



Job Aid

Intake 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 Intake Lead binder on site for future reference.

Time Done	Action
	POSITION OVERVIEW
	<p>The Intake Lead (Area Lead) is responsible for managing all aspects of Intake and the safety of volunteers and the public at the emergency Animal Shelter for Animal Branch Operations (ABO).</p> <p>ELEMENTS INCLUDE:</p> <ul style="list-style-type: none"> • All aspects of Intake. • Supervise Intake Assistants, Intake Runners, Evac Intake, and other Intake volunteer • Management of public in all aspects of <u>Intake</u>. • Train volunteers in all aspects of Intake. • Intake: Recommended 6 volunteers (AM & PM staffing is important) <i>2 shifts per day</i>. • The Intake area of Small Animal Shelter / Large Animal Shelter can be chaotic, while the functions performed are the most important. <ul style="list-style-type: none"> ○ That is, securing the identity and information about every animal housed at the Animal Shelter and who/how to contact the owner. ○ The Intake Lead must be organized, flexible, personable, and able to make quick decisions and take fast action. • Attend Morning Briefing - Shelter Lead will post time on ICS Whiteboard. • Assist in Reunification as directed by Animal Shelter Lead. • This position requires training and operational competence with Shelterly.
	INTAKE LEAD REPORTS TO
	Animal Shelter Lead (Shelter Lead)
	WHO REPORTS TO INTAKE LEAD
	<ul style="list-style-type: none"> • Assistants #1 • Assistants #2 • Intake Runners #1 • Intake Runners #2 • Intake Volunteers
	REPORTS TO MAINTAIN
	<ul style="list-style-type: none"> • Animal Intake Master list • Animal Location Inventory (binder kept at Intake). • Animal Counts: 1000 and 1700 (times may vary). <ul style="list-style-type: none"> ○ Cross reference Animal Intake Master List/ Shelterly report count with Shelter Lead. • Animal Transfer binder with Index Tracking and Transportation Manifests. • Daily In and Out Tracking (start on day two, continue until shelter closes). • Lost Animal (binder kept at Intake).

FORMS AND GUIDES	
	<ul style="list-style-type: none"> • Intake Lead binder: Contains Job Aids with Protocol / SOG's. <ul style="list-style-type: none"> ○ Intake Lead Job Aid - use one per shift, document all details, (Tasks (Pending) & Notes). <ul style="list-style-type: none"> ▪ Area Lead Storage Clipboard. • ICS 214 Activity Logs / Electronic - update your ICS 214 through 'Check-IN' App • ICS 213 General Message handwritten to Shelter Lead • Animal Care Schedule (printable) - Shelterly <ul style="list-style-type: none"> ○ Animal Care Schedules / Cat Care Schedule / Large Animal Care Schedule (paper) • Owner Summary/Liability (printable) - Shelterly <ul style="list-style-type: none"> ○ Animal Intake Forms (paper) • Del Oro Small Animal Intake Map (Set Up) / Camelot Large Animal Intake Map (Set Up) • Butte County Fire Zone Map and County Street Map. • NVADG's Photo and Video Release • Owner Contact Protocol, volunteers appointed by Intake Lead and/or Shelter Lead. • Shelterly Tutorials
TECHNOLOGY – you need to have	
	<ul style="list-style-type: none"> • Personal Cell Phone and charger • Family Radio • WhatsApp on your cell phone • Shelterly: https://nvadg.shelterly.org Use Shelterly Tutorials. <ul style="list-style-type: none"> ○ Only Shelterly appointed volunteers should enter in Shelterly. • Connectivity: Del Oro Wi-Fi: BC-Guest-Network <ul style="list-style-type: none"> ○ Other: Internet Connection via Starlink, Hotspot, or Satellite. • Tablets and Mobile Hotspot: need to be requested on handwritten ICS 213, Consult with Shelter Lead. • Located on the Public Intake Cart and the Evac Intake Cart <ul style="list-style-type: none"> ○ Laptops, Tablets, Printers, and USB printer cable. ○ Extension Cord, and Surge Protector - Power Strip • NVADG Scanner or BK Radio, (LISTENING only to evac teams), if approved by Shelter Lead. <ul style="list-style-type: none"> ○ Can be kept at Intake. Intake Lead will then be responsible for returning at closing.
COORDINATE WITH	
	<ul style="list-style-type: none"> • Shelter Lead • Area Leads / Barn Leads and Assistance, as necessary. • Veterinarian(s) as directed by Shelter Lead • Comms Lead • Evac Lead • Animal Documentation Lead as directed by Shelter Lead • Animal Shelter Safety Assistant • Shelterly Technical Lead • Reunification Team as directed by Shelter Lead • Traffic Flow Assistant directed by Shelter Lead
SET UP / START OF INCIDENT (Check Off as Completed)	
	<p>Delegate these duties as volunteers are assigned to Intake.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Family Radio: Complete a radio check with Area Leads. <input type="checkbox"/> Coordinate with Shelter Lead to ensure ICS 213 Request has been submitted for: Tablets, and Hotspots. <input type="checkbox"/> <u>Intake Carts / Wagons:</u> <ul style="list-style-type: none"> ○ Intake Tubs, Animal Intake Forms, Office Supplies, Clipboards. ○ Binders (Intake, Release, Transfer, Veterinarian, Animal Location Inventory, Donation)

