

Summary of Shelter Medical/Health Team Model for County General Population Emergency Shelters

- Multidisciplinary team (Medical, Behavioral Health, Public Health, Environmental Health)
- Ratios
- Collaboration of Public Health (DHS-DOC- Operations Shelter Branch and EOC Operations Shelter Branch) and FQHCs (Santa Rosa, Petaluma, West County, Sonoma Valley)

I. Shelter Medical Health Team Organization

Shelter Medical/Health Team



II. County Emergency Management, Shelter and Medical/Health Team Roles and Responsibilities

- When a disaster occurs, the Sonoma County Op Area Emergency Management Organization assumes overall responsibility for coordinating and supporting emergency operations within the County/Operational Area and response is coordinated through the **Emergency Operations Center (EOC)**.
 - Emergency Shelters are coordinated through the EOC Operations Section Care and Shelter Branch Shelter Unit.
 - Procedures pertaining to this function are in compliance with the National Incident Management System (NIMS), Standardized Emergency Management System (SEMS), and the Incident Command System (IC). The EOC Shelter Unit will be staffed by Human Services, Red Cross and the Department of Health Services and will organize and coordinate County emergency shelters. The **County DHS DOC and the Medical Health Operational Area Coordinator (MHOAC)** coordinate medical, behavioral health, public and environmental health support for County emergency shelters.

- **Shelter On-Site Medical/Health Support** operates as a semi-autonomous unit within the shelter organizational structure.
 - The **Shelter Medical/Health Team** is responsible for medical and behavioral health assessment and support of shelter residents, as well as monitoring the health of shelter residents and prevention and management of disease outbreaks.
 - Shelter staff provide feeding, security and janitorial service, power, landline and internet access for the Shelter Medical/Health Team.
 - The **Shelter Manager** has overall responsibility for the shelter. The Shelter Manager provides supervision and administrative support at the shelter and ensures that shelter residents are safe and that their needs are met. The Shelter Medical/Health Team Lead works closely with the Shelter Manager to facilitate coordinated assessment and provision of services to meet the medical/health needs of shelter residents. Shelter staff provide feeding, security and janitorial service, power, landline and internet access for the Shelter Medical/Health Team.

- **Shelter Medical/Health Team Lead** is responsible for:
 - Coordination of Shelter Medical/Health Team functions and services with DHS DOC
 - Organizing and briefing Shelter Medical/Health Team members regarding their roles and responsibilities, procedures, forms
 - Providing initial orientation with just-in-time training for shelter medical/health team members when they first arrive at the shelter
 - Coordinating daily huddle to clarify workplan with shelter medical/health team members at the beginning of each shift
 - Coordinating briefing between incoming and outgoing shelter medical/health team members at end of shift
 - Serving as a liaison between the Shelter Medical/Health Team and the Shelter Manager
 - Submitting and tracking medical and non-medical resource requests for the Shelter Medical/Health Team

- **Shelter Medical/Health Medical Clinician Team Member**

The following are examples of potential medical services. The exact complement of services will vary from shelter to shelter and may not include all of these.

- Medical assessment and diagnosis
- Vital sign checks (especially blood pressure)
- Wound care: abrasions, minor lacerations, sutures

- Stabilization of fractures, sprains, strains
 - Vaccinations
 - Medication refills
 - Treatment for chronic medical conditions, e.g. respiratory treatments, urinary catheter care, ostomy care, tracheostomy care / suctioning??
 - Allergic reactions
 - Pain complaints: abdominal pain, headache, back pain
 - Respiratory issues: mild shortness of breath
 - Fever
 - Urinary tract issues
 - Dehydration
 - Pregnancy related, including labor?
 - Minor gastrointestinal issues (vomiting, diarrhea)
 - Blood glucose monitoring
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- **Shelter Medical/Health Behavioral Health Specialist Team Member**
- Services provided by the Shelter Medical Health Team may vary from shelter to shelter depending on the needs of shelter residents and the availability of Behavioral Health workers. Behavioral Health services may include:
- Observing arriving residents for signs of mental or emotional distress
 - Conducting “walk around” observations of shelter residents and staff to detect signs of mental or emotional distress
 - Behavioral health assessments as indicated for shelter residents (Behavioral Health Assessment Form)
 - Behavioral health diagnosis of symptomatic patients
 - Counseling with residents as necessary
 - Behavioral health care in accordance with the skill levels of team members
 - Referring residents for additional behavioral health care not available in the shelter, as required
 - Coordination of transportation and placement of patients requiring higher levels of care
 - Coordination of patient transportation to specialized treatment facilities, such as methadone treatment programs
 - Coordination with pharmacies and County Behavioral Health to assure access to prescription medications for shelter residents
 - Population-level assessment of behavioral health needs of shelter residents
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- **Shelter Medical Health: Public Health Team Member**

