

Riverside County Operational Area

Mass Care And Shelter Guidance

ANNEX A

Standardized Operating Procedures

March 17, 2011



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Introduction



Purpose

The purpose of the Shelter Standardized Operating Procedures (SOP) Annex is to provide a checklist of procedures for activating, staffing, operating and deactivating shelters in the event of a large-scale emergency or disaster.

This Annex is structured to be consistent with the Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS).

Concept of Operations

The Shelter SOP Annex is intended to be used as a tool when activating a shelter and during demobilization. Utilizing the Incident Command System (ICS) concept, positions will be activated based on the need, from the top-down. Shelter staff may be asked to cover one or more of the positions within these SOP checklists.

Section Overview

There are five Shelter Organizational Sections. They are:

Management Section – The Management Section has overall responsibility for managing the shelter and coordinating with the City and/or County EOC. The Management Section includes the following positions:

- Shelter Manager / EOC Liaison Officer
 - Shelter Public Information Officer
 - Safety and Security Officer

Operations Section – The Operations Section is responsible for carrying out the response activities in support of the established objectives. The Operations Section includes the following positions:

- Operations Section Chief
 - Registration Unit Leader
 - Medical Health Unit Leader
 - Mental Health Unit Leader
 - Functional Needs Support Services Unit Leader
 - Recreation Unit Leader
 - Animal Services Unit Leader

Planning Section – The Planning Section is responsible for collecting, analyzing and disseminating information as well as coordinating demobilization of the shelter. The Planning Section includes the following positions:

Planning Section Chief

- Situation and Advanced Planning Unit Leader
- Documentation and Demobilization Unit Leader

Logistics Section – The Logistics Section is responsible for providing facilities, services, personnel and equipment in support of shelter operations. The Logistics Section includes the following positions:

Logistics Section Chief

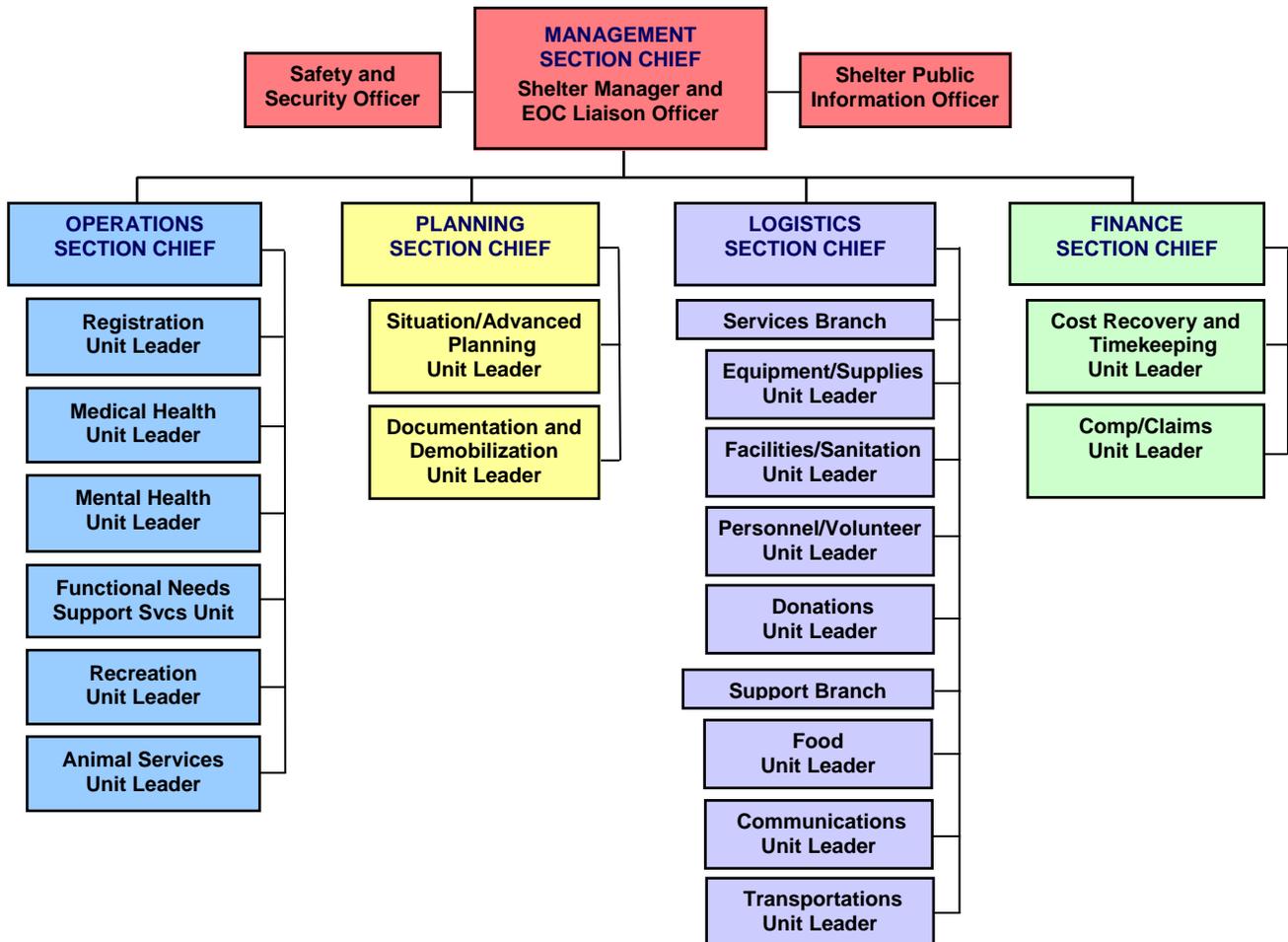
- Equipment and Supplies Unit Leader
- Facilities and Sanitation Unit Leader
- Personnel / Volunteer Unit Leader
- Donations Unit Leader
- Food Unit Leader
- Communications Unit Leader
- Transportation Unit Leader

Finance Section – The Finance Section is responsible for managing financial aspects of the shelter as well as timekeeping and compensation and claims. The Finance Section includes the following positions:

Finance Section Chief

- Cost Recovery and Timekeeping Unit Leader
- Compensation and Claims Unit Leader

Shelter Organization Chart





Management Section SOPs



Shelter Manager / EOC Liaison Officer

REPORTING STRUCTURE

You report to: City and/or County EOC

You supervise: Safety and Security Officer, Shelter Public Information Officer, Operations Section Chief, Planning Section Chief, Logistics Section Chief and Finance Section Chief.

POSITION OVERVIEW

The Shelter Manager / EOC Liaison Officer is responsible for overall management of shelter operations, as well as coordinating efforts with the City and/or County EOC.

INITIAL ACTIONS

- Review your position responsibilities.
- Check in with Security by showing your Identification Badge. You must wear your badge at all times during your shift.
- Sign in on the Shelter Staff Sign-In/Out Form.
- Obtain a briefing from whatever sources are available.

OPERATIONAL ACTIONS

- Initially and Ongoing - Determine which positions need to be activated. For large incidents, consider, at the very minimum, to activate the Safety/Security Officer, Shelter PIO, Operations Section Chief, Medical Health Unit Leader, Planning Section Chief, Logistics Section Chief and Finance Section Chief (8 personnel including the Shelter Manager). Section Chiefs can cover for all the positions within their section or activate additional section personnel as needed.
- Initially and Ongoing - Determine shift hours. For instance, a 24/hr shelter will have 2 shifts, perhaps 0800 – 2000 hrs and 2000 hrs to 0800 hrs (8am to 8pm and 8pm to 8am).
- Oversee shelter operations. Work with each Section Chief to ensure that these shelter needs are met:
 - Registration process and medical evaluations are working efficiently (Operations Section).

