Dispatch Operational
V0.6.9.6

Log in

Find Incident from drop down menu

Click Select Incident button

From left-hand menu click DISPATCH

You will have three options:

- Deploy Teams – click HERE to create assignments for Evac Teams
- PrePlan Assignments – Not currently in use
- Team Management – Not currently in use

Below the three Options, you will see a Map. This Map will initially show all Active Dispatch Assignments (DAs) for the incident (i.e. NOT yet Resolved by the Debriefer).

** Note: You can view all SRs for the incident by going to the Hotline Module and click "ALL" from the right-hand list.

To filter what is displayed on the Map, use the buttons on the right.

- o Click the Team name to filter the Dispatch Assignments for a specific Team
- o Click "Active" to filter for all active Dispatch Assignments. If you click "Active" and there is nothing showing on the Map, that means there are currently NO Evac Teams in the field and consequently NO active Dispatch Assignments.

* NOTE: **At the end of the Day (or Operational Period), there should be <u>NO OPEN SRs OR DAs showing on the Map</u>. NO OPEN SRs or DAs mean:**

- **ALL TEAMS ARE ACCOUNTED FOR – they are safely back at Staging or are Off Duty and returning home**
- **ALL ANIMALS ARE ACCOUNTED FOR – ALL Service Requests have been Assigned and ALL Dispatch Assignments have been Resolved.**

<u>Remember</u>: At the end of the Day the Dispatcher DOES NOT LEAVE THEIR POST until ALL TEAMS and ALL ANIMALS are accounted for!!

Steps to DEPLOY TEAMS

Click the DEPLOY TEAMS button

The Map - By clicking on Deploy Teams, the Map now only shows SRs that need to be assigned to an Evac Team.

The ICONS shown on the map represent SRs, created by Hotline

An SR that has not yet been assigned to a Team is considered OPEN.

All OPEN SRs need to be assigned to a Team.

Here's what each map ICON represents:

- *Reported*
    - ICON: Red circle with an exclamation point in the center

    - DEFINITION: A *Reported* Animal is one that has NOT been visited/found/fed. It requires a Team assignment.

- *Reported (Evac)*
    - ICON: Red circle with a lightening bolt in the center

    - DEFINITION: A *Reported (Evac)* Animal is one that that the Owner requests be removed from the site and brought to the Emergency Shelter

- *Reported (SIP)*
    - ICON: Red circle with house in the center

    - DEFINITION: A *Reported (SIP)* Animal is one that the Owner requests be left and cared for on site

NOTE: During the initial phase of an incident, although the Owner may request "Reported - Evacuation" or "Reported - Shelter-in-Place", the default for the Hotline Team will primarily be "Reported." This is because historically, during the beginning of an incident, everything is in constant flux. Decisions may need to be made on the fly, and may occur only after the SR site is reached and an assessment of Animal safety is completed by the Evac Team. In these cases, the Evac Team has the authority to overrule an Owner's request should it appear the safety of the Animal is in jeopardy.

- *SIP* (Shelter in Place)
    - ICON: Yellow circle with a house in the center

    - DEFINITION: A **SIP** Animal REMAINS IN PLACE. It is NOT EVACUATED by a Team.

    - SIP occurs when:
        - 1) Owner requests that their Animal not be moved,
        - 2) Animal will NOT BE IN DANGER if it remains in place.

    - NOTE: An Owner may request a SIP when they call Hotline. HOWEVER ***it is up to the discretion of the Team*** assigned this SR whether they allow the Animal to remain in place (see above)

- *UTL* (Unable to Locate)
    - ICON: Blue circle with a question mark in the center

    - DEFINITION: Animal that a Team cannot find.

    - NOTE: When an Animal cannot be located, even if the surrounding area has been destroyed, the Team will ALWAYS LEAVE FOOD AND WATER

    - Standard procedure: AT LEAST THREE VISITS before the SR is removed from the Dispatch List.

- *Sheltered*
    - ICON: Brown circle with an "x" in the center

    - DEFINITION: ALL animals in this Dispatch Assignment have been Sheltered.   The icon will only appear if ALL are sheltered; if one remains UTL, the UTL icon will appear, if one remains SIP, the SIP icon will appear, etc.

