



Debrief/Resolution Operational

V0.6.9.6

Log in

Find Incident from drop down menu, click

Click Select Incident button

Overview: Steps to RESOLVE (close) a Dispatch Assignment (DA)

1. Each Evac Team will present their Dispatch Assignment summary form to the Debriefeer.
2. The Debriefeer will review the DA form to make sure it is COMPLETE and ACCURATE. The Team will NOT leave until all the Debriefeer's questions are answered and all necessary information is documented on the form.
3. Once the review is done, the Team can be dismissed. The Team will go back to Dispatch for another assignment (or go Off Duty).
4. Debriefeer will enter the data on the DA form into Shelterly.

Overview: Steps to RESOLVE a DA when a Team has been given an additional assignment after they have left Staging (“on the fly”):

1. Immediately after the Team has received their additional assignment(s), Dispatch will bring to The Debriefers an UPDATED Dispatch Assignment summary. This updated version will contain the original assignments AND the new assignment(s) all on one form.

2. The updated DA Summary is placed in the “on the fly” basket

3. When the Team presents to Debrief, the Debriefers will retrieve the Updated DA Summary from the basket and the following three items will be stapled together:

- Original DA Summary
- Updated DA Summary
- Paper RAS (old form)

4. The Debriefers will review the DA form to make sure it is COMPLETE and ACCURATE. The Team will NOT leave until all the Debriefers’ questions are answered and all necessary information is documented on the form.


5. Once the review is done, the Team can be dismissed. The Team will go back to Dispatch for another assignment (or go Off Duty).

6. Debriefers will enter the data on the DA form into Shelterly.

What a DA form looks like:

Page 1 is a SUMMARY page:

- Names of Team Members and their phone numbers
- All SRs assigned to this Team
- Information about each SR
- Space for initials and date of the Debriefer who reviewed the DA (future version)



SHELTERLY

Dispatch Assignment #6832

Opened: 6/27/2023

Team Go back
Karen Bunnell (530) 559-4474
Nancy Reese (530) 470-3615

SR#7228 - High Priority
Status: ASSIGNED

Service Request Address:
122 Oak Grove Parkway
Oroville, CA 95966
Latitude: 39.501825, Longitude: -121.464945

Animals
Cat: 1
Dog: 1

SR#7229 - High Priority
Status: ASSIGNED

Service Request Address:
111 Schroder Drive
Oroville, CA 95966
Latitude: 39.581405, Longitude: -121.424078

Animals
Alpaca: 3

Page 1 of 5

Page 2 contains Details specific to each SR. The detail pages continue until all SRs are noted.

Information on these pages includes:

- Location in two formats: conventional Address and Latitude and Longitude
- Check box on UR - to indicate this SR was completed by the Team
- Check box to indicate this SR was “Unable to Complete”
 - Unable to Complete indicates this SR needs to go back onto the Dispatch List so the SR can be reassigned to another Team
- Owner name and telephone number
- Instructions for Field Team, Accessibility, and Turn Around
 - Can a Prius make up the driveway? Can a horse trailer easily turn around?
 - Field Notes: includes anything specific the Team needs to know when on site (key is under door mat, back window is always open, neighbor’s name is Jim, etc.)
- **Animal** – Name, descriptor(s), Notes (Animal and Medical), Status
 - SIP*
 - UTL* – **CONFIRM THE TEAM HAS LEFT FOOD AND WATER**
 - NFA - No Further Action*
 - The site is completely destroyed, Teams have left food/water for three days and there is no evidence of life.
 - Sheltered – Animal has been evacuated to a NVADG Shelter
 - Reunited* – Animal has been returned to the Owner
 - Deceased* – Animal has been found deceased

** For Definitions, see Page 1 of this Operational Guide*
- **Priority** -
 - How urgent is it for a Team to return to the site?
 - Highest
 - Animal will be in imminent danger if not found quickly
 - Animal has been reported injured and needs medical help ASAP
 - High
 - Animal needs follow-up the NEXT DAY
 - Medium
 - Animal is safe but still needs a Team to care for it
 - Low/Lowest
 - Not used

- Date Completed – Day Team visited site

- Follow-up Date
 - Used for SIP or UTL
 - Day Team recommends the next visit should take place
 - Visit Notes
 - Any and ALL information that will help the NEXT TEAM

- Forced Entry
 - How did the Team gain access to the house/site?
 - Broke a window? Manipulated the garage door? Cut the lock to an outside gate?