- Ensure that residents with contagious diseases or sicknesses are separated from regular shelter residents (Operations Section and Logistics Section).
 - Ensure that medications are appropriately stored and secured (Operations Section).
 - Food is provided at regular intervals each day and those with special dietary needs are accommodated (Logistics Section).
 - Snacks are provided throughout the day (Logistics Section).
 - Security needs are met (Safety/Security Officer).
 - Safety issues are identified and corrected (Safety/Security Officer).
 - Public information is provided regularly and residents have access to Next of Kin Registry or Safe & Well program, as well as other resources (Shelter PIO and Logistics Section).
 - Ensure individuals with functional needs are identified and accommodated. (Operations Section and Logistics Section).
 - Ensure that mental healthcare issues are addressed (Operations Section).
 - Work with Logistics Section to ensure that shelter needs are met and appropriate supplies are on hand.
- ☐ Conduct regular Shelter Staff Briefings at least 30 minutes prior to conducting Shelter Resident Briefings. Suggested times for Shelter Staff Briefings are 9:30 a.m., 2:30 p.m. and 6:30 p.m. Do not combine Shelter Staff Briefings with Shelter Resident Briefings. Suggested topics for staff briefings include:
- Provide a situation status to update staff of the disaster. Give staff all the facts known at the time. Liaison with the City and/or County EOC to obtain this information.
 - Request each Section Chief to provide an overview of current issues and status.
 - Discuss issues, resolutions and policies.
 - Remind staff to take regular breaks and report any signs of stress to the Safety and Security Officer.
- ☐ Conduct regular Shelter Resident Briefings to update residents on the situation, as well as to dispel rumors and make announcements. Suggested times for

Shelter Resident Briefings are 10:00 a.m., 3:00 p.m. and 7:00 p.m. Suggested topics for shelter resident briefings include:

- Provide shelter residents with an updated status of the disaster, careful not to provide information that could cause panic or severe stress.
 - Provide information about the weather and any hazardous areas to avoid.
 - Provide shelter residents with important announcements.
 - Provide shelter residents with information on where to locate information for essential services and Next of Kin Registry.
 - Remind shelter residents of shelter rules and discuss any issues.
 - Remind shelter residents to sign in and out of the shelter as they come and go.
- Resolve conflicts as needed.
 - Liaison with the City and/or County EOC staff on a regular basis. Provide shelter information as needed for EOC reports and status boards.
 - Work with the City and/or County EOC to determine criteria for closing the shelter.

OPERATIONAL ACTIONS AT SHIFT CHANGE

- Ensure that all required forms and/or reports are completed prior to shift change. This would include your Position Log.
- Provide a shift change briefing to your oncoming replacement. Give your replacement an overview of what you did during your shift. Be sure to let your replacement know of any outstanding items that need to be addressed.
- Upon completion of your shift, be sure to sign out on the Shelter Staff Sign In/Out Form.

DEMobilIZATION

- Deactivate the shelter when authorized by the City and/or County EOC.
- Finalize and close out your Position Log and other required documents and/or reports and forward to the Demobilization Unit Leader in the Planning Section.
- Return all assigned equipment and/or supplies to Demobilization Unit Leader.

- ❑ Be prepared to provide input to the After Action Report, which is compiled by the Planning Section.
- ❑ Participate in a hot wash/debriefing. You may also be required to participate in a Critical Incident Stress Debriefing.

Safety and Security Officer

REPORTING STRUCTURE

You report to: Shelter Manager

You supervise: N/A

POSITION OVERVIEW

The Safety and Security Officer is responsible for controlling access to and from the shelter and ensuring safety concerns are addressed.

INITIAL ACTIONS

- Review your position responsibilities.
- Check in with Security by showing your Identification Badge. You must wear your badge at all times during your shift.
- Sign in on the Shelter Staff Sign-In/Out Form.
- Obtain a briefing from whatever sources are available.

OPERATIONAL ACTIONS

- Work with the Shelter Manager to determine safety and security needs.
- As requested, provide security for any critical facilities, supplies, or materials.
- Assist in identifying any danger areas and work with Logistics to seal off those areas.
- Provide shelter access control as required.
- Coordinate with the Shelter Public Information Officer (PIO) to establish a system to credential all media representatives before allowing them into the shelter.
- Refer all media and VIPs to the Shelter PIO.
- Provide security input and recommendations as appropriate to the Shelter Manager.
- Ensure that all shelter staff takes regular breaks to prevent medical and/or stress-related injuries.

- Observe staff for signs of stress or fatigue. Report concerns to the Shelter Manager.
- Periodically brief the Shelter Manager of the status of your unit.

OPERATIONAL ACTIONS AT SHIFT CHANGE

- Ensure that all required forms and/or reports are completed prior to shift change. This would include your Position Log.
- Observe and assist staff that exhibit signs of stress or fatigue. Report concerns to the Shelter Manager.
- Provide a shift change briefing to your oncoming replacement. Give your replacement an overview of what you did during your shift. Be sure to let your replacement know of any outstanding items that need to be addressed.
- Upon completion of your shift, be sure to sign out on the Shelter Staff Sign In/Out Form.

DEMOBILIZATION

- Deactivate your position when authorized by your Section Chief or Shelter Manager.
- Finalize and close out your Position Log and other required documents and/or reports and forward to the Demobilization Unit Leader in the Planning Section.
- Return all assigned equipment and/or supplies to Demobilization Unit Leader.
- Be prepared to provide input to the After Action Report, which is compiled by the Planning Section.
- Participate in a hot wash/debriefing. You may also be required to participate in a Critical Incident Stress Debriefing.

Shelter Public Information Officer (PIO)

REPORTING STRUCTURE

You report to: Shelter Manager

You supervise: N/A

POSITION OVERVIEW

The Shelter PIO is the point of contact for the media and other organizations seeking information about the shelter. This position will provide information to shelter residents, provide briefing materials to government officials and manage the influx of media and VIPs inquiring about the shelter. The Shelter PIO will also coordinate information with the City and/or County PIO and/or Joint information Center (JIC).

INITIAL ACTIONS

- Review your position responsibilities.
- Check in with Security by showing your Identification Badge. You must wear your badge at all times during your shift.
- Sign in on the Shelter Staff Sign-In/Out Form.
- Obtain a briefing from whatever sources are available.

OPERATIONAL ACTIONS

- Establish a media area for interviews or direct media to the City and/or County EOC Joint Information Center (JIC).
- Obtain Shelter Manager approval to conduct media interviews and/or VIP tours (one at a time) as long as such action will not hinder shelter operations.
- If media requests to interview shelter residents, be sure to get their approval prior to allowing press to interview them. **DO NOT** allow the media to interview residents without permission.
- Ensure that shelter residents have access to news reports and information on the television, Internet and status boards. Coordinate with Logistics for needed equipment and supplies.
- Create bulletin boards and computer access to disseminate information to shelter residents. Be prepared to provide:

- Daily news articles on the response to the disaster.
 - News regarding shelter activities for the day.
 - Computer access to disaster welfare information such as Next of Kin Registry and Safe and Well.
 - Information about closed, hazardous, contaminated or congested areas to avoid.
 - Information about essential services available, such as hospitals, medical centers, grocery stores, banks, pharmacies, etc.
 - Information about weather hazards (if appropriate).
 - Information about recovery services available.
- Coordinate with the Safety and Security Officer to establish a system to credential all media representatives before allowing them into the shelter.
 - Develop appropriate material for shelter residents in alternate formats (for visual or hearing impaired and non-English speaking residents).
 - Provide information to include in the City and/or County PIO press releases.
 - Monitor commercial television and radio for information and rumor control.
 - Provide timely and accurate up-to-date information to the Shelter Manager.
 - Coordinate with the City and/or County EOC to develop procedures for release of information concerning the status of relatives/friends in the disaster area.
 - Periodically brief the Shelter Manager of the status of your unit.

