

Shelter Training

2013



Agenda

- **Introductions**
 - Staff Introductions
 - Admin Remarks
- **Overview**
 - Emergency Sheltering - General
 - Sheltering Concept in LA
 - Types of Shelters
 - Partners in Sheltering
 - Shelter Training for CTN/MSNS Staff
- **Shelter Training**
 - Introduction and Purpose of Staff Services
 - Overview of Shelter Operations
 - Organizing the Shelter
 - Operating the Shelter
 - Concluding Shelter Operations
 - Summary



Staff Introductions/Admin Remarks

- **Instructors**
 - ARC
 - DCFS
 - Other Instructors
- **Admin Remarks**
 - Sign-in Sheets Complete
 - Restrooms
 - Exits
 - Cell Phone off or on vibrate
 - 10 minute breaks every hour



Overview

Emergency Sheltering - General

- **Types of Emergencies with Sheltering Needs - Examples**
 - Hurricanes
 - Tornadoes
 - Floods
 - Nuclear Plants Incidents
 - Fires
 - Chemical Releases
 - Plant Explosions
 - Etc.
- **Sheltering Concept in Louisiana.**
 - Who decides to operate shelters?
 - Shelter Locations?
 - Why am I getting this training?



Types of Sheltering

- **Critical Transportation Need (CTN)** – an evacuee classified as a CTN is an individual that does not have the means to transport themselves out of a risk area and depends on government supported assistance.
- **Medical Special Needs (MSN)** – An evacuee that needs almost constant medical care but does not require hospitalization. See Hurricane Annex Attachment 1 for the algorithm that categorizes needs ranging from transportation to more acute needs.
- **Sex Offender Shelter (SOS)** – Louisiana Act 285 of the 2006 regular session prohibits registered sexual offenders from being housed with other evacuees during a declared state of emergency or after a declared state of emergency. There is one planned shelter in the state so that registered offenders that seek public sheltering may be housed safely away from the general population and out of harm's way in accordance with state law.

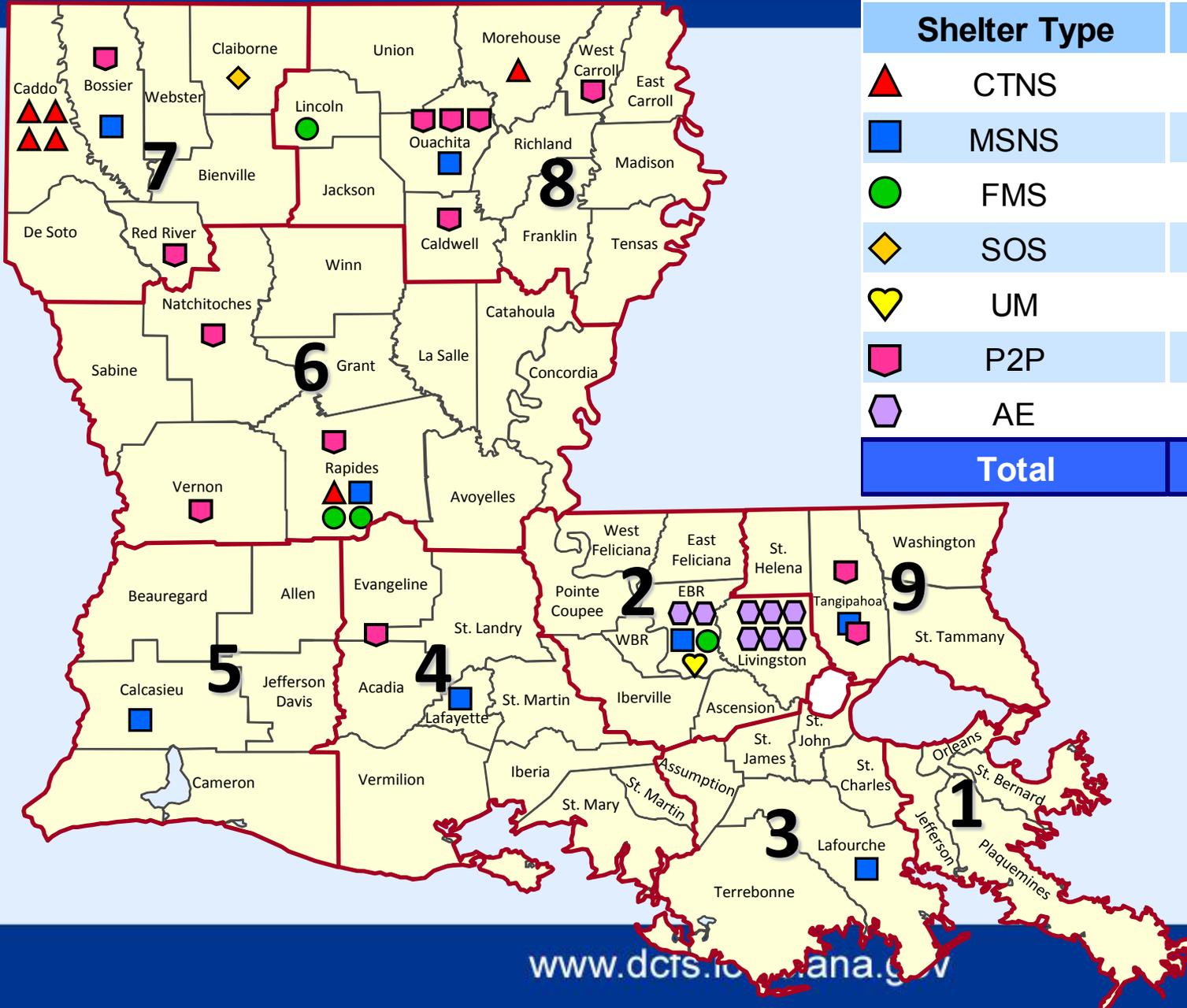


Types of Sheltering

- **Refuge of Last Resort (RLR)** – a building that is intended to provide minimum protection during a short-term event that normally lasts no more than 24 hours
 - Minimum RLR occupancy times are 2 hours with a maximum being 24 hours.
 - They are not shelters intended to provide services and housing for people whose homes have been damaged or destroyed by fires, disasters, or catastrophes.
- **Point to Point** – A sheltering relationship that has been established between two jurisdictions in the event that citizens would need to move from their risk parish during a major evacuation.
- **Non-DCFS operated shelters**
 - ARC
 - Faith-based
 - Parish operated
 - Temporary shelters



