

Administrative Assistant Checklist

	Task	Form Used
1	Administrative Assistant should review this checklist at the beginning of the shift and before teams begin to arrive (ORANGE)	DBH Form 1
2	DBH Staff MUST sign in and out at the beginning/end of each shift to be paid (ORANGE)	DBH Form 2
3	Insure each DBH staff member has provided a cell, pager, and home phone number (GREEN)	DBH Form 2
4	All team members must complete the registration form on the first day of their deployment (on-site)	DBH Form 2A
5	Administrative Assistant records the whereabouts of team members by annotating their movement from to and from each disaster work site throughout the day.	DBH Form 2B
7	Keep a list of all assignment sites/ addresses, phone numbers, point of contact and give a copy to each team member (BLUE)	DBH Form 3
6	At the end of the shift, when team members are signing out, have them project their future availability (days, times) (ORANGE)	DBH Form 2
8	Team Field Activity Information and Deployment Checklist (WHITE)	DBH Form 4
9	Team Deployment Checklist (WHITE)	DBH Form 4A
10	Field Interaction Techniques/Tips (WHITE)	DBH Form 4B
11	Team Chronological log should be completed daily with the team's activities, collaborative agencies, counseling contact and referral turn over requirements, etc. (YELLOW)	DBH Form 5
12	Counseling Center Sign in Sheet (GREEN)	DBH Form 6
13	Children's Room Sign In Sheet (PINK)	DBH Form 6A
14	Message Sheets (PINK)	DBH Form 7
15	DBH Message Log (YELLOW)	DBH Form 7A
16	Staff should be issued note pad and pen w/lanyard and all cell/pager numbers of team	
17		
18		

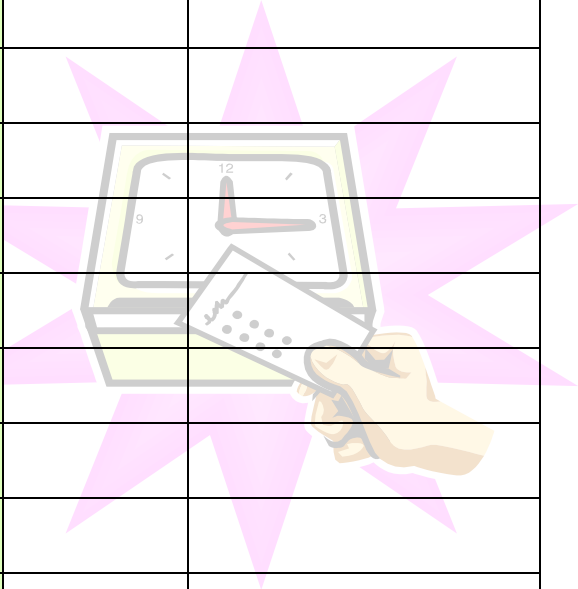
DBH Form 1

This form is to be reviewed by the Administrative Assistant at the beginning of the shift. It contains instructions on managing the administrative portion of the deployment and is vital to the safety of team members, as well as the recovery and accountability process.

Daily Team Sign In Log

Incident:	Today's Administrative Assistant:	Date:
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	Staff Member <i>(Please print)</i>	Cell	Pager	Hours available this shift	Time in	Time out	# of Mental Health Contacts this shift	Future Availability (Dates/Times)
1		()	()	-				
2		()	()	-				
3		()	()	-				
4		()	()	-				
5		()	()	-				
6		()	()	-				
7		()	()	-				
8		()	()	-				
9		()	()	-				
10		()	()	-				
11		()	()	-				
12		()	()	-				
13		()	()	-				
14		()	()	-				
15		()	()	-				



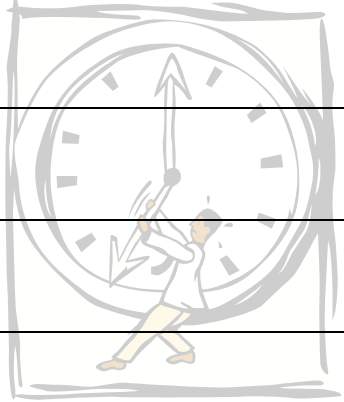
DBH Form 2

Team members sign in/out each day, provide cell/pager/home phone numbers and at the end of each day, give their availability for return shifts.

