

**SERVICE PROVIDERS**

**PROCEDURES AND  
PROTOCOLS**

(Subject to change)

**5th ANNUAL EVENT**

**APRIL 15-18, 2021**

# North County Veterans Stand Down



North County Veterans Stand Down is an annual, four-day event in Vista, California, that enables all veterans, homeless or in need, to receive much-needed services in a safe, friendly, drug-free, and secure environment.

Click link to see a 3-minute video of our most recent event

<https://vimeo.com/411299098/2c23e0118e>

**What is the  
North  
County  
Veterans  
Stand  
Down?**

To restore in our veterans the  
dignity they earned and empower  
them to become productive  
members of our community.

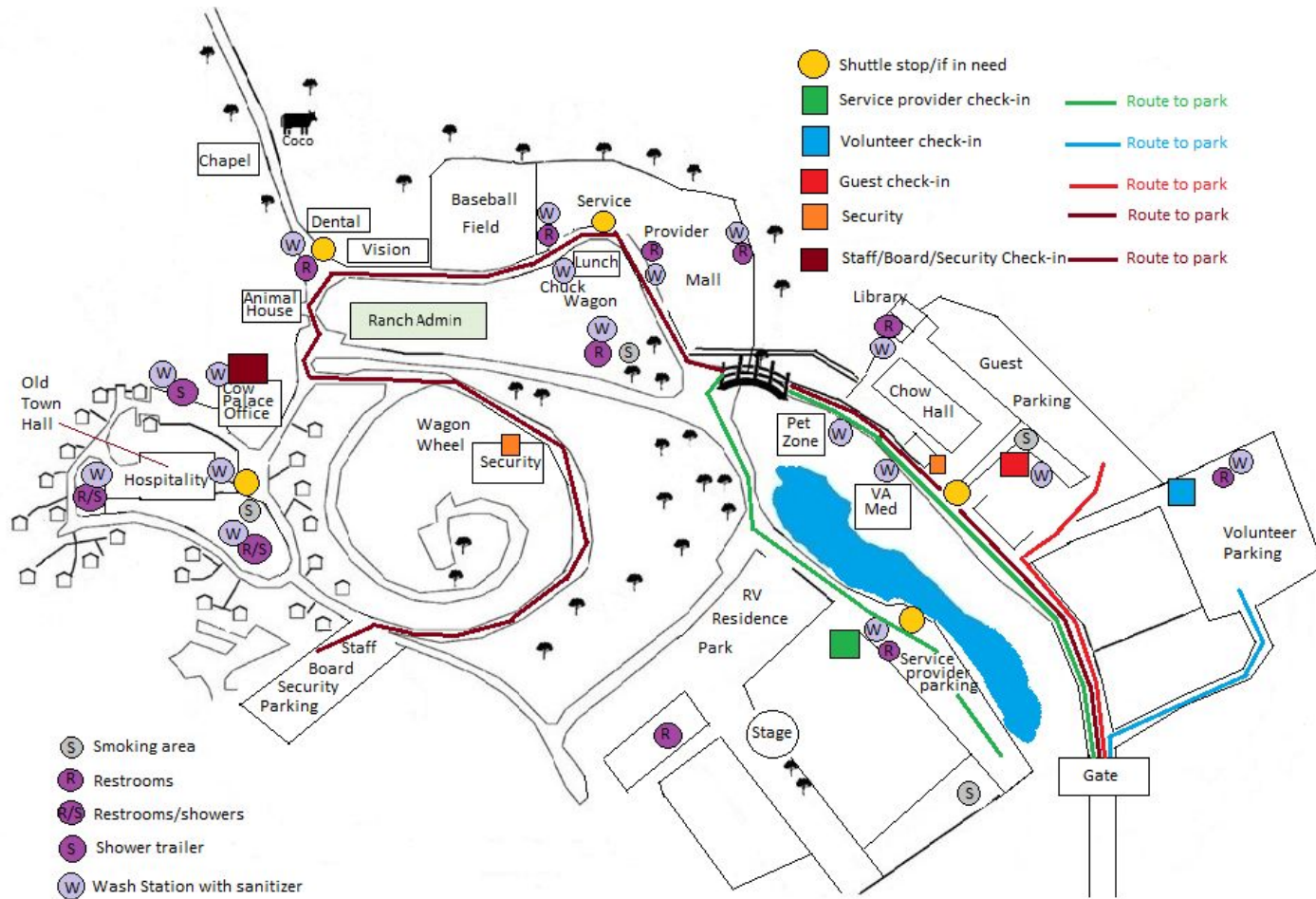
**OUR  
MISSION**

# Overall Event

## Maps, Diagrams, & Protocols for All Participants



# NCVSD/Green Oak Ranch Major Sectors



Chapel  
Coco  
Dental  
Vision  
Baseball Field  
Service  
Provider  
Lunch  
Chuck Wagon  
Mall  
Animal House  
Ranch Admin  
Wagon Wheel  
Security  
Pet Zone  
VA Med  
Chow Hall  
Guest Parking  
Volunteer Parking  
RV Residence Park  
Stage  
Gate  
Hospitality  
Low Palace Office  
Old Town Hall  
Wagon Wheel  
Security  
Staff Board Security Parking  
Service provider parking

# Stand Down Event Schedule

(Subject to change)

## **Monday 4/12 - Wednesday 4/14**

8:00 am to 5:00 pm: Set up tents, equipment, tables, chairs, etc.

## **Thursday 4/15 - Saturday 4/17**

9:00 am to 5:00 pm: Service providers open for business

Saturday 10 am: Ceremony (VIPs to speak)

## **Sunday 4/18 - last day**

7:00 am to 12:00 pm: Service providers open for business, Sunday services

12:00 pm to 1:00 pm: Lunch, Closing Ceremony

12:00 pm - 5:00 pm: Breakdown, cleanup

## **Monday 4/19 - Final cleanup**

7:00 am to 5:00 pm

## ALL ATTENDEES AND STAFF SHALL BE CHECKED DAILY

1. Temperature check
2. Have you experienced any of the following: Fever or chills, cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headaches, new loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting, or diarrhea?