* NOTE: a future version of Shelterly will include a seventh icon. This icon will represent the situation where an Animal has arrived at the Shelter, but the Evac Team is still en route to Staging and consequently,their DAs have not yet been resolved by Debrief. To date, this icon has not received a pictorial representation and has also not been named.

Steps to create TEAMS and TEAM ASSIGNMENTS

Immediately below the Map, you will see the area for Teams and Team Assignments.

CREATE/UPDATE TEAM NAME:

NOTE: You will create teams at the beginning of the day, with the first deployment. Teams will NOT be created until they are assigned SRs and "Deploy" is clicked!

To create or update the Team Name, click on the edit pencil icon ( ) located next to the Team name that is displayed.

 TIP: Consider modifying the Team name to include the resources specific to the Team (i.e. 4HT for "this Team has a horse trailer that can carry 4 horses", or ACO for "this team includes an Animal Control Officer").

Creating these identifiers at the outset will GREATLY facilitate creating subsequent assignments because all the resources on the Team will be obvious!

NOTE: *There is an 18 character limit for the Team name so be brief!* Example: instead of "Team 7", edit name to say "T7 4HT,ACO" which will mean: "This is Team 7, and they have a trailer that can carry four horses in addition to having an ACO accompanying them."

CREATE TEAMS

To create a Team, click in the box to the right of the Team Name. A drop down menu of Evac Team members will appear. Start typing the member's name to filter the list. Click on the intended Team member to begin building a Team. Each name you click on will be assigned to this Team.

If a Team member's name is followed by a triangle icon with an exclamation point, this Team member has already been assigned to an existing Team. An error message will occur; *be cautious if you choose to override this error message.*

To delete OR add a Team member:

- Click on the box for Team member names
- From the drop-down list, select the Team
- When the names appear in the box, click the "X" to DELETE the member
  OR
- When the names appear in the box, begin typing in the name you'd like to ADD and select from the drop-down list.

HOW TO UNDERSTAND THE LIST OF OPEN SRs SHOWN BELOW THE MAP

In ADDITION to the Map, you will also see ALL OPEN SRs listed BELOW THE MAP.

TIP: If you don't see the SR you want on the List try this:

- Use the Zoom In/Zoom Out (+/-) . *The List will only show those SRs in the area showing on the Map.*
- Make sure you have scrolled down completely on the List. Some computers may not show the vertical scroll bar (to the right of the List). If this occurs, check to make sure your *horizontal* scroll bar at the bottom of the screen is all the way to the RIGHT.

💡 **TIP**: The List shows HIGHEST PRIORITY at the top: Hotline will give Animals HIGHEST PRIORITY status when:

- Animals are injured
- Animals that are in imminent danger
- ** ALWAYS ASSIGN TEAMS TO HIGHEST PRIORITY ANIMALS FIRST **

*Note: In addition to being sorted by priority, The List is also sorted by SR number, with the lowest number first. This allows for easier identification of the age of the SR: the OLDEST SRs will have the LOWEST numbers.

The List underneath the Map shows all the SRs that are OPEN and need to be assigned to a Team. Each SR is summarized on each line using *Text* and *Icons*. Dispatchers need to read text, icons, and review the SR comments about Behavior, Medical and Additional Notes.

Text includes:

- Species of Animal
- Number of Animal(s)
- SR Number
- Address

Icons to the left of the address include:

- Number of Animals Reported
- Number of Animals UTL
- **Priority Level of Assignment – NOTE THIS!**
- Easily/Not easily accessible by vehicle
- Room/no room to turn a trailer around
- ACO required
- Animal is injured

Icons to right of the address include:

- Toggle 1 mile radius
- Owner name/No owner
- Service Details –
  - ALWAYS view each "Service Request Details" PRIOR to creating a DA as this information may influence which Evac Team is assigned this SR

- Follow-up date (if SIP)

- Assign service request to an open dispatch assignment

Hover over each icon to determine their meaning. You can click on an ICON to get more information.

