Shelter Team Cross-Training Session #1: Wednesday, March 16, 7:00-8:30 pm: classroom 18/19

Training sessions outline:

Training session #1: Wednesday, March 16, 7:00-8:30 pm: classroom 18/19

- Tasks: concentrate on those related to opening the shelter
- Training leads:
    - Shelter Manager and Logistics: Paul Bedard and John Callear
    - Staff Recruitment: Alberto Torres and Paul Bedard
    - Registration: Kim Ackermann, Sue Ruppel, Giovanna Pedicini, Daniel Honings and Vicki Reardon

- Training time line
- 6:30-7:00 pm: Set up training classroom 18/19
- 6:45-7:00 pm: Team arrival and sign-in
- 7:00-7:30: Training overview and Shelter Manager and Logistics tasks
- 7:30-8:00: Staff Recruitment tasks
- 8:00-8:30: Registration tasks
- 8:30 Cleanup

Shelter Manager and Logistics: 7:00-7:30: Training overview and Shelter Manager tasks

Key Tasks:

Shelter Team Member Preparation (What to bring):

- Personal: prepare shelter kit bag. See Tips for Shelter Workers (Shelter Team Web page). Include tablet, pen/pencil for taking notes.
- Bring updated copy of shelter tasks for your assigned shelter area. (Shelter Team Web page)
- Bring current copy of shelter team phone tree. (Shelter Team Web page)
- Bring current copy of shelter building diagram. (Shelter Team Web page)

Worst case scenario: If clients are already waiting at the shelter, the building may be open, with clients inside.

- It is possible that facility representatives or government authorities have already assumed leadership of the shelter.
- ID yourself to any leadership at the site. Introduce yourselves and say that you are the Red Cross. Offer your assistance and support in getting the shelter up and running.
- Ask for volunteers to help get things up and running more quickly.
- **Immediately assign people to the following tasks:**
  - Get people to safety and out of the weather. Set aside an area for people to wait comfortably.
  - Explain why it is necessary for them to wait in this area.
  - Set up registration area.
  - Establish crowd control and traffic patterns, both inside and outside.
  - Post Red Cross signs and shelter rules. (Shelter team storage cabinet room 18/19)
  - After/during building inspection, identify all shelter areas in facility: mark with temporary paper sheets.
  - Guide media (if present) to waiting area, and brief them as soon as possible.
- Contact relief headquarters or Red Cross Emergency Operations center: Confirm your arrival and situation.
- Once tasks are assigned, shelter manager and/or shelter logistics will:
  - Conduct a pre-occupancy inspection using Statement of Agreement and Facility Survey (if they already exist).
  - Negotiate and sign Facility Agreement (Form 6621).
  - Conduct pre-occupancy inspection using Self-Inspection Worksheet Off-Premises Liability Checklist (Form 6505).
  - Assess general condition of the facility, citing pre-existing damage.
  - Shelter Manager/shift leader should determine how the space will be allocated.
  - After/during building inspection, identify all shelter areas in facility: mark with temporary paper sheets.
  - Establish feeding, at least beverages and snacks.
  - Once these tasks are completed, regroup the shelter team and assign more formal roles and responsibilities.
  - Common tasks: determine location of shelter manager's work station (in Shelter Operations Center) and why; determine resources needed: number of staff, (shelter manager and shift leader), tables, chairs, communications (phone/radio). Provide this information to shelter operations lead for integration into the shelter operations plan.

Open shelter tasks (advanced notice):

- Establish contact with building representative and activate (open) the building when it is ready.
- If clients are waiting, may need to partially activate the building immediately.
- Conduct Pre-occupancy inspection (use forms from Shelter Manager's Kit- Forms & Publications)
  - Use Statement of Agreement (Form 6621)
  - Use Facility Survey (Self-Inspection Worksheet Off-premises Liability Checklist (Form 6505)
- Conduct pre-occupancy inspection using Form 6505.
  - Assess general condition of the facility.
  - Site pre-existing damage
- Negotiate and sign Form 6621.
- Establish and maintain contact with the Red Cross chapter or Emergency Operations Center (EOC).
- Survey and layout space plan for the shelter.
  - Use building diagram for St. Augustine shelter.
  - If another facility, use the St. Augustine building diagram as a guide.
- After/during building inspection, identify all shelter areas in facility: mark with temporary paper sheets.
- Make a shelter layout drawing; make copies, if possible, for posting and distribution to shelter area leads.
- Organize and brief staff. Assign staff to perform tasks on the following checklists:
  - Registration
  - Dormitory
  - Feeding
  - Disaster health services
  - Disaster mental health services
  - Staff recruitment and placement
  - Shelter Operations
  - Logistics
  - Information
  - Communications
  - Other client services