OPERATIONAL ACTIONS AT SHIFT CHANGE

- Ensure that all required forms and/or reports are completed prior to shift change. This would include your Position Log.
- Provide a shift change briefing to your oncoming replacement. Give your replacement an overview of what you did during your shift. Be sure to let your replacement know of any outstanding items that need to be addressed.
- Upon completion of your shift, be sure to sign out on the Shelter Staff Sign In/Out Form.

DEMOBILIZATION

- Deactivate your position when authorized by your Section Chief or Shelter Manager.
- Finalize and close out your Position Log and other required documents and/or reports and forward to the Demobilization Unit Leader in the Planning Section.
- Return all assigned equipment and/or supplies to Demobilization Unit Leader.
- Be prepared to provide input to the After Action Report, which is compiled by the Planning Section.
- Participate in a hot wash/debriefing. You may also be required to participate in a Critical Incident Stress Debriefing.



Operations Section SOPs



Operations Section Chief

REPORTING STRUCTURE

You report to: Shelter Manager

You supervise: Registration Unit Leader, Medical Health Unit Leader, Mental Health Unit Leader, Recreation Unit Leader, Functional Needs Support Services Unit Leader and Animal Services Unit Leader.

POSITION OVERVIEW

The Operations Section Chief is responsible for overseeing the Operations Section and will establish the appropriate level of staffing.

INITIAL ACTIONS

- Review your position responsibilities.
- Check in with Security by showing your Identification Badge. You must wear your badge at all times during your shift.
- Sign in on the Shelter Staff Sign-In/Out Form.
- Obtain a briefing from whatever sources are available.

OPERATIONAL ACTIONS

- Determine appropriate level of staffing. If need be, cover all positions within the Operations Section and add staff as needed.
- Oversee all activity within the Operations Section. Work with each Unit Leader to ensure that these shelter needs are met:
 - Ensure that the registration process and medical evaluations are setup and working efficiently.
 - Ensure that medications are appropriately stored and secured.
 - Ensure that individuals with functional needs are identified and needs are met.
 - Ensure that a recreation area is provided for shelter residents and plenty of activities are available.
 - Ensure staff has identified a relief area for service animals.

- Ensure that staff has identified mental health needs for shelter personnel and residents.
- ❑ Periodically attend shelter briefings. Be prepared to provide specific information about the Operations Section.

OPERATIONAL ACTIONS AT SHIFT CHANGE

- ❑ Ensure that all required forms and/or reports are completed prior to shift change. This would include your Position Log.
- ❑ Provide a shift change briefing to your oncoming replacement. Give your replacement an overview of what you did during your shift. Be sure to let your replacement know of any outstanding items that need to be addressed.
- ❑ Upon completion of your shift, be sure to sign out on the Shelter Staff Sign In/Out Form.

DEMOBILIZATION

- ❑ Deactivate your position when authorized by your Section Chief or Shelter Manager.
- ❑ Finalize and close out your Position Log and other required documents and/or reports and forward to the Demobilization Unit Leader in the Planning Section.
- ❑ Return all assigned equipment and/or supplies to Demobilization Unit Leader.
- ❑ Be prepared to provide input to the After Action Report, which is compiled by the Planning Section.
- ❑ Participate in a hot wash/debriefing. You may also be required to participate in a Critical Incident Stress Debriefing.

Registration Unit Leader

REPORTING STRUCTURE

You report to: Operations Section Chief

You supervise: N/A

POSITION OVERVIEW

The Registration Unit Leader is responsible for registering and tracking each person housed in the shelter.

INITIAL ACTIONS

- Review your position responsibilities.
- Check in with Security by showing your Identification Badge. You must wear your badge at all times during your shift.
- Sign in on the Shelter Staff Sign-In/Out Form.
- Obtain a briefing from whatever sources are available.

OPERATIONAL ACTIONS

- Utilizing appropriate forms, register each individual and/or family entering the shelter. Be sure to ask for emergency contact information.
- Refer persons with illness or injury or any medication needs to Medical Health Unit Leader.
- Identify shelter residents with special diets or those who need appropriate accommodations and coordinate with appropriate unit leader.
- Ensure that all shelter residents sign-in and out of the shelter. Identify whether the shelter resident is planning on returning to the shelter or is permanently checking out of the shelter.
- Track shelter residents and provide shelter counts as needed for reports.
- Periodically brief the Operations Section Chief of the status of your unit.

OPERATIONAL ACTIONS AT SHIFT CHANGE

- Ensure that all required forms and/or reports are completed prior to shift change. This would include your Position Log.
- Provide a shift change briefing to your oncoming replacement. Give your replacement an overview of what you did during your shift. Be sure to let your replacement know of any outstanding items that need to be addressed.
- Upon completion of your shift, be sure to sign out on the Shelter Staff Sign In/Out Form.

DEMOBILIZATION

- Deactivate your position when authorized by your Section Chief or Shelter Manager.
- Finalize and close out your Position Log and other required documents and/or reports and forward to the Demobilization Unit Leader in the Planning Section.
- Return all assigned equipment and/or supplies to Demobilization Unit Leader.
- Be prepared to provide input to the After Action Report, which is compiled by the Planning Section.
- Participate in a hot wash/debriefing. You may also be required to participate in a Critical Incident Stress Debriefing.

Medical Health Unit Leader

REPORTING STRUCTURE

You report to: Operations Section Chief

You supervise: N/A

POSITION OVERVIEW

The Medical Health Unit Leader is responsible for conducting medical assessments for shelter residents and for providing first aid.

INITIAL ACTIONS

- Review your position responsibilities.
- Check in with Security by showing your Identification Badge. You must wear your badge at all times during your shift.
- Sign in on the Shelter Staff Sign-In/Out Form.

OPERATIONAL ACTIONS

- Work with the Logistics Section to ensure that Medical Health Services are provided in a well-lighted room and an area that is away from public view.
- Conduct triage, if necessary, prior to allowing shelter residents to enter the shelter during the registration process. Separate patients with communicable disease.
- During the shelter registration process, you will conduct confidential medical assessments.
- Keep medications and medical equipment in a lockable storage compartment or room. You may need to provide refrigeration for medications.
- Provide emergency first aid as needed. Be aware that those who have pre-existing medical conditions may have onset of physical symptoms due to the stress of the situation.
- Contact local paramedics to transport medical emergencies to the hospital. If they are not available, coordinate with the City and/or County EOC to arrange for transportation to a local hospital.
- Ensure proper disposal of medical waste.

- Inventory supplies and ensure that an adequate supply is on hand.
- Periodically brief the Operations Section Chief of the status of your unit.

OPERATIONAL ACTIONS AT SHIFT CHANGE

- Ensure that all required forms and/or reports are completed prior to shift change. This would include your Position Log.
- Provide a shift change briefing to your oncoming replacement. Give your replacement an overview of what you did during your shift. Be sure to let your replacement know of any outstanding items that need to be addressed.
- Upon completion of your shift, be sure to sign out on the Shelter Staff Sign In/Out Form.

DEMOBILIZATION

- Deactivate your position when authorized by your Section Chief or Shelter Manager.
- Finalize and close out your Position Log and other required documents and/or reports and forward to the Demobilization Unit Leader in the Planning Section.
- Return all assigned equipment and/or supplies to Demobilization Unit Leader.
- Be prepared to provide input to the After Action Report, which is compiled by the Planning Section.
- Participate in a hot wash/debriefing. You may also be required to participate in a Critical Incident Stress Debriefing.

Mental Health Unit Leader

REPORTING STRUCTURE

You report to: Operations Section Chief

You supervise: N/A

POSITION OVERVIEW

The Mental Health Unit Leader is responsible for overseeing all mental health activities within the shelter. The Mental Health Unit Leader may help refer shelter residents and staff to additional mental health resources.