** Especially become familiar with the
- HIGH PRIORITY icon (⬛) and the
- HIGHEST PRIORITY icon (⬛)

NOTE: A "Key at Staging" icon will be available at a future date.

💡 TIP: **STOP AND READ THE TEXT AND ICONS **

Use the icons to help create Team Assignments:
- Priority (is the animal injured?)
- Geographical proximity (Toggle 1 mile radius icon)
- Resources required (trailer? ACO? Veterinarian?)
- Service Request Details (click on the ICON to see the details; use your back button to return to The List)

STEPS TO ASSIGN SRs TO A TEAM

For each SR, review the Text and Icons and understand what they are telling you.

- Click on Service Request Details icon (▤) to get special instructions under Additional Notes.
  - From the SR Details, click on each animal to see any comments contained in the Animal Notes or Medical Notes.
  - From the SR Details, scroll down to see notes about previous visits. Does the Team need to bring additional food or water?
- Take note if owner is bringing/has brought a house key to staging. Don't let the team leave without the key!
- Consider the animals and special needs before you assign the team. Be sure they can complete the SR.
- Usually the computer back button works to get you back to the Deploy Team page/screen.

Using The List, click on the box to the left of the SR to assign it to a Team. This will change the icon on the Map (either 🔴, ⚡, 🏠, 🏠, or ❓) to a green check mark. Confirm the SR(s) are in geographical proximity by reviewing the map.

NOTE: If you have two SRs at the same address or very close together, the ICON on the Map may be shown one right on top of the other. Zoom IN if you need to see each individual icon.

When you have finished selecting SR(s) for the Team, click DEPLOY.

Steps for DISPATCH ASSIGNMENT SUMMARY (DA):

This will bring you to the third page of the Dispatch Module.

To the left of the page title, you will see three icons:

- - Print Dispatch Assignment Summary
- - Resolve Dispatch Assignment
- - Not in Use

Immediately below the Page Title, the section on the Left shows Team information.

Using the icons in this section you can:

- edit a team name,
- add a team member,
- find a Team member's phone number, and
- remove a Team member

To the right of the Team section, is the Map. ***ONLY PRINT A PAPER MAP IF SPECIFICALLY REQUESTED TO DO SO BY A TEAM***.

The section below the Team Information and the Map shows a summary of the Dispatch Assignment:

- SR Number
- Address
- Location in Latitude and Longitude
- Owner
- Instructions for Field Team – this will provide specific instructions to the Team
- Animal Information – this will provide the Animal Number, how many Animals, Specific Species/Breed, Reported/UTL/SIP, etc.
- Previous visit notes

Review what's on the page and confirm the team you have assigned has the necessary resources to complete the assignment. Once confirmed, PRINT the DA by clicking on the icon to the right of Dispatch Assignment Summary at the top of the page - "Print Dispatch Assignment" ()

Hand the DA to the Dispatch Lead who will review it for errors, and confirm the Team has all the necessary resources to complete their assignment. After the Dispatch Lead reviews the DA, they will submit it to the Evac Lead for further review. Once the Evac Lead has reviewed the DA, it will given to the Team.

TIP: Make sure you change the printer preferences to "Scale to fit Page" BEFORE YOU PRINT THE DISPATCH ASSIGNMENT. This will ensure that all the information necessary for the Evac Team is correctly oriented on the page – and nothing will be inadvertently cut off!

TIP: If you need to change a Dispatch Assignment:

- Click on the Resolve Dispatch Assignment icon (☑)
- Click "Unable to Complete" for all SRs and click Save
- This puts all SRs in that DA back into the Dispatch List
- Go back to the Dispatch Module, locate the SRs from The List, and start again

REMINDER: Be sure to look for important information in the "Instructions for Field Team", the "Animal Notes", and the "Medical Notes" free text fields.

TIP: Hotline calls are NOT AUTOMATICALLY UPDATED to the Dispatch Map. *The Dispatcher needs to CONSTANTLY REFRESH their screen so no SRs are overlooked. Also make sure to Zoom the Map OUT to make sure there are no new SRs which might be outside the previous Map boundaries!*

Steps for Assigning a Service Request to an Open Dispatch Assignment (DA) ("on the fly")

A very powerful feature of Shelterly is the ability to assign new SRs to Teams already in the field. This enables the Dispatcher assign a SR "on the fly" to a Team in geographic proximity, without requiring them to first return to staging.

