

St. Augustine Shelter Team and Supporters,

On Saturday, April 14, 2012, at 6:45 am, the Red Cross contacted our shelter team to advise that an apartment fire was in progress; that our team and Beulah Methodist were the nearest shelters; and asked whether we could be prepared to open our shelter.

Paul Bedard activated the shelter team phone tree notification procedures to determine whether we had enough team members to operate the shelter and Katharine Anderson contacted Fr. Mike to get permission to use our buildings.

Twelve team members confirmed that they were able to respond and Fr. Mike approved the use of our facility to operate an emergency shelter.

Chain of events:

- 6:45: Sandra Titus, Red Cross called Paul Bedard to alert the team to be ready to open the shelter; Paul advised her that he would alert the shelter team.
- 6:50: Paul activated the team phone tree; all area leads answered; and started calling the team members on their lists.
- 7:14: 7 team members responded that they were available.
- 7:17: Red Cross Disaster Coordinator on way to the fire scene to determine shelter requirements; expect Red Cross situation update in 30 minutes.
- 7:45: team total at 9 available; 2 not available.
- 7:58: Paul sent email to the shelter team and supporters requesting volunteers to open the shelter and serve on shifts over the next four days.
- 8:00: 11 team members available; 4 not available; messages left for 2 members.
- 8:20: 12 team members available.
- 8:30 Deacon Eric confirmed that Fr. Mike approved the use of the building for the St. Augustine emergency shelter; Paul called the Red Cross to report that our shelter was available and 12 team members were available to open it. Advised the Red Cross of a conflict with space on Sunday due to a parish event; but would work to resolve it.
- 8:35 Katharine Anderson advised that there would be adequate space for the shelter on Sunday.
- 8:50: Sandra called to advise our team that the Red Cross Disaster Services manager had determined that they did not need to open an emergency shelter. Sandra thanked our team on being ready to open our shelter. Paul called all the area leads on the phone tree to terminate the alert; they called all the team members on their lists.
- 9: 13: Paul sent email message to the team and supporters cancelling the shelter alert.

As a follow up to the Red Cross alert to be prepared to open our shelter on short notice, I wanted to provide some additional information and thank you all for a superb team performance.

Dan Dupont
Terry Knapp
John Callear
Danielle Honings

Kathy & Jim Jones
Dave & Carol Gibson
Alberto Torres
Julie Harold

Sue Ruppel & Katharine Anderson
Jay Brumbaugh
Rich Marino & Paul Bedard
Debbie Williams & Unice Langlois

It is interesting to note that at the time of the alert 12 were able to respond (an appropriately biblical Easter response). Four had conflicting commitments and two were not available to reply. Our phone tree worked very well on an early Saturday morning.

Some lessons learned; others are welcome:

- Ask the Red Cross if Spanish translators will be needed. We could then alert the community for additional bi-lingual volunteers.
- Prepare a draft email alert to the shelter team and supporters (saves time in drafting one upon alert).
- Prepare alert cancellation email (same reason).

Thanks and Peace,

Paul Bedard
St. Augustine Shelter Team