Chronological Event Journal

Incident:

Date:

Time	Activity
	

Supplies/Equipment Needed:

Required Follow-Up:

Interagency Coordination:

Debriefing Attended by:

DBH Form 5

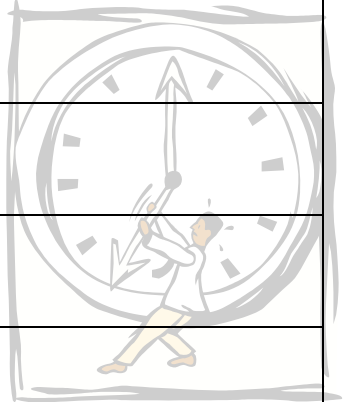
This form is completed daily by the on-scene Disaster Coordinator and summarizes all team activities.

Chronological Journal

Incident:

Date:

Time	Activity
Supplies/Equipment Needed:	
Required Follow-Up:	
Interagency Coordination:	
Debriefing Attended by:	



DBH Form 5

This form is completed daily by the on-scene Disaster Coordinator and summarizes all team activities.

Disaster Assignment Tracking Log

Incident:

Assignment Site:			Date:
Staff members Assigned	Time Departed	Time Returned	Comments

Assignment Site:			Date:
Staff members Assigned	Time Departed	Time Returned	Comments

DBH Form 2B

Administrative Assistant completes this form each shift to track where team members were sent, when they depart/arrive from each disaster site.

Disaster Assignment Tracking Log

Incident:

Assignment Site:			Date:
Staff members Assigned	Time Departed	Time Returned	Comments

Assignment Site:			Date:
Staff members Assigned	Time Departed	Time Returned	Comments

DBH Form 2B

Administrative Assistant completes this form each shift to track where team members were sent, when they depart/arrive from each disaster site.

Disaster Assignment Tracking Log

Incident:

Assignment Site:			Date:
Staff members Assigned	Time Departed	Time Returned	Comments

Assignment Site:			Date:
Staff members Assigned	Time Departed	Time Returned	Comments

DBH Form 2A

Administrative Assistant uses this form (completes this form each shift) to track where team members were sent, when they depart/arrive from each disaster site.

Disaster Deployment Locations

INCIDENT:

Site #	Name of Location	Date		Address	Phone Number	Point of Contact
		Opened	Closed			
1	Headquarters				()	
2	Counseling Center				()	
3	Children's Center/Area				()	
4					()	
5					()	
6					()	

Administrative assistant uses this form to keep track of all assignment sites/addresses, phone numbers and points of contact on this sheet. A copy should be given to all team members at initial assignment.



Team Field Deployment Information

Thank you for your involvement in this critical service to the community – Disaster Mental Health Service.

ROLE OF DISASTER MENTAL HEALTH:

The role of DBH in disaster is to provide SHORT-TERM intervention (crisis counseling, outreach, one-on-one contact, group sessions, symptom education, and other special services to disaster survivors, extended family, witnesses, emergency personnel, and other participating agencies. In addition to our mental health role, we may be tasked with case management and other non-traditional activities such as coordinating relocations, obtaining food/clothing/transportation, phone banks, etc. We do what it takes to help victims of disaster, **SO BE CREATIVE AND RESOURCEFUL !** You will be working in teams, but may be on your own at a remote disaster site, so we look to you to use your initiative to deal with situations as they arise. If you have ANY doubt/question, contact the Administrative Assistant BEFORE you proceed.

TASKS/ACTIVITIES:

1. We should first see/address their **SAFETY/SECURITY NEEDS**
2. Allow them to **VENTILATE AND VALIDATE – let them tell their stories, normalize and empathize with THEIR FEELINGS.**
3. **HELP THEM PREDICT AND PREPARE** for what's to come.
4. Provide **REFERRALS AND OTHER RESOURCES** (mental health and otherwise) as needed

When in the field, you will be challenged with unfamiliar situations in sometimes rustic locations. Our task is to reach out to the disaster survivors, work with other service agencies, and assist these people to regain **their PRE-DISASTER level of functioning. PLEASE BE prepared to exercise patience and flexibility as disaster scenes are in a constant state of flux.**

FIELD SAFETY:

There is a good chance you will get personally caught up this emotionally charged event, the survivor emotions, your own, etc.