INITIAL ACTIONS

- Review your position responsibilities.
- Check in with Security by showing your Identification Badge. You must wear your badge at all times during your shift.
- Sign in on the Shelter Staff Sign-In/Out Form.

OPERATIONAL ACTIONS

- Designate a secluded area within the shelter to provide individuals with mental health services.
- Assess mental health needs and provide crisis support as needed.
- Work with the City and/or County EOC to provide additional mental health support as needed.
- Consider coordinating activities for children that will help them express their feelings about the disaster.
- Provide counseling to shelter personnel as needed.
- Periodically brief the Operations Section Chief of the status of your unit.

OPERATIONAL ACTIONS AT SHIFT CHANGE

- Ensure that all required forms and/or reports are completed prior to shift change. This would include your Position Log.

- Provide a shift change briefing to your oncoming replacement. Give your replacement an overview of what you did during your shift. Be sure to let your replacement know of any outstanding items that need to be addressed.
- Upon completion of your shift, be sure to sign out on the Shelter Staff Sign In/Out Form.

DEMOBILIZATION

- Deactivate your position when authorized by your Section Chief or Shelter Manager.
- Finalize and close out your Position Log and other required documents and/or reports and forward to the Demobilization Unit Leader in the Planning Section.
- Return all assigned equipment and/or supplies to Demobilization Unit Leader.
- Be prepared to provide input to the After Action Report, which is compiled by the Planning Section.
- Participate in a hot wash/debriefing. Assist in providing a Critical Incident Stress Debriefing to shelter staff.

Functional Needs Support Services (FNSS) Unit Leader

REPORTING STRUCTURE

You report to: Operations Section Chief

You supervise: N/A

POSITION OVERVIEW

The Functional Needs Support Services (FNSS) Unit Leader is responsible for identifying and coordinating the functional needs of shelter residents. This includes assisting with obtaining durable medical equipment as needed, providing for continuity of care to the extent possible, identifying and addressing needs, and obtaining the necessary tools/equipment to meet these needs.

INITIAL ACTIONS

- Review your position responsibilities.
- Check in with Security by showing your Identification Badge. You must wear your badge at all times during your shift.
- Sign in on the Shelter Staff Sign-In/Out Form.
- Obtain a briefing from whatever sources are available.

OPERATIONAL ACTIONS

- Conduct a walk through of the shelter to identify accessibility issues, which include providing access to all areas and services within the shelter; and appropriate signage, parking and communications.
- Consider requesting the City and/or County activate a Functional Assessment Service Team (FAST) to assist in providing Functional Needs Support Services (FNSS).
- Work with the Registration Unit Leader to identify shelter residents who need FNSS.
- Coordinate with the Transportation Unit Leader to ensure appropriate transportation is available to those with functional needs.
- Provide individualized shelter orientation to those with functional needs.

- Provide assistance for food lines, phones, etc. to shelter residents with functional needs, if needed.
- Provide basic communication for deaf, hearing impaired, and non-English speaking shelter residents.
- For deaf or hearing impaired, have pen and paper available. Find out if there are workers or shelter residents who know American Sign Language (ASL).
- Provide translation, if possible, for non-English speaking shelter residents. Find out if there are workers or shelter residents who can translate.
- If translation is not available within the shelter, make a request to the Logistics Section as needed.
- Coordinate with Medical Health Unit Leader in the Operations Section for medications, supplies, and durable medical equipment.
- Coordinate with the Facilities and Sanitation Unit Leader in the Logistics Section to set up a privacy area for shelter residents with specialized privacy needs such as those who need to change catheter bags and attend to other personal needs.
- Coordinate with the Facilities and Sanitation Unit Leader in the Logistics Section to provide a relief area for service animals. If shelter residents have allergies to animal dander, work to provide a separate sleeping area. Service animals are limited to dogs as defined in the guidance. No other species of animal is acceptable.
- Periodically brief the Operations Section Chief of the status of your unit.

OPERATIONAL ACTIONS AT SHIFT CHANGE

- Ensure that all required forms and/or reports are completed prior to shift change. This would include your Position Log.
- Provide a shift change briefing to your oncoming replacement. Give your replacement an overview of what you did during your shift. Be sure to let your replacement know of any outstanding items that need to be addressed.
- Upon completion of your shift, be sure to sign out on the Shelter Staff Sign In/Out Form.

DEMOBILIZATION

- Deactivate your position when authorized by your Section Chief or Shelter Manager.
- Finalize and close out your Position Log and other required documents and/or reports and forward to the Demobilization Unit Leader in the Planning Section.
- Return all assigned equipment and/or supplies to Demobilization Unit Leader.
- Be prepared to provide input to the After Action Report, which is compiled by the Planning Section.
- Participate in a hot wash/debriefing. You may also be required to participate in a Critical Incident Stress Debriefing.

Recreation Unit Leader

REPORTING STRUCTURE

You report to: Operations Section Chief

You supervise: N/A

POSITION OVERVIEW

The Recreation Unit Leader is responsible for providing recreation and child activity areas for shelter residents.

INITIAL ACTIONS

- Review your position responsibilities.
- Check in with Security by showing your Identification Badge. You must wear your badge at all times during your shift.
- Sign in on the Shelter Staff Sign-In/Out Form.
- Obtain a briefing from whatever sources are available.

OPERATIONAL ACTIONS

- Identify an area for recreation and child activities. Post a sign indicating that children must be accompanied by an adult at all times.
- Identify potential area for outdoor recreation activities.
- Provide recreational supplies, such as videos, newspapers, books, games and TV sets.
- Collaborate with Voluntary Organizations Active in Disasters (VOAD) and Community Based Organizations (CBO) as a source for recreational activities.
- Arrange for support through City Recreation Department and/or School District.
- Periodically brief the Operations Section Chief of the status of your unit.

OPERATIONAL ACTIONS AT SHIFT CHANGE

- Ensure that all required forms and/or reports are completed prior to shift change. This would include your Position Log.

- Provide a shift change briefing to your oncoming replacement. Give your replacement an overview of what you did during your shift. Be sure to let your replacement know of any outstanding items that need to be addressed.
- Upon completion of your shift, be sure to sign out on the Shelter Staff Sign In/Out Form.

DEMOBILIZATION

- Deactivate your position when authorized by your Section Chief or Shelter Manager.
- Finalize and close out your Position Log and other required documents and/or reports and forward to the Demobilization Unit Leader in the Planning Section.
- Return all assigned equipment and/or supplies to Demobilization Unit Leader.
- Be prepared to provide input to the After Action Report, which is compiled by the Planning Section.
- Participate in a hot wash/debriefing. You may also be required to participate in a Critical Incident Stress Debriefing.

Animal Services Unit Leader

REPORTING STRUCTURE

You report to: Operations Section Chief

You supervise: N/A

POSITION OVERVIEW

The Animal Services Unit Leader is responsible for coordinating the City and/or County EOC if there is a need for a nearby animal shelter to house and care for shelter residents' animals. The Animal Services Unit Leader will work to accommodate service animals of shelter residents that are allowed to be housed in the regular shelter. This will require the arrangement of a special area and considerations for food and water for the animal.

INITIAL ACTIONS

- Review your position responsibilities.
- Check in with Security by showing your Identification Badge. You must wear your badge at all times during your shift.
- Sign in on the Shelter Staff Sign-In/Out Form.
- Obtain a briefing from whatever sources are available.

OPERATIONAL ACTIONS

- Clearly state the policy regarding pets to avoid misunderstanding when people arrive at shelter. Only service dogs are allowed in the shelter. Service animals are limited to dogs as per American's with Disabilities Act of 1990 (42 U.S.C. 12181). No other species are allowed. See definitions in guidance for more information.
- Coordinate with City and/or County Animal Services to provide temporary sheltering and care of pets of shelter residents. Request supplies, if necessary, to create a holding area (e.g., cages or fencing) until a pet shelter or other accommodations are available.
- Coordinate with the Functional Needs Support Services Unit Leader in the Operations Section to identify shelter residents who require service dogs and provide special accommodations as needed.
- Identify a dog relief area and provide disposal containers.

