

Regional Shelter Job Action Sheet

Operations: Regional Shelter Registration Team Leader

2012

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

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

Daily Shelter Operations

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

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

Shelter Closing

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