Please keep these things in mind for your safety when in the field:

- If you feel you are in imminent danger, leave the area or disengage from the situation. Contact 911 if appropriate
- Travel in teams and communicate your whereabouts to the Administrative Assistant/Disaster Coordinator
- Carry your identification at all times and follow ALL instructions given local law/fire/emergency personnel
- Do not transport victims or non-county employees in your personal vehicle.
- Keep track of your personal belongings
- Stay hydrated, eat, and rest, take care of yourself - work within your personal limits !
- If you encounter a personally traumatic experience or need to remove yourself from a situation, contact the Disaster Coordinator – remember your limited role and don't work beyond your personal limits)
- Remember the limited role of DBH in disaster. We are a short-term crisis intervention tool to help disaster victims deal with the emotional impact , and practical needs following the disaster.
- **Be sure to attend the end-of-shift debriefing daily**

Some common assignments may include:

Headquarters/Counseling Center: Central headquarters for DBH sign in/out, counseling for the affected community

Children's room/area: This is an area established at the counseling center or a shelter for children's activities. We provide counseling and sometimes just a place to let the kids come so parents can get a break. We try to just letting the kids draw, play and hopefully talk about their experience and feelings. It's a good idea to educate the parents about symptoms their kids may be displaying and tell them how they can help kids cope (hugs, talking, etc.)

Field Contact/Outreach: On-scene (many times outside) locations where victims are congregated. Get out there and talk to people, let them tell their stories, provide emotional support, referrals, whatever is needed/available – don't make promises for things or services you can't follow through with.

Red Cross Shelter : We interact with residents here, establish the children's play area, intervene with stressful interactions/outbursts, work with shelter manager and other Red Cross staff. This assignment can be especially stressful – know your limits.

Other Service Center: This can be any number of other location where survivors are located, housed, congregating

Multi-disciplinary Teams:

Town Meetings: We are the **peace keepers here**, circulating through the room, sitting with especially distraught people, and helping them focus on the information being provided, filling out forms, etc.

DBH Form 4

This is an instruction sheet that should be given to each team member on their first day of duty.

Team Field Deployment Checklist

Registration and Sign-in information		
	Form #	Activity
	DBH Form 2A	Team Registration: Please complete registration shaded areas of this form on your first day of assignment and provide a cell, pager and/or home phone number (See Administrative Assistant)
	DBH Form 2	Sign in/out Procedures: To be paid, you must sign in/out each day with the Administrative Assistant day !
Field (Disaster Site) Safety, Team Assignments, Supplies and Communication Information		
	Form #	Activity
	DBH Form 2	Cell/Pager Numbers: Exchange cell/pager numbers with ALL team members BEFORE you depart for your assignment, this information is on the sign in roster DBH Form 2 . Unless you are pre-registered for the Department's cell phone reimbursement program (SPM 4-2.34), the reimbursement for calls made will have to be researched as the deployment progresses.
	DBH Form 3	Disaster Site Locations: Keep a copy of DBH Form 3 with you (See Administrative Assistant). It contains the disaster site locations and addresses where you may be providing services
	DBH Form 2B	Team Safety & Accountability: Please check in with your team captain and the Administrative Assistant BEFORE changing physical locations (from one site to another) on DBH Form 2B .
		Media: Remember we are there for the VICTIMS and WE ARE HERE TO HELP. The incident will have a Public Information Officer (PIO) – if you are approached by the media, please refer them to the incident PIO.
		Notepads: Obtain a pocket notebook and pen w/lanyard to keep notes on the items described below.
		Time/Pay Reimbursement: You will be reimbursed in accordance with your bargaining unit MOU. The Administrative Assistant will have a copy of the MOU at headquarters for your review. Your supervisor and payroll will have further guidance. If you have specific questions, please contact payroll directly at (909) 387-7043 .
		Meals & other supplies: The meal plan will be discussed with you before you're deployed to your assignment. It's likely you'll be working straight time and may have to eat-on-the run. If the Red Cross is involved and an Emergency Response Vehicle (ERV) is in the field, it is also there for you (food, water, etc.) If you are required to pay for your own meals, save receipts for anything you purchase (purchases other than meals should be discussed with the Disaster Coordinator BEFORE the fact). Some items may be reimbursable.
Services Provided, Referral/ Resource Documentation		
		Counselor Activities: In your notepad, keep an account of EACH mental health contact you make. Multiple contacts with the same person count as SEPARATE mental health contacts. You will need to provide this number as you sign out at the end of each shift.
		Unmet needs/referrals: Keep notes on all unmet resource and referral needs for further follow-up.
		Referrals and Follow up Contacts: Please keep notes on all referrals made, turn-over and follow up contacts with victims/agencies/ tasks for the next shift, next day, etc. and report this at the end-of-shift debriefing.