3. Within the past 14 days, have you been in close physical contact with anyone who has been confirmed with COVID-19 or has symptoms of COVID-19?
4. Are you currently waiting for results of a COVID-19 test?

COVID-19 Screening Questions  
“Four At The Door”



LAST NAME	FIRST NAME	DATE	Temperature	
Have you experience any of the following in the past 48 Hours? Fever or chills, cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting, diarrhea.			No	Yes
Within the past 14 days, have you been in close physical contact with anyone who has been confirmed with COVID-19 or has symptoms of COVID-19?				
Are you currently waiting for results of a COVID-19 test?				
Remarks: _____			Initial _____	

# COVID-19 Screening Card

## “Four At The Door”

## **IF ANY ATTENDEE SHOWS FEVER ABOVE 100°F OR COVID-19 SYMPTOMS:**

1. Escort them to medical seating area across from the Chow Hall. Offer them a seat and bottled water.
2. VA Medical personnel will evaluate, recheck temperature after 10 minutes
3. If Volunteer/Service Provider is still symptomatic, they must leave the event.
4. If Guest is still symptomatic, VA medical personnel shall take required action. NCVSD Medical Lead shall notify Operations Director.

**COVID-19 Symptomatic Protocol**

## **IF ANY ATTENDEE IS UNWILLING TO COOPERATE WITH HEALTH, SAFETY, REGISTRATION, OR GREEN OAK RANCH RULES:**

1. Notify Sector Team Leader.
2. Team Leader shall address the situation.
3. If Team Leader cannot gain compliance, call Operations Director, Carrie Foster.
4. If Operations Director cannot gain compliance, security will escort attendee out.
5. Director shall notify Green Oak Ranch management.

Noncompliance Plan

## **ALL VOLUNTEERS / SERVICE PROVIDERS SHALL:**

1. Wear mask, sanitize hands at the tent entrance.
2. Perform “Four At the Door”. (You must be well to proceed.)
3. Read and sign waiver form. Read and initial health questionnaire.
4. Bring health questionnaire form and signed waiver to tent staff.
5. Check out at the appropriate Volunteer or Service Provider Tent.
6. Observe all posted signs and follow all directions from Security.