Logistics:

- Logistics workers in a shelter coordinate getting needed supplies and equipment to the shelter, making sure that the facility and equipment remain in good condition, and returning borrowed items when the shelter closes.
- Using the Statement of Agreement and Facility Survey, if they already exist, meet the facility representative for the pre-occupancy inspection.
- Negotiate and sign a Facility Agreement (Form 6621).
- Conduct pre-occupancy inspection using Self-Inspection Worksheet Off-Premises Liability Checklist (Form 6505), and assess the general condition of the facility, sighting pre-existing damage.
- Inventory and establish security for supplies and equipment.
- Determine your local purchase procedures and limits with the shelter manager.
- Order additional supplies as needed (follow attached ordering procedures). Discuss a process for procuring food with the shelter manager and feeding supervisor.
- Prepare the building for operation with the shelter manager's approval.
- In coordination with the shelter manager, identify areas for reception, registration, health, and mental health services, the dormitory, the cafeteria, child care, shelter operations, recreation, the staff restroom, the manager's office, and the storage area for Red Cross supplies.
- Arrange for security inside and outside the facility.
    - Security may be provided by: Red cross workers (primarily responsible for conducting dormitory rounds, checking to see that doors are locked, etc.
    - Private security guards (do not have the power of arrest)
    - Law enforcement officials (with the power of arrest). Arrange for police drive-bys and assistance, when conditions permit.
    - National Guard (if assigned and available).
    - If necessary, contract security services, using opertaional communications channels.
- Establish procedures for controlling traffic and parking. Coordinate with the information supervisor for signs.
- Ensure that an adequate number of shower and bathing facilities are available in the shelter. If the water supply is not working, or facilities are not adequate, make alternate arrangements, such as delivering additional bottled water, as soon as possible, using operational communication channels.
- Ensure that an adequate number of toilets are available in the shelter. If the water supply is not working, or facilities are not adequate, make alternate arrangements, such as portable or chemical toilets, as soon as possible
- Consult with the Disaster Health Services supervisor and feeding supervisor about public health inspection of the shelters, as well as other pertinent sanitation issues.

Staff Recruitment:

- The staff recruitment and placement lead will locate in the Shelter Operations Center. Work closely with the shelter manager in all aspects of this responsibility.
- Secure workspace that is easily accessible to shelter team staff, with space for incoming staff to sign in, be interviewed, and be given a job induction.
- Determine resources needed: number of staff pershift, tables, chairs, communications (phone/radio). Provide this information to the shelter manager or shelter operations.
- Ensure all volunteers and staff sign-in and out during every shift. Complete the following:
    - Volunteer Log: Complete for each shift when sign-in and sign-out of the shelter. Includes Red Cross staff and any other persons who are not shelter residents.
    - Local Disaster Volunteer Staff Registration (Form 1492A): All volunteers complete once during every relief operation.
    - Shelter volunteer roster: maintain spread sheet listing all volunteers and planning team.
    - Staff Roster (Form 6513): Complete for all volunteers. Maintain with shelter volunteer roster.
- Issue an identification name tag to every shelter worker when they sign-in for their shift.
- Anticipate the demands for staff and people available.
    - Coordinate with the shelter manager to identify the number of shelter team members needed for the first shift and the remaining shifts for day 1.
    - Contact shelter team members to fill shelter staff positions.
- Start planning for staff recruitment for day 2.

Registration:

- Determine location of shelter area and why.
- Determine resources needed:
  - Number of staff, tables, chairs, communications (phone/radio).
  - Provide this information to the shelter manager or shelter operations.
- As community members arrive, have them complete registration forms.
- Review registration forms with resident.
- Give resident a copy of "Shelter Resident Information" & Copy of their Registration Form.
- Direct residents with special medical issues or medication needs to the nurses in the Nursery, and residents who are especially anxious to MH Services.
- Assigned person completes Resident Roster form from completed registration forms recording who is planning on staying the night. ** Complete Resident Roster form in pencil.
- As residents sign-out, pull Registration's copy of Resident Registration Form from purple binder and place in back pocket of binder. Also record their time out on the Resident Roster, and erase their desire to stay overnight if that is case.