Services Provided, Referral/ Resource Documentation (Continued)

	<p>Getting information, supplies/equipment & questions answered while in the field: If you have questions while in the field or need additional assistance/resources, contact the Administrative Assistant at () _____. He/she will field your requests and get the information back to you ASAP.</p>
	<p>Referral/Resource Info: The Administrative Assistant should have a some referral and resource information at the field headquarters. If you need info, contact him/her at () _____ and if the info is unavailable, he/she will research and get back to you ASAP.</p>
	<p>Debriefings: Debriefings will be conducted at the end of each shift. The debriefing plan will be discussed at the beginning of the shift – please plan on attending as it gives us an opportunity to discuss how the deployment is going, lets you share info with other team members, and allows you to leave some of the experience on scene.</p>



This is an instruction sheet that should be given to each team member on their first day of duty.

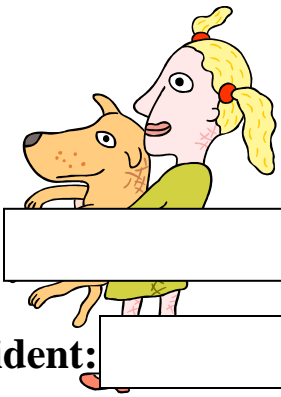
Field Interaction Techniques/Tips

1	Connecting with other responding agencies on scene: Introduce yourself to the other responding agencies as you first get on scene. If there has been an Incident Command Center established, you MUST check in with the LIAISON, OPERATIONS OR PUBLIC AFFAIRS officer.
2	Understanding the services/limitations of other responding agencies: In getting to know the other responding agencies, you can learn about what services/functions they serve, as well understanding the limits of their function(s) and services they offer. They can be a good resource for you to refer victims to directly when you are in the field. Please don't speak for another agency – ask or refer before promising a service to a disaster victim.
3	Opening the door to discussion: Many disaster victims may be reluctant to talk to a counselor at first. A non-threatening opening line can be helpful to their receptivity. Offering a bottle of water and/or snacks from the ERV can also be a good ice breaker.
4	Giving out flyers/other written materials: Make sure you pick up plenty of flyers or other written materials at the beginning of your shift (when provided) and insure the person you are giving the material can READ AND UNDERSTAND the material, otherwise, you may have to read it for them.
5	Be patient and wait on the sidelines: If victims are reluctant or mistrusting of your presence and offers of assistance, they will often times begin to trust and open up after victims seen your face in the area for a day or two. If the Hope Crisis Response dog team is in the area, they are often times able to get people talking, and they will pass the victim off to you for more in depth discussion.
6	Making Referrals: Be wary of resource/referral lists. If possible, check out the resource to insure it's still viable. Don't give too many resources at one time. You may have to help the victims make the contact and be sure to follow up with them or have the next shift follow up to see how the referral worked out.
7	Using the Hope Crisis Response dog team: The Hope Crisis Response team is a national volunteer team with therapy dogs that in disaster. If they are at the disaster site you are working, , they are very good people, and work crowds, letting people pet the dogs. The dogs break many barriers we can't and many soon will start talking, and the dog handlers will then pass the victim off to you for more in depth discussion.
8	Having activities for the kids: If you're assigned to the children, having coloring books, games, videos, or other activities can help break the ice and get them talking. The Red Cross often provides teddy bears for us to distribute. Having snacks/drinks (off the ERV) is also helpful in the kids room/area – but just use what you have.
9	Mentally Ill: If victims are chronically mentally ill, there are many complications that can arise. Decompensation from lack of medications, exposure to the traumatic event, being relocated in unfamiliar surroundings may likely impact their ability to deal, talk, cope. Put on your counseling and/or case management cap and work as best you can to normalize and accommodate their needs. If medications or medical issues arise, handle them as you would any other field contact. If you have specific or special needs you can't meet, contact the Administrative Assistant and he/she will do everything he/she can to help coordinate care.
10	Being Prepared: Please be ON TIME for the start of your shift as the STATUS BRIEFING is given and you need this information to get on with your day. Having your regular resource/referral information with you can be helpful with these deployments or calling back to your office for information can help you access the info faster than going through the Administrative Assistant. Ask around to team members, other involved service agencies to help you fill resource gaps.
11	Being Prepared – Equipment: Have comfortable clothing (layers) and walking shoes. Keep water with you. Try to travel LIGHT . A sport bag you can carry around your waist can be helpful to keep your hands free. Cell phones are very helpful and have your phone list handy. Keep sun glasses handy if you're outside. Your notepad and pen are vital to keeping track of your activities. A small snack tucked away can come in handy if lunch is not readily available. HAVE PLENTY OF BUSINESS CARDS and COUNTY ID ON HAND.
12	Taking Care of Yourself & Your Team Members: Get some down time when you can throughout your shift. Find a quiet corner, take a break, take a short walk, and be sure to eat, drink, and talk to your team. Watch each other and be assertive with other team members if they've over done it. ATTEND THE DEBRIEFING SESSIONS !