- Arrange to provide food and water as needed for service dogs.
- Periodically brief the Operations Section Chief of the status of your unit.

OPERATIONAL ACTIONS AT SHIFT CHANGE

- Ensure that all required forms and/or reports are completed prior to shift change. This would include your Position Log.
- Provide a shift change briefing to your oncoming replacement. Give your replacement an overview of what you did during your shift. Be sure to let your replacement know of any outstanding items that need to be addressed.
- Upon completion of your shift, be sure to sign out on the Shelter Staff Sign In/Out Form.

DEMOBILIZATION

- Deactivate your position when authorized by your Section Chief or Shelter Manager.
- Finalize and close out your Position Log and other required documents and/or reports and forward to the Demobilization Unit Leader in the Planning Section.
- Return all assigned equipment and/or supplies to Demobilization Unit Leader.
- Be prepared to provide input to the After Action Report, which is compiled by the Planning Section.
- Participate in a hot wash/debriefing. You may also be required to participate in a Critical Incident Stress Debriefing.



Planning Section SOPs



Planning Section Chief

REPORTING STRUCTURE

You report to: Shelter Manager

You supervise: Situation and Advanced Planning Unit Leader and the Documentation and Demobilization Unit Leader.

POSITION OVERVIEW

The Planning Section Chief is responsible for overseeing the Planning Section and will establish the appropriate level of staffing.

INITIAL ACTIONS

- Review your position responsibilities.
- Check in with Security by showing your Identification Badge. You must wear your badge at all times during your shift.
- Sign in on the Shelter Staff Sign-In/Out Form.
- Obtain a briefing from whatever sources are available.

OPERATIONAL ACTIONS

- Determine appropriate level of staffing within your section. If need be, cover all positions within the Planning Section and add staff as needed.
- Oversee all activity within the Planning Section. Work with each Unit Leader to ensure that these shelter needs are met:
 - Unit leaders are collecting and processing shelter information.
 - Information is compiled and displayed appropriately.
 - Shelter Action Plan is prepared and distributed.
 - Shelter demobilization plan is prepared and distributed.
- Periodically attend shelter briefings. Be prepared to provide specific information about the Planning Section.

OPERATIONAL ACTIONS AT SHIFT CHANGE

- Ensure that all required forms and/or reports are completed prior to shift change. This would include your Position Log.
- Provide a shift change briefing to your oncoming replacement. Give your replacement an overview of what you did during your shift. Be sure to let your replacement know of any outstanding items that need to be addressed.
- Upon completion of your shift, be sure to sign out on the Shelter Staff Sign In/Out Form.

DEMOBILIZATION

- Deactivate your position when authorized by your Section Chief or Shelter Manager.
- Finalize and close out your Position Log and other required documents and/or reports and forward to the Demobilization Unit Leader in the Planning Section.
- Return all assigned equipment and/or supplies to Demobilization Unit Leader.
- Be prepared to provide input to the After Action Report, which is compiled by the Planning Section.
- Participate in a hot wash/debriefing. You may also be required to participate in a Critical Incident Stress Debriefing.

Situation / Advanced Planning Unit Leader

REPORTING STRUCTURE

You report to: Planning Section Chief

You supervise: N/A

POSITION OVERVIEW

The Situation/Advanced Planning Unit Leader is responsible for gathering, verifying, posting and distributing information that is of interest to the shelter staff and residents. The unit shall create maps, charts and use technology to display information in easy to understand format for staff and residents.

INITIAL ACTIONS

- Review your position responsibilities.
- Check in with Security by showing your Identification Badge. You must wear your badge at all times during your shift.
- Sign in on the Shelter Staff Sign-In/Out Form.
- Obtain a briefing from whatever sources are available.

OPERATIONAL ACTIONS

- Collect and process situation information about the shelter.
- Establish information requirements and reporting schedule for shelter staff.
- Establish special information collection processes (e.g. trigger event status, weather etc.).
- Compile and display shelter status information.
- Determine documents desired in the Action Plan from Planning Section Chief and Shelter Manager.
- Establish information requirements and reporting schedule for positions within input to Action Plan (allow time to collect, collate, copy).
- Create Action plan and submit for Shelter Manager approval.
- Copy (via documentation unit) and distribute Action Plan at briefing.

- Periodically brief the Planning Section Chief of the status of your unit.

OPERATIONAL ACTIONS AT SHIFT CHANGE

- Ensure that all required forms and/or reports are completed prior to shift change. This would include your Position Log.
- Provide a shift change briefing to your oncoming replacement. Give your replacement an overview of what you did during your shift. Be sure to let your replacement know of any outstanding items that need to be addressed.
- Upon completion of your shift, be sure to sign out on the Shelter Staff Sign In/Out Form.

DEMOBILIZATION

- Deactivate your position when authorized by your Section Chief or Shelter Manager.
- Finalize and close out your Position Log and other required documents and/or reports and forward to the Demobilization Unit Leader in the Planning Section.
- Return all assigned equipment and/or supplies to Demobilization Unit Leader.
- Be prepared to provide input to the After Action Report, which is compiled by the Planning Section.
- Participate in a hot wash/debriefing. You may also be required to participate in a Critical Incident Stress Debriefing.

Documentation / Demobilization Unit Leader

REPORTING STRUCTURE

You report to: Planning Section Chief

You supervise: N/A

POSITION OVERVIEW

The Documentation/Demobilization Unit is responsible for the maintenance of accurate, up to date shelter files; providing duplication services for shelter staff; arranging files to be stored for legal, analytical and historical purposes; developing the shelter demobilization plan; ensuring the completion of required forms; and return of loaned equipment upon check-out.

INITIAL ACTIONS

- Review your position responsibilities.
- Check in with Security by showing your Identification Badge. You must wear your badge at all times during your shift.
- Sign in on the Shelter Staff Sign-In/Out Form.
- Obtain a briefing from whatever sources are available.

OPERATIONAL ACTIONS

- Establish duplication service and respond to requests.
- Establish procedure to collect and file all official forms and reports.
- Review records for accuracy and completeness.
- Store files for post shelter use.
- Review incident resource records to determine the likely size and duration of the demobilization effort.
- Develop demobilization check out function for all units in shelter operation.
- Develop a written incident demobilization plan detailing specific responsibilities and release priorities and procedures. Check with Planning Section Chief and Shelter Manager who will work with City and/or County EOC to determine timeline for demobilization of shelter.

- Distribute demobilization plan to shelter staff and agency representatives (on and off-site).
- Supervise execution of the demobilization plan and brief Planning Section Chief on demobilization progress.
- Periodically brief the Planning Section Chief of the status of your unit.

OPERATIONAL ACTIONS AT SHIFT CHANGE

- Ensure that all required forms and/or reports are completed prior to shift change. This would include your Position Log.
- Provide a shift change briefing to your oncoming replacement. Give your replacement an overview of what you did during your shift. Be sure to let your replacement know of any outstanding items that need to be addressed.
- Upon completion of your shift, be sure to sign out on the Shelter Staff Sign In/Out Form.

DEMOBILIZATION

- Deactivate your position when authorized by your Section Chief or Shelter Manager.
- Finalize and close out your Position Log and other required documents and/or reports and forward to the Demobilization Unit Leader in the Planning Section.
- Return all assigned equipment and/or supplies to Demobilization Unit Leader.
- Be prepared to provide input to the After Action Report, which is compiled by the Planning Section.
- Participate in a hot wash/debriefing. You may also be required to participate in a Critical Incident Stress Debriefing.