Daily Volunteer/Service Provider COVID-19  
Check -in Protocols

## **ALL SECTOR LEADS SHALL:**

1. Display Sector and Full Site maps, COVID-19 Protocols, Safe Reopening Plan, and legal waiver outside of Sector entrance.
2. Monitor Sector entrance and exit: review each attendee's badge for daily health check completion.
3. Maintain social distance, hand sanitizing, mask wearing, and occupancy levels in compliance with county requirements.
4. Provide hand sanitizer at tent entrance.
5. Ensure attendees observe all posted signs and follow all directions from Security.
7. Sanitize surfaces every four hours or more often as required.  
(SECTOR-SPECIFIC)
8. Report all unresolved non-compliance issues to Operations Director.

General COVID-19 Sector Lead Responsibilities

# NCVSD Event Waiver Form

1. **AGREEMENT TO FOLLOW DIRECTIONS.** I agree to observe and obey all posted rules and warnings, and further agree to follow any oral instructions or directions given by NCVSD, or the employees, representatives or agents of NCVSD.

2. **ASSUMPTION OF THE RISKS AND RELEASE.** I recognize that there are certain inherent risks associated with attending the NCVSD and I assume full responsibility for personal injury to myself and (if applicable) my family members and further release and discharge NCVSD for injury, loss or damage arising out of my or my family's use of or presence upon the facilities of Green Oak Ranch, whether caused by the fault of myself, my family, NCVSD or other third parties.

3. **INDEMNIFICATION.** I agree to indemnify and defend NCVSD and Green Oak Ranch against all claims, causes of action, damages, judgments, costs or expenses, including attorney fees and other litigation costs, which may in any way arise from my or my family's use of or presence upon the facilities of Green Oak Ranch.

4. **FEES.** I agree to pay for all damages to the facilities of Green Oak Ranch caused by any negligent, reckless, or willful actions by me or my family.

5. **APPLICABLE LAW.** Any legal or equitable claim that may arise from participation in the above shall be resolved under California law.

6. **NO DURESS.** I agree and acknowledge that I am under no pressure or duress to sign this Agreement and that I have been given a reasonable opportunity to review it before signing. I further agree and acknowledge that I am free to have my own legal counsel review this Agreement if I so desire.

7. **ENFORCEABILITY.** The invalidity or unenforceability of any provision of this Agreement, whether standing alone or as applied to a particular occurrence or circumstance, shall not affect the validity or enforceability of any other provision of this Agreement or of any other applications of such provision, as the case may be, and such invalid or unenforceable provision shall be deemed not to be a part of this Agreement.

8. **DISPUTE RESOLUTION.** The parties will attempt to resolve any dispute arising out of or relating to this Agreement through friendly negotiations among the parties. If the matter is not resolved by negotiation, the parties will resolve the dispute using the below Alternative Dispute Resolution (ADR) procedure. Any controversies or disputes arising out of or relating to this Agreement will be submitted to mediation in accordance with any statutory rules of mediation. If mediation is not successful in resolving the entire dispute or is unavailable, any outstanding issues will be submitted to final and binding arbitration under the rules of the American Arbitration Association. The arbitrator's award will be final, and judgement may be entered upon it by any court having proper jurisdiction.

9. **PHOTOGRAPHY.** I understand that photographs may be taken at the event and I grant North County Veterans Stand Down and CarVet a perpetual license to use images of myself and my property however the organization deems appropriate.

# Open Air Mall

Leads:

Janetta Nuttall

Beth Flinn

Annette  
Bongiovanna

## **Services Provided:**

Housing

Employment

DMV (ID Cards)