In-State Sheltering Capacities



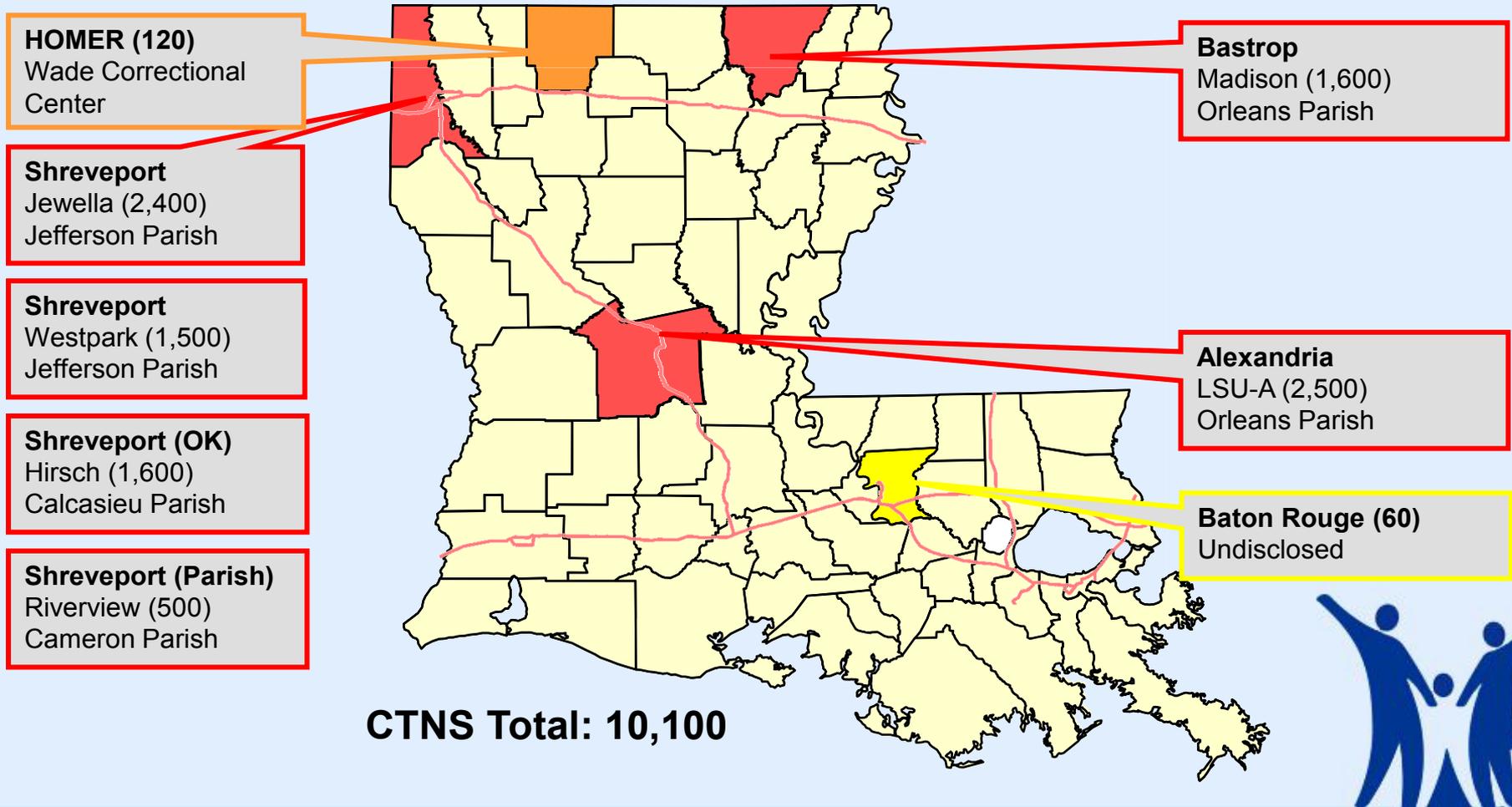
Shelter Type	Total Capacity
CTNS	10,100
MSNS	1,560
FMS	1,150
SOS	120
UM	60
P2P	11,910
AE	2,110
Total	27,010



