



Job Aid

Hotline Operator



Name: _____ Date: _____ Event: _____

* Use one Job Aid per shift. Document all details in the Tasks (Pending) and Notes Section.

Time Done	
	OVERVIEW
	<p>Hotline Operators are responsible for answering hotline calls from the public during an evacuation.</p> <p>ELEMENTS INCLUDE:</p> <ul style="list-style-type: none"> • Presenting a professional point of contact for the animal response. People can talk to a human to get answers or get information on the correct place to call. • Giving animal owners a resource to retrieve their animals and stop the owner from taking the risk of going back into the evacuation zone. • 24-hour staffing during active evacuations.
	POSITION OVERVIEW
	<ul style="list-style-type: none"> • Responsible for answering calls about animals and generating a Service Request or search in Shelterly. • Hotline Operators capture and enter the information used to retrieve, search and rescue or shelter in place animals, and help match lost animals with their owners. • This requires a professional phone manner, technical-level skills in Shelterly, and attention to details. • Recognize trends and other important information that should be escalated up chain of command.
	REPORTS TO
	Hotline Lead, then Staging Group Supervisor
	FORMS & GUIDES – What you use
	<ul style="list-style-type: none"> • ICS 214 • Service Request (SR) – enter directly online or use paper forms and/or fillable PDF • Hotline Call Log for Operators to write phone numbers and names of people calling in a Service Request. • Hotline Operator Job Aid • Shelterly Hotline Operational • Daily Animal Branch Operations Incident Action Plan (ABO IAP)

TECHNOLOGY – What you need to have	
	<ul style="list-style-type: none"> • Shelterly log in and incident access • Internet Service (obtain HotSpot, if needed) • Computer • Advanced Level knowledge of the Shelterly Hotline, Dispatch, Shelter and Search functions. • WhatsApp – to keep all Hotline Operators informed and maintain inter-NVADG Communication • Cell Phone Charger • Cell Phone and headset. Use to receive Hotline calls and for potentially creating a HotSpot if no other internet is available • Direct phone number for Dispatch to contact for removal of animals from SRs. • WhatsApp – Hotline Group and Shelterly Tech Group
RESOURCES – What can help	
	<ul style="list-style-type: none"> • Current information on where public can take donations • List of phone numbers and addresses
COORDINATE WITH	
	<ul style="list-style-type: none"> • Dispatch Lead • Hotline Operators • Hotline Lead and/or Staging Group Supervisor
ASSIGNMENTS/DUTIES	
	<ul style="list-style-type: none"> • Get your phone number added to Ring Central. • Answer calls “North Valley Animal Disaster Group, this is _____” ALWAYS give caller your name! • Best practice when entering in Shelterly is to tell caller the order of information you’ll need, and tell them what you’re doing as you do it. Keep a calm demeanor. Promise nothing; “We’ll try.” • Listen to caller. Let them talk a bit. Many have dialed repeatedly to reach you. • Take information for Service Request(see Hotline Operational), answer NVADG-related questions or politely refer elsewhere. • When it’s clear you’ll be creating a SR ask for their phone number and write it on Hotline Log. This can be used if you get cut off during call or if you forget or are unable to save information you entered. Call them back and get it again. Phone numbers can also be used to confirm your SR was saved/created. • When you need to be away from call taking, let Lead know to remove you from Ring Central. • Keep Lead and Scheduling person aware of your availability. • If internet failure occurs County-wide, the incident will transition to old-school paper. Be ready with 3-part NCR Request For Animal Service. These are at Richter and in Comms/Dispatch trailer. If you are working remotely, you will write out information or use fillable PDF and email it to RAS@nvadg.org. • Escalate situations, issues, potentially important things to Lead. Information Operators get from callers that could be significant. • Document any Shelterly glitches and escalate to Shelterly Tech Lead. Post to WhatsApp if you have created a WhatsApp Shelterly group.

	<ul style="list-style-type: none"> • Stay apprised of status of Shelters and Evacuation. • Best place to be if possible is at Staging / Richter warehouse. • Turn in 214 and Hotline Log daily to Lead.
SET UP/START OF INCIDENT	
	<ul style="list-style-type: none"> • Post Reference Information/Phone Numbers: <ul style="list-style-type: none"> ○ Red Cross Shelters (public use). ○ Cal Fire Information Line (public use). ○ Emergency Animal Shelters Addresses (public use). ○ Emergency Animal Shelters – Phone numbers (NVADG use ONLY). ○ Other useful information, based on incident. ○ Refer people in need to 211. They just dial 211.
THINGS TO CONSIDER	
	<ul style="list-style-type: none"> • Paper Forms may be needed at ANY TIME during an incident if internet failure occurs. ALWAYS have adequate stock of 3-part NCR Request for Animal Services (RAS) forms immediately available. You will be told if the incident is moving off Shelterly and transitioning to old-school paper Request for Animal Services for evac/SIP and paper intake forms at Shelters. • There might be 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. • Be prepared to verbally transmit special information on special situations to Dispatch. Some situations may not fit in Shelterly. • In 2022 and 2023 BIRDS ARE NOT ALLOWED IN SHELTERS. This is due to Avian Flu. There may be a way to do Shelter in Place. Hotline Operators need to be aware and advise callers. Put it in the original recorded message, too.
TASKS (PENDING)	
NOTES	

Name: _____ Phone #: _____

Date: _____ Time: _____ am / pm