

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	
Shifts: See Sign Up Genius links	
24 Hour Point of Contact Onsite: [24 Hour Shelter Phone - Site Specific]	
<p>Unit Overview: The Emergency Support Function (ESF) #6 is responsible for coordinating all mass care and sheltering operations during a Multnomah County emergency response.</p> <p>Position Responsibilities: The Person in Charge (PIC) position is responsible for the management of operations during an assigned shift. The PIC manages 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.</p> <p>Working Environment:</p> <p style="text-align: center;"><i>Site- and shift- specific information will be provided in 'Know Before You Go' email from eoc.adminsection@multco.us ahead of each shift.</i></p> <ol style="list-style-type: none"> 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. <ol style="list-style-type: none"> a. For physical health concerns - if 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. <ol style="list-style-type: none"> 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. <p>Ethics & Philosophy</p> <ol style="list-style-type: none"> 1. Be patient, kind, and a good listener. 2. Create welcoming spaces and interrupt oppression. <ol style="list-style-type: none"> 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 as General Staff in a Multnomah County operated Disaster Resource Center.
2. Preference for background working with individuals who are experiencing houselessness
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](#) (30-45 minutes)

[Emotional & Psychological First Aid Training](#) (Approximately 6 hours)

[Bloodborne Pathogens Training Modules:](#)

- [Introduction to the Bloodborne Pathogens Course](#)
- [Overview of the Exposure Control Plan](#)
- [Engineering Controls for Non-Healthcare Facilities](#)
- [Hazard Communication for Bloodborne Pathogens](#)
- [Personal Protective Equipment for Bloodborne Pathogens](#)

Review this [Handout](#) (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

PIC Training - Virtual Course (fill out this [PIC interest form](#) to receive more details)

[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)

Safety Message

1. Events that may lead to conflict:
 - a. Any loud or escalating noise inside or around the facility

- b. Touching a guest or a guest's items without permission - NEVER attempt to restrain or physically engage with a guest
 - c. Surprising a guest from behind
 - d. Waking a guest abruptly
- 2. Do not accept or serve home-prepared foods.
- 3. During general clean-up be mindful of sharp objects:
 - a. Wear nitrile gloves underneath **puncture resistant gloves** when emptying trash
 - i. If you are unable to find puncture resistant gloves, request these from ESF-6 Sheltering Lead immediately
 - b. Empty trash frequently so that bags are not completely full and difficult to pick up.
 - c. If an incident occurs with a sharp object, follow the Sharps Protocol found [here](#).
- 4. Sharps containers should be checked regularly to identify any signs of tampering or if they are getting "full".
 - a. If you need to replace a sharps container, notify the ESF-6 Sheltering Lead
- 5. If any emergency occurs, contact 911 as appropriate, and notify the ESF-6 Sheltering Lead after addressing the immediate need.
 - 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.
- 6. Call 911 if needed, reference [Safety and Emergency Response Handbook](#) and follow Incident Reporting and Protocol - Found [here](#)
- 7. Ensure safety protocols are followed:
 - a. 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.
 - b. Ensure staff are using appropriate PPE, washing hands regularly, and reporting incidents appropriately and in a timely manner
 - c. If there is a shortage of supplies, request additional resources by contacting the ESF-6 Lead
- d. Work throughout each shift to provide friendly reminders that surfaces and frequently touched items/areas are cleaned regularly.
- e. Do not permit staff to interact with potential biohazards if they have not completed the [Severe Weather Shelter Bloodborne Pathogens Checklist](#).
 - a. Ensure that any potential exposure is reported to the ESF-6 Sheltering Lead as soon as possible and that the appropriate incident report is completed
 - b. If trained, staff should use tongs to pick up sharps and move to sharps containers.
 - c. If trained, staff should use spill kits to contain blood or other potentially infectious material (OPIM) and cordon off affected area
 - i. Contact the ESF-6 Sheltering Lead to initiate the process to request contractor support to remove blood and OPIM and clean the affected area.

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.
- 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. 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. Please 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 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
- 7. Host an incoming, and outgoing, shift briefing with General Staff. The shift briefing should cover the following:
 - a. Incoming
 - i. Personal introductions for familiarity with co-workers,
 - ii. Ensure that all Staff have 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 if anyone is "Feeding Lead"; Ask about training - First Aid/CPR Training; Who will be part of "Nalaxone" team; Other training questions
 - 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.
- 8. 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 Attendant
 - b. 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 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
- 10. Ensure that the needs of the guests are being met
- 11. Institute a Sign In/Out policy that maintains physical distancing and ensures individuals are utilizing their own utensils
 - a. Collect completed [Guest Sign In/ Out](#) and [Staff Sign In/Out](#) sheets and ensure they are kept in a secure location
- 12. Establish a shift log (a notebook works well for this)
 - a. Track all incidents and other important information in the shift log
- 13. Headcounts should be gathered every few hours: Provide headcounts as requested:
 - a. Utilize the 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](#)
- 14. If a guest is in need of a ride, utilize 211 to call for a ride by utilizing the "Backdoor" phone number (saved in the PIC phone). Be prepared to relay the following information:
 - a. Passenger Name
 - b. Personal Belongings (number of bags, any durable medical equipment, pets)
 - c. If the rider uses a walker, scooter or wheelchair
- 15. 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

16. If a meal is not delivered within 30 minutes of expected mealtime, notify the ESF-6 Sheltering Lead (contact information listed above)
17. 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.
 - a. Meals must be disposed of 4 hours after preparation.
18. Maintain situational awareness. Direct and/or support the cleaning and/or sanitizing of common areas and other general cleaning.
19. Support the equitable distribution of supplies for guests following [Distribution Guidance](#)
20. 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.
21. 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
 - i. **NOTE: Demobilization does not include collecting used blankets or guest belongings.**

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 their gender identity and/or gender expression.
3. It is important to talk to someone regarding any response related to stress. The following are tips to limit stress:
 - a. Take steps to promote your own physical and emotional healing by healthy eating, rest, exercise, and relaxation.
 - b. Talk with someone about your feelings - anger, sorrow, and other emotions - even though it may be difficult.
 - c. Call the **Multnomah County 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 in the site 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.

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