

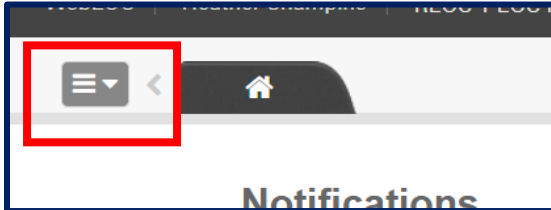
MEMA Resource Request Job Aid for EMDs

March 2020

This job aid is meant to assist community personnel in entering resource request in WebEOC via the Resource Request board. If you need assistance after reviewing this job aid, please reach out to your region. **Please see COVID-19 specific modifications to this process on PAGE 3.**

In WebEOC:

Locate Resource Request board on the left side of the screen, using the drop down.



Opening a request:

Once you have launched the board, look for the “New Record” button.

(Your buttons might look different than those below.)



Completing a request:

After filling out “REQUESTOR INFORMATION”, populate “REQUESTED ASSISTANCE” section.

Please follow the guidance in the image below as well as the notes on page 2. This will assist in more efficient processing of your request. Incorrect or incomplete requests will not be assigned.

A screenshot of the "REQUESTED ASSISTANCE" form. The form contains several fields and sections. A red box highlights the "Community Priority" section, which includes radio buttons for "Low", "High", "Medium", and "Urgent". Another red box highlights a "click to map location" button. The form also includes fields for "Purpose / Objective of Assistance Requested", "Item / Service Requested", "Quantity", "Date/Time Needed", "No Later Than", "Duration Needed", "Delivery Site Address", "Delivery Site Point of Contact", and "24-hr Phone No.". The "Purpose / Objective" field contains the text: "Here you will need to describe what you want to accomplish, not the item- ie 'Protect first responder health.' Or 'Create barrier for traffic.'".

- **Community Priority**
 - This field is where you indicate criticality-
 - Low- routine request, not needed in the next 24 hours
 - Medium- not needed within the current operational period
 - High- needed within the operation period
 - Urgent- needed immediately- life safety issue
- **“Purpose / Objective of Assistance Requested (description of mission):”**
 - This field is where you indicate what your purpose is- what mission you are trying to complete- NOT the item you believe will assist in completing the mission. Examples below:
 - A) Town needs to create barriers to control traffic flow. (not- we need cones or jersey barriers)
 - B) Need to inform community of important info. (not -we need sign boards)
 - C) Protect first responder from viral infection. (not- we need masks)
 - D) Provide safety and security for temporary shelters/sites. (not- we need State Police or National Guard)
- **“Item / Service Requested (1-2 words):”**
 - This field is where you request the item you believe will assist in completing the mission. Using the examples above:
 - A) Cones or jersey barriers
 - B) Sign boards
 - C) **PPE**- masks, gowns, face shields* **OR Cleaning Supplies**- hand sanitizer, spray, wipes* **OR Other** – tent, personnel*
 - D) Personnel

When requesting **PPE, Cleaning Supplies, and/or Other- enter those separately and please only use one of those 3 categories as a prefix- then list the different types. Example: PPE (category) - masks, gowns, face shields (type)*

- **“Quantity:” & “Size/Capacity/Type:”**
 - This field, when asking for several items, should reflect that in each:
 - Example: PPE- masks, gowns, face shields
 - Quantity: 100; 150; 75
 - Size: small; small-med-lg; standard
- **“Delivery Site Address:”**
 - This should be the address to which you want the item delivered.
 - List address as you would to mail a letter:
 - 400 Worcester Rd, Framingham, MA 01702
 - “Click to map location” – *failing to do this will cause the request to not be assigned!*
- **“Delivery Site Point of Contact:” & “24-hr Phone No.:**
 - This should be the person and their cell # that can be contacted directly for any questions about this request - *If this person is unreachable, it could delay the request.*
- **“Requestor Comments:”**
 - This field is where any other important info should be included.

****** COVID19-Specific Modifications to Resource Request entry process ******

To facilitate COVID-19 event-related resource fulfillment, please alter your entries as follows (*good example below*):

- List the items needed and level of need (ie. high priority, medium priority) in the “Purpose / Objective of Assistance Requested” box
- List supplies on-hand and burn rate in the “Requestor Comments” box

Reminder- for this event: requests fall under three categories:

- PPE - (mask, gowns, gloves, face shields, thermometers)
- Cleaning Supplies - (hand sanitizer, disinfectant spray, wipes)
- Other - (personnel, shelter supplies, tents, transportation)

“Partial”- if you receive part of your request, please do not submit a new one, we will get the other portion to you on a later date.

Example:

REQUESTED ASSISTANCE		
Purpose / Objective of Assistance Requested: Full face shields 2 cases Surg gowns 2 cases Temporal scanner thermometers 4 qty		Priority High
Item / Service Requested: PPE - face shields, gowns, temporal thermometer	Quantity: 2cases, 2cases, 4	Size / Capacity / Type:
Date/Time Needed: 03/27/2020 10:31:04	No Later Than: 03/30/2020 10:31:31	Duration Needed:
Delivery Site Address: 20 Foster St Littleton <input type="button" value="Map"/>		
Delivery Site Point of Contact: Scott Wodzinski		24-hr Phone No.: 978-815-9105
Requestor Comments: have several pair of glasses do not have any full face protection. Gowns almost out , Broken thermometer no ability to check staff temps Private vendors no delivery date		
Attachment:		

If you require WebEOC log in assistance, or are unclear in how to use this job aid, please reach out to your region.