- Monitor public health conditions in the shelter and initiate corrective actions as necessary CDPH Shelter Infection Prevention Observation Tool
 - Ensure that appropriate disease prevention and infection control procedures are implemented and adhered to
 - Conduct surveillance and monitoring for early detection of disease outbreaks in coordination with the Shelter Medical Team and Environmental Health
 - Assure adequate procedures and physical areas are available for individuals requiring isolation and/or quarantine, e.g. norovirus or influenza
 - Investigate possible disease outbreaks and implement appropriate treatment and prevention measures in coordination with Shelter Medical Team
 - Ensure that appropriate animal sanitation procedures are in place and followed for service or comfort animals in the shelter?
 - Contribute to population-level assessment of health and medical needs of shelter residents
- **Shelter Medical/Health Team: Environmental Health Team Member**
 - Sonoma County DHS Environmental Health will conduct initial and periodic inspections of shelters and respond to reports of unsanitary or unhealthful conditions. Environmental Health Assessment Form Environmental health inspections will include, but not be limited to:
 - Food handling facilities and procedures
 - Potable water
 - Waste disposal facilities and procedures
 - Pest control
 - Service animal issues
 - Monitor environmental health conditions in the shelter and initiate corrective actions as necessary
 - Contribute to population-level assessment of health and medical needs of shelter residents
 - **Shelter Medical/Health Team Support Worker**
 - The Shelter Medical/Health Team Support Worker assists with client registration, intake, rooming patients and other duties to support Medical/Health services.

III. JOB ACTION SHEET – ON-SITE SHELTER MEDICAL-HEALTH TEAM LEAD

Assigned Site:	
Report To:	
You Supervise:	

Before Shift:

- ☐ Arrive at assigned site a minimum of 30 minutes prior to start time
- ☐ Sign in and Advise Shelter Manager of arrival
- ☐ Identify and obtain briefing from DOC Operations Shelter Branch lead (or direct supervisor)
- ☐ Obtain briefing from previous shift Medical/Health Team Leader (if applicable)
- ☐ Review entire job action sheet (JAS)
- ☐ Locate and brief Medical/Health Services Support Team members
- ☐ Confirm Team members understand their duties
- ☐ Confirm contact information for team members
- ☐ Inspect work areas and confirm availability of required equipment, supplies and medications. If needed equipment and supplies including medications are not available, contact SCDHS DOC via the resource request process
- ☐ Verify procedures for obtaining transportation for patients requiring transfer to higher level medical facilities
- ☐ Verify procedures for transporting patients for required physician visits or outpatient services such as dialysis
- ☐ Verify procedures and contact information for obtaining prescription refills for patients
- ☐ Instruct medical/health team members on correct completion of ICS 214-Activity Log forms

During Shift:

- ☐ If additional resources, supplies, equipment, personnel are identified/requested for the shelter medical health team/unit, the Shelter Medical Health Lead will evaluate the request. If the Shelter Medical Health Lead determines that specific supplies, equipment or personnel are needed, the Shelter Medical Health Lead will request the needed resources using the ICS-213RR form. If medical supplies, equipment or personnel are required, the ICS-213RR form will be sent to the DHS DOC Operation Shelter Branch. If

non-medical supplies, equipment or personnel are required, the ICS-213RR form will be sent to the Shelter Manager.

- ☐ Conduct medical and behavioral health assessments as required
- ☐ Provide medical and behavioral services consistent with team skill levels
- ☐ Maintain individual patient records
- ☐ Maintain statistical data on treatment provided
- ☐ Maintain ICS Unit Log, or other forms required by shelter management
- ☐ Maintain inventories of supplies and equipment and reorder as required
- ☐ Coordinate with pharmacies to facilitate refills of resident prescriptions
- ☐ Arrange transport of patients requiring higher level medical services not available in the shelter
- ☐ Coordinate transport of patients to critical medical appointments or to outpatient services not provided in the shelter (e.g., dialysis)

After Shift:

- ☐ Review and collect ICS 214-Activity Log forms from Medical/Health Team members, assuring accuracy of forms and provide to DHS DOC Operations Shelter Branch lead
- ☐ Compile all necessary documentation for the shift and turn in to DHS DOC Operations Shelter Branch lead
- ☐ and as required by shelter management
- ☐ Provide briefing for replacement Team Leader
- ☐ Participate in scheduled debriefing sessions
- ☐ Check out

Related Documents

ICS-214 Form- Activity Log and instructions for completion

ICS-213 RR Form- Resource Request and instructions for completion-

Procedure for triage and referral of shelter residents requiring a higher level of care

Contact information for DOC Operations Shelter Branch lead

IV. Medical and Behavioral Health Screening and Triage

Screening for Medical and Behavioral Health Conditions and Referral to the County Shelter Medical/Health Team

1. All Shelter residents are screened for medical and behavioral health issues during the registration process. See American Red Cross Initial Intake and Assessment Tool.
2. Shelter residents can self-refer to the Shelter Medical/Health team for medical and behavioral health issues.
3. Shelter staff can also refer residents to the Shelter Medical/Health team for evaluation.

Triage for Shelter Residents Requiring a Higher Level of Medical Care

1. If a shelter resident has a life-threatening condition, 911 is called immediately.
2. If a shelter resident is evaluated by the Shelter Medical/Health Team and determined to require medical support beyond what can be appropriately and safely provided in the general population shelter, the Shelter Medical/Health Team Lead notifies the Medical Health Operational Area Coordinator (MHOAC). The MHOAC phone line is 1-(877)-311-2008, access code 486636. If transport is indicated, the MHOAC works through EMS transport coordinator to identify an appropriate available facility bed and arrange transport.
3. An EMS Strike Team may be available to provide rapid assessment and triage of shelter residents during surge situations. The Shelter Medical/Health Team Lead can notify the MHOAC and request an EMS Strike Team. The EMS Strike Team evaluates residents potentially requiring a higher level of care. If a higher level of care is indicated, the EMS Strike Team works through EMS transport coordinator to identify appropriate available beds and arrange transport.