- Owner Contact Time
 - This area is used by the Team to DOCUMENT **WHEN** the Team called the Owner

- Owner Contact Notes
 - This area is used by the Team to DOCUMENT **WHAT** the Team told the Owner

Sample DA Page 2, etc. is shown below:

SR#7228 - 122 Oak Grove Parkway, Oroville, CA 95966

Latitude: 39.501825, Longitude: -121.464945

Unable to Complete

Owner: Ally Kat (530) 895-0000

Instructions for Field Team: Review Animal and Medical notes!!! Key will be at staging. Neighbor is protective of area; his name is Jim. If he challenges you, tell him you have permission to enter the house and evacuate Fraidy and Under.

Accessible: Yes

Turn Around: Yes

Animals

ID - Species Name	SIP	UTL	NFA	Sheltered	Reunited	Deceased
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A#10099 - Cat Fraidy REPORTED (EVACUATION)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Primary Color: calico, Secondary Color: N/A

Description: N/A

Behavior: Fraidy will likely be found in the laundry room closet, which is located near the garage entrance to the house. Her catnip treats are in the cabinet above the dryer and will help coax her out. She has never been in a crate and may resist.

Medical: Please bring eye drops, located in the cabinet above the dryer (next to the catnip treats)

A#10100 - Dog Under REPORTED (EVACUATION)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Primary Color: brown, Secondary Color: white

Description: N/A

Behavior: Under is very friendly and will likely be overjoyed to see someone. Please bring his harness, leash, and bowls; he has had previous trachea surgery and should NOT be leashed on a collar but only with a harness. He won't eat or drink unless it is out of his personal bowls.

Medical: Previous trachea surgery; DO NOT leash or place anything around his neck; use harness only

Priority

Highest
 High (Current)
 Medium
 Low
 Lowest

After the Debriefer has reviewed the DA form and makes ALL ADDITIONS and CORRECTIONS, the Team can be DISMISSED to receive another assignment, or to go Off Duty.

The Debriefer will now use the DA form as a reference and enter the data into the Shelterly program.



TIP: To make the most efficient use of the Team's time, review all the information and DISMISS the Team. They DO NOT need to remain in the Debrief/Resolution area once all the information on their DA form is reviewed and confirmed COMPLETE and ACCURATE.

There are MANY ANIMALS for the Team to SAVE! It is our job to get them back into the field ASAP!!



TIP: You DO NOT need to enter the data into Shelterly immediately after you dismiss a Team. If there are Teams waiting to have their forms reviewed, WAIT to enter the data and do all in bulk. ***Getting the Team BACK IN THE FIELD (or Off Duty) is our FIRST PRIORITY.***



TIP: If the Team indicates an Animal was UTL, MAKE SURE TO ASK IF THEY LEFT FOOD AND WATER. If they did not, inform the Evac Lead.

Also, AT THE START OF AN INCIDENT, ask the Evac Lead what their policy will be for UTL Animals. How many days/times will a Team need to return to the area, and look for an animal, before the SR is considered complete?

How to enter Data from the DAR into the Shelterly Database:

From left-hand menu click SEARCH

From the drop-down, click DISPATCH ASSIGNMENTS

Type in the Team's name in the search bar and click Search.

Click on the Target ICON to the left of the Team Name. This will bring you to the ***Dispatch Assignment Summary*** page.

At the TOP of the page, click the Resolve dispatch assignment ICON ()

DISPATCH ASSIGNMENT AND RESOLUTION (DAR)

Enter the information from the Team's DAR onto this page. Some of the information may already appear to be updated. If the Animal was taken to a Shelter, the Shelter staff would have already entered this data into Shelterly. MAKE SURE YOU STILL CONFIRM ALL INFORMATION IS CORRECT.

If after the Team has left, there is a discrepancy between the DAR and what is in the Shelterly system, MAKE SURE you contact the Team OR the Shelter to clarify. MAKE ALL CORRECTIONS ***BEFORE*** YOU MOVE ON TO ENTERING THE NEXT DAR!