Logistics Section SOPs



Logistics Section Chief

REPORTING STRUCTURE

You report to: Shelter Manager / EOC Liaison Officer

You supervise: Support Services Unit Leader, Personnel/Volunteer Unit Leader, Equipment/Supplies Unit Leader, Communications Unit Leader, Transportation Unit Leader and Donations Unit Leader.

POSITION OVERVIEW

The Logistics Section Chief is responsible for overseeing the Logistics Section and will establish the appropriate level of staffing.

INITIAL ACTIONS

- Review your position responsibilities.
- Check in with Security by showing your Identification Badge. You must wear your badge at all times during your shift.
- Sign in on the Shelter Staff Sign-In/Out Form.

OPERATIONAL ACTIONS

- Determine appropriate level of staffing within your section. If need be, cover all positions within the Logistics Section and add staff as needed.
- Oversee all activity within the Logistics Section. Work with each Unit Leader to ensure that these shelter needs are met:
 - Equipment and supplies ordered, received and tracked.
 - Shelter facility is functioning appropriately and functional needs access is provided.
 - Shelter personnel are provided as needed.
 - Donations are ordered and managed appropriately.
 - Food, drinks and snacks are provided regularly and special dietary needs are accommodated.
 - Telephones, radios and data communications are provided if capable.
 - Transportation is provided as needed.

- Periodically attend shelter briefings. Be prepared to provide specific information about the Logistics Section.

OPERATIONAL ACTIONS AT SHIFT CHANGE

- Ensure that all required forms and/or reports are completed prior to shift change. This would include your Position Log.
- Provide a shift change briefing to your oncoming replacement. Give your replacement an overview of what you did during your shift. Be sure to let your replacement know of any outstanding items that need to be addressed.
- Upon completion of your shift, be sure to sign out on the Shelter Staff Sign In/Out Form.

DEMOBILIZATION

- Deactivate your position when authorized by your Section Chief or Shelter Manager.
- Finalize and close out your Position Log and other required documents and/or reports and forward to the Demobilization Unit Leader in the Planning Section.
- Return all assigned equipment and/or supplies to Demobilization Unit Leader.
- Be prepared to provide input to the After Action Report, which is compiled by the Planning Section.
- Participate in a hot wash/debriefing. You may also be required to participate in a Critical Incident Stress Debriefing.

Equipment / Supplies Unit Leader

REPORTING STRUCTURE

You report to: Logistics Section Chief

You supervise: N/A

POSITION OVERVIEW

The Equipment and Supply Unit is responsible for ordering, receiving, storing and distribution of all supplies and equipment for the shelter and maintaining an inventory of supplies.

INITIAL ACTIONS

- Review your position responsibilities.
- Check in with Security by showing your Identification Badge. You must wear your badge at all times during your shift.
- Sign in on the Shelter Staff Sign-In/Out Form.
- Obtain a briefing from whatever sources are available.

OPERATIONAL ACTIONS

- Develop a system to track shelter equipment and supplies.
- Coordinate with shelter staff to determine shelter equipment and supply needs.
- Work with the City and/or County EOC Logistics Section to obtain supplies if not available through normal means (shelter supply kit, school facility manager, etc). You may have to work through a City and/or County EOC activated Donations and Volunteer Coordination Center (DVCC) to obtain supplies and/or staffing.
- If needed, work with Transportation Unit Leader in Logistics to arrange for delivery of goods and supplies.
- Periodically brief the Logistics Section Chief of the status of your unit.

OPERATIONAL ACTIONS AT SHIFT CHANGE

- Ensure that all required forms and/or reports are completed prior to shift change. This would include your Position Log.

- Provide a shift change briefing to your oncoming replacement. Give your replacement an overview of what you did during your shift. Be sure to let your replacement know of any outstanding items that need to be addressed.
- Upon completion of your shift, be sure to sign out on the Shelter Staff Sign In/Out Form.

DEMOBILIZATION

- Deactivate your position when authorized by your Section Chief or Shelter Manager.
- Finalize and close out your Position Log and other required documents and/or reports and forward to the Demobilization Unit Leader in the Planning Section.
- Return all assigned equipment and/or supplies to Demobilization Unit Leader.
- Be prepared to provide input to the After Action Report, which is compiled by the Planning Section.
- Participate in a hot wash/debriefing. You may also be required to participate in a Critical Incident Stress Debriefing.

Facilities / Sanitation Unit Leader

REPORTING STRUCTURE

You report to: Logistics Section Chief

You supervise: N/A

POSITION OVERVIEW

The Facilities/Sanitation Unit Leader is responsible for insuring that the shelter facility is functioning properly and appropriate sanitation is provided. A functioning shelter includes monitoring air quality needs; ensuring kitchen and bathroom is functioning; water is flowing; and providing appropriate lighting, etc.

INITIAL ACTIONS

- Review your position responsibilities.
- Check in with Security by showing your Identification Badge. You must wear your badge at all times during your shift.
- Sign in on the Shelter Staff Sign-In/Out Form.
- Obtain a briefing from whatever sources are available.

OPERATIONAL ACTIONS

- Coordinate the acquisition of required space to include any use permit, agreement or restriction negotiations required.
- Ensure that operational capabilities are maintained at facilities.
- Ensure that basic sanitation and health needs (toilets, showers, trash disposal, sanitary pads disposal, etc.) are met.
- Escort Public Health during periodic sanitation inspections of the shelter. Be prepared to correct issues as needed.
- Coordinate with the Functional Needs Support Services (FNSS) Unit Leader to ensure that access and other related needs are provided in facilities.
- Provide relief areas for service animals as needed.
- Periodically brief the Logistics Section Chief of the status of your unit.

OPERATIONAL ACTIONS AT SHIFT CHANGE

- Ensure that all required forms and/or reports are completed prior to shift change. This would include your Position Log.
- Provide a shift change briefing to your oncoming replacement. Give your replacement an overview of what you did during your shift. Be sure to let your replacement know of any outstanding items that need to be addressed.
- Upon completion of your shift, be sure to sign out on the Shelter Staff Sign In/Out Form.

DEMOBILIZATION

- Deactivate your position when authorized by your Section Chief or Shelter Manager.
- Finalize and close out your Position Log and other required documents and/or reports and forward to the Demobilization Unit Leader in the Planning Section.
- Return all assigned equipment and/or supplies to Demobilization Unit Leader.
- Be prepared to provide input to the After Action Report, which is compiled by the Planning Section.
- Participate in a hot wash/debriefing. You may also be required to participate in a Critical Incident Stress Debriefing.

Personnel / Volunteer Unit Leader

REPORTING STRUCTURE

You report to: Logistics Section Chief

You supervise: N/A

POSITION OVERVIEW

The Personnel/Volunteer Unit Leader is responsible for insuring that care and shelter personnel and volunteers are assigned to cover functions within the shelter environment commensurate with their expertise and training. In addition, the unit is responsible for registering, orientating, and assigning shelter personnel and volunteers.

INITIAL ACTIONS

- Review your position responsibilities.
- Check in with Security by showing your Identification Badge. You must wear your badge at all times during your shift.
- Sign in on the Shelter Staff Sign-In/Out Form.
- Obtain a briefing from whatever sources are available.

OPERATIONAL ACTIONS

- Check with the Logistics Section Chief to determine which stations will be set up at your shelter and the number of shelter personnel that will be needed at each.
- If available, obtain the list of pre-trained/credentialed/sworn mass care and shelter personnel and volunteers from the Logistics Section Chief.
- Work with the appropriate City and/or County EOC staff if the local list of shelter personnel and volunteers is not available, or if help is still needed and the local list has been exhausted.
- Ensure that shelter personnel sign in the shelter to begin their shift.
- Provide shelter personnel with identification as needed.
- Provide an orientation to the shelter personnel.
- Periodically brief the Logistics Section Chief of the status of your unit.

