Job Aid
Dispatch 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	
	OVERVIEW
	Dispatch Lead is responsible for dispatching teams to evacuate or shelter-in-place animals in response to Service Requests for Animal Branch Operations (ABO), based on priority. **The Dispatch team's primary function is to assure the safety of Evac Team members by staying in contact with them, getting them help if needed, and assuring CalFire and the Sheriff approve animal response at the location assigned.** ELEMENTS INCLUDE: • Coordinating the animal search and rescue function and the animal shelter-in-place function while maintaining situational awareness of dangers in the evacuation zone. • Directing teams to assignments based on their animal containment equipment and skills. • Being prepared to respond in case of team emergency. • High level of understanding on use of Shelterly and being prepared to respond in case of technical emergency.
	POSITION OVERVIEW
	• Assign evacuation teams based on available workers, vehicles, trailers, driving skills and animal handling skills. • Constantly follow incoming service requests and their priority status. • Manage coordination of Shelterly, Whiteboard updates and radio communications to create smooth search and rescue operations. • First priority is safety of teams in the field. Dispatch remains on duty until the last person from the field is safely back at staging location.
	REPORTS TO
	• Staging Group Supervisor, who reports to Animal Branch Operations Center (ABOC) Operations Section Chief.
	WHO REPORTS TO
	• Whiteboard Operator • Radio Operator

PLANS & REPORTS – What you create	
	• Dispatch Assignments – current numbers of Evac Teams dispatched and other relevant information will be available to report at 1000 and 1700 • Complete ICS Form 213 (Resource Request) as needed • Inform Staging Group Supervisor of number of lunches needed for the Dispatch Operators ** Submit meal order AT LEAST ONE MEAL AHEAD
FORMS & GUIDES – What you use	
	• ISC 214 • ISC Form 213 (Resource Request) • ICS Form 226 (Injury Report Log) - immediately inform supervisor of any injuries • Whiteboard • Dispatch Job Aid • Daily ABO IAP • Satellite set up Manual
TECHNOLOGY – What you need to have	
	• Shelterly sign in • Computer • Internet Service • Printers and laptops • Shelterly Dispatch Module • WhatsApp to maintain inter-NVADG communication • Cell phone and charger • Google Workspace
RESOURCES – What can help	
	• Shelterly Dispatch Operational Guide • Maps (paper) of evacuation areas • Names and phone numbers of all Evac Team members • Name and phone number of Shelterly Incident Lead • Names and phone numbers of CalFire, Red Cross Shelters • Names and phone numbers of Butte County ACOs • Name(s), location(s), and phone number(s) of Incident Emergency Veterinarian(s)
COORDINATE WITH	
	• Evac Team Lead • Hotline Team Lead • Shelterly Technical Lead • ABOC Planning Section Resource Unit Volunteer Impact Tech for staffing • Resolution/Debrief Data Entry people • ABOC Operations Section Chief for fire updates

	ASSIGNMENTS/DUTIES
	- Attend morning briefing (Staging Group Supervisor will post) with ABOC Operations Chief. - The Dispatch team is three positions: Dispatch Lead who uses Shelterly, Whiteboard Operator who maintains whiteboard information and Radio Operator who talks with teams. If there are less than three people assigned to Dispatch, duties will need to be shared. - All members are responsible for monitoring the fire status and keeping teams safe in the field. - All members should know how Comms/Dispatch trailer generator works, internet password and use and how computers/printers work. Also know how to set up Satellite. - All members should be familiar with Shelterly and be prepared to help if needed. **Whiteboard Operator:** - Update and maintain Evac Team names, cell #s, and vehicles on whiteboard. Evac Lead will make the assignments. If Evac Lead is not available, Dispatch Lead will create teams based on resources and people available. - Update and maintain accuracy of Dispatch Vehicle/Trailer Whiteboard (Time, Team, On-Scene, Returning, Assigned, Off-duty, etc) and status in the field as reported by Radio Operator. - Assure printer is always filled with paper. - If Evac Lead is not available, review Dispatch assignments prior to handing to Evac Teams. Check to be sure there are no special instruction that should affect assignment, such as "waiting for owner to bring key to Richter." Evac Lead will do this if they are present. **Radio Operator** - Do radio checks with teams before they leave staging. - Assure you speak with teams every designated time to assure they are ok. Designated time can be every 30 minutes, etc. Teams are to report when they reach Fire Division, address of assignment, leaving address of assignment, arrive at next address, etc. Team must report when they are leaving Division and where they are heading. - Report to Whiteboard Operator status of teams. - Call teams to update information, add or change a Service Request. Information will come from Dispatch Lead. **Dispatch Lead:** - Set up Dispatch section of Comms Trailer. - Coordinate with Hotline Lead and Evac Lead. - Maintain Staffing of Dispatch for duration incident; Staffing hours will be based on teams in the field and time needed to assign Service Requests. - Enter potential Evac Team members in Shelterly, create teams as designed on Whiteboard by Evac Lead. If Evac Lead isn't available, you assign and advise Whiteboard operator. - Refresh Shelterly screen to see Service Requests from Hotline operators. - Create Dispatch Assignments – use Shelterly Operational Guides for complete instructions. - Get updated or unusual requests that Hotline Operator give you; relay to teams via Radio Operator and update online information and whiteboard. - Obtain approval and/or escorts for Evac Teams to enter the evacuation area, if CalFire requires. - Stay abreast of approval to enter areas based on fire behavior. - Take action when Evacuation teams advise an area can't be entered due to down trees or wires. Request ABOC Operations Chief assistance on information and clearing.