Critical Transportation Needs Shelters

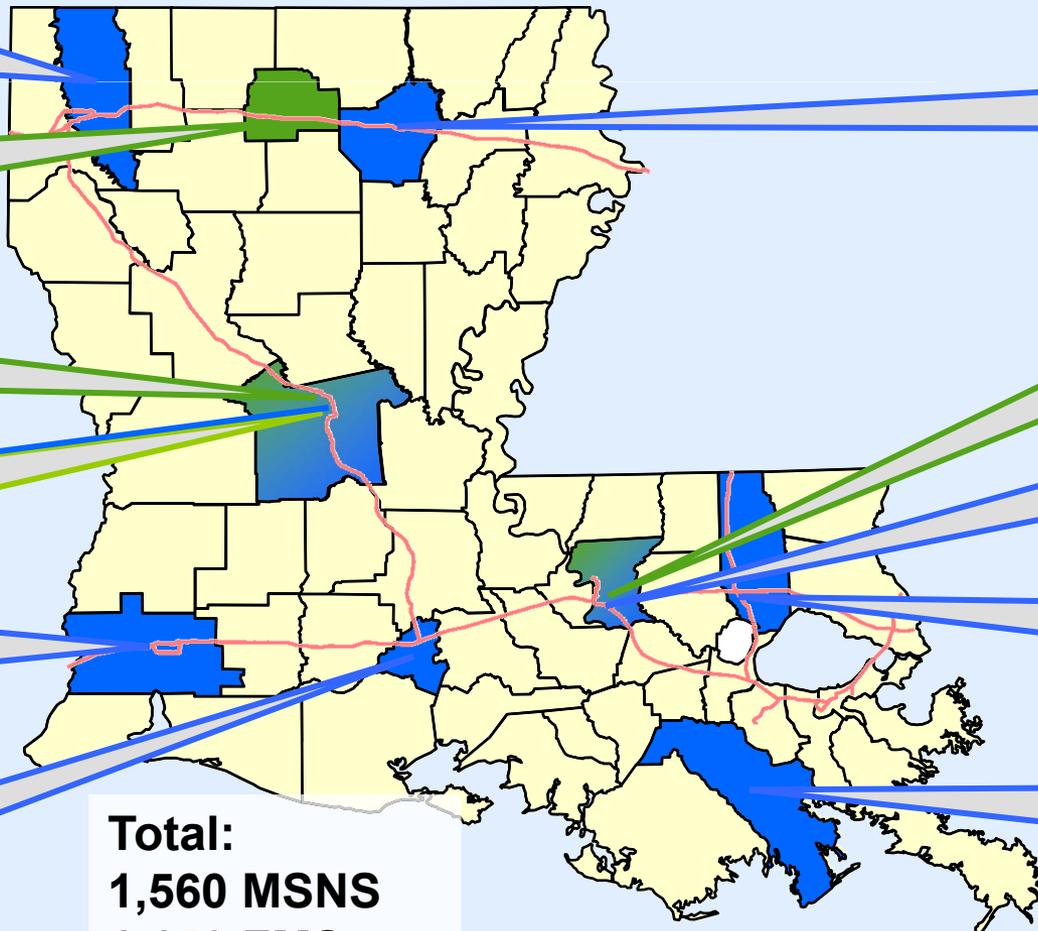
Unaccompanied Minors Shelter

Sex Offenders Shelter



Medical Special Needs Shelters (MSNS)

Federal Medical Stations (FMS)



Bossier City
200
Bossier Civic Center

Grambling (FMS)
200
Intramural Sports Center

Alexandria (FMS)
250
Riverfront

LSU Alexandria
200 MSNS / 200 FMS
State Shelter

Lake Charles – McNeese
150
Recreation Complex

Lafayette
160
Heymann Center

Monroe –ULM
150
Ewing Coliseum

Baton Rouge–LSU (FMS)
500
Field House

Baton Rouge – LSU
300
Maravich Center

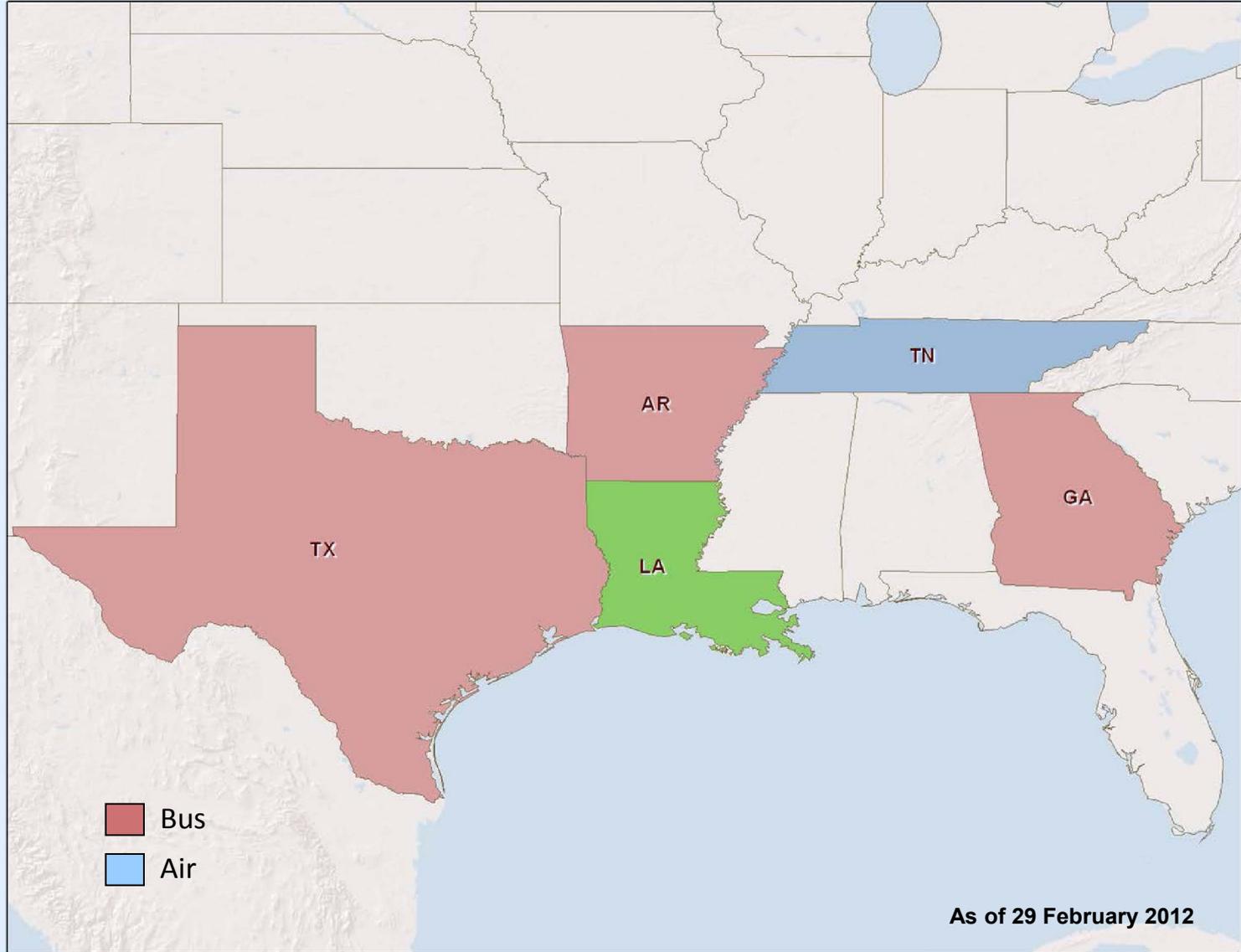
Hammond – SLU
200
Kinesiology Bldg.