	<ul style="list-style-type: none"> ○ NVADG Brochures, to give owners and public. □ <u>Assemble Public Intake Area and Evac Intake Area:</u> <ul style="list-style-type: none"> ○ 4 Table, 6 Chairs, 2 Pop Up Shade, Outdoor Lights, and Generator if needed. □ Ensure Shelterly appointed volunteers and their qualified duties. Coordinate with Shelter Lead. <ul style="list-style-type: none"> ○ Ensure correct “Incident” is selected. ○ Ensure computers, printers and tablets are working and connected to the Internet. □ Post Intake Signage: Use Intake set up map (road and table signage). □ Medication storage and Donation deposit. Coordinate with Shelter Lead. □ Ensure Intake Runners are aware of traffic flow. □ Prepare for Animal Intake.
ASSIGNMENTS / DUTIES	
	<p>The Intake process requires a specific set of activities, performed in a specific order. During the initial evacuation, when the number of incoming animals is highest, create a team of volunteers who can perform at least 1 or 4 duties. Keep Public Intake and Evac Intake separate for efficiency and accuracy.</p> <p><u>Public Intake and Evac Intake:</u> <i>Evac Teams have priority, assist Public Intake until Evac Teams arrive.</i></p> <ul style="list-style-type: none"> • Intake Runners – (Teams of 2) – performs different duties. <ul style="list-style-type: none"> ○ Intake Runner #1: Shelterly: – enters data - Owner Summary/Liability. <ul style="list-style-type: none"> ▪ or Paper: handwritten - Animal Intake Form. ○ Intake Runner #2: Shelterly: printable - Animal Care Schedule. <ul style="list-style-type: none"> ▪ or Paper: handwritten - Animal Care Schedule. • Assistant #1 – performs select duties. ie, Verify completed forms, Animal Intake Master List. • Assistant #2 – performs different duties. ie, Radio, Paperwork organization.
TRAIN AND SUPERVISE VOLUNTEERS	
	<p>Remember to treat volunteers the way you want to be treated. Encourage volunteers and help them find the duties that they are good at doing.</p> <p>Volunteer Protocol Reminders:</p> <ul style="list-style-type: none"> • All volunteers must have a NVADG badge Butte County Employee Badge, or a BARC badge (Mutual Aid). No badge, send volunteer directly to Shelter Lead. • Official Dress: Uniforms (Shirts) / Name Tags / Badges / Long Pants / Closed Toed Shoes. • Train new volunteers in the Animal Intake process. • Remind them to have a plan to shower and wash clothes before interacting with their own animals (to reduce disease transmission). • Remind volunteers to drink enough water and take breaks. • <u>No</u> unauthorized Volunteers housed at Operational Sites. <p>Staffing: Remember how to schedule your future shifts via ‘Sign-UP’</p> <ul style="list-style-type: none"> • At Activation volunteers are notified of the locations that are requesting volunteers. • All NVADG volunteer staffing is centralized in ABOC. <ul style="list-style-type: none"> ○ They need to know where volunteers are working, and who is available to fill staffing needs. • "GO" to the location where they have training / experience. • After day 2 or 3: Each location will have a link to a ‘Sign-UP’ form for Volunteers to use. • The link to ‘Sign-UP’ to an active Shelter location is sent out by text and email. • Or log into Volunteer Impact portal at myvolunteerpage.com, on the homepage <p>Remind Volunteers to Check-In and forms to complete: (Volunteer Sign In Area / Grab & Go – Tote)</p> <ul style="list-style-type: none"> • <u>Check IN using electronic Check-IN' and 'Check-OUT' App</u> <ul style="list-style-type: none"> ○ Volunteers must Sign IN first and before leaving Sign OUT electronically. ○ Includes ICS 214, and Mileage Claim, volunteers must check the box to send it to their email, from norcalziggy@gmail.com, volunteers can update up to 30 days after the shelter closes.