OPERATIONAL ACTIONS AT SHIFT CHANGE

- Ensure that all required forms and/or reports are completed prior to shift change. This would include your Position Log.
- Provide a shift change briefing to your oncoming replacement. Give your replacement an overview of what you did during your shift. Be sure to let your replacement know of any outstanding items that need to be addressed.
- Upon completion of your shift, be sure to sign out on the Shelter Staff Sign In/Out Form.

DEMOBILIZATION

- Deactivate your position when authorized by your Section Chief or Shelter Manager.
- Finalize and close out your Position Log and other required documents and/or reports and forward to the Demobilization Unit Leader in the Planning Section.
- Return all assigned equipment and/or supplies to Demobilization Unit Leader.
- Be prepared to provide input to the After Action Report, which is compiled by the Planning Section.
- Participate in a hot wash/debriefing. You may also be required to participate in a Critical Incident Stress Debriefing.

Donations Unit Leader

REPORTING STRUCTURE

You report to: Logistics Section Chief

You supervise: N/A

POSITION OVERVIEW

The Donations Unit Leader is responsible for insuring that all donations received at the shelter directly from the public are diverted to a City and/or County EOC activated Donations and Volunteer Coordination Center (DVCC) or other facility for management. The Donations Unit Leader will request needed donations from the DVCC and will oversee, coordinate and distribute such items for the shelter and its residents.

INITIAL ACTIONS

- Review your position responsibilities.
- Check in with Security by showing your Identification Badge. You must wear your badge at all times during your shift.
- Sign in on the Shelter Staff Sign-In/Out Form.
- Obtain a briefing from whatever sources are available.

OPERATIONAL ACTIONS

- Request that the City and/or County EOC activate a Donations and Volunteer Coordination Center (DVCC) or other facility capable of managing donations if needed.
- Ensure that all donations received at the shelter from the public are diverted to the DVCC for processing.
- Identify the need for donations and request from the DVCC. Give specifics of what is needed, how many, when, etc.
- For sanitary reasons, DO NOT request or accept used clothing, used toys, used furniture, and used appliances.
- Periodically brief the Logistics Section Chief of the status of your unit.

OPERATIONAL ACTIONS AT SHIFT CHANGE

- Ensure that all required forms and/or reports are completed prior to shift change. This would include your Position Log.
- Provide a shift change briefing to your oncoming replacement. Give your replacement an overview of what you did during your shift. Be sure to let your replacement know of any outstanding items that need to be addressed.
- Upon completion of your shift, be sure to sign out on the Shelter Staff Sign In/Out Form.

DEMOBILIZATION

- Deactivate your position when authorized by your Section Chief or Shelter Manager.
- Finalize and close out your Position Log and other required documents and/or reports and forward to the Demobilization Unit Leader in the Planning Section.
- Return all assigned equipment and/or supplies to Demobilization Unit Leader.
- Be prepared to provide input to the After Action Report, which is compiled by the Planning Section.
- Participate in a hot wash/debriefing. You may also be required to participate in a Critical Incident Stress Debriefing.

Food Unit Leader



REPORTING STRUCTURE

You report to: Logistics Section Chief

You supervise: N/A

POSITION OVERVIEW

The Food Unit Leader is responsible for coordinating the feeding of shelter residents to include providing meals, snacks, drinks and accommodate for people with special dietary needs.

INITIAL ACTIONS

- Review your position responsibilities.
- Check in with Security by showing your Identification Badge. You must wear your badge at all times during your shift.
- Sign in on the Shelter Staff Sign-In/Out Form.
- Obtain a briefing from whatever sources are available.

OPERATIONAL ACTIONS

- Ensure that there is appropriate handling, disposal and storage of food. Be sure to utilize gloves when preparing and serving food.
- Identify and set up an area within the shelter to serve snacks, meals and beverages.
- Work with the Shelter Manager to set an appropriate feeding schedule and post the times.
- Organize a central kitchen and determine what your needs are for equipment and supplies.
- Determine the number of shelter residents and staff that will require food, snacks and beverages.
- Work with local vendors to provide foods as required. Plan meals in advance to provide food in a timely manner.

- Work with the Functional Needs Support Services (FNSS) Unit Leader to determine if there are any special dietary needs.
- Work with Facilities/Sanitation Unit Leader to ensure that the food area is kept clean and trash is emptied regularly.
- Periodically brief the Logistics Section Chief of the status of your unit.

OPERATIONAL ACTIONS AT SHIFT CHANGE

- Ensure that all required forms and/or reports are completed prior to shift change. This would include your Position Log.
- Provide a shift change briefing to your oncoming replacement. Give your replacement an overview of what you did during your shift. Be sure to let your replacement know of any outstanding items that need to be addressed.
- Upon completion of your shift, be sure to sign out on the Shelter Staff Sign In/Out Form.

DEMOBILIZATION

- Deactivate your position when authorized by your Section Chief or Shelter Manager.
- Finalize and close out your Position Log and other required documents and/or reports and forward to the Demobilization Unit Leader in the Planning Section.
- Return all assigned equipment and/or supplies to Documentation and Demobilization Unit Leader.
- Be prepared to provide input to the After Action Report, which is compiled by the Planning Section.
- Participate in a hot wash/debriefing. You may also be required to participate in a Critical Incident Stress Debriefing.

Communications Unit Leader

REPORTING STRUCTURE

You report to: Logistics Section Chief

You supervise: N/A

POSITION OVERVIEW

The Communications Unit Leader is responsible for providing telephone, radio and data communications within the Shelter.

INITIAL ACTIONS

- Review your position responsibilities.
- Check in with Security by showing your Identification Badge. You must wear your badge at all times during your shift.
- Sign in on the Shelter Staff Sign-In/Out Form.
- Obtain a briefing from whatever sources are available.

OPERATIONAL ACTIONS

- Coordinate with the City and/or County EOC to work with cooperating agencies (phone company, vendors, etc.), to establish communications as soon as possible.
- If phone communications are not available, request Radio Amateur Communications Emergency Service (RACES) ham radio operators through the City and/or County EOC.
- Set up an area where shelter residents can access computers and/or landline phones for relief and recovery resource information.
- Ensure a television is provided for viewing to shelter residents as soon as possible.
- Work with the Functional Needs Support Services (FNSS) Unit Leader to ensure that communications equipment is accessible.
- Monitor operational effectiveness of shelter communications systems. Obtain additional communications capabilities as needed.

- Establish a plan to ensure staffing and repair of communications equipment.
- Protect equipment from adverse conditions including: weather, aftershocks, electromagnetic pulse, etc.
- Periodically brief the Logistics Section Chief of the status of your unit.

OPERATIONAL ACTIONS AT SHIFT CHANGE

- Ensure that all required forms and/or reports are completed prior to shift change. This would include your Position Log.
- Provide a shift change briefing to your oncoming replacement. Give your replacement an overview of what you did during your shift. Be sure to let your replacement know of any outstanding items that need to be addressed.
- Upon completion of your shift, be sure to sign out on the Shelter Staff Sign In/Out Form.

DEMOBILIZATION

- Deactivate your position when authorized by your Section Chief or Shelter Manager.
- Finalize and close out your Position Log and other required documents and/or reports and forward to the Demobilization Unit Leader in the Planning Section.
- Return all assigned equipment and/or supplies to Demobilization Unit Leader.
- Be prepared to provide input to the After Action Report, which is compiled by the Planning Section.
- Participate in a hot wash/debriefing. You may also be required to participate in a Critical Incident Stress Debriefing.