Thibodeaux – Nicholls
200
Ayo Hall

Total:
1,560 MSNS
1,150 FMS

Host State Agreements

TX	10,000
TN	3,500
AR	4,000
GA	5,000
Total	22,500



Overview

Partners in Sheltering

- Emergency Support Functions
 - Categories of responsibilities for responding to emergencies
 - Assigned to each department of state gov't
 - All state departments work as partners in achieving the necessary response
 - Many ESFs have multiple partners who are relied on to meet the needs of their responsibilities



Overview

Emergency Support Functions

- **ESF 1-Transportation** - LADOTD
- **ESF 2- Communications** - GOHSEP, LSP, LANG
- **ESF 3- Public Works** - LADOTD, Office of Coastal Restoration
- **ESF 4- Firefighting** - LA State Fire Marshal, LDAF
- **ESF 5- Emergency Mgmt** - GOHSEP EOC
- **ESF 6- Mass Care** - DHH, DCFS, LWC, ARC
- **ESF 7- Resources Support** - GOHSEP, LANG
- **ESF 8- Health & Medical** - DHH
- **ESF 9- Search & Rescue** - LDWF
- **ESF 10- Hazardous Materials** - LSP, DEQ
- **ESF 11- Agriculture** - LDAF
- **ESF 12- Energy** - DNR, LPSC, DHH
- **ESF 13- Public Safety & Security** – LSP, Department of Justice
- **ESF 14- Community Recovery, Mitigation and Economic Stabilization** – GOHSEP, LED
- **ESF 15- Public Information** - GOHSEP
- **ESF 16- LANG** - Defense Support to Civilian Agencies



Shelter Training

ARC / CTN

- Introduction and Purpose of Staff Services
 - Participant Introductions
 - Course Purpose
 - Objective
- Overview of Shelter Operations
 - Values for Shelter Workers
 - The Shelter Cycle
 - Step 1: Preparedness
 - Step 2: Disaster Occurs
- Organizing the Shelter
 - Step 3: Pre-occupancy Inspection
 - Staffing a Shelter
 - Step 4: Shelter Opens
 - Step 5: Clients Arrive



Shelter Training

ARC / CTN

- Operating the Shelter
 - The Three Rs of Sheltering
 - The importance of Communication
 - Communication with the Chapter
 - Working with the Media
 - Forms
 - Transitioning to Longer-Term Sheltering
- Concluding Shelter Operations
 - Step 7: Closing Shelter
 - Step 1: Preparedness
- Summary



Intro / Purpose / Objectives

- Introductions
 - Registration Form (Form 5972) – Partner introductions after interviews
- Purpose
 - Course – to prepare you to effectively and sensitively manage shelter operations as a team, to meet the needs of people displaced as a result of a disaster.
 - Shelter – to provide a safe place for people to stay during an emergency, with access to various types of support and information.
- Objectives
 - Describe the procedures for opening, operating and closing shelters.
 - Explain ways to demonstrate quality services
 - Organize available human resources as a shelter Operations team.
 - Identify by resources available to assist shelter workers
 - Org. the physical facility and material resources to meet the needs of people in the shelter



Overview of Shelter Operations

Segment 2

- In Community Service Overview (Mass Care): An overview we learned that the basic commitment of Community Services is to take care of the eating and sleeping needs of the people affected by disaster on an interim basis, while they are making other arrangements for their recovery or until they can return home. Let's watch the first segment of our video-tape, which gives us an overview of the importance of providing shelter to our clients. (page 55 provides a place to take notes)
- We will talk about the following in Segment 2.
 - Values
 - Shelter Cycle
 - Shelter Organization
 - Reporting to DCFS
 - Three Rs of Sheltering
 - Communications
 - Food for Workers



Values for Shelter Workers

Page 56

- **Ensure the shelter is a safe place.**
 - The first & foremost concern is safety for clients & workers, which, from this commitment, comes many of the rules we ask clients to follow.
- **Respect Clients.**
 - Treat clients the way you would want to be treated. Respect diversity & privacy. Create a place where clients can share information in confidence.
- **Provide services equally to all of our clients.**
 - We don't discriminate when it comes to providing shelter services. What we make available to one client, we make available to all clients. For people with disabilities, we provide the same types of service we provide to other clients. We seek ways to provide those services in ways that are most useful to those that need them.



Values for Shelter Workers

- Enable the clients to make other arrangements.
 - We treat each shelter resident as an individual who is ultimately responsible for his or her own recovery. We assist clients by providing them with information about the Red Cross & other agencies that may help them with their recovery plans.
- Use resources wisely.
 - The Red Cross is not a government agency. Most of the organizations resources come from the donations of time and money. It is important to provide services in the most efficient way while still maintaining quality service to clients.