	<ul style="list-style-type: none"> NVADG Sign In sheet (paper), Volunteers must Sign In first and before leaving Sign Out. <ul style="list-style-type: none"> At the end of day, take a picture. NVADG Mileage Claim form / ICS 214's (paper), located and kept in the Grab & Go - Tote. <ul style="list-style-type: none"> Recommend they take a picture for their personal records. <p><u>NVADG Incident Injury / Accident Report form:</u> (Located in ALL Grab & Go – Totes)</p> <ul style="list-style-type: none"> The form is to be filled out by the Area Lead and the injured volunteer. Inform Shelter Lead. <ul style="list-style-type: none"> Make a copy of the form for injured volunteer. The Animal Shelter Safety Assistant can assist if this position is active. Serious Injuries: Call 911 and Contact Shelter Lead immediately! Ensure the area / incident is safe.
GENERAL PROCEDURES	
	<p><u>If you see Overheated / Overcrowded Animals:</u> Provide water and shade immediately.</p> <ul style="list-style-type: none"> Owners and/or Evac Teams with multiple animals can and should assist Area Leads. Evac Teams and/or Owners need to assist with animals if extreme conditions are present. Label Carriers / Other: Date - Owner Name – Animal #, with blue tape. Make note and alert Shelter Lead if appropriate. <p><u>Non-Owner:</u> <i>Owner Unidentified (OunID) animal.</i> (Notify Lost/Reunification Team if one is established)</p> <ul style="list-style-type: none"> Documentation Team, use Polaroid camera, useful for identification, attach to Animal Intake Form.
	<p><u>Emergency only.</u></p> <ul style="list-style-type: none"> The Emergency Animal Shelters are for animals within the Evacuation Warning or Order areas. Check the address on the Butte County Fire Zone Map and County Street Map. <p><u>Traffic Flow:</u></p> <ul style="list-style-type: none"> Work with Shelter Lead for assistance from designate volunteer to aid in public traffic issues. <p><u>Owner Visiting Hours</u></p> <ul style="list-style-type: none"> No visitors for the first 48 hours. Consult with Shelter Lead. ONLY one owner, must be 18 years old or older, always accompanied by a shelter volunteer. Follow Owner Visiting Protocols: Owners are not allowed to take ANY photos. Owner must use the <i>Owner Sign In / Out Sheet</i> at Intake <p><u>WhatsApp, and Radio Etiquette</u></p> <ul style="list-style-type: none"> Only respond when appropriate. Connect directly for one-on-one conversation. <p><u>Family Radio Etiquette:</u> Used only between Shelter volunteers. Only respond when appropriate.</p> <ul style="list-style-type: none"> <u>Hold</u> button to speak 'Dog Shelter this is Intake' <u>Release</u> button. <u>Wait</u> for reply 'Intake this is Dog Shelter.' <u>Hold</u> button to speak '2 large dogs ready for pick up' <u>Release</u> button. <p><u>Exotics and Unique Species:</u> Label animals' special food with (Date – Name – A#)</p> <ul style="list-style-type: none"> Get housing information from the owner, consult Shelter Lead if needed. Document specific information for type / amount to be fed / no guarantees on specific feed. Encourage owners to bring animals food to ensure consistency.
REQUESTING RESOURCES	
	<p><u>ICS 213 General Message</u> (1 - copy stays in Intake Lead binder)</p> <p>Submit handwritten ICS 213's paper forms to the Shelter Lead.</p> <ul style="list-style-type: none"> List incredibly detailed and specific information on the ICS 213 form. <ul style="list-style-type: none"> <i>Check your facility for resources before ordering.</i> <p>Use different ICS 213's forms for different categories.</p> <ul style="list-style-type: none"> Volunteer Meals: Estimate the counts for breakfast, lunch, dinner, for 48 hours. <ul style="list-style-type: none"> Vegans and Vegetarians may not always be accommodated.