DBH Form 4 B

Administrative Assistant - provide this information sheet to all team members on their first day of duty. Team members read this before deploying to your first assignment.

Children's Room Sign in



DBH Staff Member Assigned:

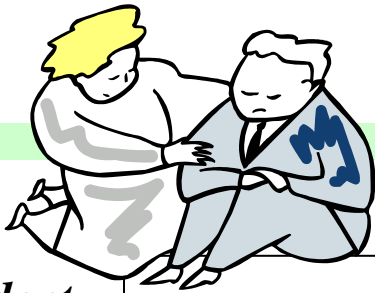
Date:

Incident:

Child's Name	Parent(s) Name & Phone Number	Who brought the Child	Who is authorized to pick up	Time in	Time out

DBH Form 6A

DBH Staff MUST use this sign in sheet for all children visiting the children's room/area. It should be turned in at the end of each shift.



(Print copies of the page on green paper only)

Counseling Center Sign in

Incident:

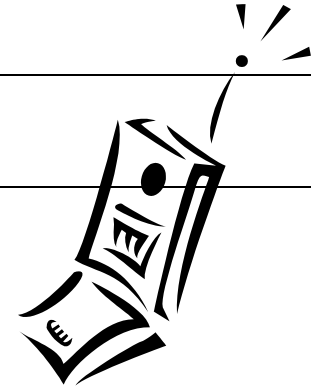
Date:

	Visitor's Name	Contact Phone # (Optional)	Counselor Assigned	Time in	Time out	Services/Referrals Provided
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

DBH Staff should encourage visitors to the Counseling Center to sign in – this is a tracking tool for numbers served and services/referrals provided. If visitor is unable or unwilling to provide info, the general information about their visit should be captured on the form by the counselor (male, female, issue, referral made, time in/out)

Administrative Message Contact Sheet

Message #



Date:	Message for:	Message From: Contact #:					
Message:							
Requires the following assistance							
Need info in field							
Need referral							
Need the following supplies/equipment							
Requires a Call Back				Will Call Back		Other	
Original Message Taken by:				Delivered (Date/time)			
Forwarded for action to:				Delivered (Date/time)			
Returned call/message				(Date/time)			

DBH Form 7

These forms are used by all DBH staff to capture info, pass on information, leave messages, or request information, assistance, referral/resources, supplies and follow-up.

DBH Message Log

<i>Message Number</i>	<i>Action Taken (Forwarded, call returned, info transmitted, etc.)</i>	<i>Date/Time Closed (Action Completed)</i>

DBH Form 7A

Page ____ of ____

These forms should be prepared by the Administrative Assistant at the beginning of the deployment with the message column numbered sequentially starting with 001 (Ex: 001, 002, 003). As messages are taken on DBH Form 7, they should be logged in on DBH Form 7A. As they are forwarded/acted upon, they are then closed out on this form to include the action taken. They are used by all DBH staff to capture info, pass on information, leave messages, or request information, assistance, referral/ resources, supplies and follow-up.