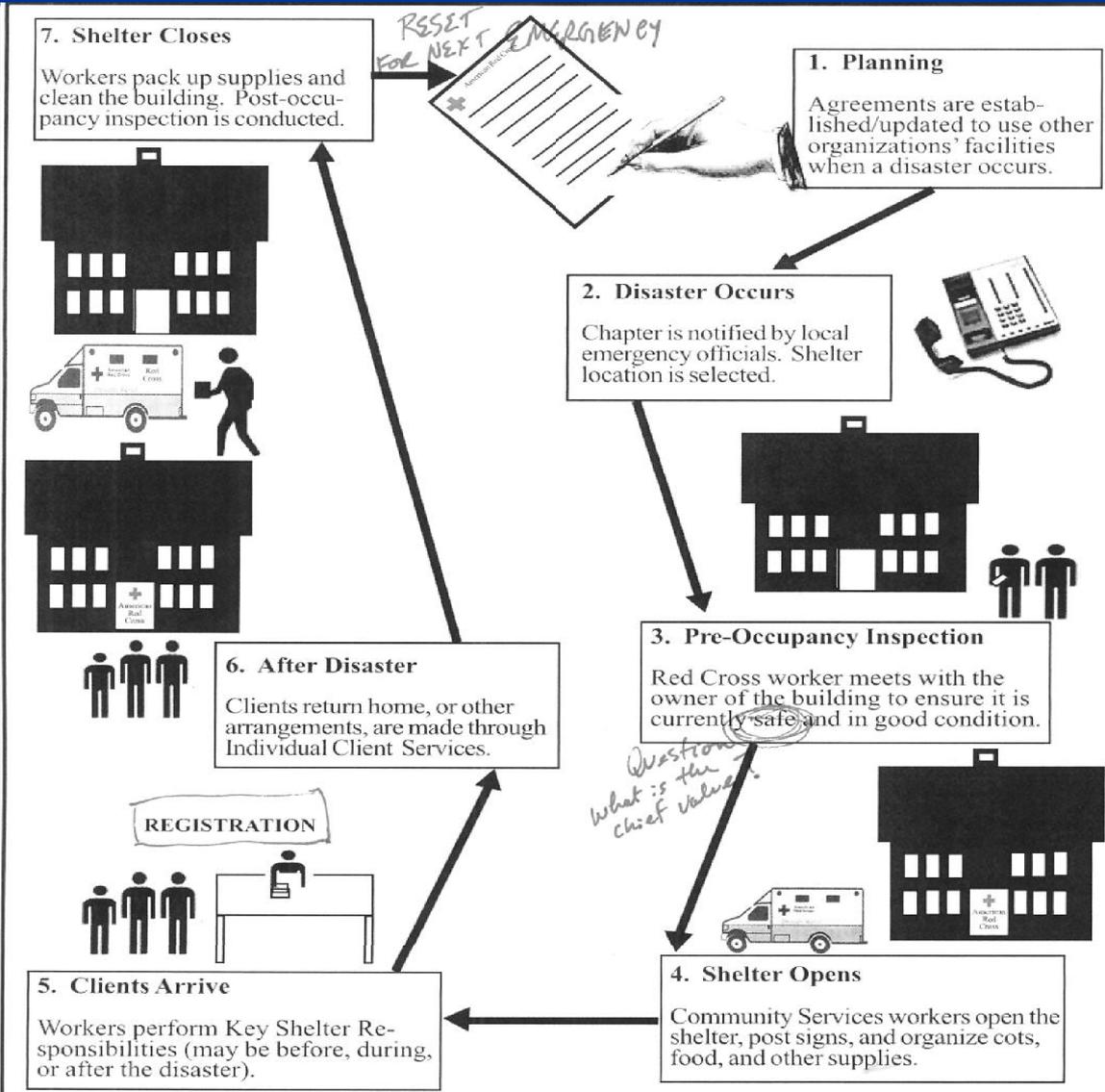
Shelter Cycle

Page 57

- Review Page 57 and you will see the 7 steps ARC takes from Beginning to end.
 - Step 1 – Preparedness
 - Step 2 – Notification of a disaster
 - Step 3-4 – Opening of Shelter
 - Step 5 – Operating a Shelter
 - Step 6 – Assist Clients in getting back home
 - Step 7 – Closing of Shelter
- We will discuss these steps throughout the rest of this course



Shelter Cycle



Preparedness

Page 58

- An effective shelter Operation begins long before a disaster strikes
- Chapters explore issues such as
 - Types of Hazards that could pose a threat to community
 - The people who might be affected
 - The types of needs would they have
 - Red Cross preparation to meet client needs
- 7 Goals to achieving Community Service
 - Hazard Analysis and Demographic information
 - Written Agreements from Schools districts, gov., etc.
 - Pre-disaster survey of designated building
 - Sufficient staff identified and trained to sustain Ops for min 72 hours
 - Vendor accounts established to provide food and other supplies
 - Shelter Kits (page 47) ready to go
 - Regular training prepared for staff and managers



Preparedness

- Demographics of Shelter Population (page 58)
 - Type of Disaster
 - Size of Disaster area
 - The amount of warning time
 - History of past emergencies
 - Location of shelter
 - Accessibility of evacuation routes
 - Know your client tell, you may have rescue workers too.
- Types of Shelters
 - What are some of the hazards that could cause people to evacuate their homes and create a need for shelter in this area.
 - Review Page 59 of your books
- Establishing Partnership (page 60)
 - Signed agreements, Facilities, Personnel, Food, Equipment, Information
 - Complete Shelter Surveys
- Disaster Occurs (Step 2)



Disaster Occurs

(Step 2)

- Red Cross Notified by Local Emergency Management Officials.
- Send a Disaster Action Team to Scene
- Select a Shelter Location and Contact Team
- Shelter Procedures
 - Call-Down Procedures/Notification (EP Call List)
 - Shelter Selection (DCFC – Mostly Pre-determined)
 - Start-Up Procedures
 - Communications
 - Procedures for Obtaining Additional Resources
 - Closing and Follow-up Procedures