	<ul style="list-style-type: none"> • Equipment: Pop Up shade, Chairs and Shelterly Equipment, etc. • Consumable Supplies: Paper, Printer Ink, Pens, and Office Supplies, etc. • 1 - copy of forms stays in Intake Lead binder. Document items when they are delivered. • Staffing Needs: Recommended 6 to 8 volunteers. <ul style="list-style-type: none"> ○ Write specific on personnel needed to Intake the animal. ○ AM / PM Staffing is important! - 2 shifts per day (volunteers still need to sign up).
SHIFT CHANGE / TRANSFER OF DUTIES	
	<p>Intake Lead Job Aid, use one per shift, at the end of day, place in your Lead binder (Tasks (Pending) Notes).</p> <ul style="list-style-type: none"> ○ Provide turnover briefing to position replacement. ○ Provide details regarding ongoing activities and planned activities to be accomplished during the upcoming operational period. ○ If possible, shadow position replacement for better transition. • Intake Lead binder: <ul style="list-style-type: none"> ○ Completed Job Aids and copies of submitted ICS 213's for position replacement.
THINGS TO CONSIDER	
	<ul style="list-style-type: none"> • ICS System: Chain of command, 'Report To' system is proven to be effective in saving lives. <ul style="list-style-type: none"> ○ Report To: Shelter Lead. • Everything is dependent on the size of the incident and the number of volunteers you have available. Work with Shelter Lead to prioritize and adjust as needed. • You are the Area Lead, determine your needs for volunteer staffing numbers to allow you to handle lead responsibilities. • ASK FOR HELP IF YOU NEED IT!
TRANSFERS IN OR OUT, LONG TERM SHELTER	
	<p>Plan for transfer of animals to Long Term shelters as directed by Shelter Lead as approved by ABO Operations Section Chief, or by Animal Control authority:</p> <ul style="list-style-type: none"> • Assist with ABOC Operations Section Chief Housing Options, directed by Shelter Lead. <i>Refer to Intake/Release/Transfers NVADG Protocols - nvadg.org Tools - General-Forms</i> • Assign a volunteer to Contact Owners: Use Owner Contact protocol. Assigned by Shelter Lead and/or Intake Lead.
DEMOBILIZATION: (Check Off as Completed)	
	<p>Shelter Lead will contact Intake of Closing Date. Approved by ABOC Operations Section Chief.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Contact Owner: Use Owner Contact protocol. Assigned by Shelter Lead and/or Intake Lead. <ul style="list-style-type: none"> ▪ Coordinate with Shelter Lead if owner has issues picking up animal. ○ Document date, time, AR# and outcome of call on back of <u>White</u> copy of Animal Intake Form. ○ Shelterly: enter outcome of call in 'Contact Log' on Owner details page. Use Shelterly Tutorials ○ Animal Intake Master List: (x) on line to indicate owner was called and told time of closing. <input type="checkbox"/> Give Paperwork to Shelter Lead: Binders, pull all documents and place in separate manila folders. <ul style="list-style-type: none"> ○ Animal Intake Forms and/or Owner Summary/Liability, Animal Care Schedules, Animal Intake Master lists, Daily In and Out Tracking. <input type="checkbox"/> All BCAC technology is returned as directed by BCAC. (Tablets and Hotspots) <input type="checkbox"/> All NVADG technology is returned to the appropriate locations. <input type="checkbox"/> Restage Public Intake Cart, Evac Intake Cart, make copies, organize Intake tubs, files, and supplies. <input type="checkbox"/> Restage Intake Wagon with all necessary supplies.

TASKS (PENDING)	
NOTES	

Name: (Print) _____ **AR#:** _____ **Phone #:** _____

Date: _____ **Time In:** _____ / **Time Out:** _____ **Species:** _____