- Document Shelterly glitches and send to Tech Support. Share with other Shelterly users.
- If internet fails, immediately contact Shelterly Incident Lead. They will coordinate Shelterly backup measures. DO NOT initiate backup without first coordinating with the Shelterly Incident Lead.
- The Staging Group Supervisor position must be assumed by Hotline Lead, Dispatch Lead, Evac Lead or Radio Lead if no one fills it at start of incident. Continue until replacement is assigned.
- Always remain prepared to Improvise, Adapt, and Overcome.

Repopulation, lifting of Evacuation order:
- When evacuations are lifted, make phone calls to every open Service Request. Confirm with the owner that they will be returning to their property to care for their animals. Do not assume they are able to return.
- Coordinate with Evac Lead and Evac Teams on calls.
- Make notations in Shelterly on results of call, and "cancel" Service Request.

SET UP/ START OF INCIDENT

- See "Procedures for Comms Trailer SetUp" (Internal document, Google Workspace).
- Whiteboard, dry erase pens, eraser.
- Post map of Incident (from IAP, if possible).
- Pens, paper, stapler, and other miscellaneous office supplies.
- Turn on laptops and printers.
- Check for adequate supplies of printer paper and ink cartridges.
- Log into Shelterly, assure incident has been set up.
- Set up evacuation members in Shelterly as they report for duty.
- Post Evac Teams including names of personnel and contact cell phone numbers on whiteboard. Evac Lead will create the teams. If not available, plan to do this yourself.
- Post on whiteboard the vehicles and trailers available, and who drives.
- Post Reference Information/Phone Numbers on whiteboard:
  - Red Cross Shelters
  - CalFire Information Line
  - Staffing Phone numbers ** FOR NVADG USE ONLY **: Large Animal Shelter Lead (Camelot), Small Animal Shelter Lead, Emergency Veterinarian.
- Watch Service Requests closely for priority, special needs, and areas where teams will not be able to enter.
- Get "Go - **No Go**" through chain of command. Sheriff and CalFire must both approve.
- 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.

SHIFT CHANGE / TRANSFER OF DUTIES

- If possible, have next Dispatch Team member job shadow for one day.
- Update Job Aid template with any new or revised duties. Explain how to use Job Aid.
- Assure they have electronic sign-in access, schedule for meetings, and access to any other tools you use.
- Update IAP reporting and Org Chart to reflect new name and phone number.
- Make face-to-face introductions to key people and shelter volunteers.

	- Assure new person is included in all distribution lists and has access to all reports. - Give update on current situation, areas of concern and current personnel support needed. - Provide intel on expected situation over next 24-72 hours and beyond. - Leave a phone number where you can be reached.
THINGS TO CONSIDER	
	- Transition from Shelterly to paper forms may occur at ANY TIME. Be prepared to utilize paper SR from Hotline Operators. - Prepare to modify workflow and prepare to utilize old, triplicate Request for Animal Services (RAS) forms should Hotline become non-functional due to cell service or internet failure. - The amount of work is dependent on the size of the incident. Each new evacuation brings a flurry of new Service Requests. - It will take Evac Teams 60-90 minutes before they are ready to go out. If Dispatch team has time, help answer Hotline calls.
DEMOBILIZATION	
	- See "Procedures for Closing Comms Trailer" (Refer to NVADG SOG). - REMAIN AT POST UNTIL ALL EVAC TEAMS HAVE RETURNED FROM THE FIELD. - Debrief with Hotline Lead and Evac Lead. - Submit ICS 214s. - Confirm all team members ICS 214 are completed and submitted. - Prepare to take part in After Action report.
TASKS (PENDING)	
NOTES	

Name: _____   **Phone #:** _____

Date:_____ **Time:**_____ am / pm