



# Job Aid

## Resolution/Debrief Lead



Name: \_\_\_\_\_ Date: \_\_\_\_\_ Event: \_\_\_\_\_

\* Use one Job Aid per shift. Document all details in the Tasks (Pending) and Notes Section. Completed Job Aid will be reviewed with new volunteer at Transfer of Duties. Copy will be placed in dedicated Binder on site for future reference.

Time Done	
	<b>OVERVIEW</b>
	<p><b>This position is responsible for obtaining post-assignment information from Evacuation Teams during a disaster incident for Animal Branch Operations (ABO).</b></p> <p>ELEMENTS INCLUDE:</p> <ul style="list-style-type: none"> <li>• This position requires Technical Level knowledge of Shelterly Hotline and Dispatch modules.</li> <li>• This is a data entry intensive position with a requirement for advanced problem solving skills and this position decides what the next action will be for unresolved animals. There is potential for significant impact from errors.</li> </ul>
	<b>POSITION OVERVIEW</b>
	<ul style="list-style-type: none"> <li>• This purpose of this position is to debrief with the evacuation teams and resolve the disposition for every animal assignment given to the evacuation team on a Dispatch Assignment. Disposition can be in many forms. Every animal on every Dispatched Service Request must have a resolution.</li> </ul>
	<ul style="list-style-type: none"> <li>• <b>REPORTS TO</b></li> </ul>
	<ul style="list-style-type: none"> <li>• Dispatch Lead in regard to work assignments.</li> <li>• Indirectly reports to Shelterly Technical Lead in regard to quality of entry and use of Shelterly.</li> </ul>
	<b>WHO REPORTS TO</b>
	<ul style="list-style-type: none"> <li>• Evac Teams indirectly report to Resolution/Debrief in order to close out assignments.</li> </ul>
	<b>PLANS &amp; REPORTS – What you create</b>
	<ul style="list-style-type: none"> <li>• Dispatch Assignment Resolution form (DAR) closed assignments.</li> <li>• New open Service Requests to be assigned for follow up Shelter-in-place, keep trying to locate and other situations where additional work needs to be done for the animal.</li> <li>• All entries become part of the Shelterly Reports that are used throughout the incident.</li> </ul>
	<b>FORMS &amp; GUIDES – What you use</b>
	<ul style="list-style-type: none"> <li>• ICS Form 214</li> </ul>

	<ul style="list-style-type: none"> <li>• ICS Form 213 (Resource Request)</li> <li>• Shelterly Debrief/Resolution Operational Guide</li> <li>• Resolution/Debrief Job Aid</li> <li>• Daily ABO IAP</li> </ul>
<b>TECHNOLOGY – What you need to have</b>	
	<ul style="list-style-type: none"> <li>• Shelterly Animal Tracking Program</li> <li>• Computer with Internet service</li> <li>• Radio (Family Service) to communicate with Evac and Dispatch Leads</li> <li>• WhatsApp</li> <li>• Cell phone with charger</li> </ul>
<b>RESOURCES – What can help</b>	
	<ul style="list-style-type: none"> <li>• Means to communicate with Evac and Dispatch Leads</li> <li>• Bendix King radio to hear communications between Evac and Dispatch.</li> <li>• Radio (Family Service) to communicate with Evac and Dispatch Leads</li> </ul>
<b>COORDINATE WITH</b>	
	<ul style="list-style-type: none"> <li>• Dispatch Lead</li> <li>• Evac Lead</li> <li>• Hotline Operators may need clarification for owners calling in with questions.</li> <li>• Shelterly Incident Lead if you have questions about program.</li> <li>• ABOC Planning Section Resource Unit Volunteer Impact Tech for staffing</li> </ul>
<b>ASSIGNMENTS/DUTIES</b>	
	<p><b>NOTE: Shelterly Data Entry people will be needed to enter Resolution/Debrief information. How they will be identified and sourced is TBD.</b></p> <ul style="list-style-type: none"> <li>• Interview a representative from each Evac Team as they return from the field.</li> <li>• Use the paper Dispatch Assignment from Evac Team to determine the status of each Dispatch Assignment.</li> <li>• Review for completeness; question Evac Team for clarifications.</li> <li>• Dismiss Evac Team who returns to Dispatch for additional assignments or begins Off Duty.</li> <li>• Enter all information from Dispatch Assignment form into Shelterly database with attention to detail. What you enter must be clear to the next person who reads the assignment.</li> <li>• Double check entry to assure complete, notate your name as Resolution/Debrief Data Entry person and file in “complete” folder.</li> <li>• Document glitches and send up chain of command.</li> <li>• Always: improvise, adapt, and overcome.</li> </ul>

<b>SET UP/START OF INCIDENT</b>	
	<ul style="list-style-type: none"> <li>• Assure you have log-in and access to the current incident in Shelterly.</li> <li>• Set up computer, internet, ergonomic comfort at tables in designated Resolution/Debrief Area at Richter.</li> <li>• Pens, stapler, and other basic office supplies.</li> <li>• Clipboard, notebook, box – place to put Dispatch Assignment Resolution forms for “Not Entered Yet” and “Entered / Done”. Clearly mark!</li> <li>• Agree with Dispatch and Evac on how you will communicate.</li> </ul>
<b>SHIFT CHANGE / TRANSFER OF DUTIES</b>	
	<ul style="list-style-type: none"> <li>• Ideally there are multiple people doing this position. Assure anyone doing the position for the first time is not left alone to work.</li> <li>• Update Job Aid template with any new or revised duties. Explain how to use Job Aid.</li> <li>• Assure they have electronic sign-in access, Shelterly Log in, know how to reach Shelterly Technical Lead.</li> <li>• Give update on current situation, any technical glitches of concern.</li> <li>• Assure there is staffing beyond the next shift.</li> <li>• Make clear what still needs to be done and any outstanding questions, issues.</li> <li>• Leave a phone number where you can be reached.</li> </ul>
<b>THINGS TO CONSIDER</b>	
	<ul style="list-style-type: none"> <li>• Delegating additional Resolution/Debrief Assistants who will review DARs.</li> <li>• Delegate dedicated data entry personnel to input information from DARs.</li> <li>• How late will last team be in – don’t let anyone be left to work alone at night.</li> <li>• Make sure everyone knows what to do in case of technical emergency.</li> <li>• Consider setting up a Shelterly WhatsApp group that includes all users. If glitches happen, consider sharing with everyone. Shelterly Technical Lead should be prepared to respond immediately with a fix.</li> </ul>
<b>DEMOBILIZATION</b>	
	<ul style="list-style-type: none"> <li>• Return all laptops to original location.</li> <li>• Return all Office Supplies to original location.</li> <li>• Return all Hotspots to original location (if using).</li> <li>• Debrief with Staging Group Supervisor.</li> <li>• Debrief with Dispatch and Evac Leads.</li> <li>• Submit ICS 214; confirm all Team submits their ICS 214.</li> <li>• Prepare input for after action report.</li> </ul>

	<b>TASKS (PENDING)</b>
	<b>NOTES</b>

**Name:** \_\_\_\_\_ **Phone #:** \_\_\_\_\_

**Date:** \_\_\_\_\_ **Time:** \_\_\_\_\_ **am / pm**