Organizing the Shelter

Segment 3

- Based on the type of Disaster, # of evacuees expected, estimated length of time that the shelter will be needed, and in the chapter's disaster plan the chapter will select a shelter facility and notify you of your assignment. Lets watch segment 2 of the video, and see how the shelter team goes into action and prepares to open the shelter. (video Segment 2)

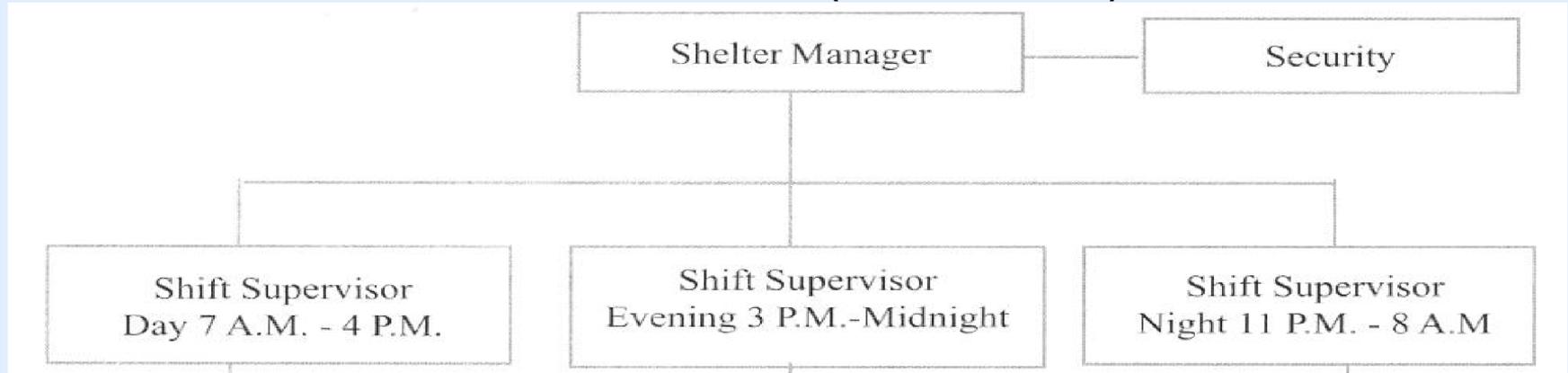


Organizing a Shelter

Segment 3 (page 3)

Functions on a Shelter Team

Small ARC Shelters (>100 sheltered)



Worker Responsibilities:

Registration, employee & volunteer recruitment
Feeding & Material Spt Svcs
Disaster Health
Disaster Mental Health (coverage)
Information & other Client svcs
Communications (coverage)

Worker Responsibilities:

Registration, employee & volunteer recruitment
Feeding & Material Spt Svcs
Disaster Health
Disaster Mental Health (coverage)
Information & other Client svcs, **Dormitory mgmt**
Communications (coverage)

Worker Responsibilities:

Dormitory mgmt
Feeding & Material Spt Svcs
Disaster Health
Disaster Mental Health (coverage)
Communications (coverage)

