

St. Augustine Emergency Shelter Team Meeting  
Tuesday, October 12, 2010 7:00-8:45 PM

Attendees: Mike and Vicky Reardon, Alberto Torres, Katharine Anderson, Danielle Honings, Julie Herold, Sue Ruppel, Carol Gibson, Kathy Jones, Goivanna Pedicini, Dan Dupont and Paul Bedard.

1. Welcome: We used the Volunteer Log for shelter team sign-in and updated the shelter phone tree notification listing.
2. Katharine opened the meeting with a prayer.
3. Shelter team response to Red Cross alert September 29-October 2nd: Paul reported an excellent response from the team to a mid-day email from the Red Cross. By 5 pm on Wednesday, September 29 we had enough team members to open and operate our shelter for this period. Responses continued to come in through Friday, when the Red Cross terminated the alert. We had a team meeting Wednesday evening and determined who could work that night and during the day on Thursday; completed meal planning and use of CARITAS and Food Pantry provisions; and developed courses of action to deal with the shelter conflict with Bingo on Friday night.
  - a. 20 of 33 active members responded with their availability (am, pm, overnight).
  - b. Lesson learned: we did not follow-up the email alert with phone calls. We cannot assume all members see their email daily, and need to do the phone contact as soon as possible to ensure all team members have been notified.
  - c. Lesson learned: update email and phone information regularly (at each meeting/event; other times, as well). This will ensure maximum coverage of shelter team members to short notice alerts from the Red Cross.
4. Shelter team planning for fall 2010: we focused on a shelter team training event scheduled on the Parish calendar for Saturday, November 13<sup>th</sup>. There was consensus that we should do this as internal shelter team training. We decided that the focus should be on the registration area and how it relates to the other shelter areas (health services, dormitory, food service and shelter operations).
  - a. Meeting discussion: Sue related her experience in organizing and managing registration during the Red Cross annual shelter exercise last March 13<sup>th</sup>. Registration needs a lot of team members as it has a lot of moving parts (registration forms, family requirements, links to health services for medical treatment or drug prescriptions, to dormitory for cot requirements and assignment, to food service for special dietary requirements or allergies (i.e., peanuts), to information for the latest status on the emergency, and shelter operations for reporting registration status. Giovanna, Julie and Paul added their observations.
  - b. Based on the meeting discussion, the members concluded that all shelter team members need a good understanding of registration to be prepared for a Red Cross activation of our shelter or the deployment of our team to another shelter site. The November training session should concentrate on the tasks related to registration. This will also include the relationships/links to health service, dormitory, food service, information, and shelter operations (reporting).
    - 1) Sue will lead the effort for organizing the Registration tasks.

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- 2) Dan will provide an overview of all the forms that the shelter team uses for shelter team reporting.
  - 3) Paul will incorporate these changes into the overall training plan for the November event.
- c. Training objective: Keep it simple and flexible; experienced shelter team members conduct training for their assigned shelter area (registration and shelter operations). Organize shelter area training into two sessions.
- 1) Session #1: Registration tasks for opening and operating the shelter. Also include relationships/links to health service, dormitory, food service, and information.
  - 2) Session #2: Shelter operations tasks: Dan will provide an overview of all the forms that the shelter team uses for shelter team reporting. The participants will practice completion of the shelter forms for registration and the completion of the forms used to develop the shelter report.
  - 3) The intent is that current shelter team members receive cross training in registration and shelter operations areas and new members and participants gain an understanding of multiple shelter areas.
- d. The intent is to walk through and practice shelter area tasks (for hands on experience) so that team members can learn how to perform those tasks and gain cross training experience in another shelter area. We trust that this training event will enable new members to gain experience in a number of shelter areas; and (hopefully) will be able to use the experience as an aid in selecting a shelter area to concentrate their efforts as a team member. Our shelter team experience has shown that concentrating on a particular shelter area helps the team member learn the details of the shelter area necessary to be effective. The downside is that they do not have the opportunity to learn how the other shelter areas function; hence the reason for this cross-training event.
- e. Include bi-lingual training for as many participants as there are translators.
- f. Conduct a review of lessons learned at the end of the event.
- g. Paul will update the concept outline and timeline and publish them as soon as possible (by email and Parish Website) for the team to review and provide input (before) the November 13<sup>th</sup> training event.
- h. Hospitality for this training event: Request all members bring a snack item to share. Katharine will also purchase items with Parish funds. We will provide coffee, hot tea, and hot chocolate from the Parish. And Paul will bring doughnuts.
- i. Participant registration for the training: Request shelter team members support sign-ups of participants after the Masses on Oct 30/31 and Nov 6/7. Paul will send an email to the team. Please respond with the dates and Mass that you can support.
- 1) Set up tables in the Commons and the vestibule entrance. Locate training registration packet (red folder) from closet in the

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- sacristy. Set out training event information sheet and registration form.
- 2) Answer questions about the shelter team and the training on Nov 13<sup>th</sup>
  - 3) Ask those interested to provide their name, phone and email address. Advise them that they will receive a confirmation email or phone call.
  5. Shelter team participation in Red Cross training events in 2011: Even though the Red Cross has not yet published their plans for 2011, we decided to support the Red Cross exercise plan for 2011 in whatever capacity they request. The event schedule will affect our team meeting schedule for 2011. John, Dan and Paul are on the Red Cross committee for planning shelter training. They hope to have information to share at our November 13<sup>th</sup> training event.
  6. Next meeting: Shelter Team Training Exercise, Saturday, November 13, 2010 8:00 am-1:00 pm.

Respectfully submitted,

Paul Bedard

October 25, 2010