Homeless Court

Legal Assistance

Family Law

Veterans Benefits

Chaplain

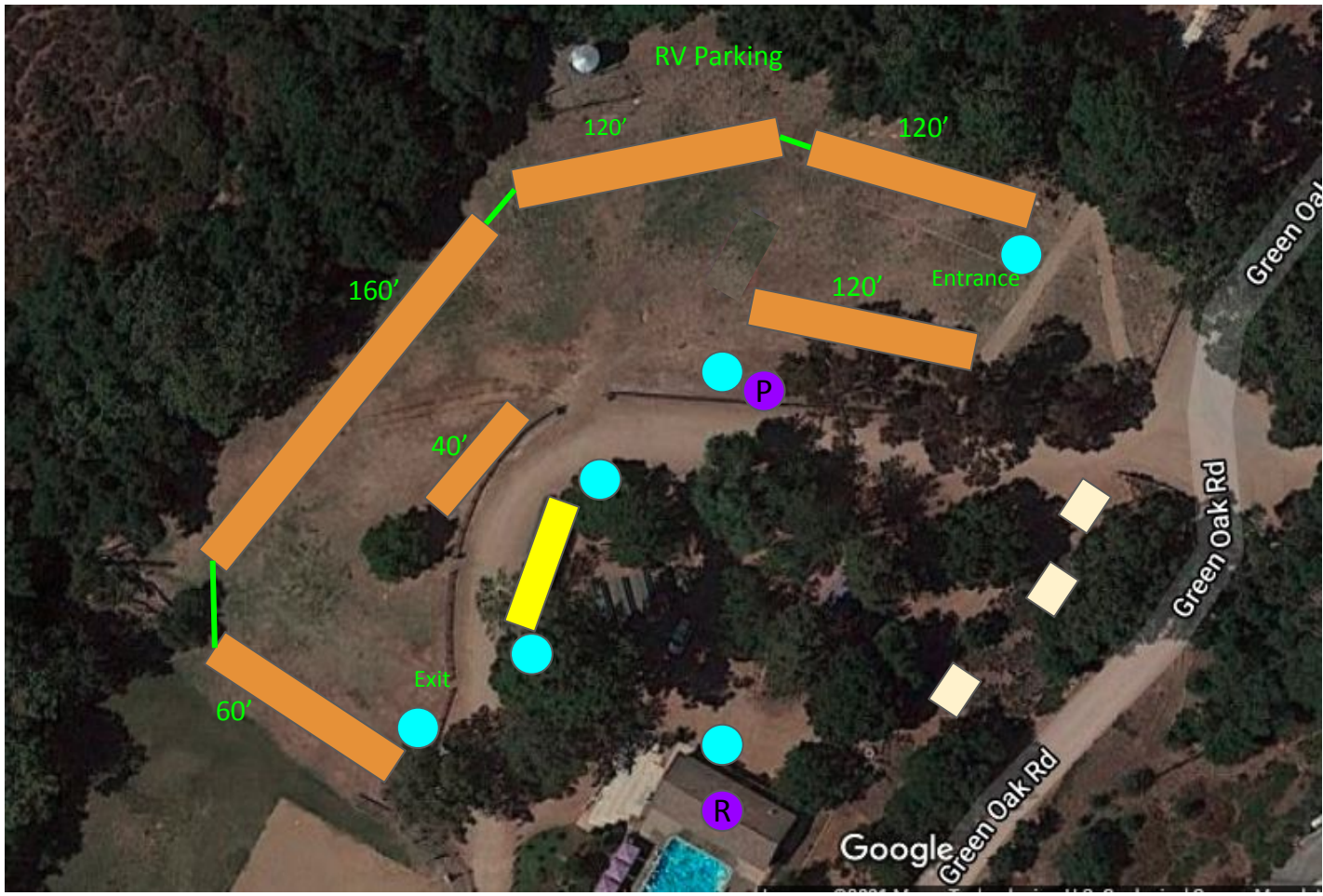
Cell Phones

Mental Health

Art Therapies

Food Pantry

Hair Salon, and more.