HOW TO ASSIGN AN OPEN DA:

Find the new SR you wish to Assign to an Open DA from The List below the Map. Click on the icon: "Assign a service request to an open dispatch assignment". This icon will be located somewhere to the right of the address (hover over the icons until located).

This will take you to the *Assign Service Request* page. A yellow STAR will indicate the new SR.

Select a marker on the Map that is closest to the STAR. Hover over the marker until a finger icon appears then click on the marker. The marker will become a green icon with a check mark.

Use the List below the map to determine which Team corresponds to this marker. Scroll down until you find a check mark identifying the Team.

If there are two or more Teams that appear close to the STAR, use the Mile Scale at the lower left corner of the map to estimate which is actually closer. You may need to Zoom In for best results.

Once you have chosen a Team, click ASSIGN.

This will take you back to the Dispatch Assignment Summary page. REPRINT the DA Summary and give it to the Dispatch Lead. The new DA Summary will include both the new SR and also all the other SRs that were assigned to this Team. Give this DA Summary to the Debrief Team.

** Don't Forget to *RADIO THE TEAM YOU HAVE ASSIGNED THIS SR*!!!**

REMIND the Team to complete a paper RAS (old form) to document the information you give them. Reminding the Team to complete a paper RAS IS VERY IMPORTANT. The RAS will be vital for Shelter at Intake AND for the Debrief/Resolution Team to correctly resolve this SR.

💡 TIP: It is VERY IMPORTANT to REPRINT the updated DA Summary for ALL Teams assigned a SR to an Open DA ("on the fly"). It is especially important because the Debriefer/Resolution Team will need this updated list to make sure ALL the SRs assigned to the Team are correctly resolved.

* <u>Advanced Scenarios</u>

* For Technician Level Shelterly Users

Steps for Removing Animal(s) from a SR and/or a DA

- HOTLINE: While owner is on the line, search for the original Service Request. Make sure it hasn't already been handled. Next: write down what the owner is saying, the SR#, Animal #, and owner phone number. Call information to DISPATCH.
- HOTLINE will make the comments in the Owner Contact Notes log.
- DISPATCH will research the current status of the animal/SR. DISPATCH will contact Team in the field if needed and relay information. Dispatch will make notes in Field Instructions **and** Animal Notes.
- Dispatch will cancel the animal. If it was the only animal on an open SR, Dispatch will cancel the SR, too.

Steps for Adding Animal(s) from a SR and/or a DA

- HOTLINE: If the Owner calls to ADD an Animal, Hotline will create a completely NEW SR; *only a NEW SR will show up in the Dispatch queue!!*
- SHELTER: If an Evac Team brings an additional Animal to the Shelter, SHELTER INTAKE will ADD the Animal
- DEBRIEF: If an Evac Team finds Animals in the field that are NOT taken to the Shelter, the Evac Team will create a paper RAS, Debrief will create a NEW SR, assign it to the Evac Team, and it will be RESOLVED along with the original DA assignments for that Evac Team

Final words:

Remember: **At the end of the Day (or Operational Period), there should be <u>NO OPEN ASSIGNMENTS on the Map. This means:</u>**

- **ALL TEAMS ARE ACCOUNTED FOR – they are safely back at Staging or are Off Duty and returning home**
- **ALL ANIMALS ARE ACCOUNTED FOR – ALL Service Requests have been Assigned and ALL Dispatch Assignments have been Resolved.**
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NOTE: There may be SRs from Hotline calls taken after the last Team was deployed – this is OK to show on the map. These calls will be assigned during the next Operational Period. BUT – NO TEAMS SHOULD BE IN THE FIELD and ALL ANIMALS SHOULD BE ACCOUNTED FOR AT THE END OF THE DAY!

<u>Remember</u>: At the end of the Day the Dispatcher DOES NOT LEAVE THEIR POST until ALL TEAMS and ALL ANIMALS are accounted for!!