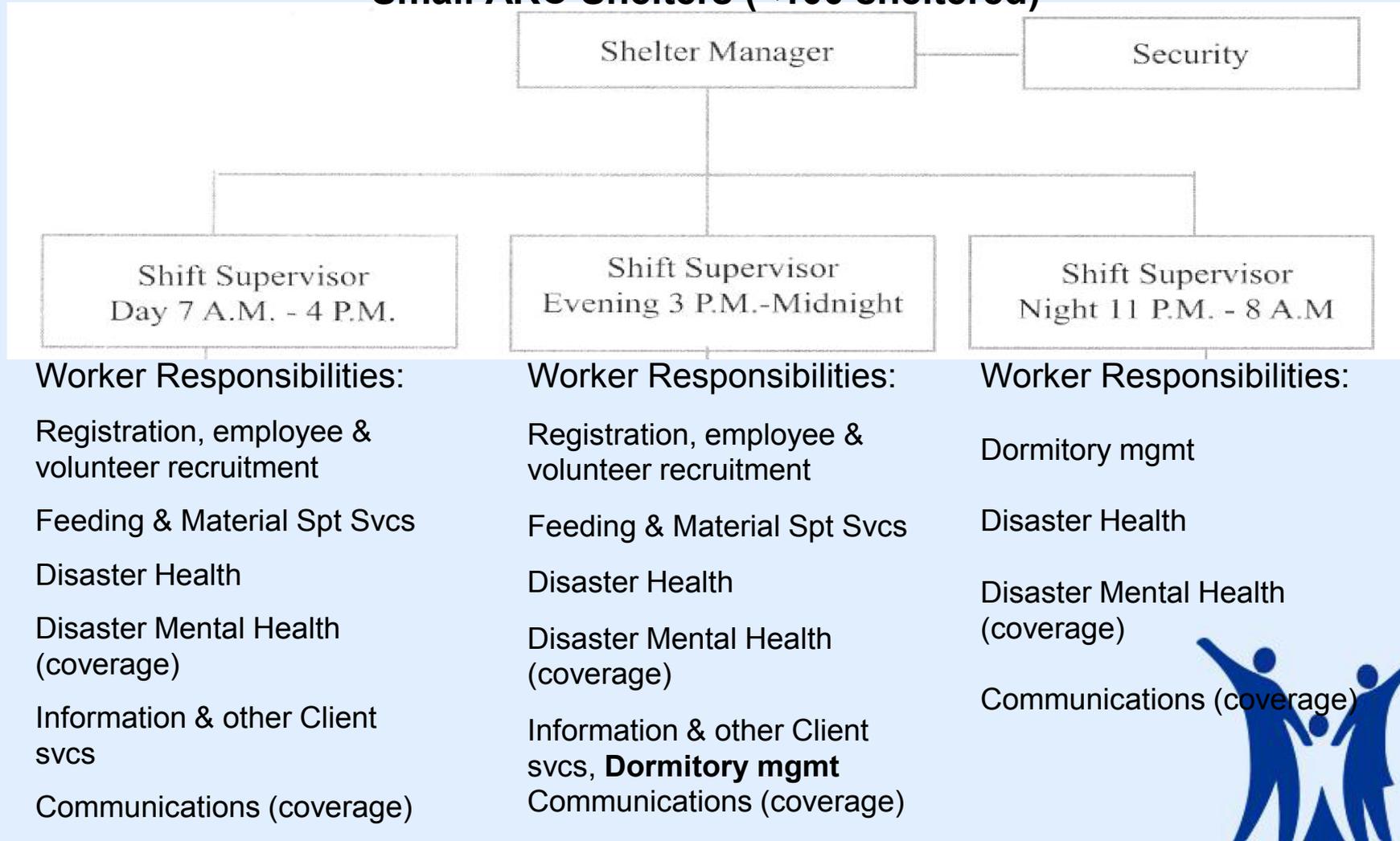


Organizing a Shelter

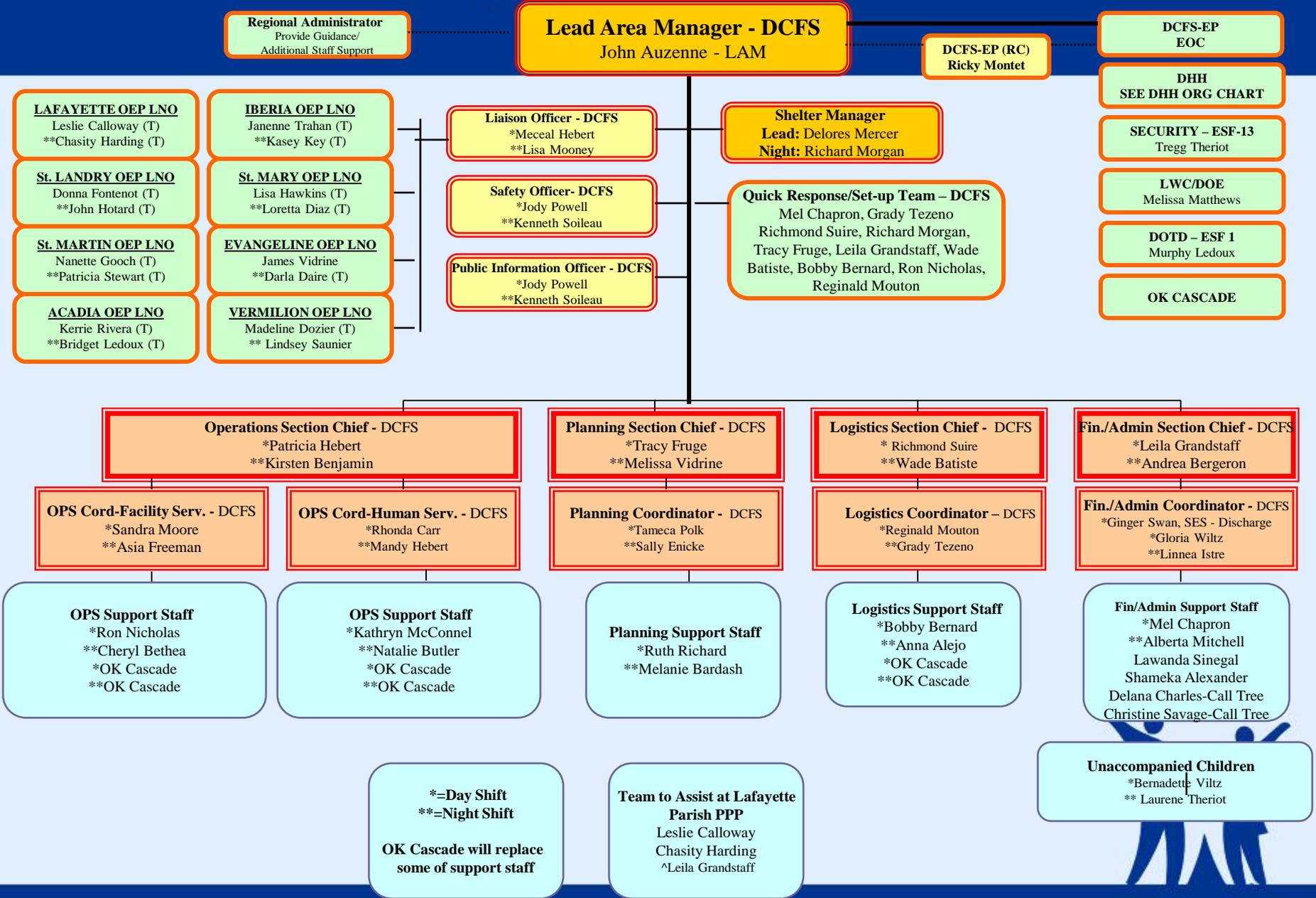
Segment 3 (page 4)

Functions on a Shelter Team

Small ARC Shelters (<100 sheltered)



REGION 4 DCFS UNIFIED COMMAND



Shelter Manager's Responsibilities

Page 5

- The shelter manager provides supervision and administrative support for Red Cross responsibilities with the shelter. This person ensures that the needs of shelter occupants are being met. The shift supervisors assist the shelter manager with the responsibilities in this checklist:
 - Nature of Disaster
 - Shelter assignment location
 - Estimated shelter population
 - Facility contact person
 - Contact person/supervisor at the chapter
 - What other staff are being recruited? (ICS Structure established prior)
 - Shift Supervisor (s)
 - Registration
 - Feeding
 - Dormitory Management
 - Disaster Health Services
 - Staff Recruitment and Placement
 - Material Support Services
 - Time Administrator(s)



Shelter Checklist

Pages 6-35

- Checklist are set-up by
 - Initial Actions
 - Ongoing actions
 - Closing action
- Checklist are: (Section Chiefs have checklist within there binders)
 - Registration Responsibilities
 - Feeding Resp.
 - Dormitory Management Resp.
 - Providing Information Resp.
 - Disaster Health Services Resp.
 - Disaster Mental Health Services Resp.
 - Other Client Services Resp.
 - Communication Resp.
 - Staff Recruitment and Placement Resp.
 - Material Support Services Resp.
- Depending on the size of the disaster and # of staff available, you may be responsible for one or several roles at one time. Shelter residents come from all walks of life. As you register people, identify their special skills on the registration card.