Transportation Unit Leader

REPORTING STRUCTURE

You report to: Logistics Section Chief

You supervise: N/A

POSITION OVERVIEW

The Transportation Unit Leader is responsible for insuring that transportation services are provided for the movement of people, food and other resources necessary to carry out shelter operations. This includes the transport of persons who otherwise have no means for getting to disaster shelters or service centers (e.g., frail elderly persons and persons with disabilities) and emergency transportation requests.

INITIAL ACTIONS

- Review your position responsibilities.
- Check in with Security by showing your Identification Badge. You must wear your badge at all times during your shift.
- Sign in on the Shelter Staff Sign-In/Out Form.
- Obtain a briefing from whatever sources are available.

OPERATIONAL ACTIONS

- As the need for transportation is identified, coordinate the acquisition of transportation services through local agencies such as ambulance companies, school bus providers, public transportation agencies, local government or private entities.
- As information develops, analyze the situation, and anticipate transportation requirements.
- Work with the Functional Needs Support Services Unit in the Operations Section to ensure that transportation is available that will accommodate wheelchair access if needed.
- Arrange for animal transportation to designated animal shelter as needed.
- Be prepared to provide transportation for food and/or supplies if needed.
- Periodically brief the Logistics Section Chief of the status of your unit.

OPERATIONAL ACTIONS AT SHIFT CHANGE

- Ensure that all required forms and/or reports are completed prior to shift change. This would include your Position Log.
- Provide a shift change briefing to your oncoming replacement. Give your replacement an overview of what you did during your shift. Be sure to let your replacement know of any outstanding items that need to be addressed.
- Upon completion of your shift, be sure to sign out on the Shelter Staff Sign In/Out Form.

DEMOBILIZATION

- Deactivate your position when authorized by your Section Chief or Shelter Manager.
- Finalize and close out your Position Log and other required documents and/or reports and forward to the Demobilization Unit Leader in the Planning Section.
- Return all assigned equipment and/or supplies to Demobilization Unit Leader.
- Be prepared to provide input to the After Action Report, which is compiled by the Planning Section.
- Participate in a hot wash/debriefing. You may also be required to participate in a Critical Incident Stress Debriefing.



Finance Section SOPs



Finance Section Chief

REPORTING STRUCTURE

You report to: Shelter Manager / EOC Liaison Officer

You supervise: Cost Recovery/Timekeeping Unit Leader and Compensation/Claims Unit Leader.

POSITION OVERVIEW

The Finance Section Chief is responsible for overseeing the Finance Section and will establish the appropriate level of staffing.

INITIAL ACTIONS

- Review your position responsibilities.
- Check in with Security by showing your Identification Badge. You must wear your badge at all times during your shift.
- Sign in on the Shelter Staff Sign-In/Out Form.
- Obtain a briefing from whatever sources are available.

OPERATIONAL ACTIONS

- Determine appropriate level of staffing within your section. If need be, cover all positions within the Finance Section and add staff as needed.
- Oversee all activity within the Finance Section. Work with each Unit Leader to ensure that these shelter needs are met:
 - Maintain records of all shelter personnel time worked at the shelter.
 - Maintain records associated with the shelter for cost recovery.
 - Document and track all compensation claims for damaged property and/or injuries from the shelter operation.
- Periodically attend shelter briefings. Be prepared to provide specific information about the Finance Section.

OPERATIONAL ACTIONS AT SHIFT CHANGE

- Ensure that all required forms and/or reports are completed prior to shift change. This would include your Position Log.
- Provide a shift change briefing to your oncoming replacement. Give your replacement an overview of what you did during your shift. Be sure to let your replacement know of any outstanding items that need to be addressed.
- Upon completion of your shift, be sure to sign out on the Shelter Staff Sign In/Out Form.

DEMOBILIZATION

- Deactivate your position when authorized by your Section Chief or Shelter Manager.
- Finalize and close out your Position Log and other required documents and/or reports and forward to the Demobilization Unit Leader in the Planning Section.
- Return all assigned equipment and/or supplies to Demobilization Unit Leader.
- Be prepared to provide input to the After Action Report, which is compiled by the Planning Section.
- Participate in a hot wash/debriefing. You may also be required to participate in a Critical Incident Stress Debriefing.

Cost Recovery / Timekeeping Unit Leader

REPORTING STRUCTURE

You report to: Finance Section Chief

You supervise: N/A

POSITION OVERVIEW

The Cost Recovery / Timekeeping Unit Leader is responsible for compiling costs associated with shelter operations for cost recovery and tracking shelter staff time.

INITIAL ACTIONS

- Review your position responsibilities.
- Check in with Security by showing your Identification Badge. You must wear your badge at all times during your shift.
- Sign in on the Shelter Staff Sign-In/Out Form.
- Obtain a briefing from whatever sources are available.

OPERATIONAL ACTIONS

- Establish a procedure for tracking costs associated with shelter operations and ensure that shelter staff is aware of the procedures.
- Gather the completed Shelter Staff Sign-in/Out Forms for each operational period (every 12 hours). Ensure that shelter staff is appropriately signing in and out for each shift worked.
- Provide cost summary and timekeeping reports as needed.
- Periodically brief the Finance Section Chief of the status of your unit.

OPERATIONAL ACTIONS AT SHIFT CHANGE

- Ensure that all required forms and/or reports are completed prior to shift change. This would include your Position Log.

- Provide a shift change briefing to your oncoming replacement. Give your replacement an overview of what you did during your shift. Be sure to let your replacement know of any outstanding items that need to be addressed.
- Upon completion of your shift, be sure to sign out on the Shelter Staff Sign In/Out Form.

DEMOBILIZATION

- Deactivate your position when authorized by your Section Chief or Shelter Manager.
- Finalize and close out your Position Log and other required documents and/or reports and forward to the Demobilization Unit Leader in the Planning Section.
- Return all assigned equipment and/or supplies to Demobilization Unit Leader.
- Be prepared to provide input to the After Action Report, which is compiled by the Planning Section.
- Participate in a hot wash/debriefing. You may also be required to participate in a Critical Incident Stress Debriefing.

Compensation / Claims Unit Leader

REPORTING STRUCTURE

You report to: Finance Section Chief

You supervise: N/A

POSITION OVERVIEW

The Compensation/Claims Unit Leader is responsible for documenting and tracking all claims for damaged property and/or injuries from the shelter operation.

INITIAL ACTIONS

- Review your position responsibilities.
- Check in with Security by showing your Identification Badge. You must wear your badge at all times during your shift.
- Sign in on the Shelter Staff Sign-In/Out Form.
- Obtain a briefing from whatever sources are available.

OPERATIONAL ACTIONS

- Prepare to document injuries or damage to property or equipment arising out the shelter operation.
- Contact the City and/or County EOC and advise them of any injuries or claims.
- For injuries to shelter staff (who are sworn disaster service workers), have the shelter Medical Health Unit Leader assess and treat the injuries and arrange for immediate care for life threatening injuries if needed. Obtain direction from the City and/or County EOC as to where they should be sent for follow up treatment.
- Periodically brief the Finance Section Chief of the status of your unit.

OPERATIONAL ACTIONS AT SHIFT CHANGE

- Ensure that all required forms and/or reports are completed prior to shift change. This would include your Position Log.

- Provide a shift change briefing to your oncoming replacement. Give your replacement an overview of what you did during your shift. Be sure to let your replacement know of any outstanding items that need to be addressed.
- Upon completion of your shift, be sure to sign out on the Shelter Staff Sign In/Out Form.

DEMOBILIZATION

- Deactivate your position when authorized by your Section Chief or Shelter Manager.
- Finalize and close out your Position Log and other required documents and/or reports and forward to the Demobilization Unit Leader in the Planning Section.
- Return all assigned equipment and/or supplies to Demobilization Unit Leader.
- Be prepared to provide input to the After Action Report, which is compiled by the Planning Section.
- Participate in a hot wash/debriefing. You may also be required to participate in a Critical Incident Stress Debriefing.