - a. Put at least 2 sandwich boards with "Emergency Shelter signs to direct to the shelter
 - b. Signs welcoming people to the shelter visible upon entry along with a guest sign-in/out sign
 - c. Signs that indicate where the exits/entrances, and wheelchair exit/entrances are located
 - d. Bathrooms clearly labeled as needed. Add bathroom checker signs on stall doors and walls.
 - e. Smoking area clearly labeled
 - f. Signage conveying what shelter resources are available upon request (i.e. hygiene items, medical items, clothing items, comfort items)
 - g. Signage clearly states the expectations of the program (i.e. when quiet hours are, what is/is not allowed onsite, when to expect meals, important community resources, expected shelter closure date, etc), including signage about keeping a safe space
 - h. Signage is positive- mainly expresses what guests *can* do rather than what guests *cannot* do - indicating places in the shelter that are/are not accessible to guests (i.e. "Please use front entrance" vs. "Do not enter"), with the exception of no smoking and no weapons signs.
 - i. Follow [Guide to Setting Up Signs](#)
3. Ensure each shelter's physical space has elements of trauma-informed design
 - a. Provide ways for guests to demonstrate self-reliance
 - i. Examples: are there unnecessary barriers to guests accessing basic food and water for themselves? Do the bathrooms have Depends, pads, and tampons available for use? Are there sharps containers in bathroom stalls?
 - b. Reduce visual complexity and environmental stressors
 - i. Examples: are resource tables clear and well organized? If there is no storage room, are extra shelter resources well organized? Are the blankets, cots, and mats as well-organized as possible and clearly arranged? etc.
 - c. Flexible and safe enough seating options and set-up
 - i. Example: set up of the space promotes clear lines of site and few barriers, direct access to doors and exits, flexibility for guests to rearrange some seating options to promote socialization, access to outlets and charging stations promotes safety)
4. Support setup staff in setting up the Reception Area with [DRC Community Agreements](#), Guest Sign In/Out Sheets, masks and hand sanitizer.

5. Support setup staff in setting up a Supplies Distribution area - can include cold weather gear, hygiene supplies, and first aid supplies. Ensure copies of [Supplies Distribution guidance](#) are available at these areas.
6. Support setup staff in setting up an Information and Resources Table set up. Support staff in labeling the table with a list of resources guests can ask for. Support staff in ensuring that the resources are clearly laid out and accessible to guests. If staff members have questions about certain resources, refer them to the [2024-25 DRC Fact Sheet](#) for Information and Resources Table. **Set up the Resources table for self serve and to be staffed.**
7. Support setup staff in establishing a "Staff Area," with appropriate signage. a place for belongings, any technology (charging site for shelter phone), Document box, **and Red Book guide to the facility.**
8. Support setup staff in taping down "Dormitory area" and organizing sleeping supplies
 - a. There should be one row of spaces for guests (with cots) along a wall with electrical outlets
 - b. Exit aisles should be clearly marked and be at least 36" between every two rows of spaces
 - c. Spaces should be 7' by 5' for each guest. Each space should be accessible by an exit row.
9. Act as a source of support and provide trauma-informed guidance for the Setup team at DRCs during your shift. This includes:
 - a. Answering and triaging questions as they arise
 - b. Assisting in problem solving

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)

Staff are permitted to dress in a way that corresponds with gender identity and/or gender expression.

3. Remain calm, use supportive language and non-threatening body language. Remember you have a team and support.
4. It is important to talk to someone regarding any response related to stress. 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's difficult.
 - c. **Call 503-988-4888 for the Multnomah County Behavioral Health Call Center**

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

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