Organizing the Shelter

- **Pre-Occupancy Inspection** (step 3) (Page 65)
 - Another top priority is working with Facility's Reps. To assess the condition of the facility and any special safety considerations. A Facility Agreement (form 6621 must be negotiated and signed prior to the disaster or at the time Red Cross occupies the building. The Facility Agreement specifies the responsibilities of both the owner and Red Cross during the time the Red Cross is using the premises. Use the Self-Inspection Worksheet – Off Premises Liability Checklist (Form 6505) when you walk through the building with the facility's rep.
- Which shelter workers' values do you think are the basis for the pre-occupancy inspection? (page 56)
- Page 66 are some guidelines for allocating space.



Organizing the Shelter

- **Shelter Staffing** (Page 67)
 - A shelter must be staffed 24 hours a day. There is 1 shelter manager per shelter who works one shift and who is responsible for the overall running of the shelter. There are 3 shift supervisors who each take a shift so that is always a supervisor on duty. Other workers are scheduled as available. There is a flurry of activity initially as the shelter opens, but this quickly levels out as the shelter establishes routine and residents begin returning to their homes. The peak activity often occurs around meal times and in the evenings as people return to the shelter after cleaning their homes or going to work.
- CTN/MSNS are staff using Incident Command System (ICS) and will staff shelter with 12 hour shifts.



Organizing the Shelter

- **Registration (Page 68)**
 - If possible, set-up the registration area before clients arrive.
 - Signage on the outside of the building should direct the clients to the entrance where Registration is set-up.
 - Allow enough room so that clients can form a line without waiting outside.
 - Have people register as they first come into the shelter. They should sign in and out if they leave the shelter for long periods of time.
 - Identify individuals who have medical problems or concerns for referral to Disaster Health Services or Disaster Mental Health Services.
- **Shelter Opens-** Shelter team may arrive at the facility before clients which allow enough time to get the shelter ready. Or in some case clients may arrive first. Let them in and begin the set-up as fast as possible. Client may even help with set-up. Use the Quick Start-up Checklist on page 35. (page 69)
- **Clients Arrive** – Once clients arrive, we do everything we can to make their stay as safe and pleasant as possible. We provide information about services available through Red Cross and other organizations to assist them with their Recovery.



Operating the Shelter

page 70

- A well run shelter requires a dedication to quality service, communication & coordination, and lots of problem solving.
- Additionally, a successful shelter also takes communication and cooperation between the Red Cross as an organization, the shelter team, and the shelter residents.
- (Show Video Segment 3)



Operating the Shelter

page 71

- The Three **R's** of Sheltering
 - **Respect**- (*previously discussed*)
 - **Routines**
 - **Rules**
- **Establishing daily routines** – A demonstration of continued quality service that should be established within the first 24 hours of opening that will help structure the daily lives of the staff and residents until the shelter closed.
- What are some activities that could be scheduled on a routine basis in a shelter?



Operating the Shelter

page 71

- Meal times
- Lights out
- TV Time
- Shower schedule
- Children's Activities
- Information updates
- Shelter staff meetings
- Shelter advisory committee meetings



Operating the Shelter

page 71 & page 51

- **Setting Rules-** In addition to the rules that are a part of a daily routine, what types of ground rules would be needed to ensure a safe and pleasant shelter environment?
 - Designated smoking areas & Restricted areas
 - No food or beverages (except water) in the sleeping areas
 - Noise levels & Phone use
 - Signing in & out
 - Drug & alcohol use and weapon possession
 - Pets & valuable possessions



Operating the Shelter

page 72

- **The Importance of Communication** - Communication both within the shelter & with the outside world affects everyone involved in the sheltering process. Who are some of the people/groups that have informational needs?
 - Clients/shelter residents
 - Shelter Team
 - Chapter or Disaster Relief Operations HQ
 - Media



Operating the Shelter

page 73 & 74

- Examples of communication avenues:
 - Staff Meetings
 - Shift change briefings
 - Log sheets
 - Shelter Resident Meetings
 - Bulletin Boards
 - Operational Memos
 - Job Inductions
 - Forms completion



Operating the Shelter

page 75

- Transitioning to Longer-Term Sheltering
 - Additional Client needs arise
 - Supply needs increase
 - Additional forms requirements (pages 44-45)
 - Additional shelter workers needed



Concluding Shelter Operations

Segment 5

- In our last segment of the video, we will see the actions of the shelter team as they prepare for and close down the shelter. (Show video Segment 4)
- Closing the Shelter (page 77)
 - Plans for concluding shelter operations begin as the shelter population declines and residents are making plans to leave the shelter.
 - Work with Client Caseworkers to come to the shelter, or encourage families to go to the service center or contact the chapter for assistance.
 - The main actions needed to close the shelter are included in the shelter manager's checklist. Turn to page 8 and we can review them.
 - If you remember each of the responsibilities checklist include task for closing .
- To bring us full circle, we are back to Set 1 Preparedness. We conduct lessons learned during the operations. We use these to improve our response to the next disaster.
- Page 49 identifies other disaster preparedness actions needed to ensure a high-quality disaster response.



Conclusion

Recommend course: Basic Food Safety –
<http://arc.safefoodsolutions.com>

Questions ?