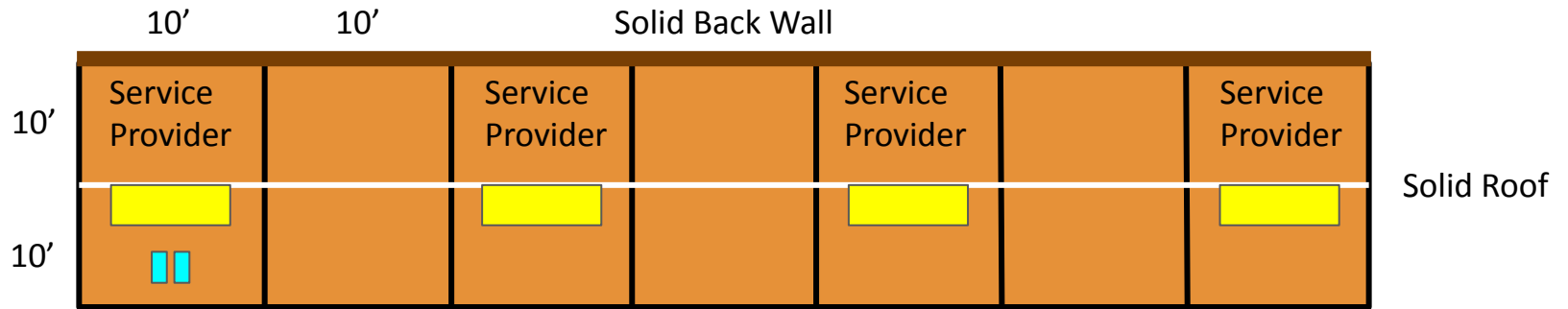


# Open Air Mall

- P Portable Restroom
- R Restroom
- Wash Station
- ◊ Art Tents

3 8 6 6 2 6 **31** total





6' 

6' 

6' 

# Sample Mall Tent Set Up

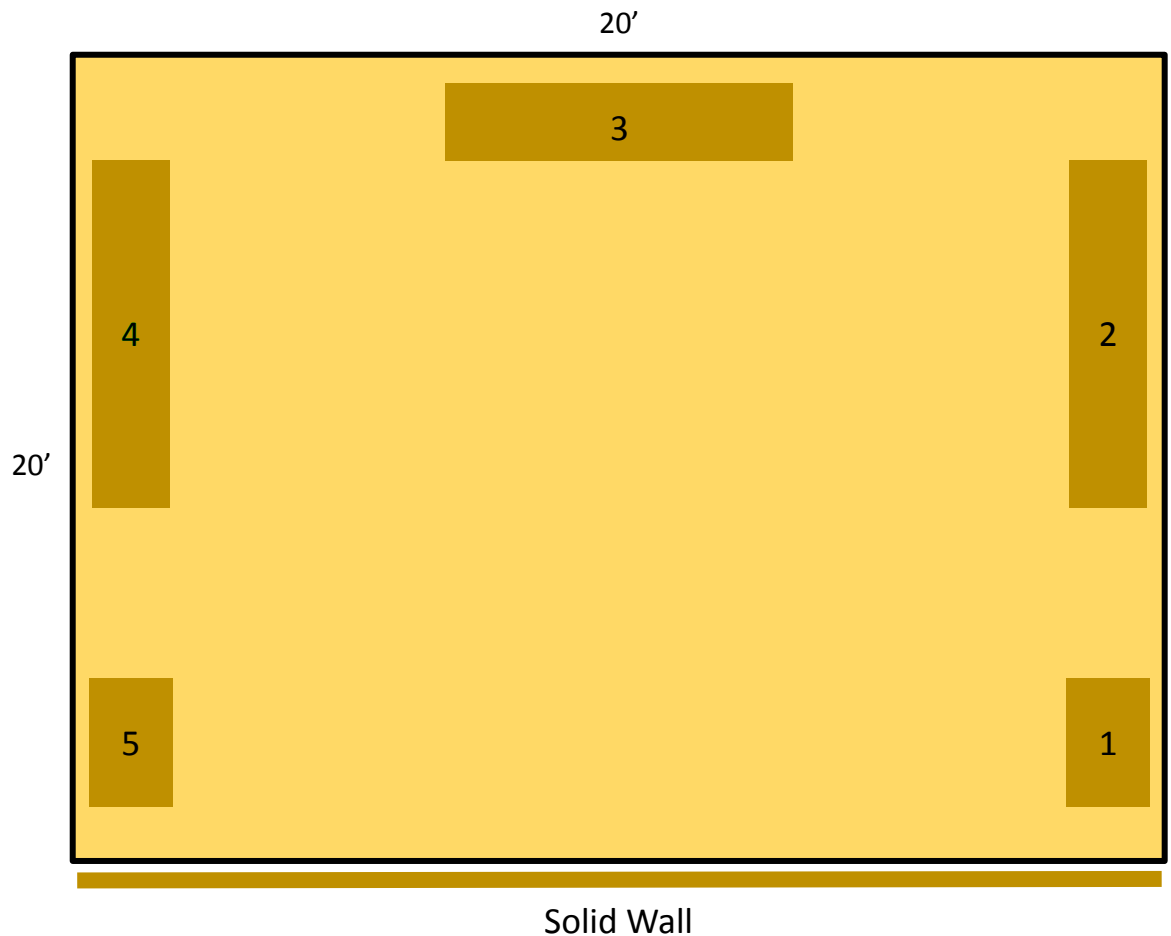


Service Provider Parking Lot and Check-in

● Shuttle Stop

● Wash Station

● P Portable Restroom



## Service Provider Check-in

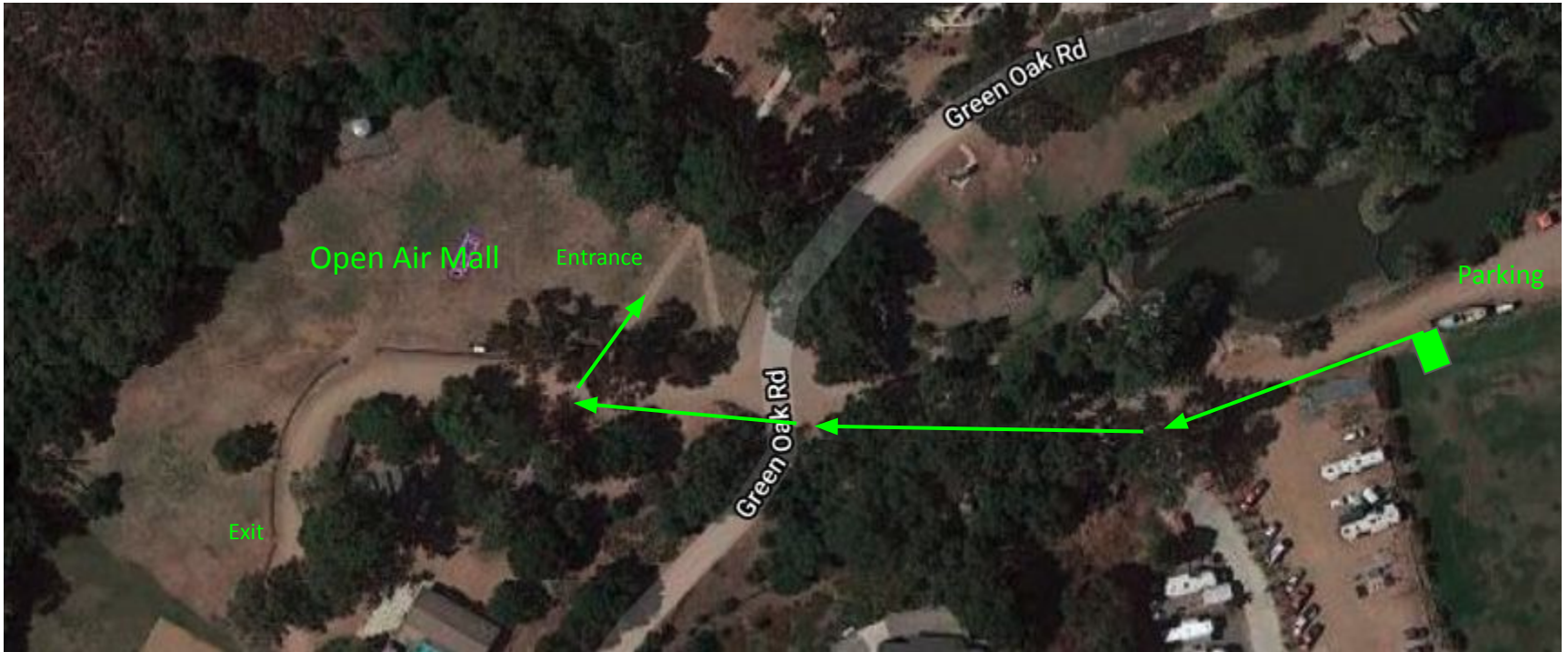
**Station 1** Start - Temp  
Check/Waiver

**Station 2** Verify Volunteer  
Registration

**Station 3** Issue Badge &  
Lanyard

**Station 4** Check Out

**Station 5** Special Situation  
Station



Service Provider Walking Path to Open Air Mall

Thank you for  
helping our  
veterans!

Questions?

Contact

Carrie Foster  
Operations Director

[carrie.foster@ncvsd.org](mailto:carrie.foster@ncvsd.org)

# North County Veterans Stand Down

